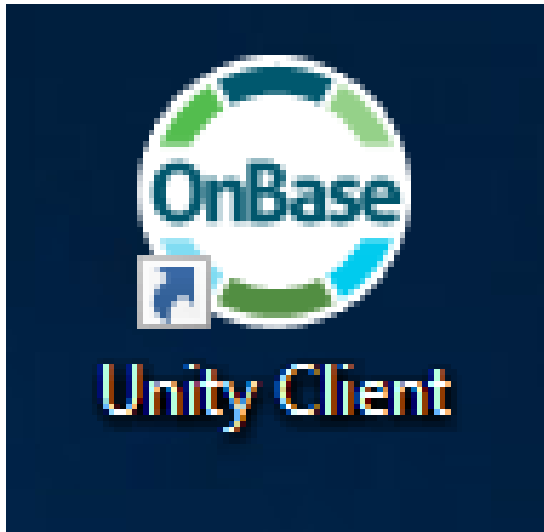


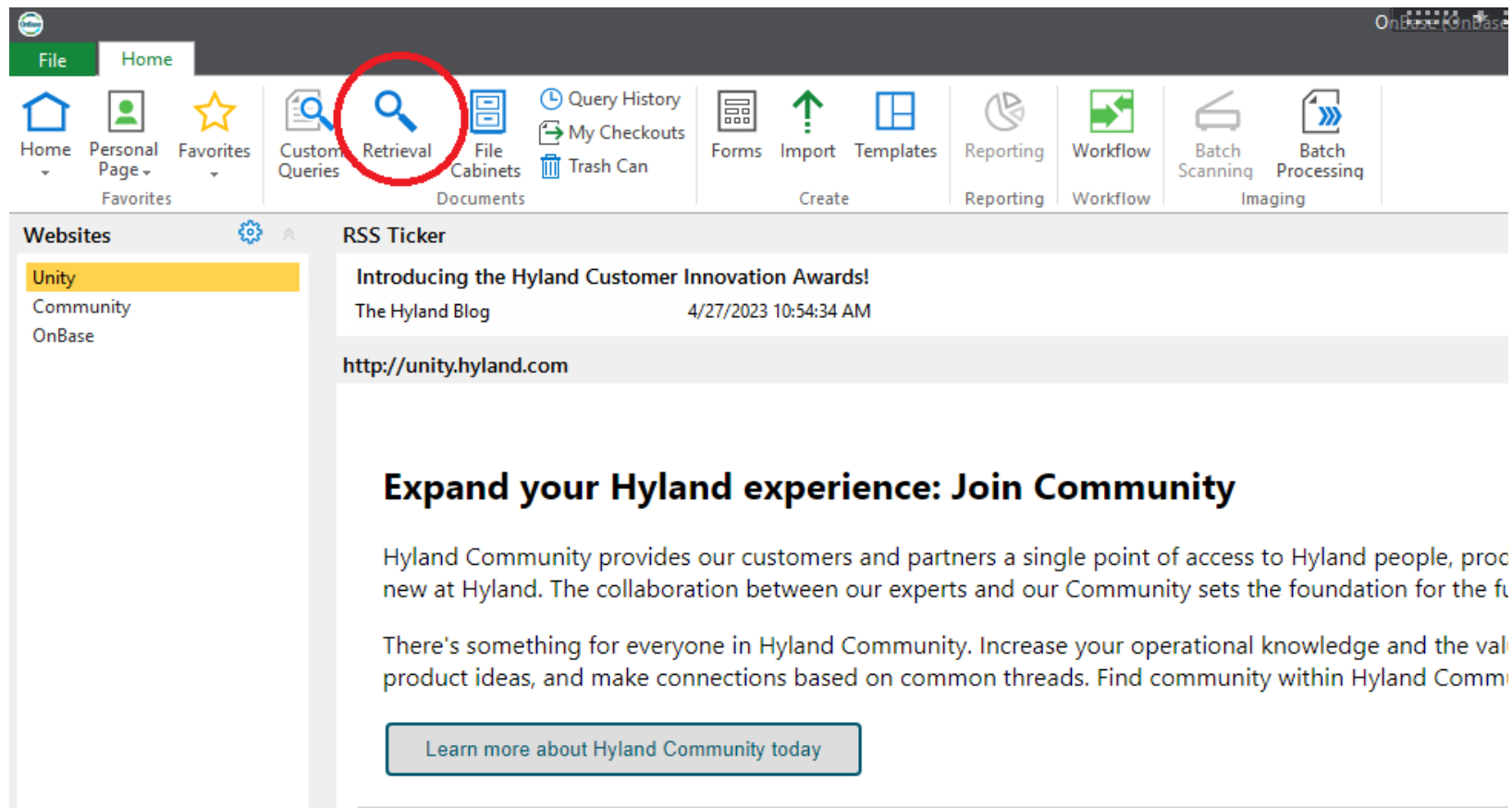
Citrix Desktop – OnBase Unity Client

The old OnBase Thick Client is currently not working in Citrix Desktop. Please use the