

# Uninstall and Reinstall Citrix

Go to [chkd.org](http://chkd.org) and click on **Employees**

Children's Hospital of The King's Daughters

Our Blog Find a Doc Careers Locations About Us Billing Donate Now

Our Doctors Our Care For Patients and Families Support Us For Medical Professionals

Help me find doctors, locations, services ... GO at CHKD

### The Forgotten Disease

Overcome by a mystery illness, Julia turned to CHKD's Dr. Randall Fisher, who quickly put the high-school junior on the road to recovery.

Read More

### Save Your Spot

Did you know you can save your spot before heading to one of CHKD's three Urgent Care Centers? And here is more news you can use: CHKD Urgent Care at Tech Center in Newport News is now open on the weekends.

Read More +

### 2017 Health Care Heroes

CHKD proudly recognizes the contributions of our Health Care Heroes – Dr. Michelle Brenner, Dr. Robert Kelly, Dr. Doug Mitchell, and Ashlynn Baker – along with so many others in our health system dedicated to the care and comfort of children in our community.

Read More +

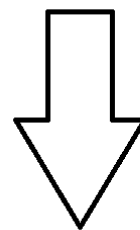
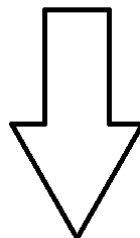
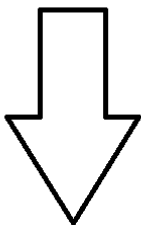
### UVA, CHKD Collaborate

University of Virginia Children's Hospital and CHKD are forming a regional collaborative to improve outcomes for children with complex congenital heart defects. Dr. James Gangemi will serve as surgical director.

Read More +

**Employees** Fonts AA+ Alerts Connect With Us

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## Go down to **CHKD Downloads**

The screenshot shows the 'Employees' page of the Children's Hospital of The King's Daughters (CHKD) website. The browser address bar shows 'http://www.chkd.org/Employees/'. The page features a navigation menu with links for 'Our Blog', 'Find a Doc', 'Careers', 'Locations', 'About Us', 'Billing', and 'Donate Now'. Below this is a search bar with the text 'Help me find doctors, locations, services ... GO at CHKD'. A green banner highlights the 'Employees' link, with a red arrow pointing to it. The main content area includes a welcome message, 'Emergency Notifications and Alerts' (with no notifications at the time), and 'Employee Resources'. The 'CHKD Downloads' link is highlighted with a red box and a red arrow. Below it, the 'Citrix Receiver Removal Tool' link is also highlighted with a red box and a red arrow. A 'Quick Access Links' sidebar on the right contains links for Employee Email, CHKD Extranet, API Employee Self-Service, API LaborWorkx, and Transamerica Account Access. Social media sharing icons are located at the bottom right of the page.

Children's Hospital of The King's Daughters

Our Blog Find a Doc Careers Locations About Us Billing Donate Now

Our Doctors Our Care For Patients and Families Support Us For Medical Professionals

Help me find doctors, locations, services ... GO at CHKD

**Employees**

**Emergency Notifications and Alerts**

Welcome to the the employee portal for CHKD. From here, you can check your Email, remote in to the CHKD Extranet for KD Remote, click into API Laborworkx if you are using Internet Explorer, link into the employee wellness clinic, and check on your Transamerica account.

**Emergency Notifications**

There are no emergency notifications at this time.

**Employee Resources**







- [Web Email](#) -- Access your CHKD Email from a web browser
- [CHKD Extranet \(all employees\)](#) -- KD Remote
- [API Employee Self-Service](#)
- [API LaborWorkx](#)
- [Employee wellness clinic](#)

**CHKD Downloads**

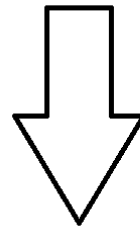
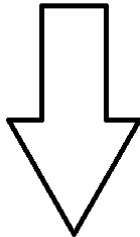
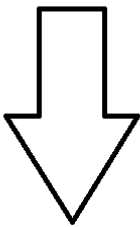
- [Approved Citrix Receiver Downloads](#) -- (instructions for Installing Citrix Receiver)
  - [Citrix Receiver Removal Tool](#)
- [Approved Cisco Client Download](#) -- Windows
- [Approved Cisco Client Download](#) -- Windows 64 bit
- [Click here](#) to resolve Citrix Receiver registry issue.
- [Click here](#) to see which version of Windows you are using.

