

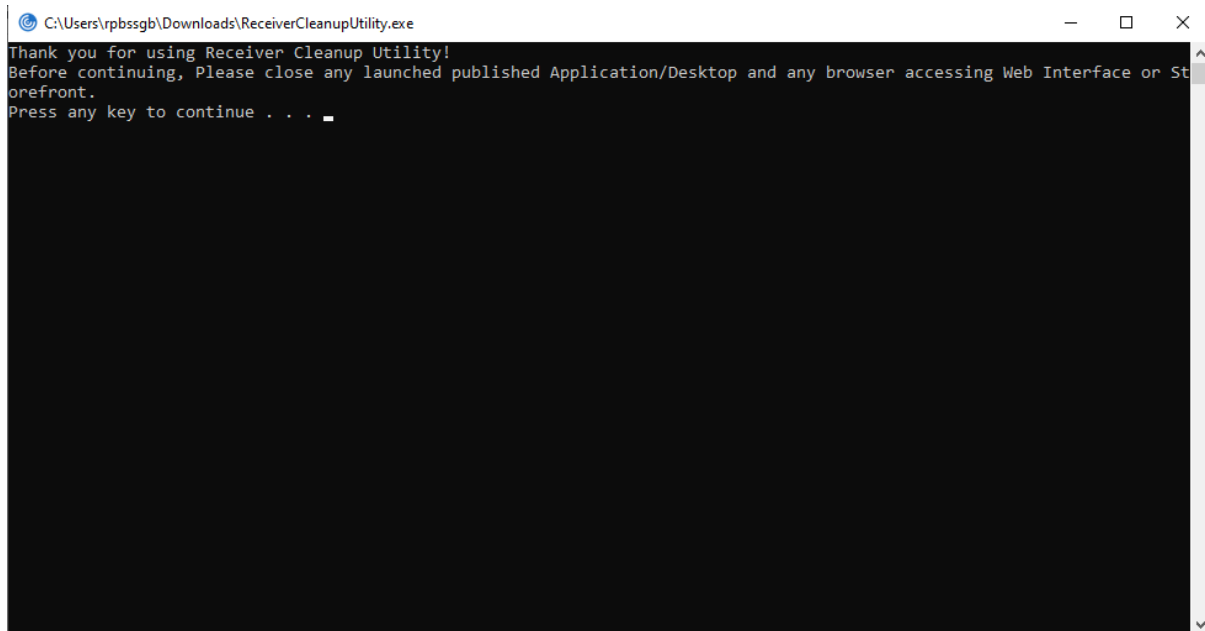
How to upgrade Citrix on your Windows device

Citrix Receiver is old. Nowadays we use **Citrix Workspace** to connect to CYC. The following steps will allow you to upgrade your old version of Citrix Receiver:

Step 1

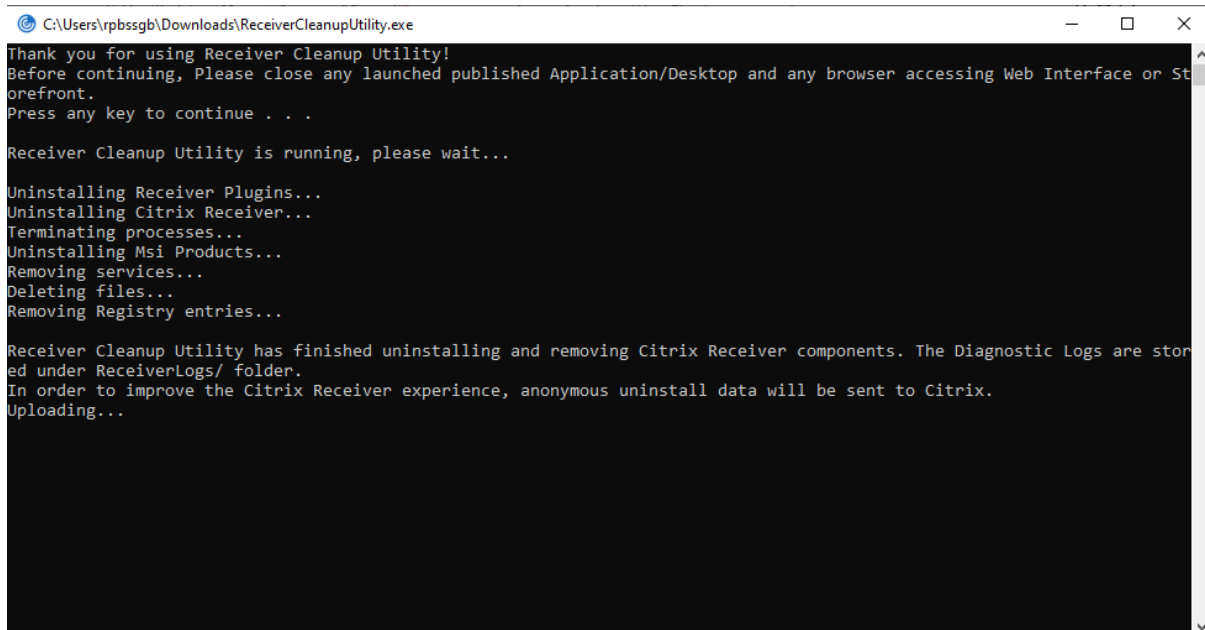
Run the [Citrix Receiver Cleanup Utility](#)