new **OnBase Unity Client** instead. Opening the old version will keep you stuck in an error message loop.

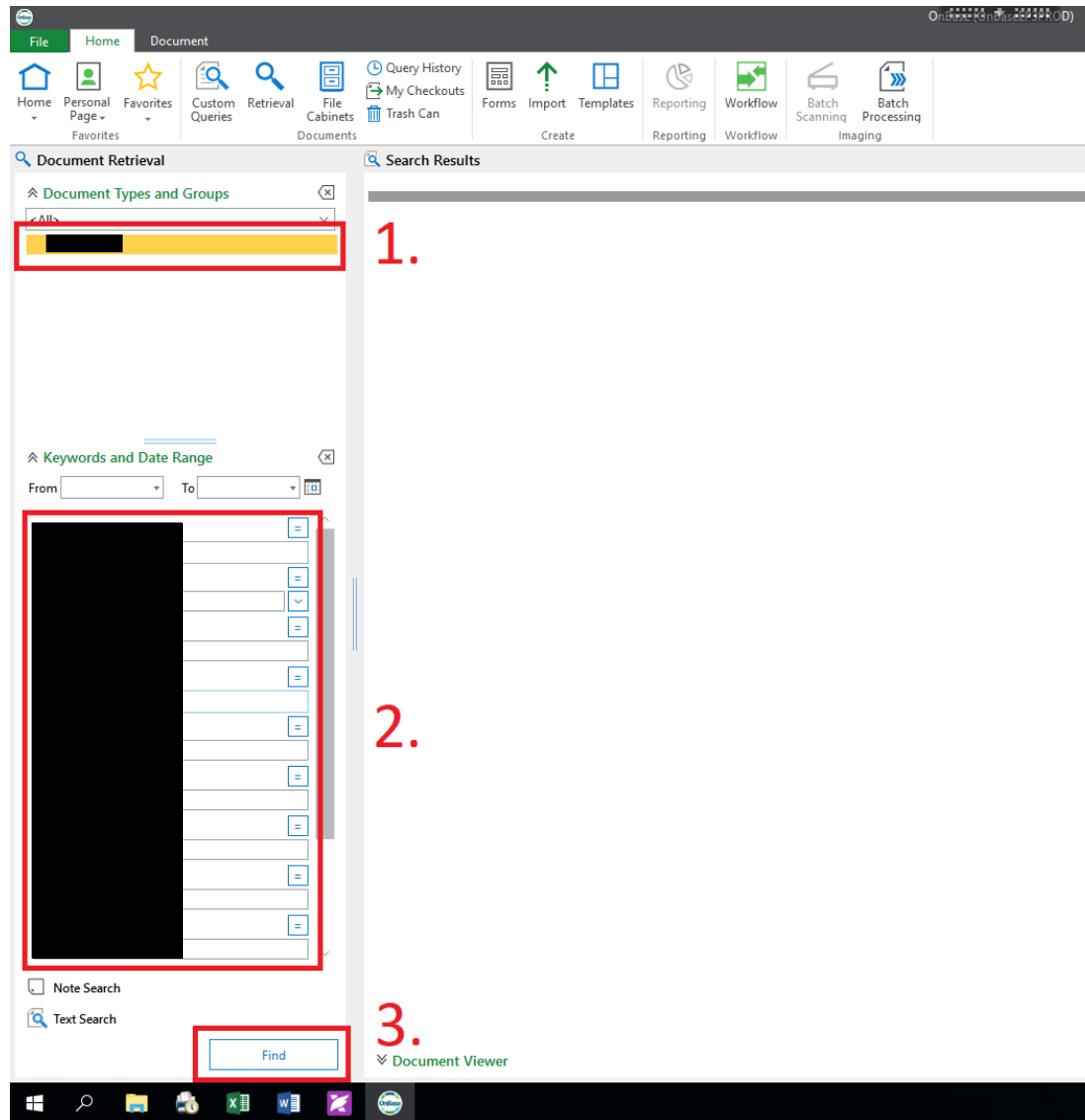
1. Open the Unity Client icon in your Citrix Desktop.



