

# How to Check and Update your Citrix Version

for Windows and Mac

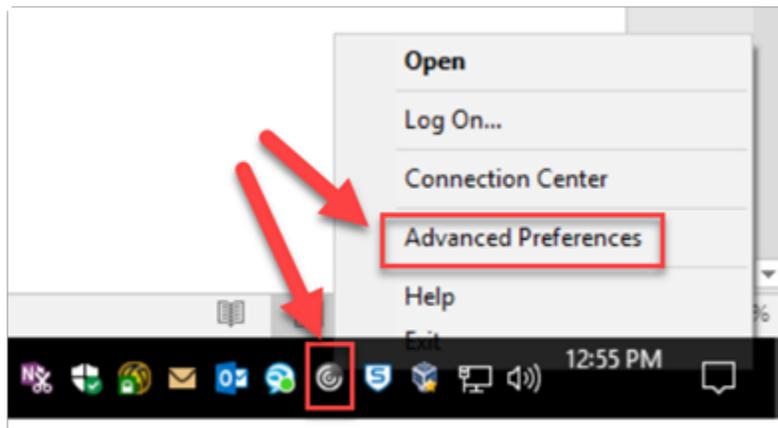
## **ACTION 1 of 2:**

### **How to Check your Citrix Version Instructions: Windows**

*Citrix Workspace* (formerly called *Citrix Receiver*) is a higher version than *Citrix Receiver*. Please see below for step-by-step instructions on how to verify and update to the latest version.



1. On your computer, in the desktop icon tray (bottom right corner of your computer), right click on the "Citrix" icon.

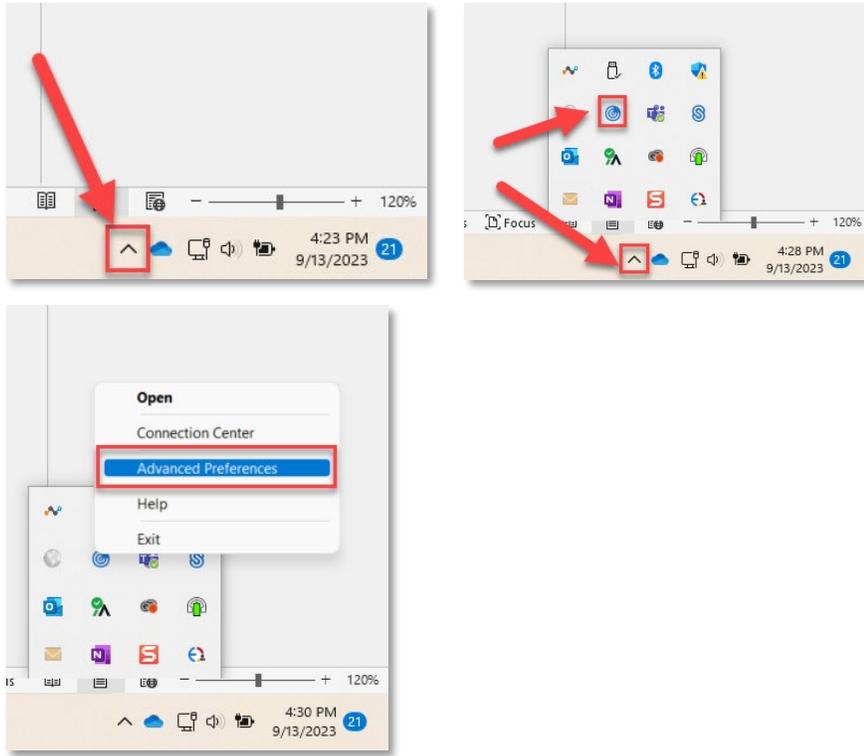


- a. If you don't see the Citrix icon in your system tray, you may have to click on the up "▲" arrow to show the available system applications. A small window will pop up in the right lower corner of the screen. Then right click on the "Citrix" icon and click "Advanced Preferences".

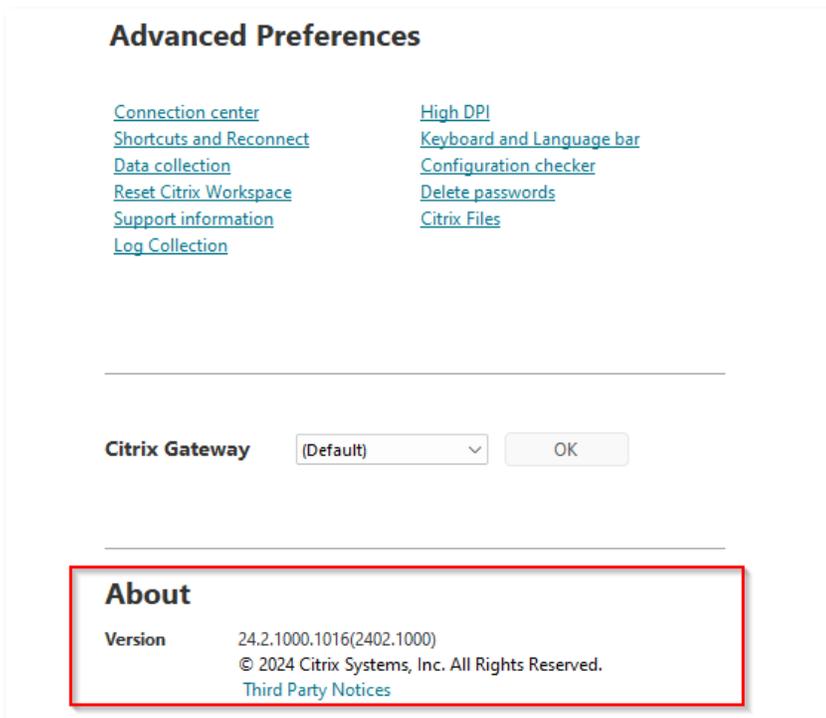
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2. The version is found within the “About” section.