**Quick Access Links**

- + [Employee Email](#)
- + [CHKD Extranet](#)
- + [API Employee Self-Service](#)
- + [API LaborWorkx](#)
- + [Transamerica Account Access](#)

Share this page      

Next click on **Citrix Receiver Removal Tool** and **Open**.



http://www.chkd.org/Employees/ Employees | Employee port... x

KDnet - CHKD Health Syst... Children's Hospital of The...

Welcome to the the employee portal for CHKD. From here, you can check your Email, remote in to the CHKD Extranet for KD Remote, click into API Laborworkx if you are using Internet Explorer, link into the employee wellness clinic, and check on your Transamerica account.

**Emergency Notifications**  
There are no emergency notifications at this time.

**Employee Resources**

- [Web Email](#) -- Access your CHKD Email from a web browser
- [CHKD Extranet \(all employees\)](#) -- KD Remote
- [API Employee Self-Service](#)
- [API LaborWorkx](#)
- [Employee wellness clinic](#)

**CHKD Downloads**

- [Approved Citrix Receiver Downloads -- \(Instructions for Installing Citrix Receiver\)](#)
  - [Citrix Receiver Removal Tool](#)
- [Approved Cisco Client Download -- Windows](#)
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- Click [here](#) to resolve Citrix Receiver registry issue.
- Click [here](#) to see which version of Windows you are using.
- Click [here](#) to see which version of Internet Explorer you are using.

**CHKD Board Members**

- [Access](#)

**Employee Tools**

- [Transamerica Account Access](#)
- [Career Opportunities](#)

**QUICK ACCESS LINKS**

- + [Employee Email](#)
- + [CHKD Extranet](#)
- + [API Employee Self-Service](#)
- + [API LaborWorkx](#)
- + [Transamerica Account Access](#)

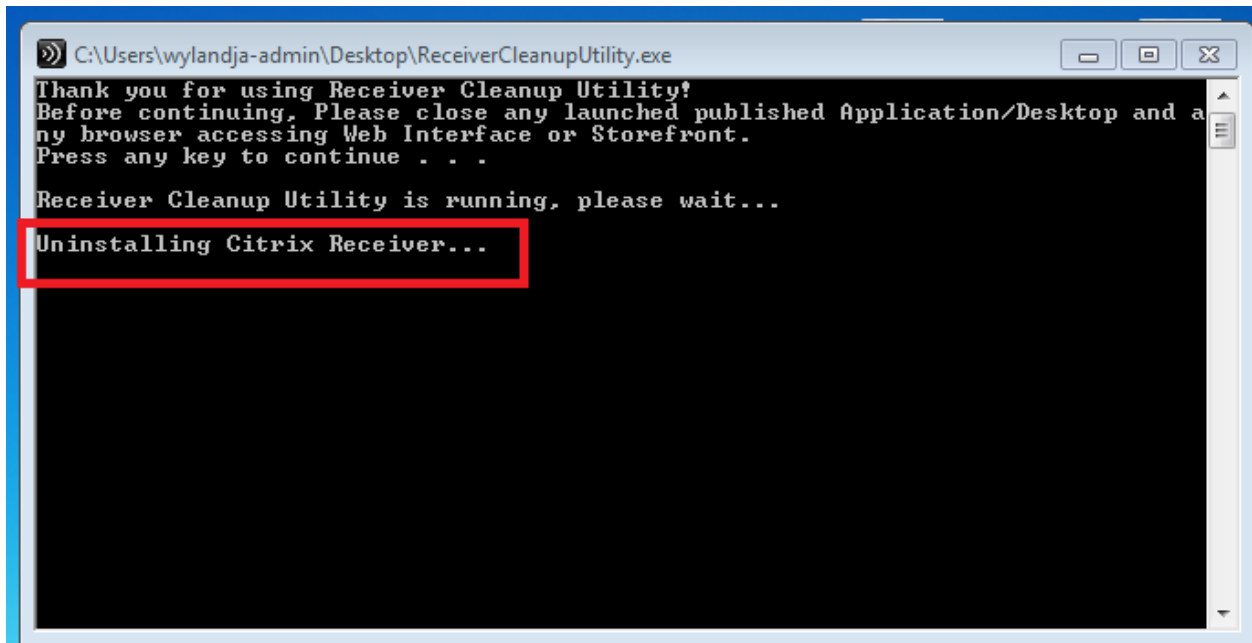
Share this page

Do you want to open or save ReceiverCleanupUtility.exe (575 KB) from chkd.org? **Open** Save Cancel x