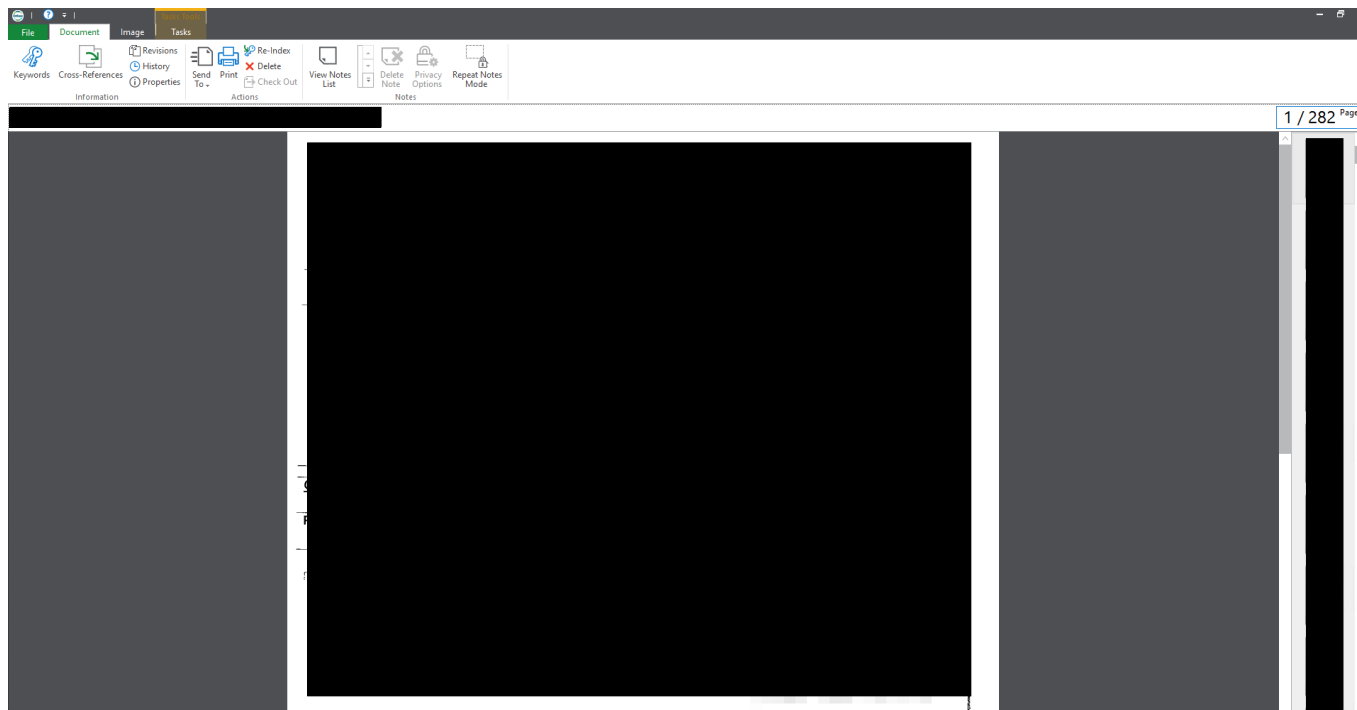
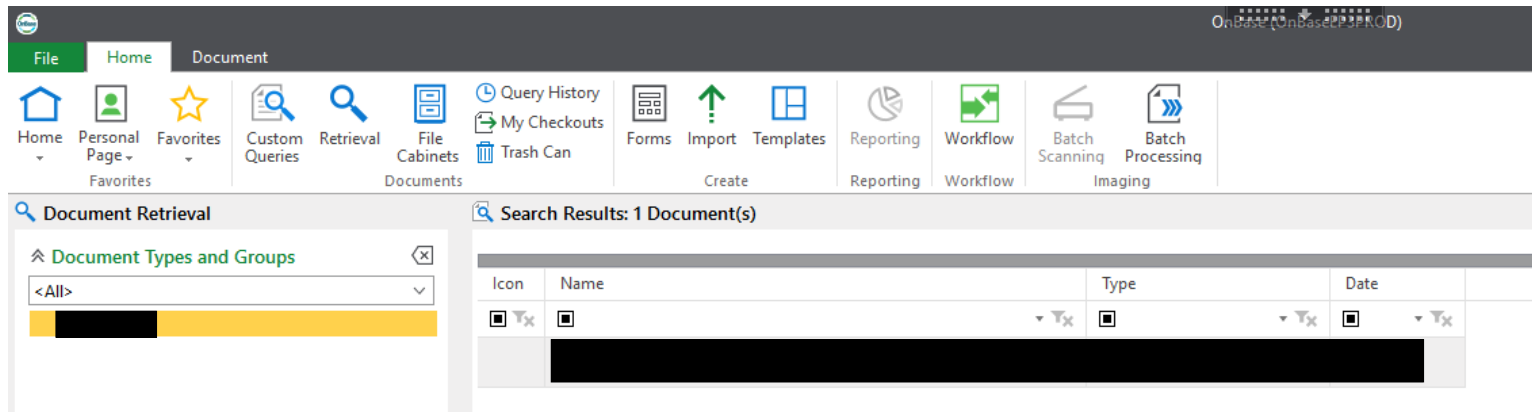
- Click the **Retrieval** button near the top left.



