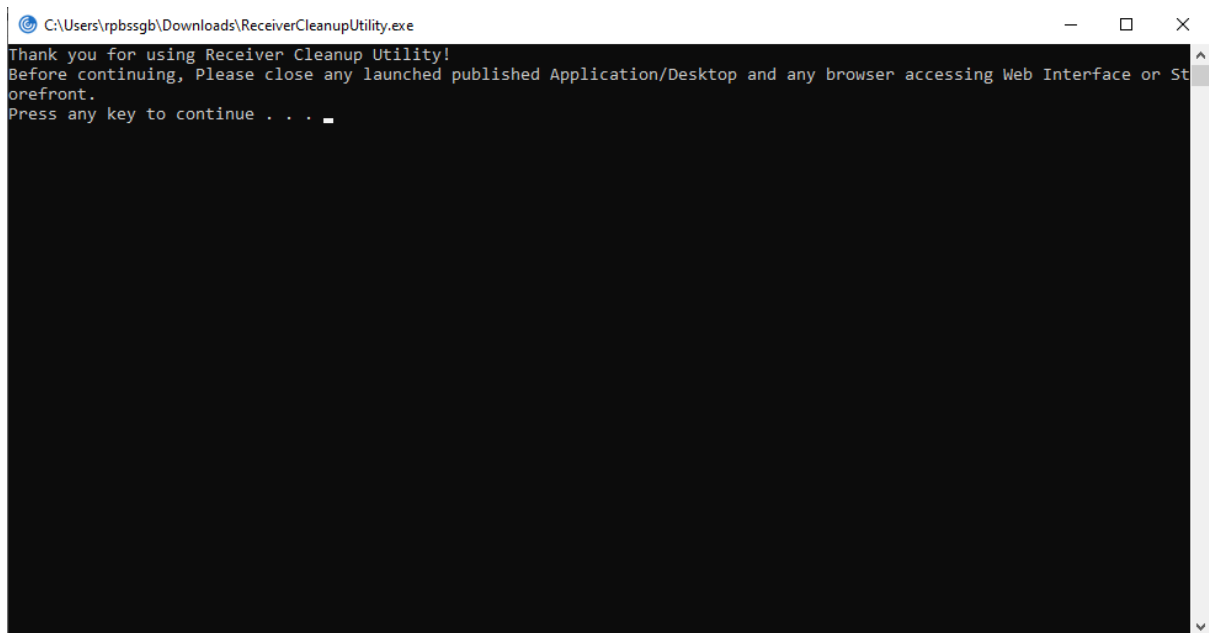# How to upgrade Citrix on your Windows device

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:
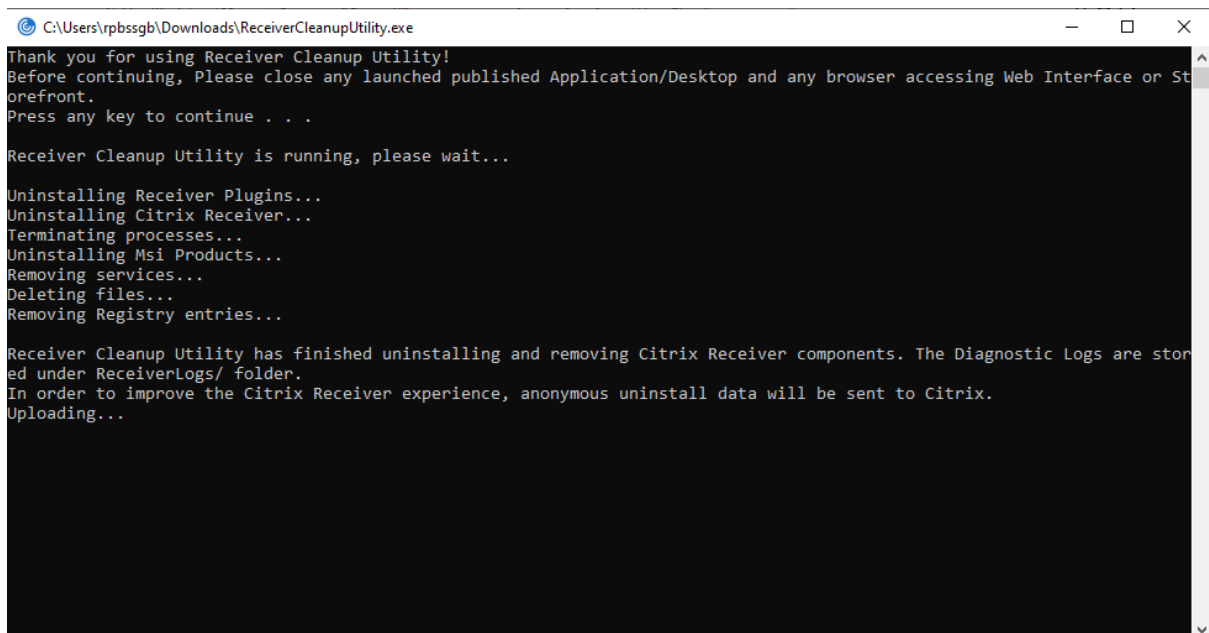
Step 1