## How to Check your Citrix Version Instructions: Mac

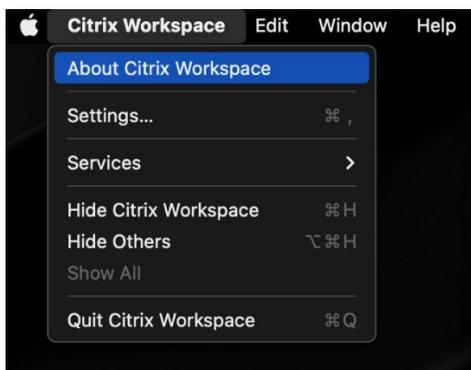
*Citrix Workspace* is the new name for *Citrix Receiver*. *Citrix Workspace* is a higher version than *Citrix Receiver*.



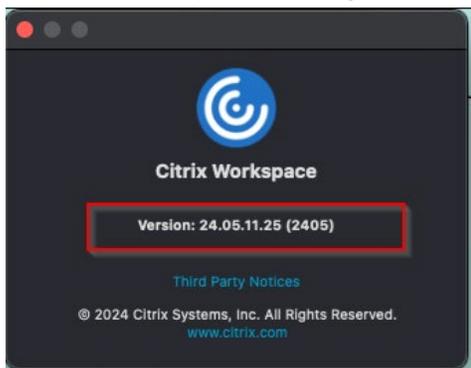
1. On your Mac, open the “Citrix Workspace” application from the dock or Applications folder.



2. In the top left corner of your screen click on “Citrix Workspace” and select “About Citrix Workspace” from the drop-down menu.



3. A window will open showing the currently installed version.



## ACTION 2 of 2: How to Update your Citrix Version

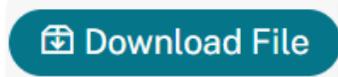
If you have a Citrix version lower than 24.2, please follow the instructions below to update your version of Citrix.

### Option 1:

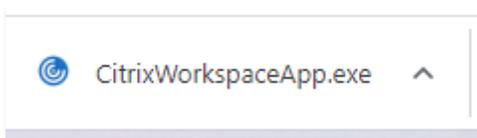
- Download the latest supported version of Citrix Workspace from Citrix.
  - Access the installer using one of the following links:
    - WINDOWS: [Download Citrix Workspace](#).
      - Click the "Download File" button on the most up to date version, or the version listed as Windows LTSR 2402 Cumulative Update 1.



- MAC: [Download Citrix Workspace - Mac](#).
  - Click the "Download File" button.



- The CitrixWorkspaceApp.exe file may appear in your system tray on your computer screen.
- Please click and allow the file to run and proceed with the installation.

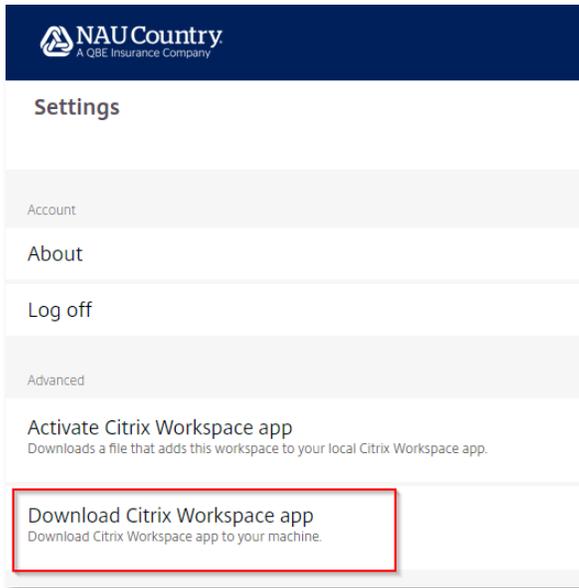


### Option 2:

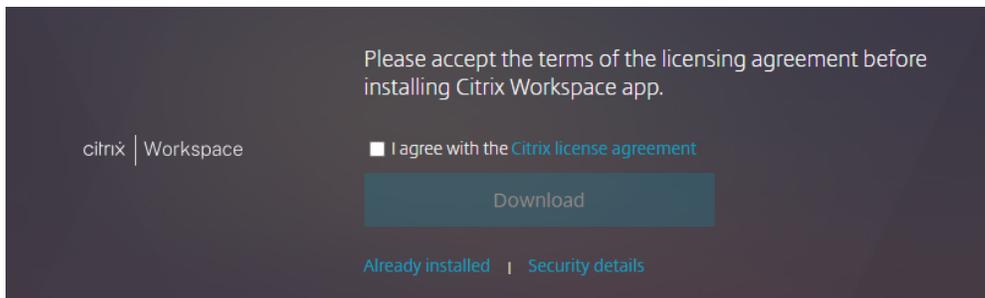
- Within the NAU Country Citrix Storefront page, click the Gear icon and choose "Account Settings".



- Then click "Download Citrix Workspace app".



- Agree to the Citrix license agreement. Then click “Download” and install.



All NAU Country system requirements can be found here:  
<https://www.naucountry.com/info/system-requirements>.

**Need additional help?** If you have any questions, or need assistance with the update, please contact the NAU Country Call Center at [callcenter@naucountry.com](mailto:callcenter@naucountry.com) or 1.866.942.6724.