

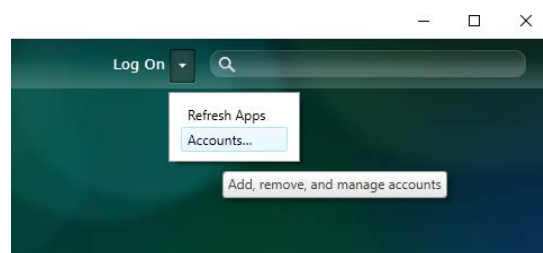


If you are having problems using the Remote Access service with the Citrix Receiver application, you may need to remove and re-add your account.

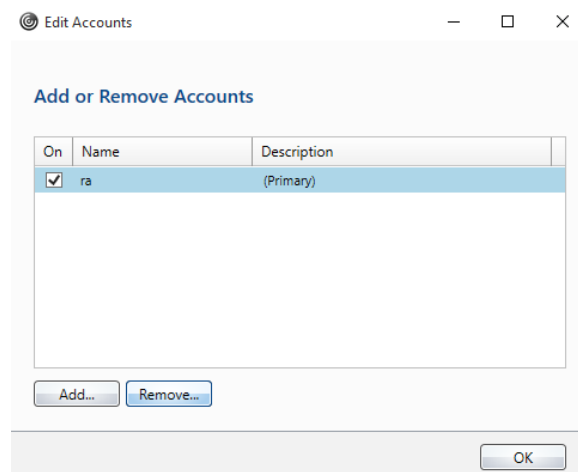
If you need to install Citrix Receiver then move to page 2 and follow the guide from Step 1.

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

Select the **Accounts** option from this list

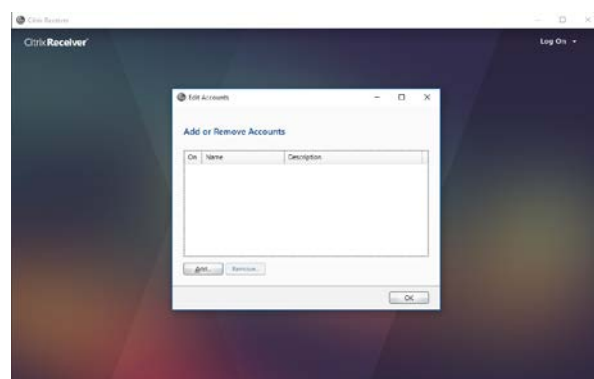


2. In the **Add or Remove Accounts** window, select the Account and then click Remove.



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

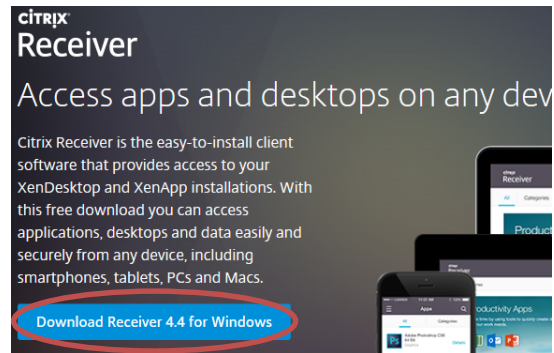
Click the Add button to add your account information again, continue from **step 6** in the guide below.





To use the UCLan Remote Access service you will need to install the Citrix Receiver application, please follow the guide below.

1. Browse to <http://receiver.citrix.com>



2. Select **Download Receiver for Windows**

3. You will be redirected to the download page where the Citrix Receiver will download automatically

4. Select **Run** on the pop-up that should appear at the bottom of your screen



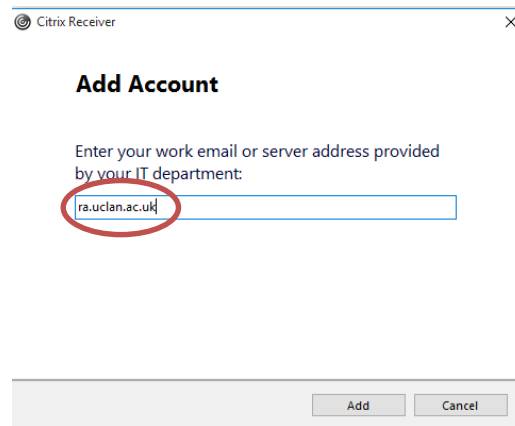
5. Select **Install**

Please note: Citrix Receiver will install and close automatically, if you had installed the software previously you do not need to remove/uninstall the previous Citrix Client as the new Client will do this automatically

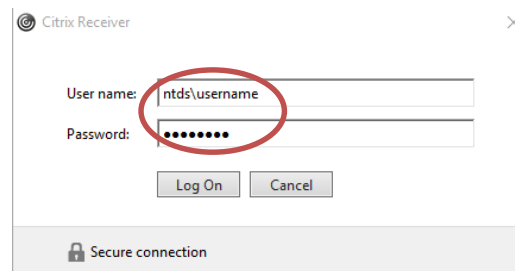




6. Enter the following information:
- **Enter your work email or Server address: ra.uclan.ac.uk**
 - **Select Next**



7. Enter your UCLan Login details:
- **Domain\User: ntds\UCLan username**
 - **Password: UCLan password**
 - **Select Log On**



8. All the Remote Access applications will now be listed.

Just select an application to launch it.



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>.