This will remove all the old Citrix program files from your device. You should see a black window asking you to “Press any key to continue”:



```
C:\Users\vpbssgb\Downloads\ReceiverCleanupUtility.exe
Thank you for using Receiver Cleanup Utility!
Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront.
Press any key to continue . . .
```

So press any key, and the box will tell you when it has finished:



```
C:\Users\vpbssgb\Downloads\ReceiverCleanupUtility.exe
Thank you for using Receiver Cleanup Utility!
Before continuing, Please close any launched published Application/Desktop and any browser accessing Web Interface or Storefront.
Press any key to continue . . .

Receiver Cleanup Utility is running, please wait...

Uninstalling Receiver Plugins...
Uninstalling Citrix Receiver...
Terminating processes...
Uninstalling Msi Products...
Removing services...
Deleting files...
Removing Registry entries...

Receiver Cleanup Utility has finished uninstalling and removing Citrix Receiver components. The Diagnostic Logs are stored under ReceiverLogs/ folder.
In order to improve the Citrix Receiver experience, anonymous uninstall data will be sent to Citrix.
Uploading...
```


If the window doesn't close you can close it yourself at this stage.

Step 2

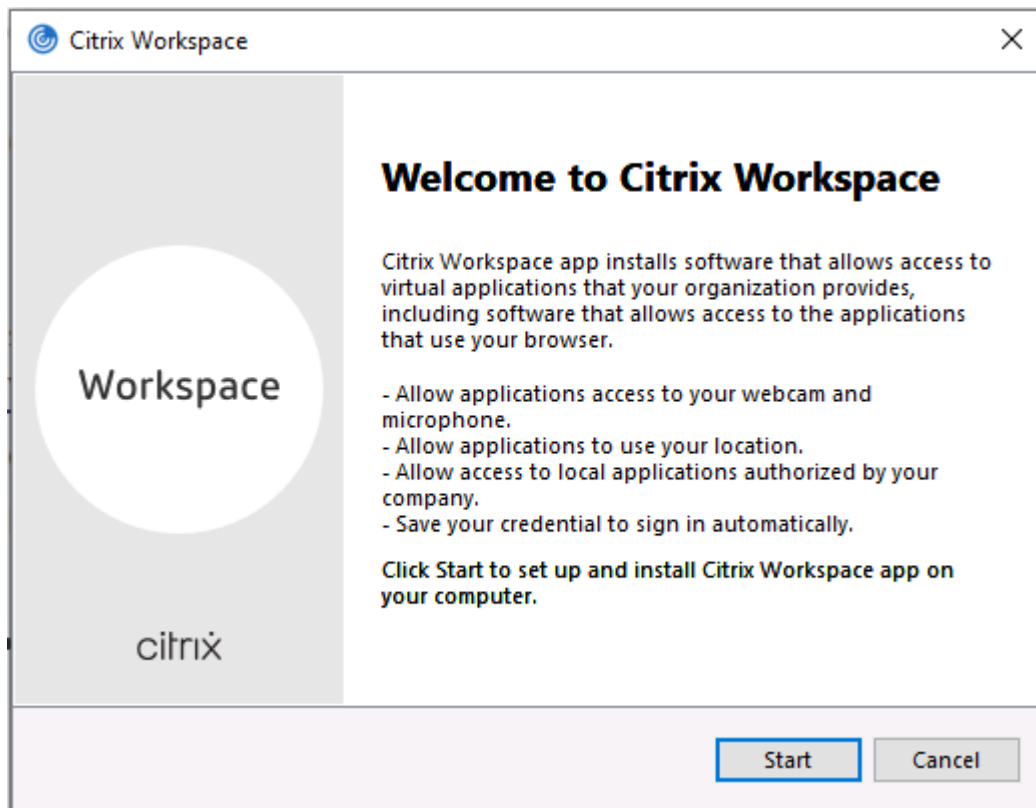
Download and Install [Citrix Workspace](#)

This will put Citrix Workspace on your computer which will be used when you log onto CYC

