What is happening?

Detroit is upgrading their workstation's Citrix Clients and Nuance Dictation drivers where applicable. This document is intended for Remote Users only that connect to https://demicitrix.etenet.com.

What do I need to do?

It is recommended that all external users upgrade their Citrix Clients to version 2203 (for windows 10 or 11) or to version 1912 for Windows 7. This upgrade will also upgrade your Nuance Dragon components if you use them.

If you dictate into Cerner with a PowerMic or similar microphone, this upgrade is critical for you to maintain functionality on your external device.
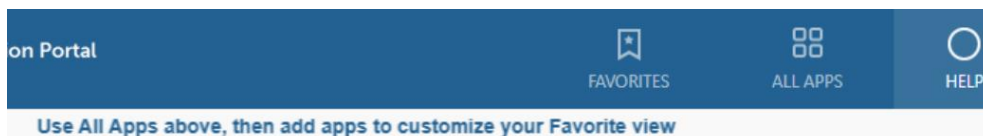
If you are using a MAC/Macintosh computer, this document is not relevant to you, do nothing.

Will this upgrade affect PowerMic Mobile?

If you dictate with your remote workstation using the Nuance Dragon Mobile Application, Nuance may have updated their Mobile application since the last time you used the Mobile application and it may require an update. That update is not related to this overall upgrade. In other words, PowerMic Mobile is not impacted.

I have determined that I need to upgrade my device, what do I need to do?

Logon to https://demictrix.etenet.com and navigate to the "Help" section. Locate and download the install that is specific to your operating system for Citrix 2203 or 1912. You must run the install file "as Administrator".

When do I need to do this?

Immediately.

Will Citrix look or behave any differently?

No, connecting and using your Citrix applications should not change. If you do experience an issue you feel is related to the upgrade, please open a ticket with the service desk.