The Bureau of Vital Statistics is working with our IT and vendor resources to improve IPHIS-EDRS connectivity. As part of the resolution, our IT team must perform an upgrade to the IPHIS-EDRS system on **Tuesday March 19th, 2024**. After the upgrade is complete, clients using unsupported versions of Microsoft Windows (including Windows 8, Windows 7, and Windows XP) will no longer be able to connect to the system. Continued use of unsupported versions of Windows poses significant security risks as Microsoft no longer provides security updates for those versions. Without regular security updates, the risk of malware infections, intrusions, and data privacy risks are significantly increased. Individuals and entities running unsupported versions of Windows are strongly encouraged to upgrade as soon as possible to protect their business and customer information.

To align with State of Ohio technology standards, the Bureau of Vital Statistics requires that users of the IPHIS and EDRS systems meet certain minimum software and operating system standards for best performance of these systems in the Citrix Cloud environment, **or you may lose access to IPHIS-EDRS unexpectedly and ODH/VS will not be able to support you**. Please see below my signature line for instructions on verifying the version of Workspace you have installed and, if necessary, replacing it with Citrix Workspace version 2302.
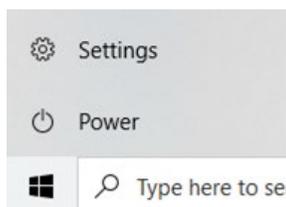
To ensure that you can connect to IPHIS-EDRS:

- At present, we recommend using Workspace version 2302, available here: https://www.citrix.com/downloads/workspace-app/legacy-workspace-app-for-windows/workspace-app-for-windows-2302.html.
- Use a supported operating system (Windows 10 version 21H2 or higher, macOS 11 [Big Sur] or higher, etc.).
- Use an updated web browser such as Google Chrome, Microsoft Edge, or Mozilla Firefox (do not use Internet Explorer which is no longer supported by Microsoft and receives no security updates).
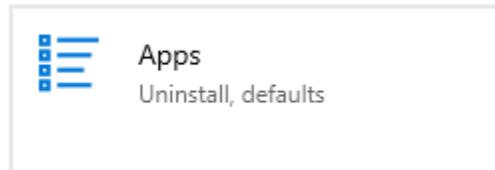
If you have questions about this or any other Vital Statistics issue, please reach out to us via email at VS.Helpdesk@odh.ohio.gov or by phone at 614-466-2531, option 2 then 3.

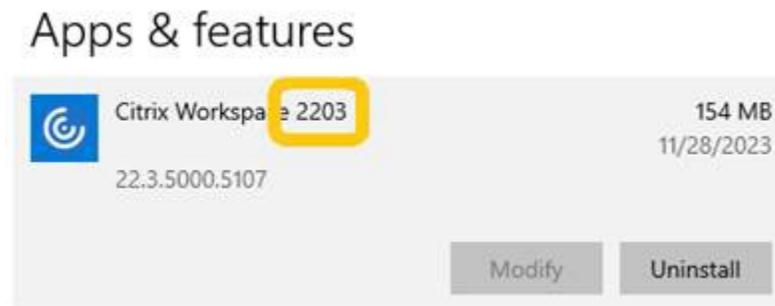## Verifying and Replacing Your Citrix Workspace App in Windows 10
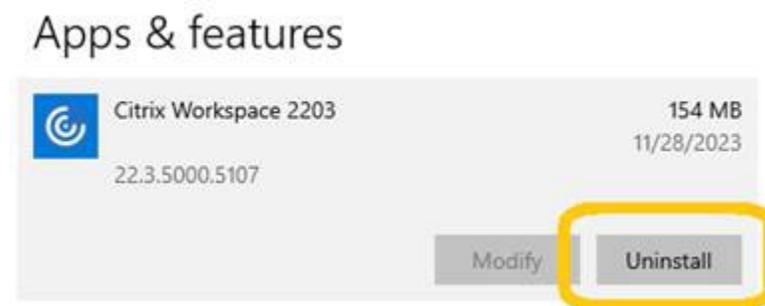
1. Choose "Settings" in the Windows start menu.

2. Choose the "Apps" menu option.
3.

4. Scroll to Citrix Workspace and review the installed version (highlighted in yellow).
5.

6. Select "Uninstall" to run in uninstallation process – **if you do not have the necessary admin privileges contact your IT resources for assistance.**
7.

8. Go to the Citrix Workspace download page for version 2302 and select the teal "Download" button.

9.

Citrix Workspace app 2302 for Windows

Release Date: Feb 14, 2023

Compatible with

Windows 11, 10 as well as Windows Server 2022, 2019, 2016.

Download Citrix Workspace app for Windows

(273 MB - .exe)

Version: 23.2.0.38(2302)

Checksum: SHA-256-
4FE75C3DB3099E9EBC28743B27134932F4D7C64C3402C7314A1640EA94C8CCE1

10. Once the download is complete, open the file to begin installation.

CitrixWorkspaceApp.exe
360 MB · Done