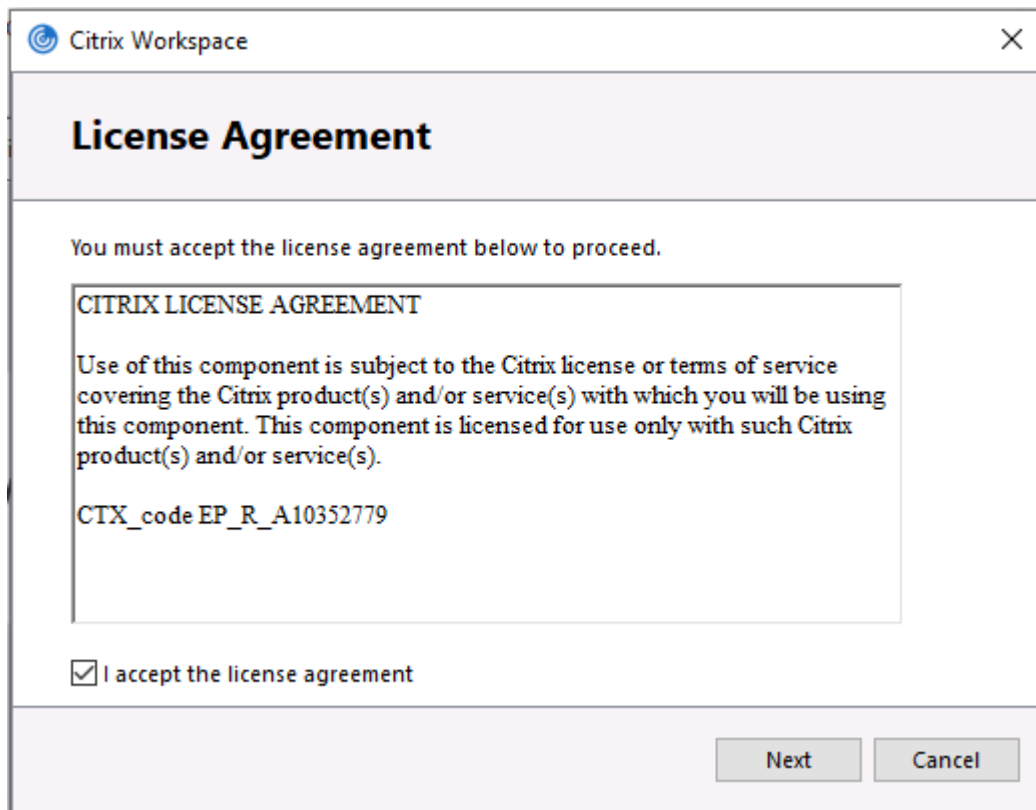
Click the link, once the file has downloaded you can then run the file:

 CitrixWorkspaceAp....exe ^

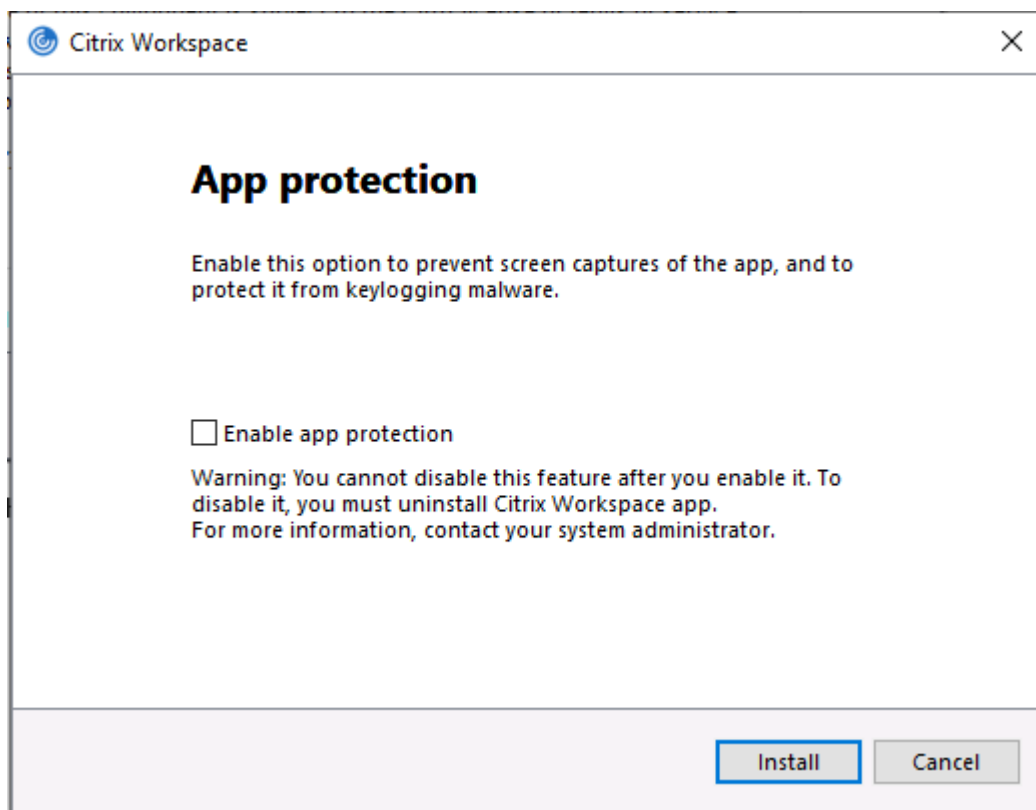
Click the file to run it:



