

How to Check and Update your Citrix Version for Windows and Mac

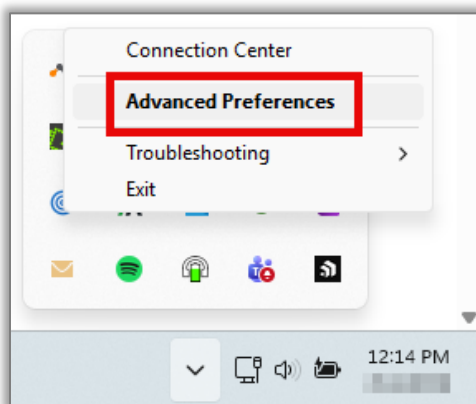
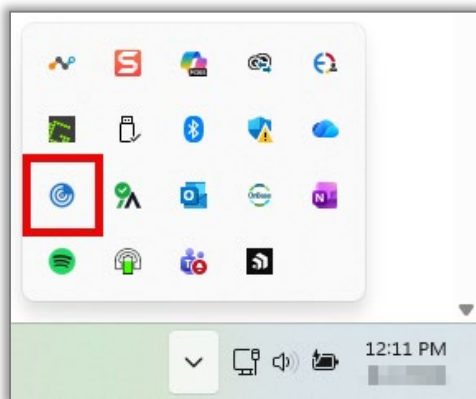
Action 1 of 2:

How to Check your Citrix Version: Windows

1. On the bottom right corner of your computer screen, click on the up-arrow icon “^” to show the available system applications.



2. Right-click on the “Citrix” icon and select “Advanced Preferences”.

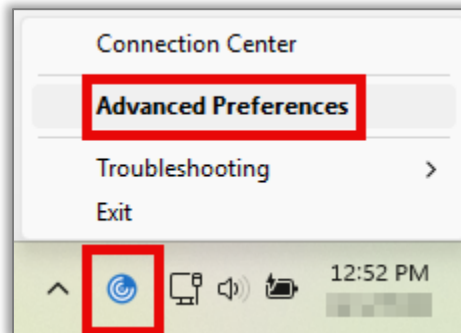


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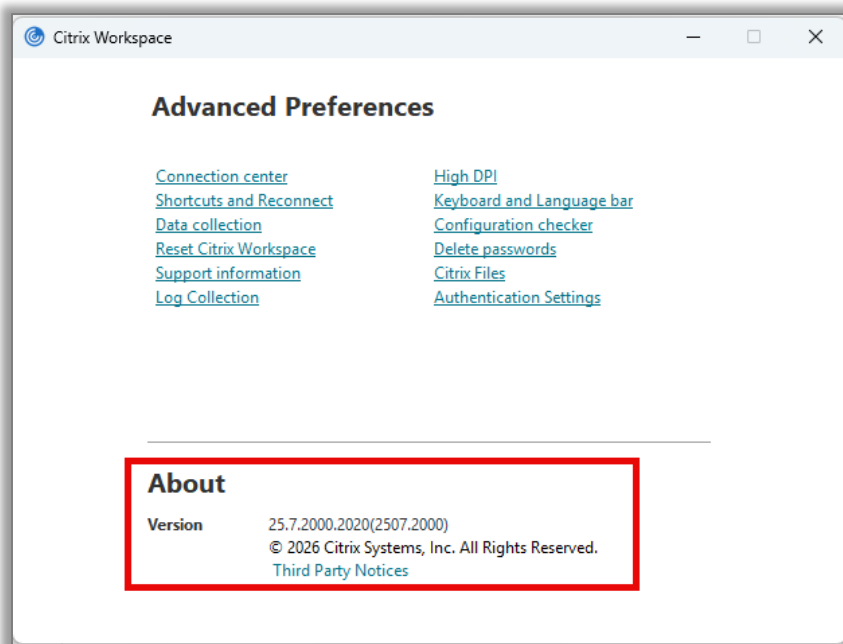
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- a. The Citrix icon may also be visible directly in the taskbar. If so, simply right-click the “Citrix” icon and select “Advanced Preferences”.

