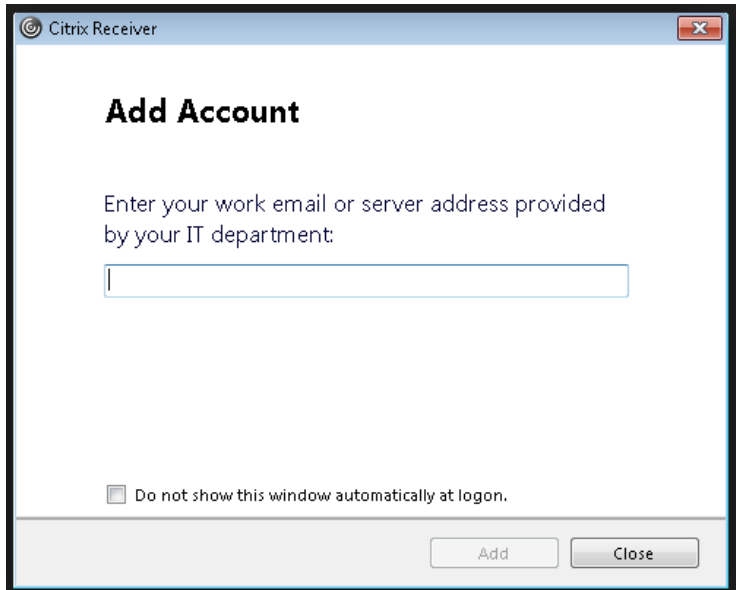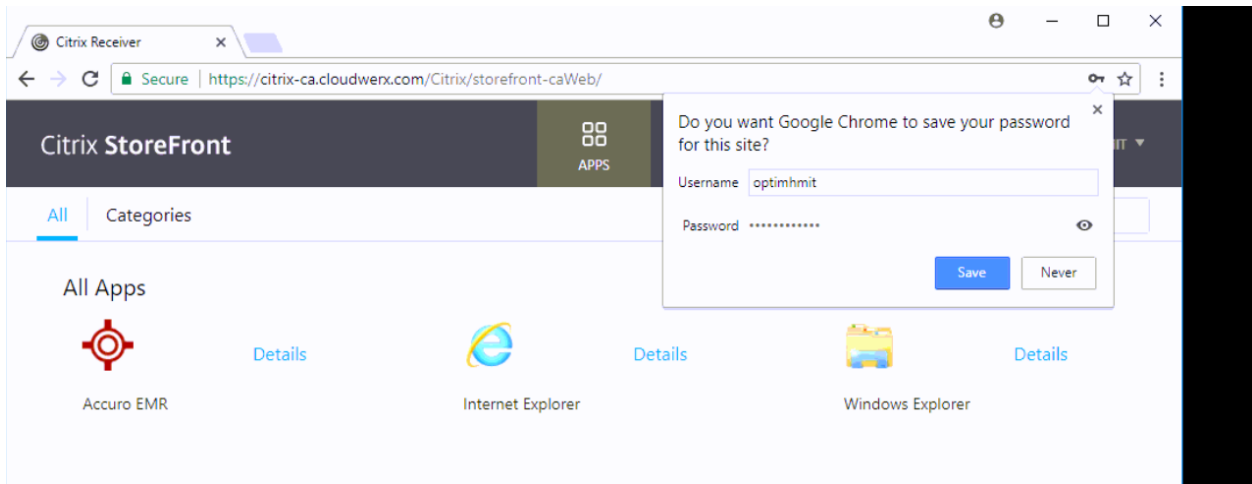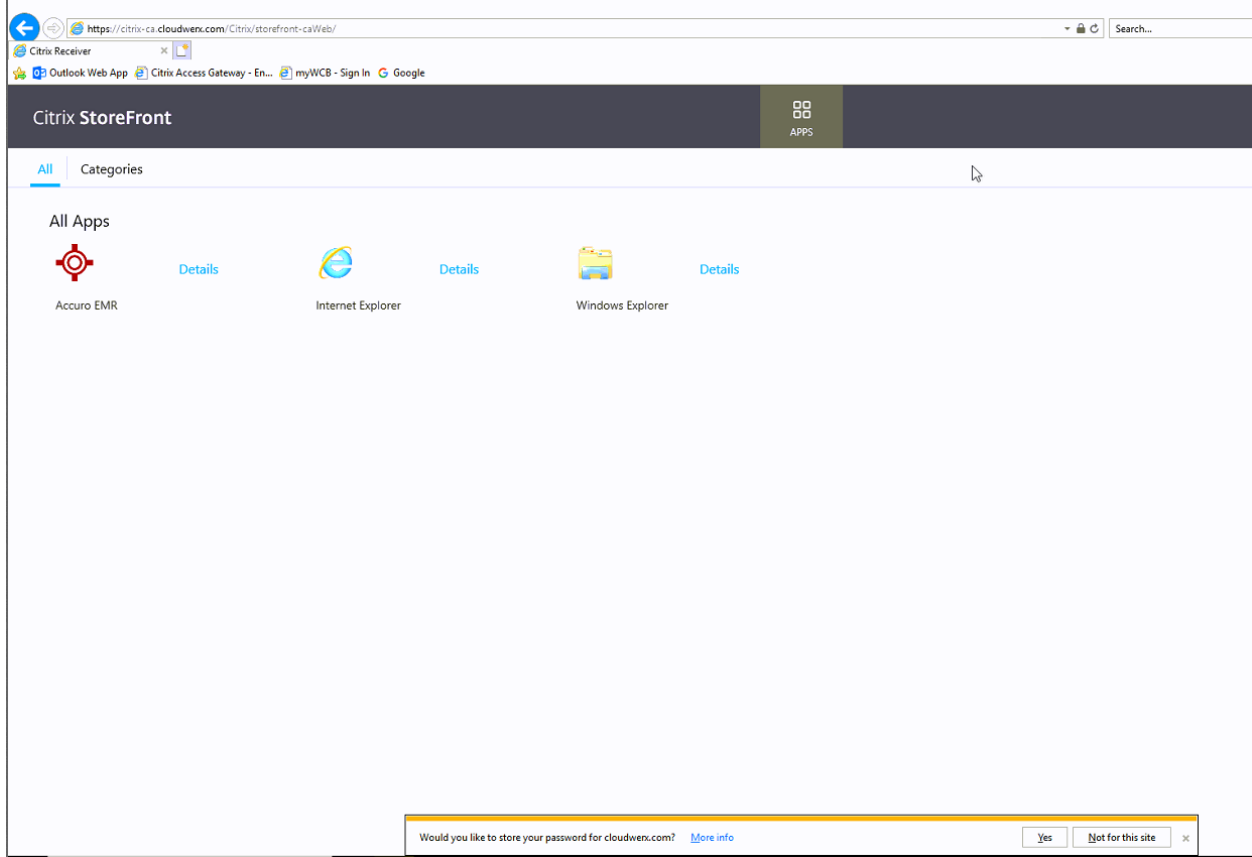When first launching Citrix and Accuro you may see one or more of the prompts below. If you respond to these prompts as described, you should only see them the first time you logon.

