

In confidence

BT Lancashire Services

Downloading, installing, removing and checking the version of
Citrix Receiver

Reference:

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1 Downloading, installing or checking the Citrix Receiver

To enable you to have the best possible experience using RACD, you will need to download and install the latest version of the Citrix Receiver software, (e.g. the current version for Windows devices is v4.5, 12.3 for Mac devices). You may already have a version of Citrix Receiver installed on your device. To check if your device already has the software installed, please refer to [section 1.1 – Checking the Citrix Receiver Version](#).

If you have the latest version installed, you do not need to take any action.

If you do have an earlier version of the software installed, you will need to uninstall this then install the recommended version before you can connect to the RACD service. Please note other applications that use Citrix Receiver on your personal device may be affected if you decide to install / uninstall this software. Guidance on how to uninstall can be found in section [1.2 – Removing / Uninstalling Citrix Receiver](#).

If you are unable to uninstall or upgrade your Citrix Receiver software you can still access and use RACD, you just will not be able to access all the functionality the service offers.

For guidance on how to install the recommended version of Citrix Receiver, please refer to the relevant section [1.3 Downloading and Installing Citrix Receiver](#) on your device.

You have now completed checking and installing the recommended Citrix Receiver and are ready to use RACD. Guidance of accessing for the first time can be found in the RACD User Guide.

1.1 Checking the Citrix Receiver Version

For Windows devices to determine what version of Receiver you have installed on your personal device, you will need to right-click the Citrix Receiver icon in the toolbar at the bottom right of your desktop.

1.1.1 Windows Devices

Depending on the version you have installed – it will look like one of the screenshots below:

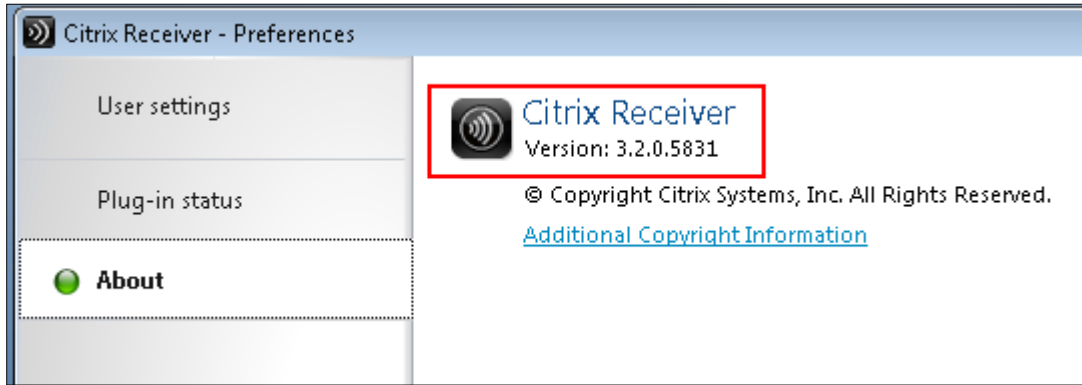


or

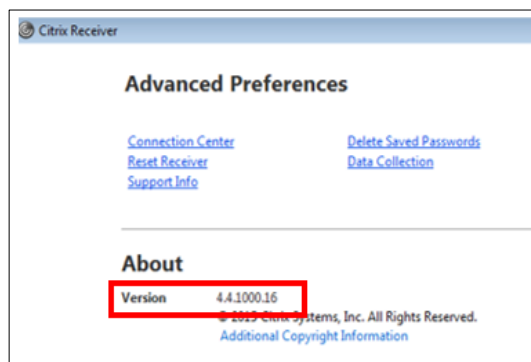


On the screen displayed, select the 'Advanced Preferences' or 'Preferences' option depending on version.

If the option you have is 'Preferences', please click this and then select 'About' for the version information.



If you have an 'Advanced Preferences' option, select this and the version information will be displayed straight away:



Remember, you need to be on version 4.5, if not, go back to section 1 and follow the instructions to uninstall and install the latest version.

1.1.2 Mac Devices

For Macs, launch the Citrix Receiver, then click About Citrix Receiver as shown here.

Mac Receiver Version



Remember, you need to be on version 12.3, if not, go back to section 1 and follow the instructions to uninstall and install the latest version.

1.1.3 iOS and Android Devices

Apps from Google Play/Apple App Store/Microsoft App Store should automatically update themselves. So if you already have it installed you do not need to do anything.