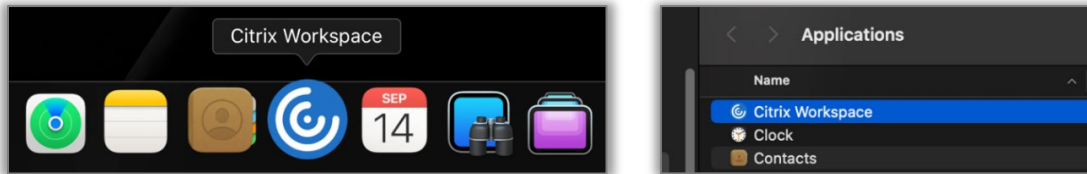


3. The version number is found in the *About* section.

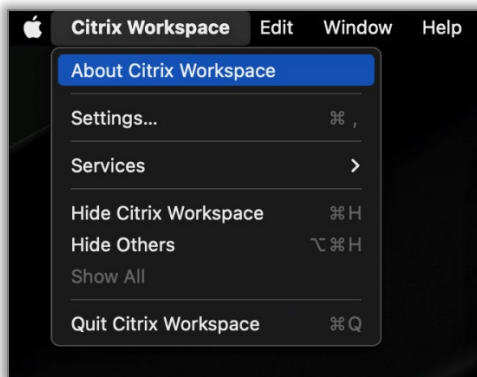


Action 1 of 2: How to Check your Citrix Version: Mac

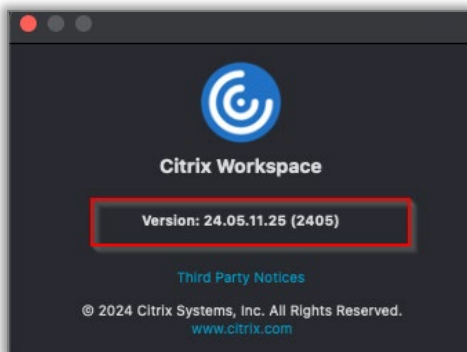
1. On your Mac, open the “Citrix Workspace” application from the dock or Applications folder.



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 24.2.1000.1016, please follow the instructions below to update your version.

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. If there are two options available, choose the option that does not indicate "Offline Installer".

Citrix Workspace™ app for Windows LTSR Cumulative Update

 Download File

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

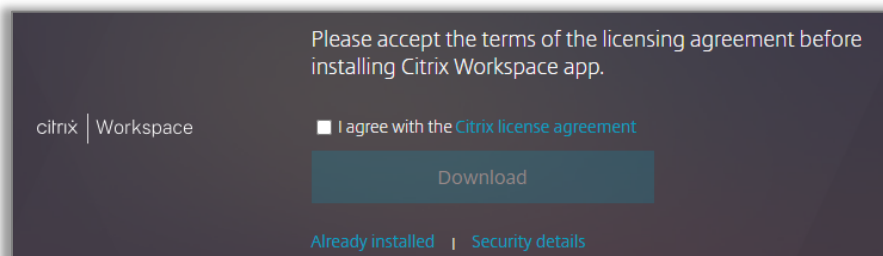
 Download File

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

 CitrixWorkspaceApp.exe ^

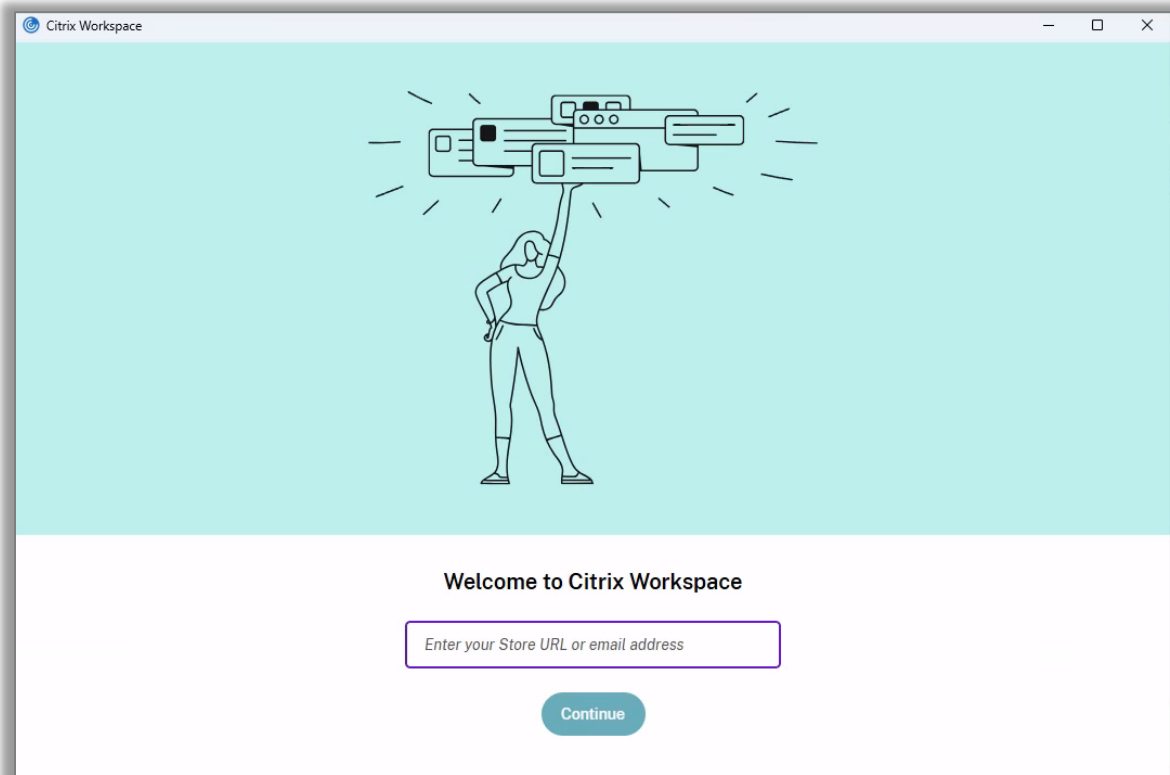
Option 2:

- Select the link for the Windows Citrix Workspace Client Download here: <https://easy.naucountry.com/Citrix/EASYWeb/clients/Windows/CitrixWorkspaceApp.exe>
- Agree to the Citrix license agreement. Then click "Download" to install.



Additional Information

If you are prompted with the following message after installation, simply close the window by clicking the 'X' in the top-right corner.



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 or 1.866.942.6724.