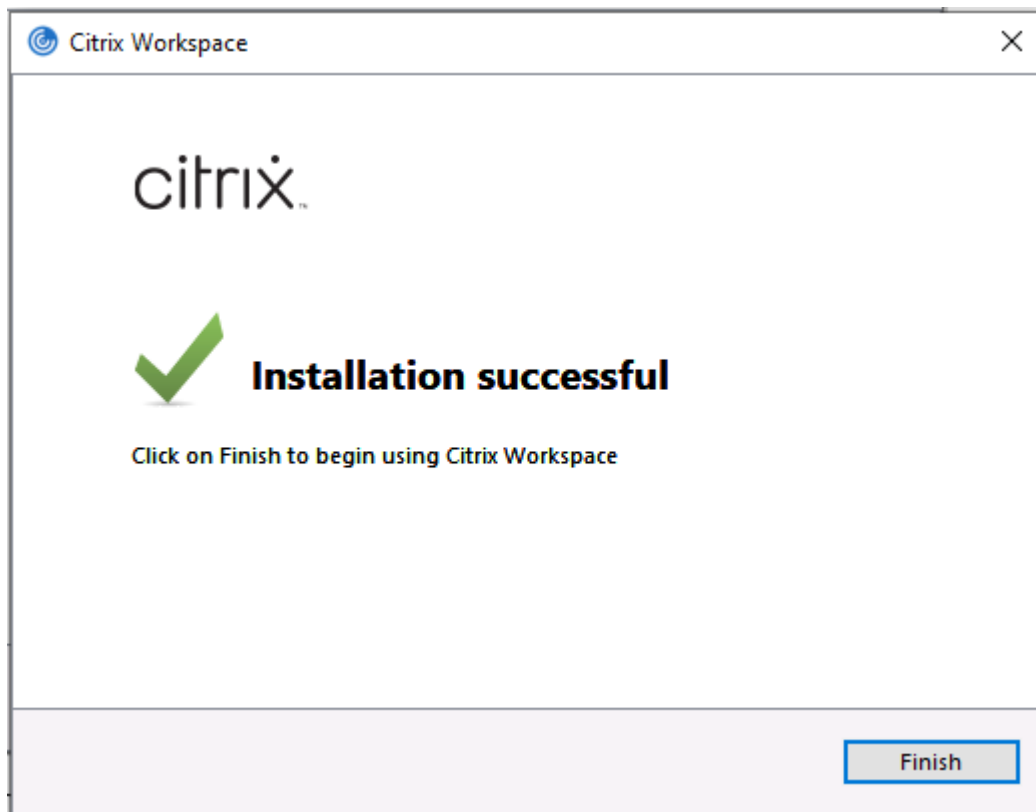
Click **Start** to begin:



Accept the license agreement and click **Next**:



Ignore the tick box and click **Install**:



