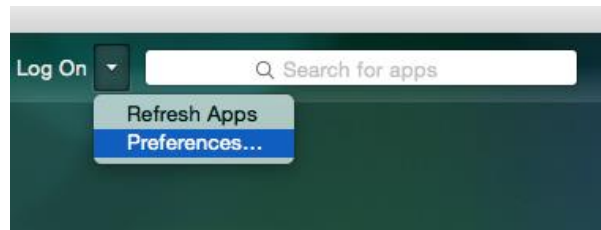



If you are having problems using the Remote Access service with the Citrix Receiver application, you may need to remove and re-add your account.

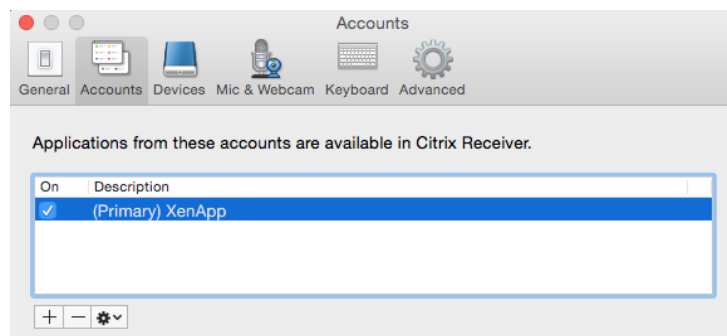
If you need to install Citrix Receiver then move to page 2 and follow the guide from Step 1.

1. Launch the Citrix Receiver application and select the drop down arrow next to the **Log On** option



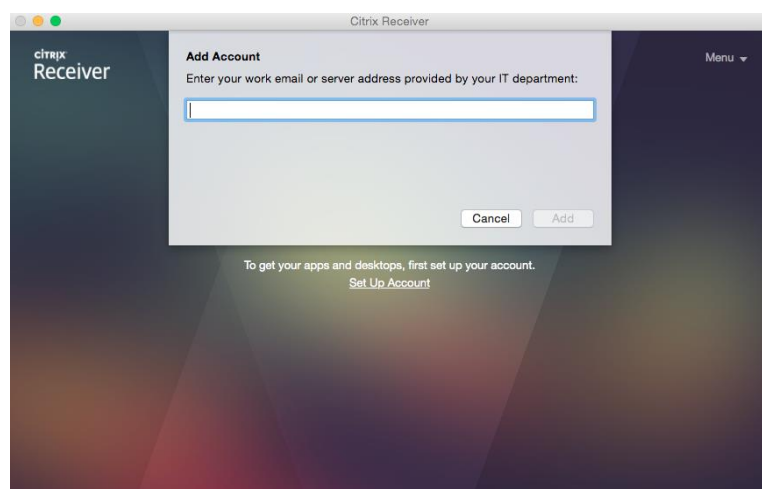
Select the **Preferences** option from this list

2. Select the **Accounts** tab and then select the Account listed and then click the  button to remove the account.



3. When you have removed the account this should change the appearance of the Citrix Receiver App.

Continue from **step 7** in the guide below.



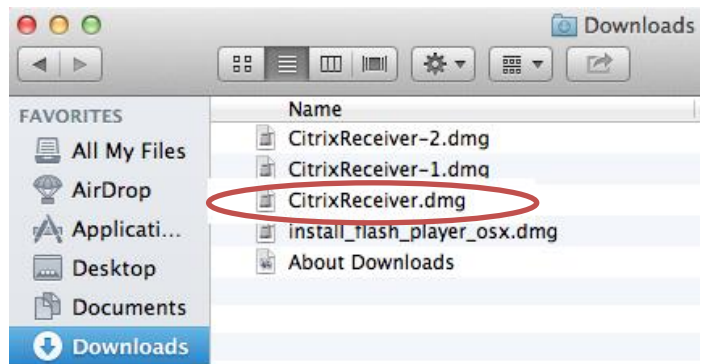


The following guide will help with the installation of the Citrix Receiver Application on a Mac.

1. Go to <http://receiver.citrix.com> in your web browser and select the download link on this page



2. Once the download is complete open **Finder** and then select **Downloads** select the **CitrixReceiver.dmg**



3. This will launch the Citrix Receiver Install

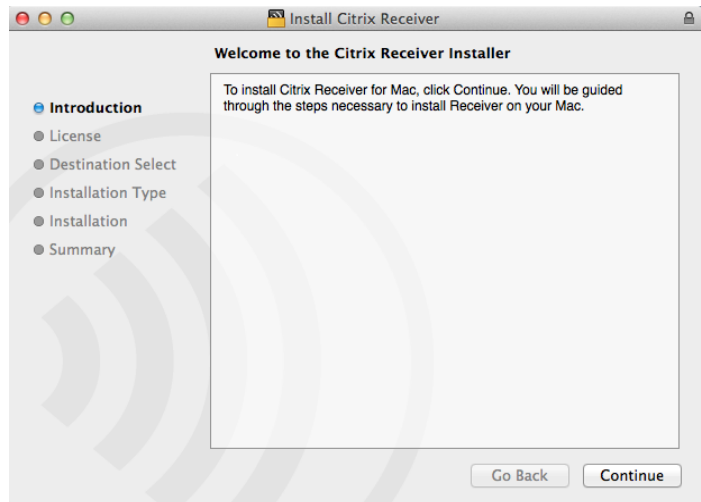
- Select **Install Citrix Receiver.pkg**
- **Please note** you may need to minimize windows to see this as it will appear in the background