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":

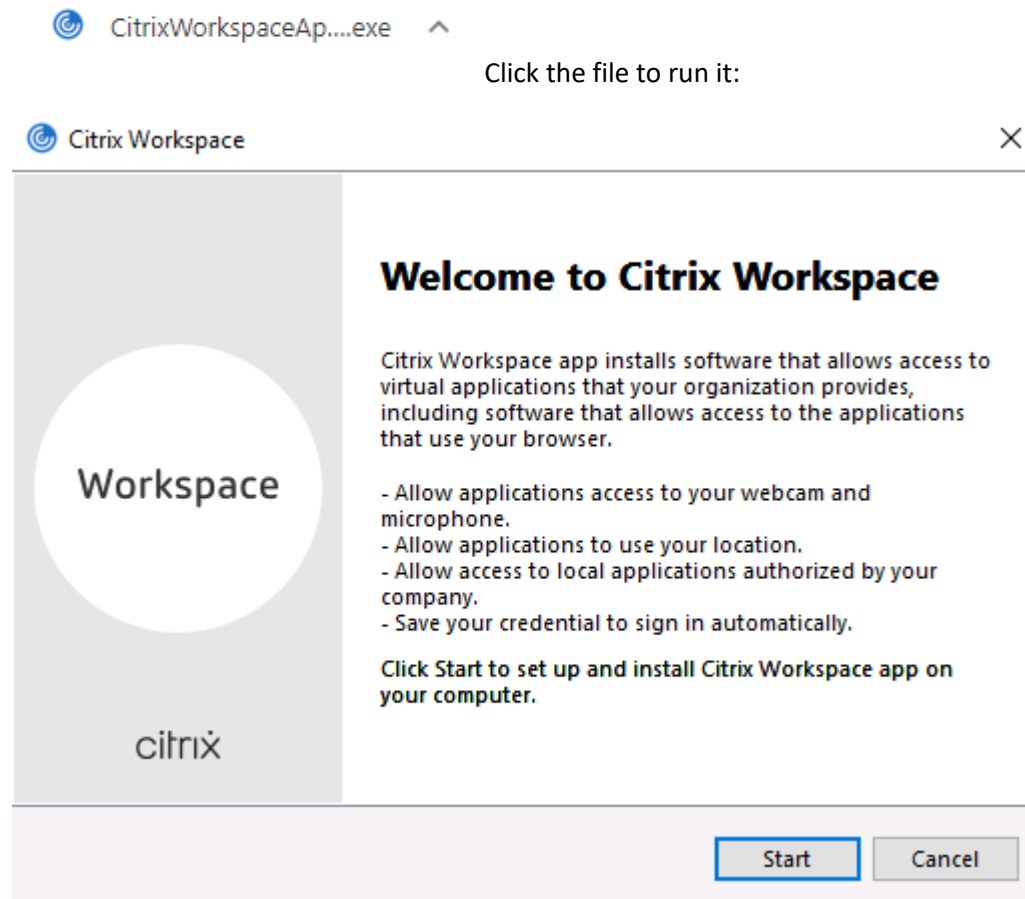So press any key, and the box will tell you when it has finished:

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:

License Agreement

You must accept the license agreement below to proceed.

CITRIX LICENSE AGREEMENT

Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be using this component. This component is licensed for use only with such Citrix product(s) and/or service(s).