And click **Finish**

Step 3

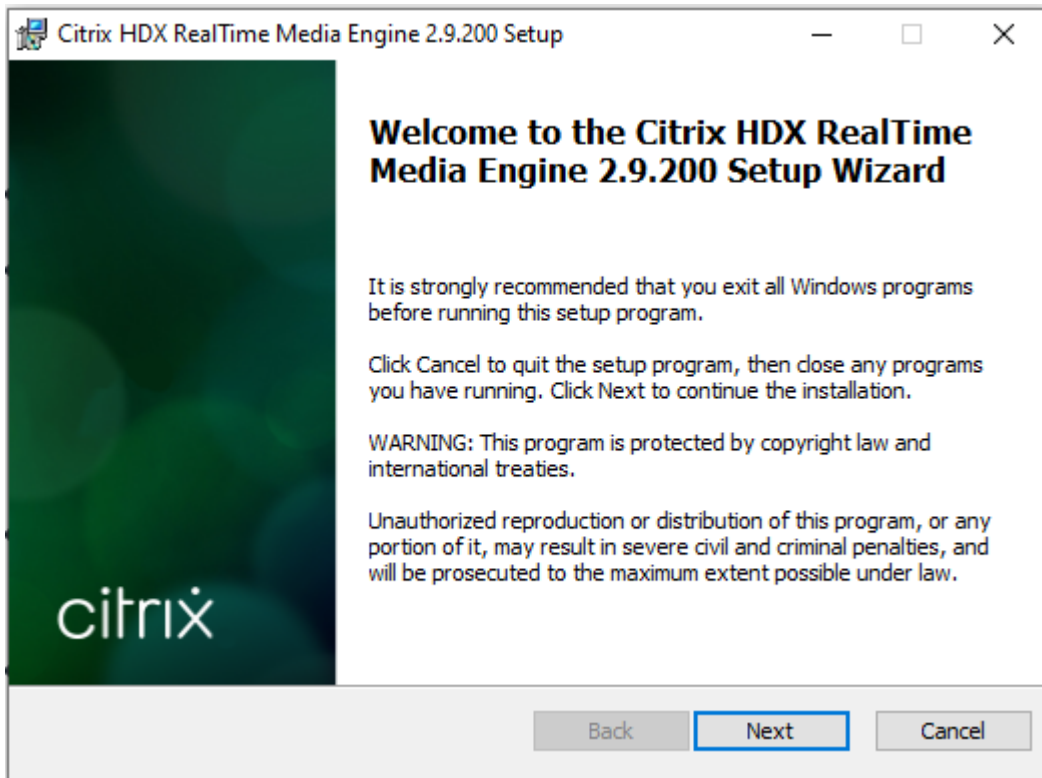
Download and Install the [Skype HDX Plugin](#)

This will allow you to use Skype for calls once you connect to CYC

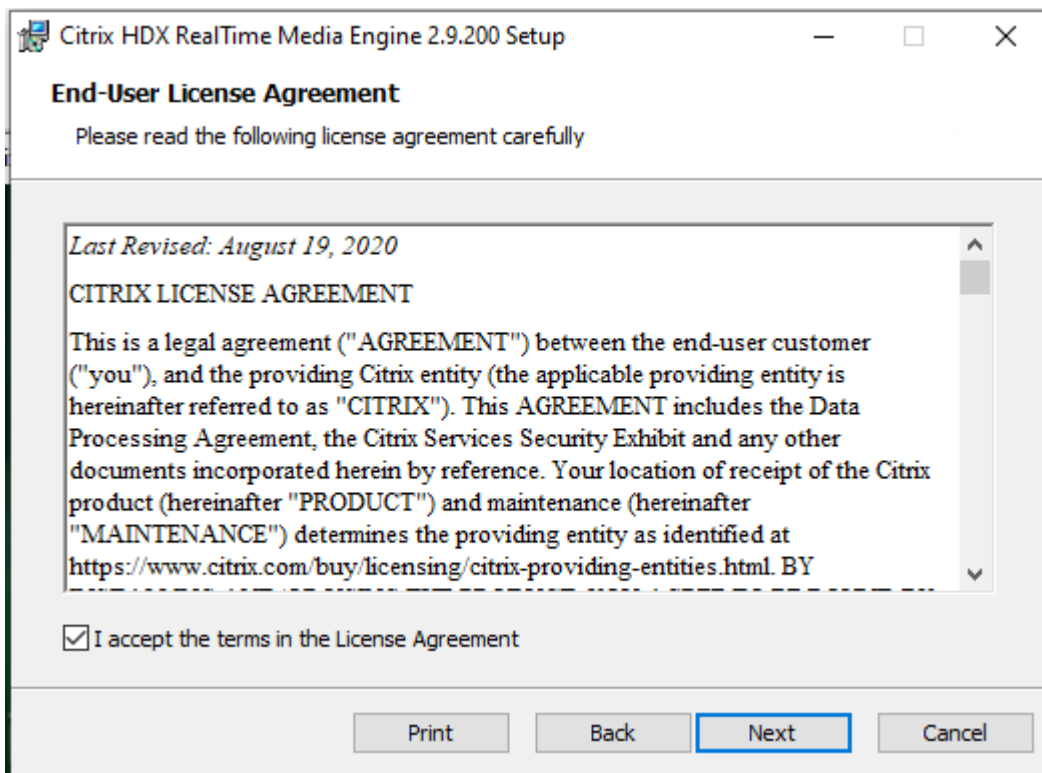
Click the link, once the file has downloaded you can then run the file:



