

Intermountain Health EpicCare Link Printer Troubleshooting Guide

1) You (or your IT Personnel) should first verify that, in the Windows Printer Settings module, the feature called *Let Windows manage my default printer* is NOT checked, as shown below:

☐ Let Windows manage my default printer

When this is on, Windows will set your default printer to be the one you used most recently at your current location.

Then, assure that the printer required for printing from EpicCare Link is set as the Default and that it says *Default* underneath the printer name, similar to the example below (except with your printers name):

 HP LaserJet 2300dtn
Default

 Microsoft Print to PDF

Then that printer should be accessible/visible from EpicCare Link.

2) If step 1 has been verified and there are still issues seeing the correct printer, it may help to assure that the latest version of Citrix Workspace is installed, which is available at <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

3) If you are still having issues after doing steps 1 & 2, an Internet search including the words *citrix workspace windows* and the printer model name may be helpful. Sometimes, there are solutions in forums for specific printers or issues.