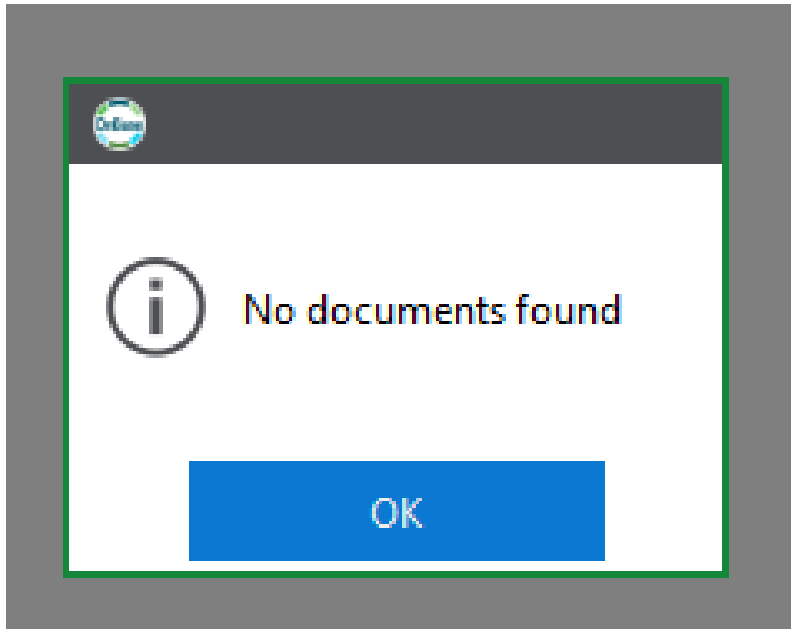
3. Click [redacted] Next, enter the case information to search for, such as the **case number**, or [redacted]. Finally, click **Find**.



4. If the documents exist, you will see the search results. Double left click the search result to open the documents.



If the documents do not exist, it will say “No documents found.”



5. If you need assistance sending/saving the OnBase document, please EMAIL [REDACTED]