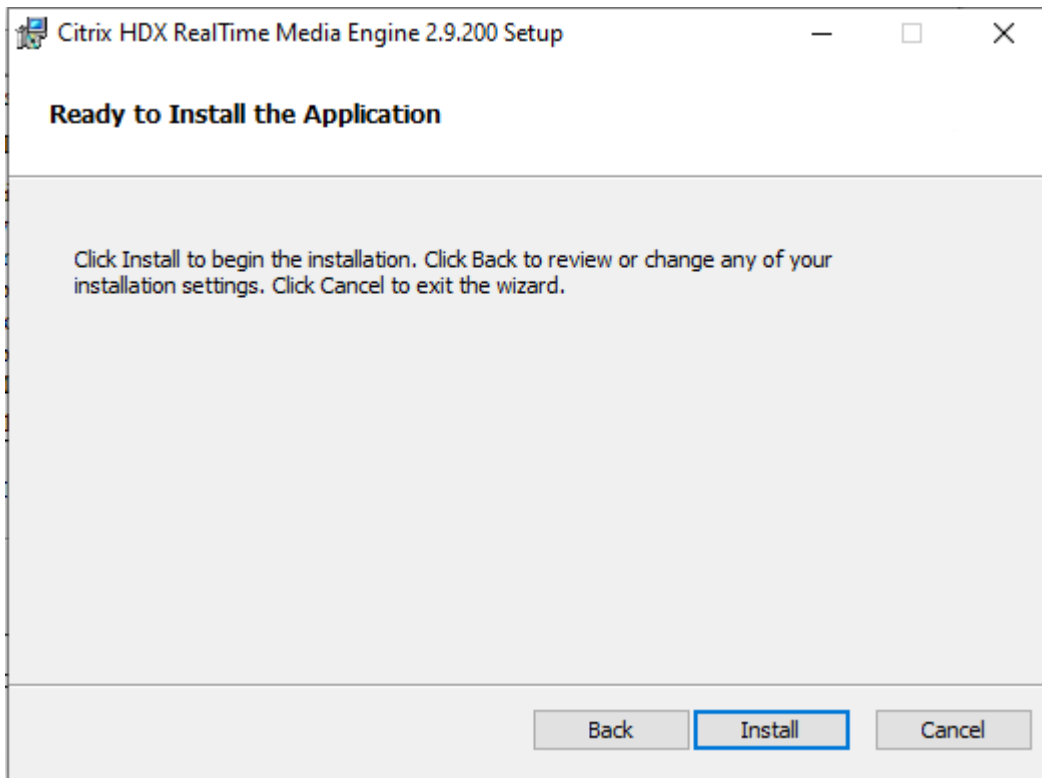
Click the file to run it:



Click **Next**:



Accept the terms and click **Next**:



Click **Install**:

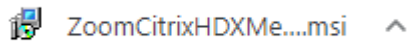


And click **Finish**

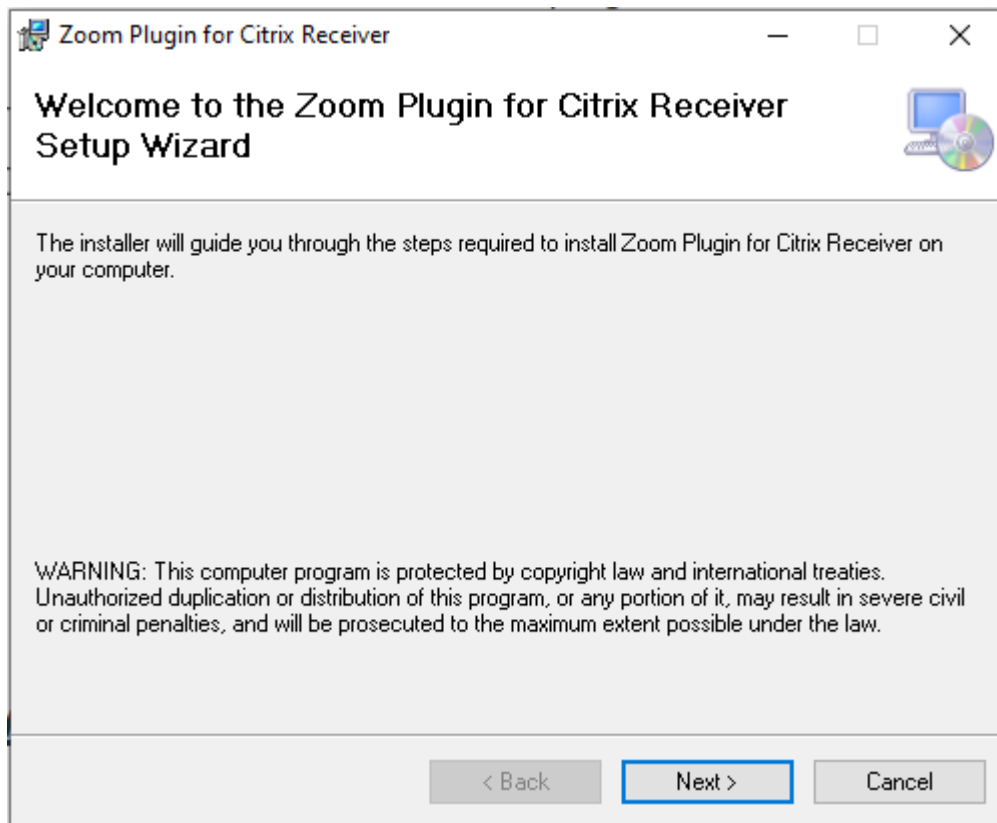
Step 4

Download and install the [Zoom Plugin](#)