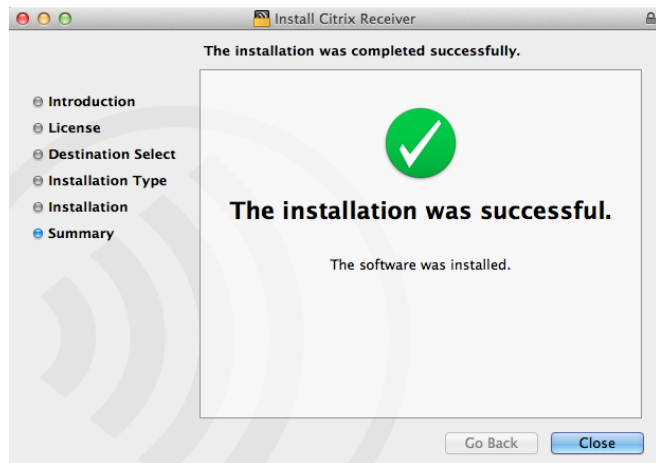
4. This will now launch the **Citrix Receiver Installer**

- Continue through the Installer as instructed to do so on each screen



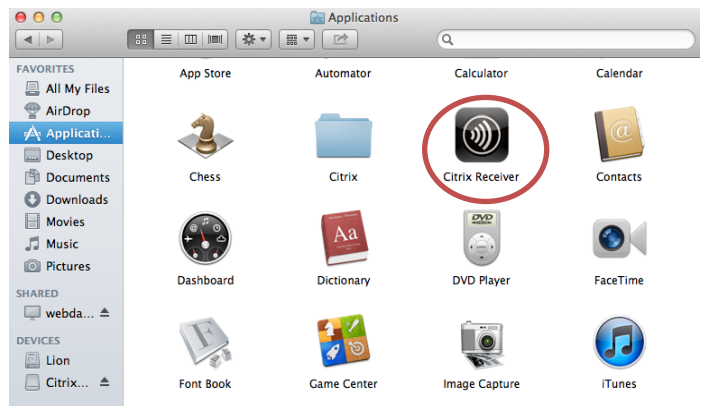
5. Once complete you will see the **Installation was successful** message

- Select **close** on this window



6. Once Citrix Receiver has installed go to **Finder** and then select **Applications**

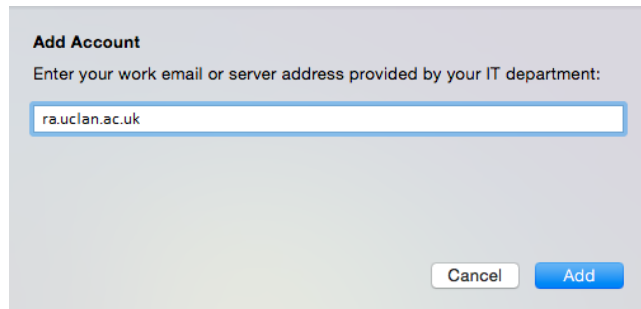
- The Citrix Receiver Application will now be available
- Select this to launch





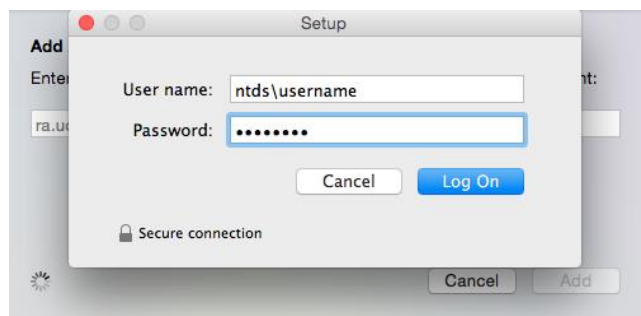
7. You will now be prompted to enter your work email or server address

- Enter the following address:  
**ra.uclan.ac.uk**
- Now select **Next**



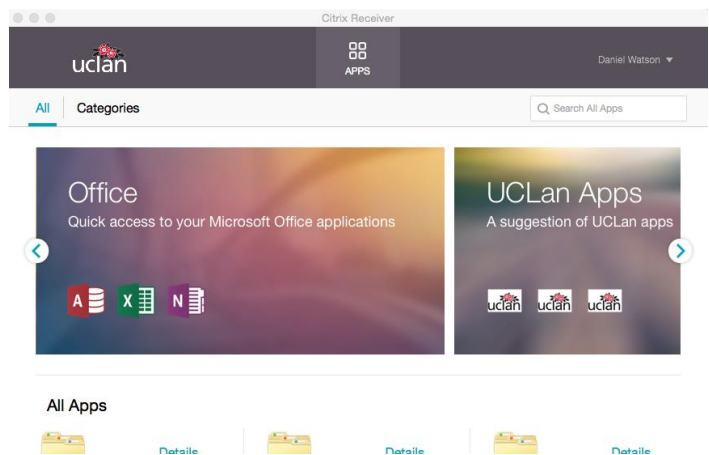
8. On the next screen enter:

- **Domain\User:** ntds\UCLan username
- **Password:** UCLan Password



9. Citrix Receiver will now launch

All the Remote Access Applications will be listed, just scroll down to view more



**Please Note:** Provided you are connected to the internet you can now connect to **Remote Access** using the **Citrix Receiver** application in your start menu. This will save you navigating to the UCLan web page. If you prefer to use the web page can now login to **Remote Access** again using the following link <http://ra.uclan.ac.uk>.