C:\Users\wylandja-admin\Desktop\ReceiverCleanupUtility.exe

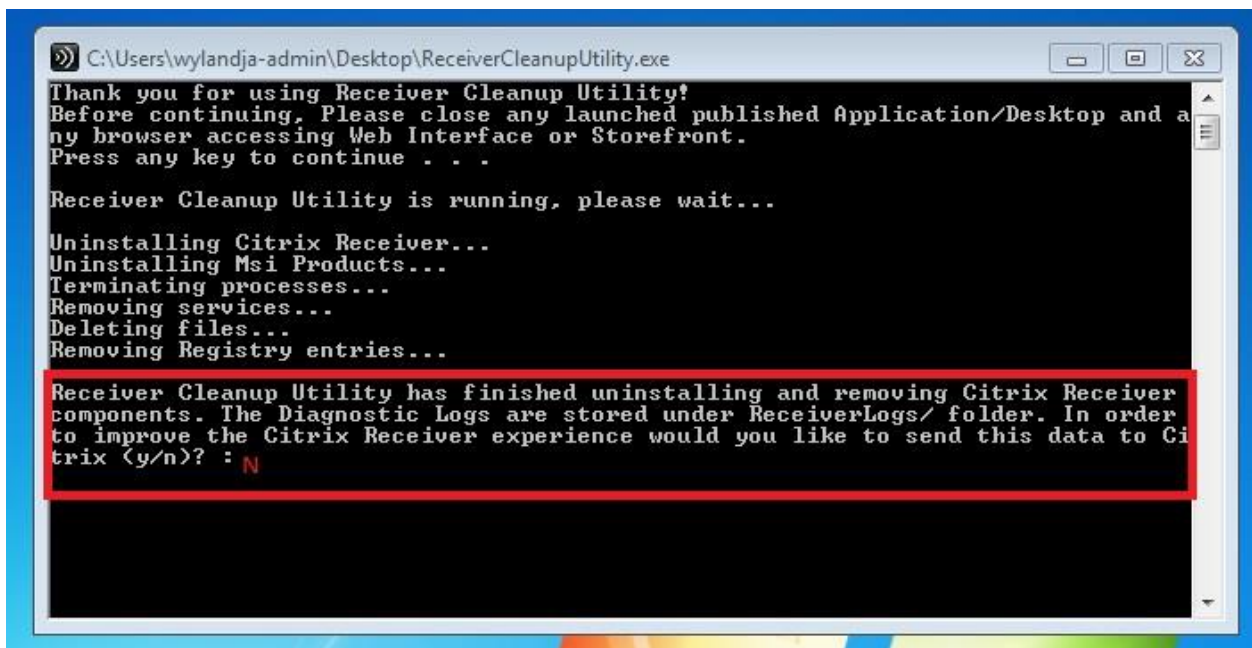
```
Thank you for using Receiver Cleanup Utility!  
Before continuing, Please close any launched published Application/Desktop and a  
ny browser accessing Web Interface or Storefront.  
Press any key to continue . . .
```