CTX_code EP_R_A10352779

☑ I accept the license agreement

Next   Cancel

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

Enable Single Sign-on

When enabled, single sign-on remembers your credentials for this device, so that you can connect to other Citrix applications without having to sign in each time. You should do this only if your IT administrator has instructed you to. This will take effect the next time you log on to this device.
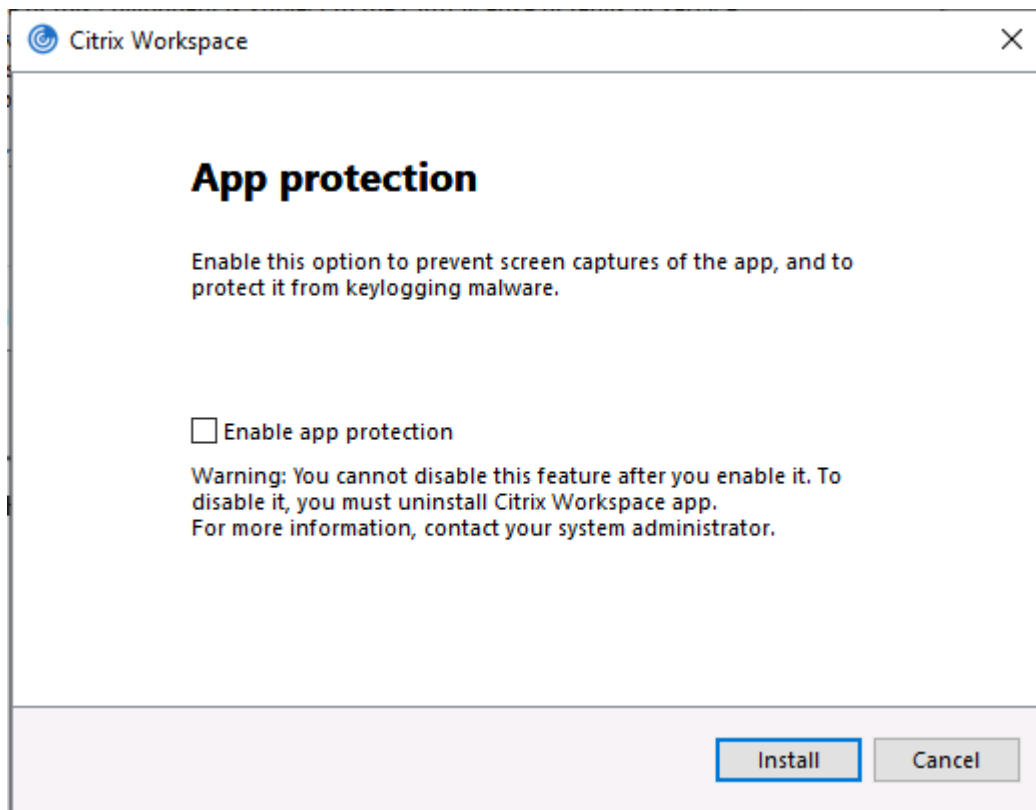
☐ Enable single sign-on

