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SERVING BURKE & CATAWBA COUNTIES

INSTALLATION OF THE CITRIX CLIENT

1. **READ THIS ENTIRE DOCUMENT FIRST!**
 After reading, a link to download the Citrix software is provided.
2. When prompted, choose "Save".
3. Save the file to your computer's desktop.
4. Click "Save" and wait for the file download to complete.
5. After the download completed, go to the main Desktop.
6. Double click on the icon that reads "ica32web.msi".
 - a. If the security warning box appears, choose "Run"
 - b. Language Box – English, "Next".
 - c. Web Install Box, "Next".
 - d. Accept the licenses agreement, "Next".
 - e. Begin install, "Next".
 - f. Finish
7. Log into Catawba County's Citrix Website using Internet Explorer:
<https://citrix.catawbacountync.gov>
8. After the site loads, add a shortcut to your desktop to the above site. *In Internet Explorer, select File/Send/Shortcut to Desktop. **This is your shortcut to Citrix. No other shortcut/icon is created.***
9. Enter Citrix user id and password where prompted. *If you do not have a Citrix ID, go to the Provider Forms page of the MHP website and complete a Connectivity Request. Complete **ALL** information on the form and email to MH_CMHC_Help@mentalhealthpartner.org, otherwise the form will be returned as incomplete.*
10. Click on icon to the right of screen "Secure Application Access".
11. Double Click on CMHC.
12. Enter CMHC user id and password.
13. Whenever you finish using CMHC, click "Log out" to exit Citrix. Clicking the X in the Window corner can affect your computer performance in future sessions.
14. After reading these instructions, download the [Citrix software here](#).

ACCESS TO CARE 1-877-327-2593 (TOLL FREE) 24/7/365

www.mentalhealthpartners.org