CITRIXRECEIVER



```
C:\Users\wylandja-admin\Desktop\ReceiverCleanupUtility.exe
Thank you for using Receiver Cleanup Utility!
Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront.
Press any key to continue . . .

Receiver Cleanup Utility is running, please wait...
Uninstalling Citrix Receiver...
```



```
C:\Users\wylandja-admin\Desktop\ReceiverCleanupUtility.exe
Thank you for using Receiver Cleanup Utility!
Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront.
Press any key to continue . . .

Receiver Cleanup Utility is running, please wait...

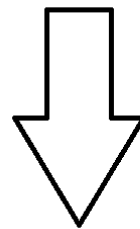
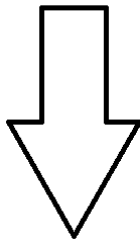
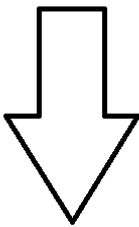
Uninstalling Citrix Receiver...
Uninstalling Msi Products...
Terminating processes...
Removing services...
Deleting files...
Removing Registry entries...

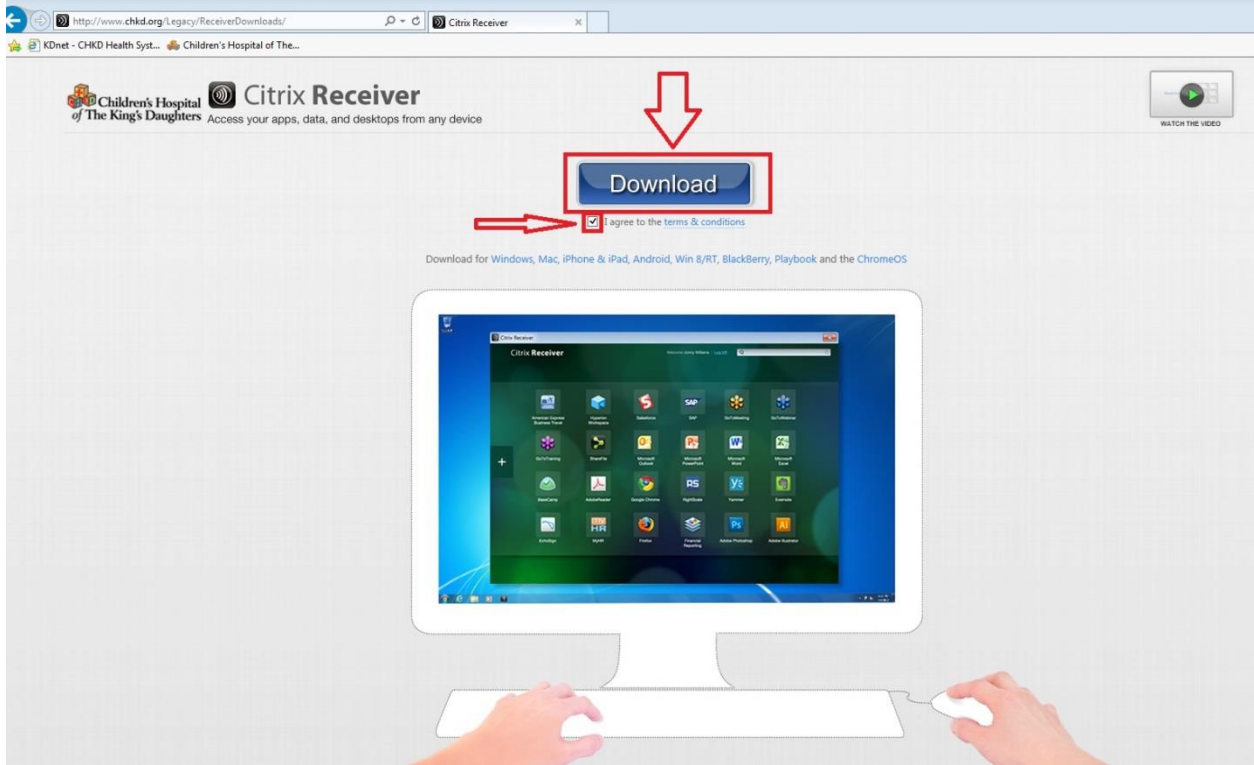
Receiver Cleanup Utility has finished uninstalling and removing Citrix Receiver components. The Diagnostic Logs are stored under ReceiverLogs/ folder. In order to improve the Citrix Receiver experience would you like to send this data to Citrix (y/n)? : N
```