1.2 Removing / Uninstalling Citrix Receiver

1.2.1 Windows Devices

To uninstall an earlier versions of the Receiver on a Windows device, please follow these steps:

1. Open Control Panel > Programs and Features (Windows)
2. Do one of the following:
 - If "Citrix Receiver Updater" is installed, select it and click uninstall. Select Yes.
 - If "Citrix Receiver Updater" is not installed, go to step 3.
3. If Citrix Receiver/ Citrix Receiver (Enterprise) is listed, select it and click uninstall. Select Yes.
4. If you have any other Citrix Receiver items installed, select these and then uninstall.

It is then advisable to reboot your device in order to completely remove any outstanding components before you install the latest version under section 1.3.

1.2.2 iOS and Android Devices

For iOS and Android devices, please uninstall as you would normally do for any installed app you wish to remove from your device.

1.2.3 Mac Devices

For Macs when you go to the Citrix website you and choose to upgrade the Citrix Receiver (current version 12.3) this package will include an uninstaller to remove the old version of Receiver (if there is one) and also an installer for the new version.

1.3 Downloading and installing the Citrix Receiver

Please see the relevant section to your device.

1.3.1 Windows PCs and Laptops / Mac Devices

To do this, click on the link below:

- <https://www.citrix.co.uk/go/receiver.html>

The Citrix website will appear and automatically detect which device/operating system you are using. Please follow the instructions on screen, these instructions will be different depending on the type of device you are using. Generally you will need to click on the blue box "Download Receiver 'Version Number' for 'Device Type' " (see example below highlighted red).