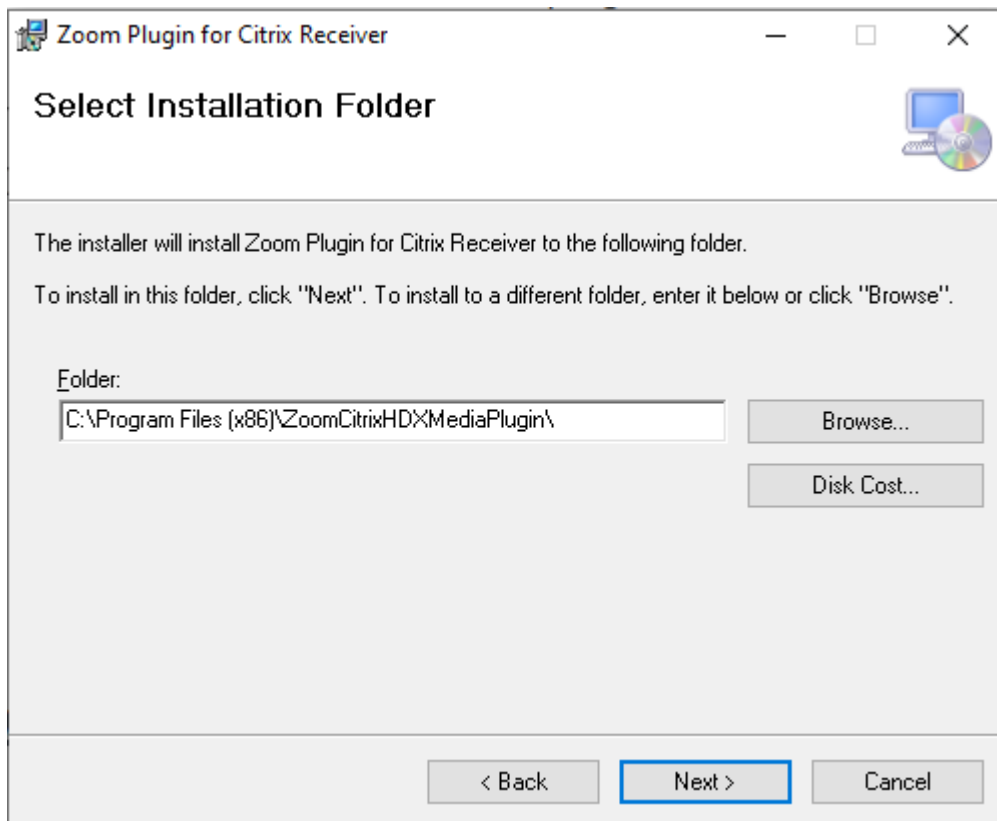
This will allow you to use Zoom once you connect to CYC



