

# 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 "<sup>A</sup>" 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".

#### **Confidentiality Notice**

This document is the confidential property of NAU Country Insurance Company. Neither this document, nor the information contained within is to be distributed – in whole or part – by any means without prior authorization, including but not limited to printed, magnetic, electronic, or verbal forms.

NAU Country Insurance Company is an Equal Opportunity Provider. The links logo is a registered service mark of QBE Insurance Group, Limited. NAU and NAU Country are registered service marks of NAU Country Insurance Company.





2. The version is found within the "About" section.

<b>Connection</b>	center	High DPI	
Shortcuts an	<u>id Reconnect</u>	Keyboard and Language bar	[
Data collecti	<u>on</u>	Configuration checker	
<u>Reset Citrix</u>	<u>workspace</u>	<u>Delete passwords</u>	
Log Collecti	on	<u>Citrix Tries</u>	
	_		
Citrix Gate	way (Default)	→ OK	
Citrix Gate	(Default)	о	
Citrix Gate	(Default)	) ~ OK	
Citrix Gate	(Default)	✓ OK	
Citrix Gate	(Default)	)	
Citrix Gate	(Default)	)	
Citrix Gate	(Default)	) ~ OK	
Citrix Gate	24.2.1000.1016(2:	) ОК 402.1000)	



## 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.

Citrix Workspace	< > Applications		
	Name		
	Citrix Workspace		
	😚 Clock		
	Contacts		

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: <u>Download Citrix Workspace</u>.
      - Click the "Download File" button on the most up to date version, or the version listed as Windows LTSR 2402 Cumulative Update 1.
         Citrix Workspace app for Windows LTSR 2402 Cumulative Update 1



- MAC: <u>Download Citrix Workspace Mac</u>.
  - 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".

A CORE Insurance Company	С номе	OO OO APPS		Q	0
Melorese julie Stalg!				Julie Male	
EASYwriter Pro®	EASYwriter P	ro <sup>®</sup> Web Edition	Agent Port	Account Settings	
<ul> <li>▼</li> </ul>		W CONTRACT	AN KINKS	Log off	≥
	\$ 0 P2 W				

• Then click "Download Citrix Workspace app".



A QBE Insurance Company
Settings
Account
About
Log off
Advanced
Activate Citrix Workspace app Downloads a file that adds this workspace to your local Citrix Workspace app.
Download Citrix Workspace app Download Citrix Workspace app to your machine.

• 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 <u>callcenter@naucountry.com</u> or 1.866.942.6724.