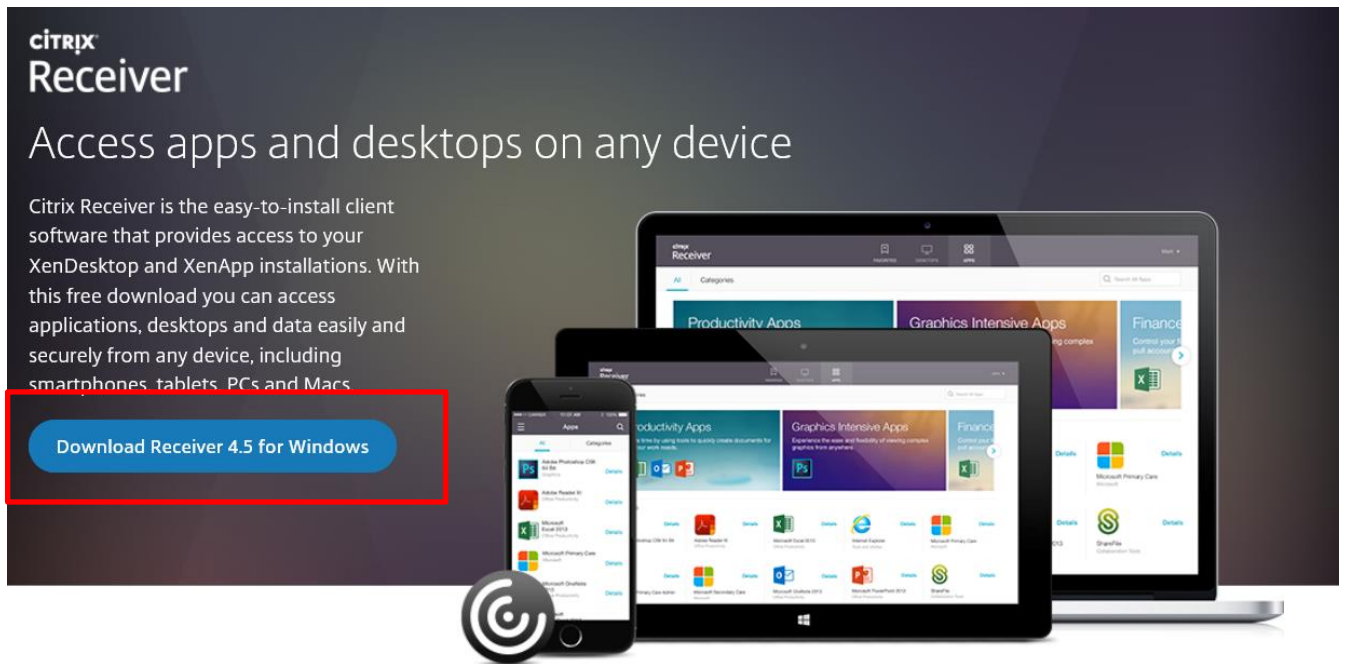


Fig 1 - Example for a Windows device

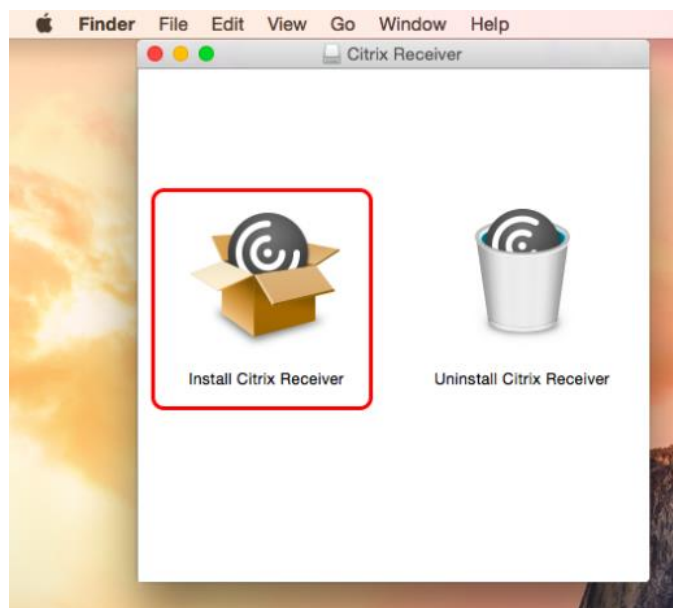


Fig 2 - Example of Mac device

1.3.2 Android / iOS Devices

On Apple iOS devices (such as iPads), or Android devices, the instructions will automatically take you to your App Store or Google Play store to download and install the Citrix Receiver App (please note this app is free to download).

If prompted you will need to enter your personal account details and then download the app as you would for any other app you download onto your device.

An example for Android devices is shown highlighted red in Fig 3.

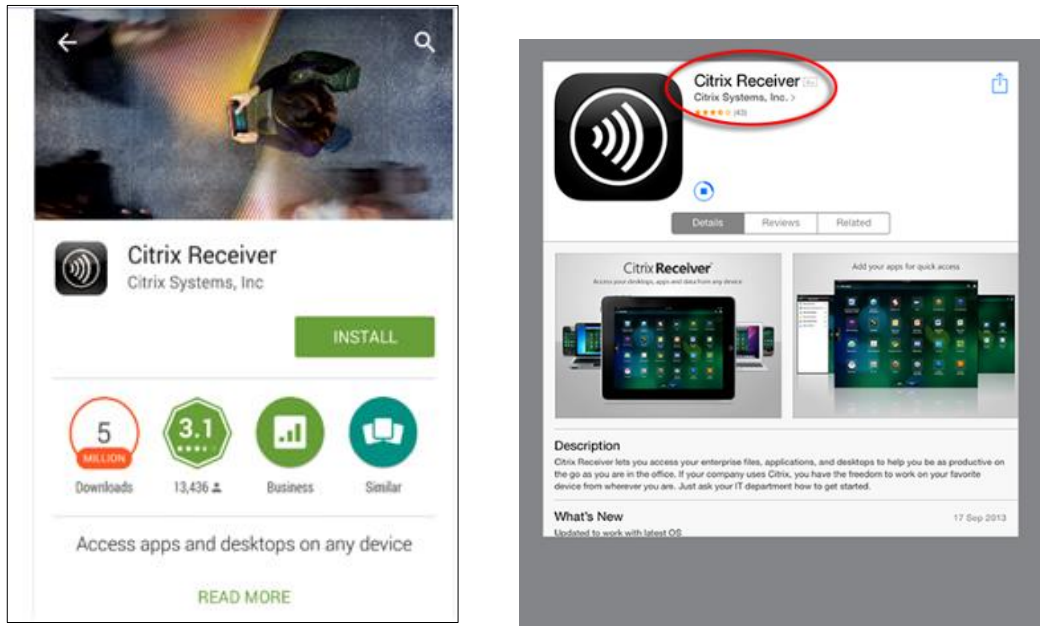


Fig 3 – Example of Android Device