1. Check the "Do not show this window automatically at logon" box, then click [Close].
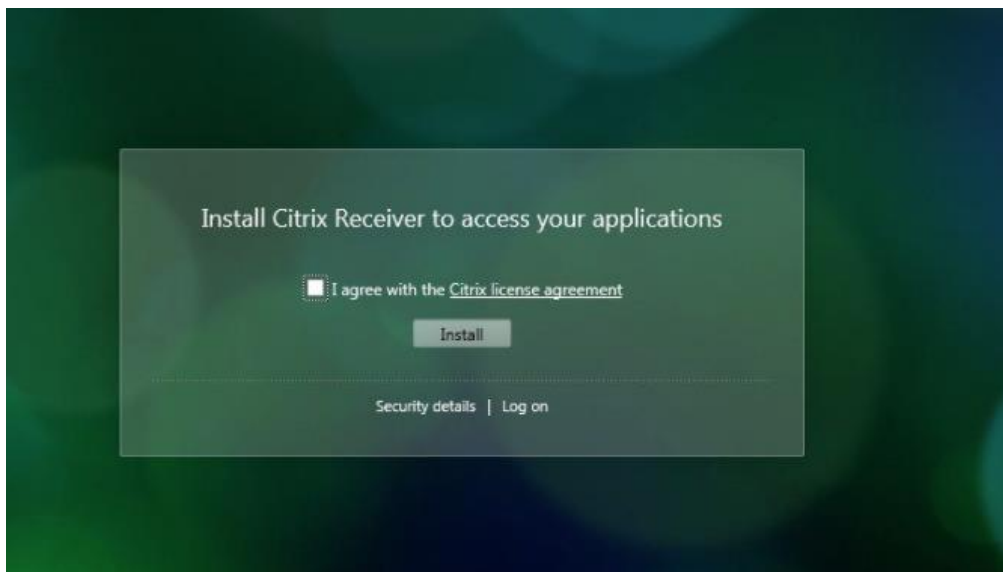

2. Click [Never] or [Not for this site] depending on which browser you use

3. Do Not Click the [Install] button and it's also not necessary to check the "I agree…" box. Click the "Log on" link below the Install button (it might say "Skip to Log on")

4. If you have logged in to Citrix, have clicked the Accuro icon and the download bar appears at the bottom of the browser window (this happens when using Chrome web browser), click the arrow beside the download and select "Always open files of this type", then click the Accuro icon again and it will launch.