For more information on configuring single sign-on, please see article CTX133982 at citrix.com/support.
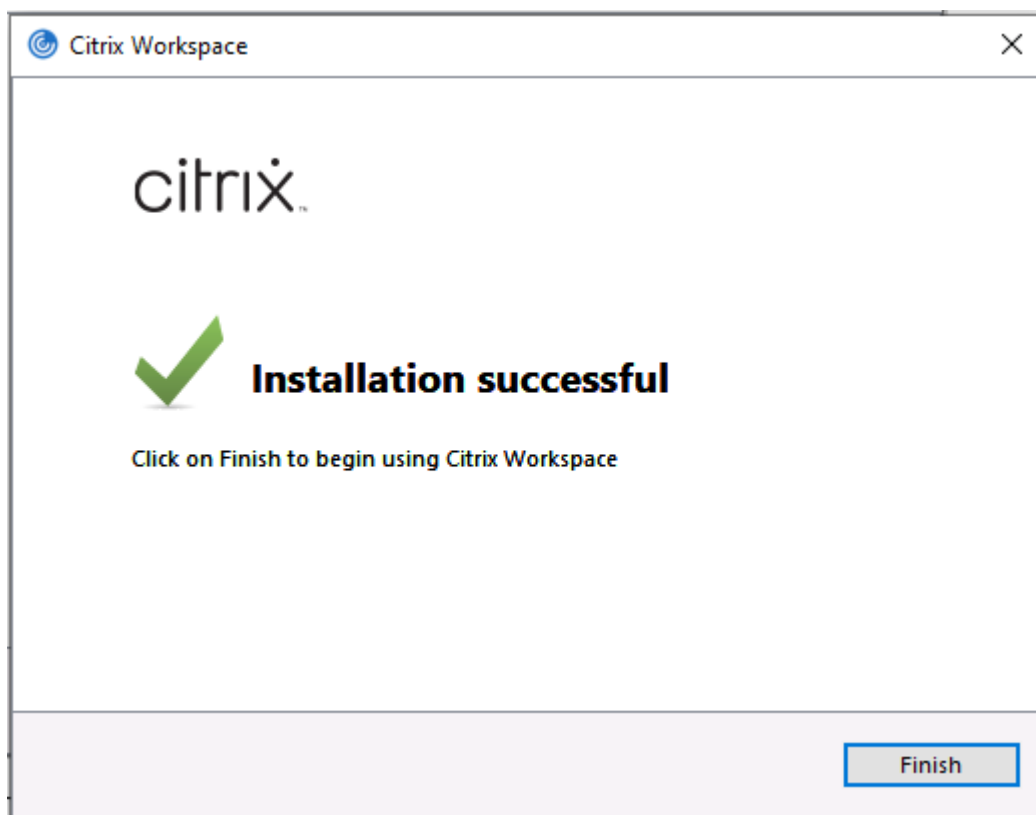
Install   Cancel

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

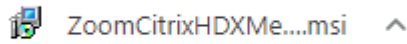Ignore the tick box and click **Install**:
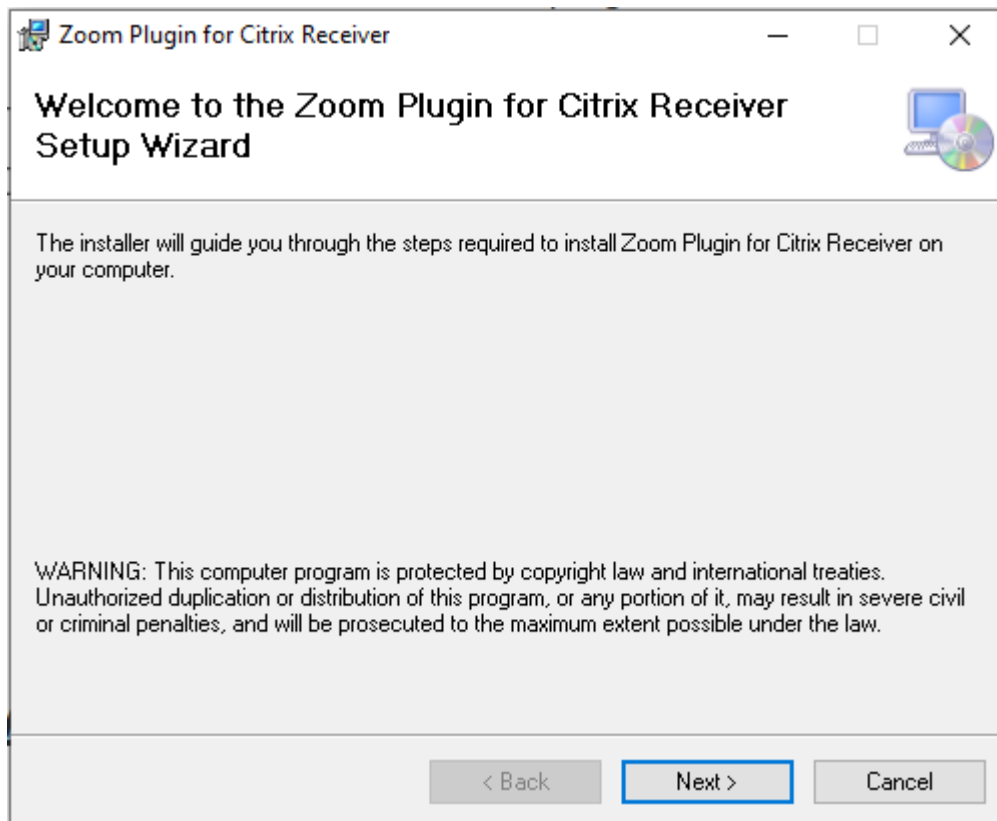