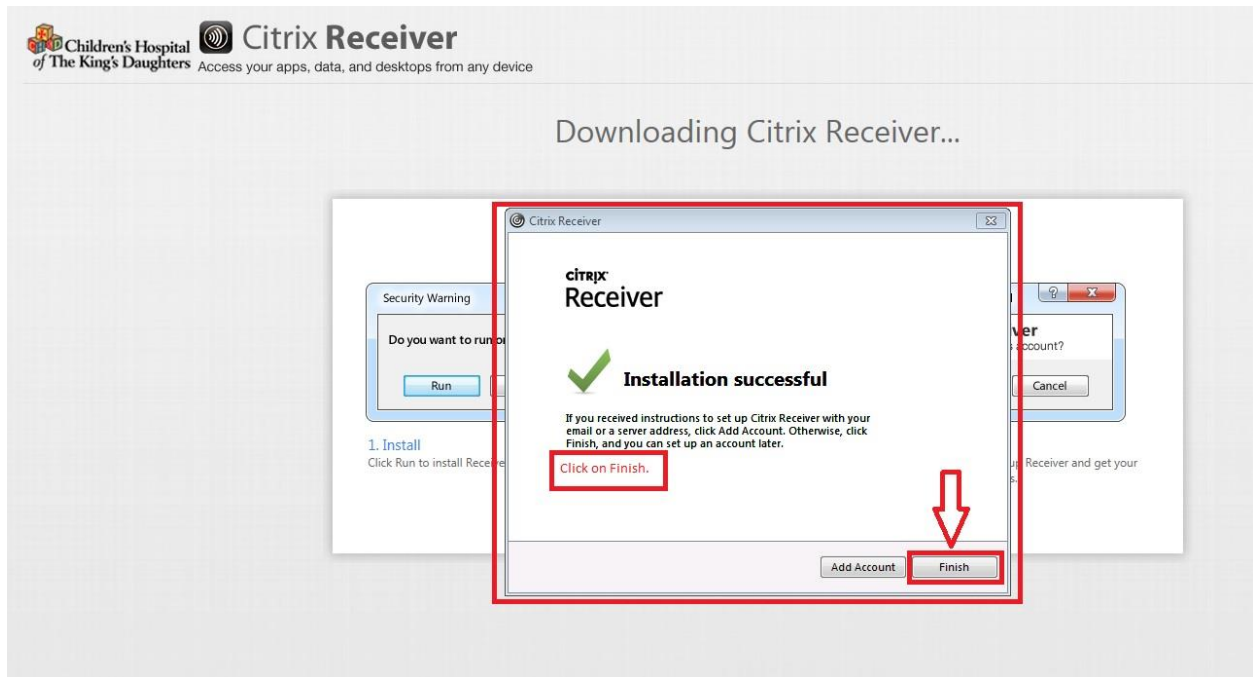
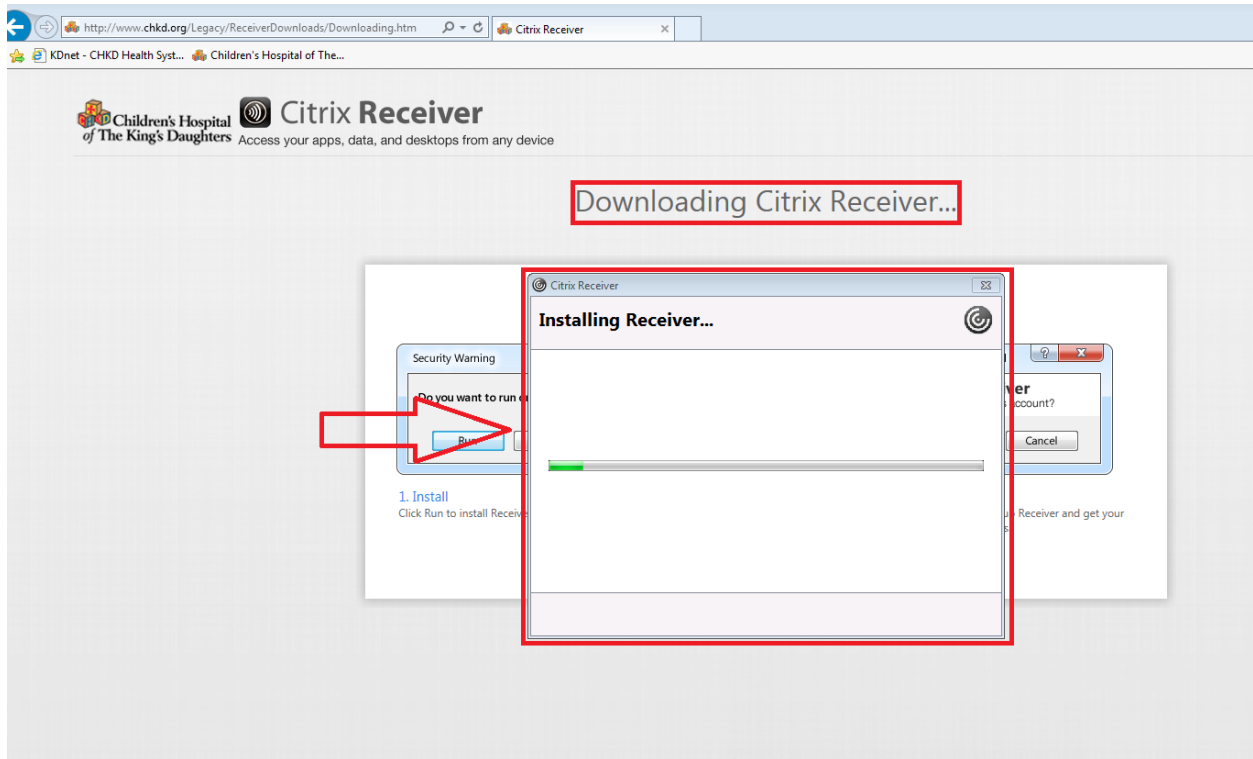
After running Citrix Receiver Removal Tool, **Reboot your PC (this is a very important step).**

