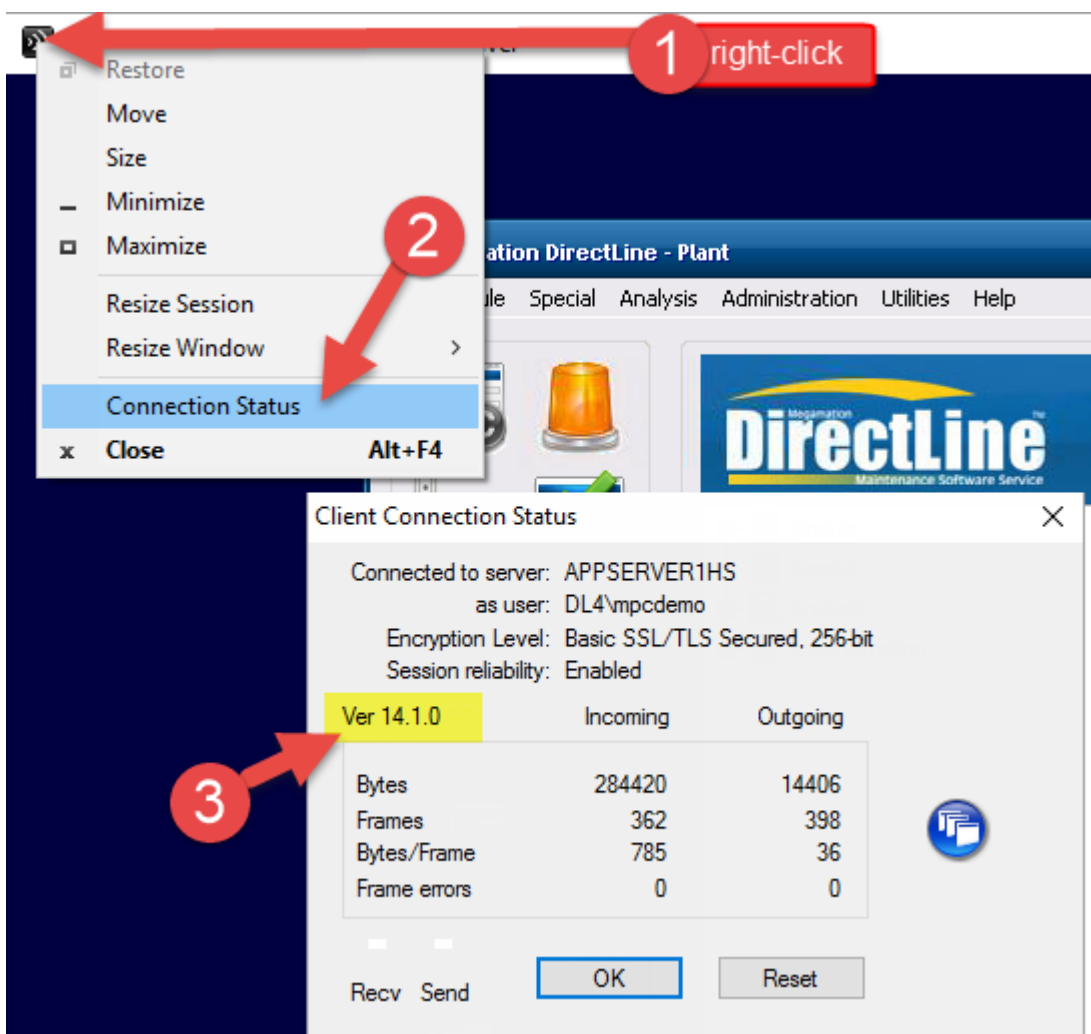


How to update your citrix client to the recent version

How to check what version of Citrix you have

While working in Megamation DirectLine system, right-click on the upper-left corner of the window (1) then select Connection Status (2) and check what version you have (3)

If the version number is **12.1** or **greater** – **no need to update**. Example below is for Ver 14.1



If the version number is **less** than **12.1**, the citrix client **needs to be updated**. Please follow steps below.

How to uninstall your old citrix client

Windows 7 and Windows 10 users:

- 1) Open list of your applications (**Start > Control Panel > Programs and Features**)
- 2) Find the old Citrix client in the list, then do **Right-click > Uninstall**

Windows 8 and Windows 8.1 users:

- 1) Click on Windows key to go to the Desktop part of Windows 8
- 2) Open the Charms bar by moving your mouse to the right hand corners of the screen.
- 3) Click **Settings**, then **Control Panel**, then **Programs and Features**)
- 4) Find the old Citrix client in the list, then do **Right-click > Uninstall**

Windows XP users:

- 1) Open list of your applications (**Start > Control Panel > Add or Remove Programs**)
- 2) Find the old Citrix client in the list, then **Select > Remove**

NOTE: you might need to involve your local IT support team to perform steps above if you don't have administrative rights on your computer to install/uninstall software.

How to install a new citrix client

Once you don't have any Citrix in the list of your applications:

Windows 7, Windows 8 and Windows 10 users:

- 1) Open this link: <https://www.citrix.com/products/receiver/>
- 2) Download the Receiver and follow instructions on installation.

Windows XP users:

- 1) Download this version of Citrix
<http://support.megamation.com/Citrix%5CCitrixOnlinePluginWeb.zip>
- 2) Open the archive and run the installation file.

Questions or concerns?

Please contact the Megamation Support team:

Call **1 800 344 8655 option 1** or email at support@megamation.com

<http://megamation.com/support/>