

ITS Resource Center Home

Installing the Citrix Client on your Computer

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These instructions only pertain to your **personal computer**. If you are on a public lab, or Hamilton-issued computer, the Citrix Client has been preinstalled. This process need be followed **only once for any single computer in any academic year**. If it has been some time since you last installed the Citrix client on your computer, you may want to update the client for the best performance. The steps for installation are:

First, a compatibility problem:

If you are using Firefox 30 or above, please refer to [this documentation](#) to run Citrix.

On a Windows system:

1. Log into the Citrix (<http://citrix.hamilton.edu>) page.
2. A page will appear that prompts you to download the client. Place a check in the check box and click **Download**. The file will request to be saved to your computer. Please save it to your **Desktop**.
3. Double-click on the installer when it when it has downloaded.
4. Once the installation has completed, click the **Continue** button on the web page.
5. Proceed to [Launching Citrix Programs](#).
6. If this does not seem to be the case for you, [follow the directions for updating below](#).

On a Macintosh system:

1. After logging in, you will be taken to a screen that will prompt you to download the plugin.

Download Client

If you want to download and install the client, click **Download**.



2. Click **Download** to download the plugin.
3. The Citrix Plug-in DMG file will download to your **Desktop** or **Downloads** folder. Find the file and double-click on it.



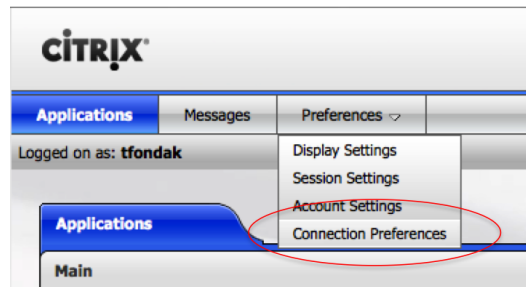
5. A window will open containing the plug-in installation file—double-click it to launch the installer.



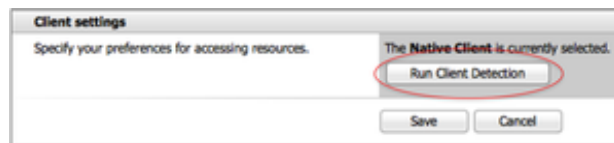
7. Install the app by clicking **Continue** and **Agree** until you see a window that indicates the software has been installed successfully.
8. Once the installation has completed, click the **Continue** button on the web page.
9. Proceed to [Launching Citrix Programs](#).
10. If this does not seem to be the case for you, [follow the directions for updating below](#).

Updating your Citrix client, any system

1. Log into the [Citrixweb](#) page.
2. Near the top of the applications page, you will see a horizontal bar with some menu choices in it. The “Applications” menu will probably be dark blue, indicating that the “Applications” screen is what you are seeing.
3. Click on the “Preferences” menu and select “Connection Preferences”.



4. Under “Client settings”, click on “Run Client Detection”.



5. If you are immediately returned to the “Applications” screen, you should see an information message under the menu bar and above the applications list that says “The preferred client is already available on your computer.”
6. You’re done, there is no update or installation necessary.

If you don’t have the most current version of the client, you will be taken to a screen that allows you to download the client.

1. Follow the directions on that page to download the client.
2. If you receive a warning about the file having been downloaded from the internet, click **Save**

file or **Open**, depending on the screen you see.

3. Double-click the saved file to run.

4. If asked if you want to allow the program to make changes to your computer, click **Yes**.

You should now be able to return to the Citrixweb Application page, and [select the software you wish to use](#).

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