And click **Finish**

Step 3

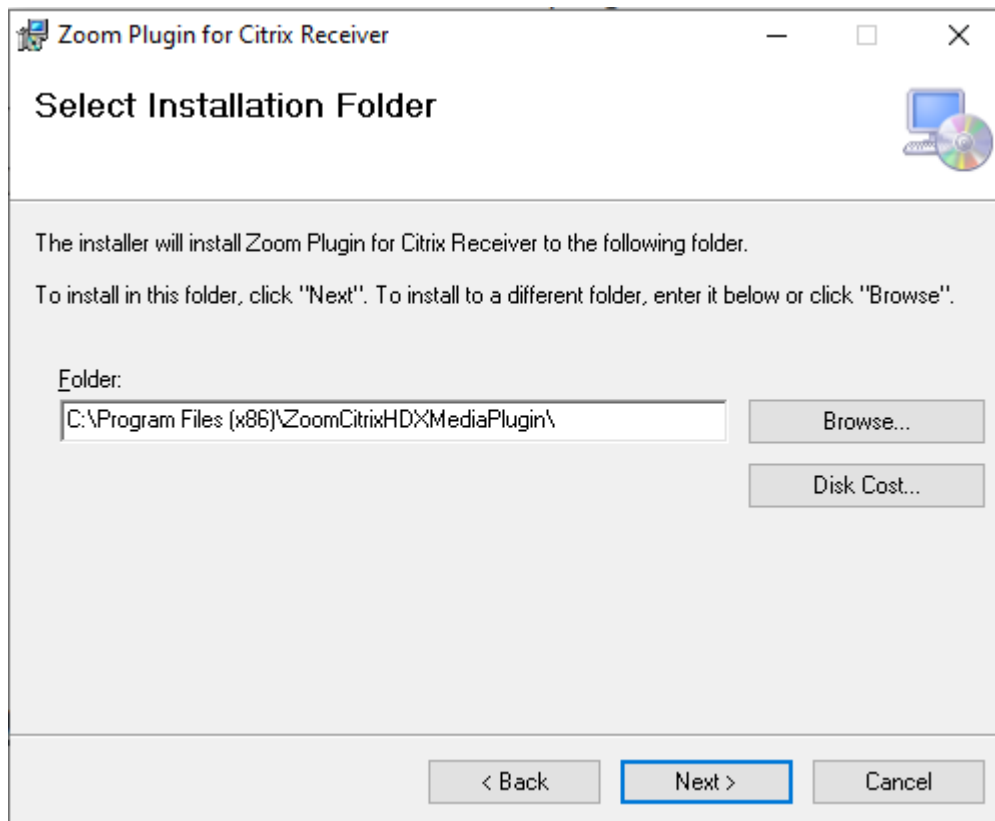Download and install the Zoom Plugin

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