Go back to **CHKD Downloads** and run **Approved Citrix Receiver Downloads**

The screenshot shows the 'Employees' page of the CHKD portal. A search bar at the top contains the text 'doctors, locations, services ...' and a 'GO' button. The main navigation bar has 'Employees' highlighted in green, with a red arrow pointing to it from the left. Below the navigation bar, there is a section for 'Emergency Notifications and Alerts' and a 'Welcome to the the employee portal for CHKD...' message. A section titled 'Employee Resources' contains a list of links: 'Web Email', 'CHKD Extranet (all employees)', 'API Employee Self-Service', 'API LaborWorkx', and 'Employee wellness clinic'. Below this is a section titled 'CHKD Downloads' with a red box around the header and two red arrows pointing to it from the left. The 'CHKD Downloads' section contains a list of links: 'Approved Citrix Receiver Downloads' (with a red box around it and a sub-link 'Citrix Receiver Removal Tool'), 'Approved Cisco Client Download -- Windows', 'Approved Cisco Client Download -- Windows 64 bit', and two links to resolve registry issues and check Windows/Internet Explorer versions. To the right of the main content is a 'Quick Access Links' section with links for 'Employee Email', 'CHKD Extranet', 'API Employee Self-Service', 'API LaborWorkx', and 'Transamerica Account Access'. At the bottom of the page, there is a 'CHKD Board Members' section with a link for 'Access'.







**Reboot PC again and go to CHKD Extranet.**

http://www.chkd.org/employees/

Help me find doctors, locations, services ... GO at CHKD

Emergency Notifications and Alerts

## Employees

(757) 668-7000

Welcome to the the employee portal for CHKD. From here, you can check your Email, remote in to the CHKD Extranet for KD Remote, click into API Laborworkx if you are using Internet Explorer, link into the employee wellness clinic, and check on your Transamerica account.

### Emergency Notifications

There are no emergency notifications at this time.

### Employee Resources

- Web Email -- Access your CHKD Email from a web browser
- CHKD Extranet (all employees) -- KD Remote**
- API Employee Self-Service
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### CHKD Downloads

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### CHKD Board Members

- Access

Quick Access Links

- + Employee Email
- + CHKD Extranet
- + API Employee Self-Service
- + API LaborWorkx
- + Transamerica Account Access

Share this page

https://kdremote2.chkd.org/vpn/index.html

https://kdremote2.chkd.org/vpn/index.html

Identified by VeriSign

NetScaler Gateway

## NetScaler with United Gateway

Please log on to continue.

User name

Password

Log On

Login



The screenshot shows the NetScaler with Unified Gateway interface. At the top, the browser address bar displays the URL <https://13dremot2.chkd.org/cvpr/http/127.0.0.1/> and identifies the user as 'Identified by VeriSign'. The page title is 'NetScaler with Unified Gateway'. Below the title bar, there are navigation tabs for 'Home' and 'File Transfer', and utility links for 'Change Password' and 'Log Off'. The main content area is divided into three columns: 'Applications', 'Web Sites', and 'File Shares'. The 'Applications' column has a dropdown menu set to 'Applications' and a sub-section 'Main' which contains a list of application folders: '724', 'SEBA', 'Boards', 'Cardiology DMS', 'Centripitus', 'Cerner Apps\_NonProd', 'Cerner Apps\_Prod', 'Eclipsys x64', 'Engineering', 'Exercise Pro', 'Facility Status', 'File Shares', 'Hyperspace Apps', and 'IS\_Support'. A red arrow points to the 'Main' section, and a red box highlights the 'Applications' dropdown. A red text box next to the 'Main' section contains the text: 'All of the applications that you have permissions to will appear under Main.' The 'Web Sites' column is divided into 'Enterprise Web Sites' (listing 'Amcom Phone Directory', 'Password Reset', 'Powerchart Training', and 'Peroperative Co-Management') and 'Personal Web Sites' (listing 'none'). The 'File Shares' column is divided into 'Enterprise File Shares' (listing 'Sophos Antivirus Client', 'Jabber', and 'Assessment') and 'Personal File Shares' (listing 'none').

You will see all your apps that you have permissions to under Applications\Main.