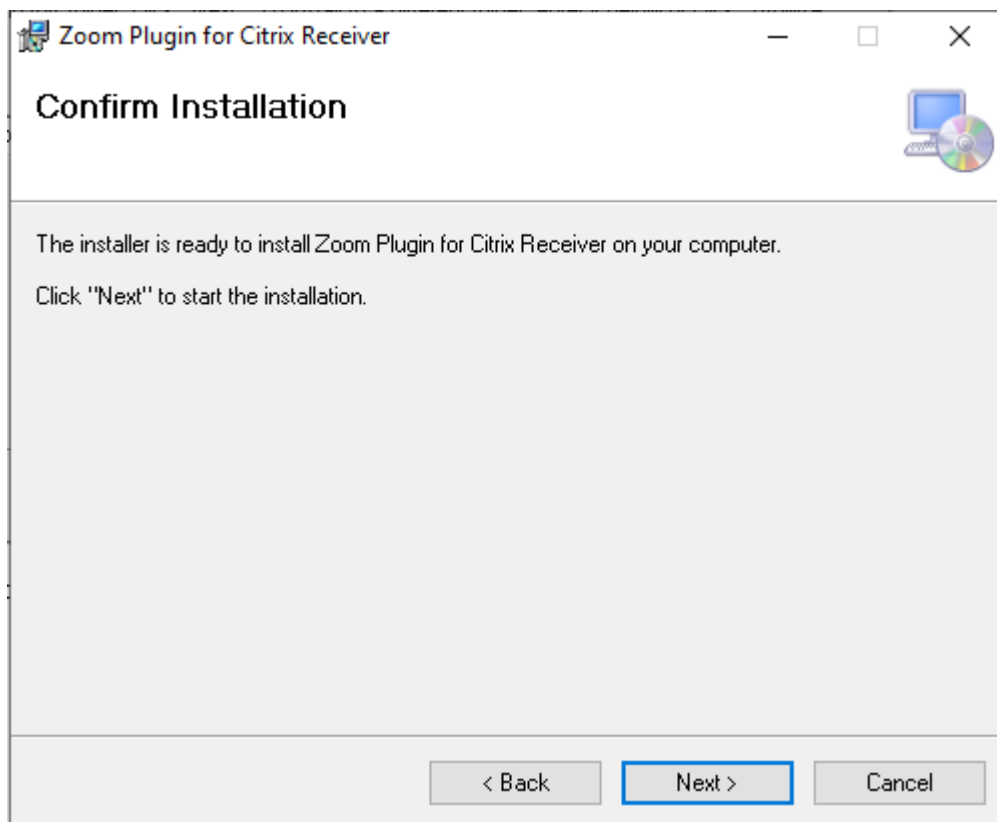
Click the file to run it:



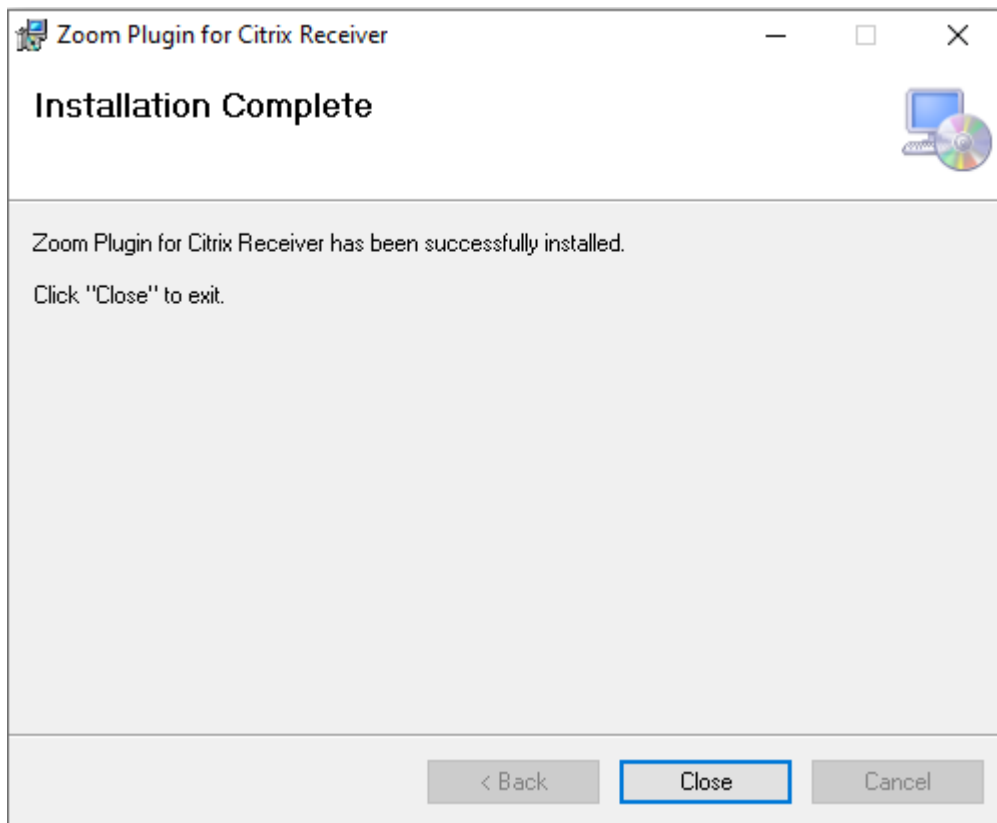
Click **Next**:



Click **Next**:



Click **Next**:



Finally, click **Close**

You are now ready to log on to CYC

Some points to note:

- The screenshots for the downloads are from the Chrome browser. Depending on which one you use, your downloads may display differently. You may need to find them in the downloads section of your browser.
- You may see some User Account Control boxes appear which we are unable to capture for this guide. Please click Yes to any that appear.
- If you are offered the option to Repair rather than Install either of the plugins, this just means that the plugin is already on your computer. To get it to work with your new Citrix Workspace you should choose Repair.