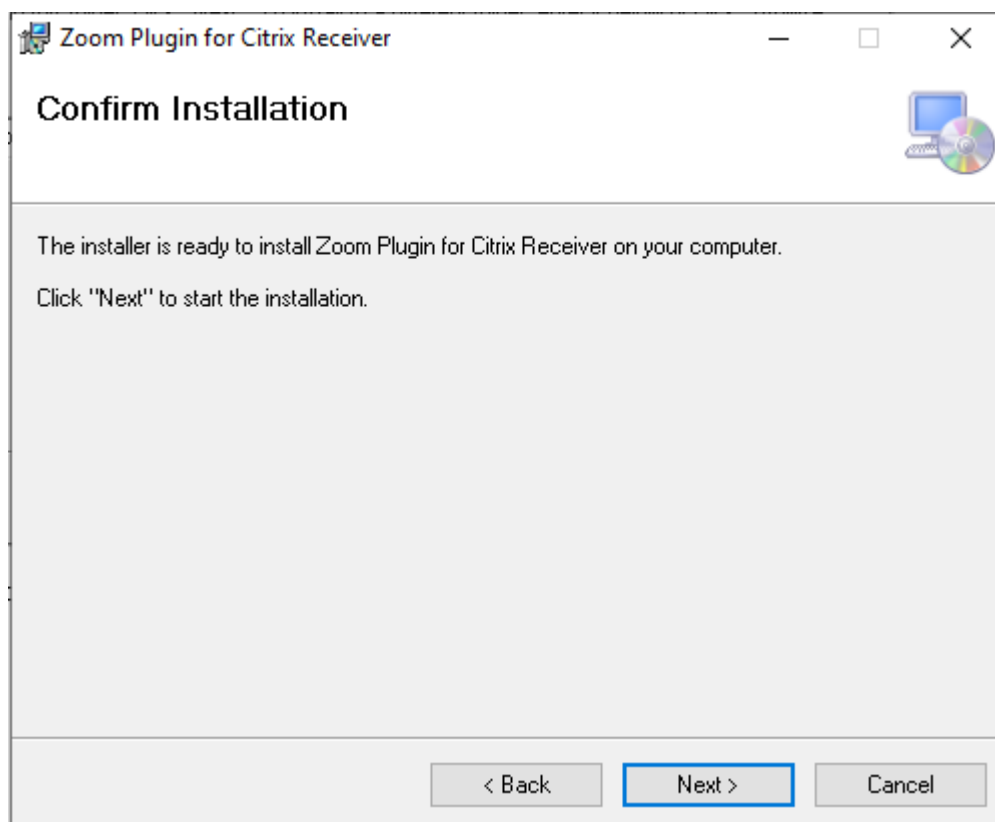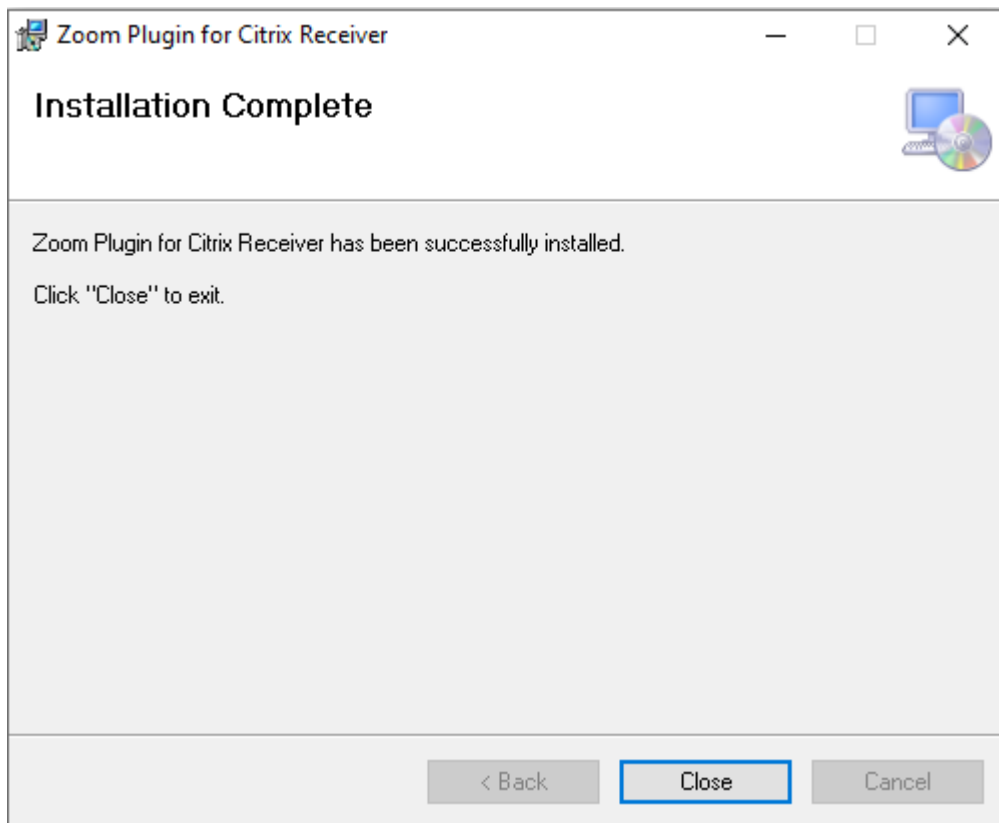

Click the file to run it:

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.