

Complaint

From: [REDACTED]

To: mediainquiry@citrix.com; karen.master@citrix.com; eric.armstrong@citrix.com; jeanna.blatt@citrix.com

Date: Saturday, December 12, 2020, 11:04 AM EST

I am writing to inform you of a major problem I have had with your software, Citrix Receiver.

While working for The MetroHealth System on March 16th, 2020, I received an email from a corporate executive requesting information on my personal laptop's operating system - see page 12 of attached 'MetroHealth Emails and Instructions'. I answered the questions and provided my laptop and operating system's information. A short time later, my manager advised I can work from home using my laptop. My laptop passed the system requirements for this approval.

The email advised of instructions to work from home and downloading Citrix to my personal device - see attached. Once I downloaded Citrix to my personal laptop, it caused severe malfunctions and turned a bright shade of green. The only information I could access was patient information - and it was barely legible. My personal data and desktop icons could not be accessed. On April 24th, I found my computer was no longer of any use. The desktop turned an even brighter shade of green and icons were no longer legible (and still not accessible). When I tried to uninstall Citrix, I received a message indicating I could not make any changes unless I was a Citrix Administrator!

When I complained to MetroHealth, they suggested I contact my computer's manufacturer. This is not my computer manufacturer's problem. Then, various MetroHealth managers told me "We don't work on personal devices". I was told this **after** the destruction of my system. They did not offer any company laptop prior to downloading your software onto my personal device and they did not inform me that I may lose all data from my device. They refused to help. They wanted the easy way out by claiming my computer was 'old'. Yet it passed Alan Nevel's screening questionnaire and had no prior problems until the very moment Citrix was downloaded. While I found another job during this dilemma, my computer is still of no use.

I cannot create a ticket on your site because I am not an administrator. When I called your 1-800-424-8749 several times, the representatives claimed they could not hear me and simply hung up. When I sent an inquiry to Citrix on 12/7/20, the response was simply 'Sorry to hear that' - see attached.

At no time while downloading your program onto my laptop was I advised that Citrix would take over my device. To me, this is a malicious form of theft. And, unless you fix this problem or reimburse me for my losses, I am going to dedicate all of my future spare time into warning others and filing public complaints due to your deceitful software, the complications I've experienced, the damage to my device, and the loss of very pertinent data. I will make my case well known to whatever companies are associated with you, as well.

[REDACTED]

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MetroHealth Emails and Instructions.pdf
1.1MB



citrix.jpg
87kB



Citrix Response.PNG
38kB



screen.jpg
175.3kB