

Removing Citrix Plug-in (Mac OS X)

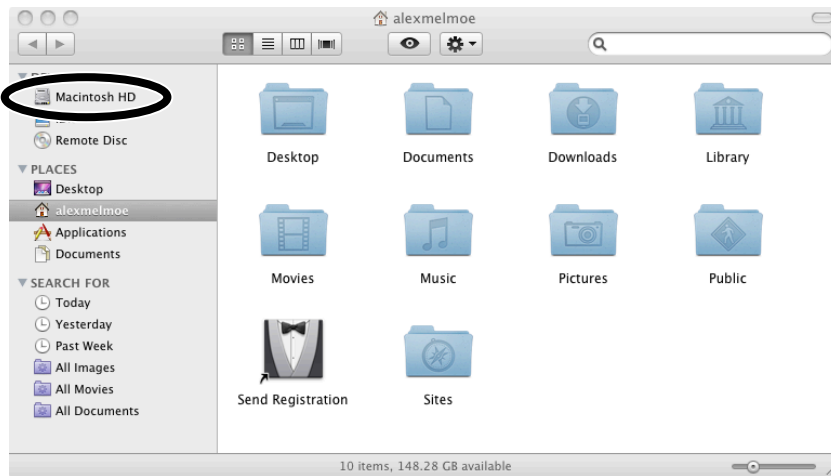
If you have been using Remote Access for a while, you may find that you have an older version of the Citrix Plug-in installed on your computer, which may confuse things and prevent you from accessing Remote Access.

These instructions talk you through removing any Citrix plug-ins you may have installed:

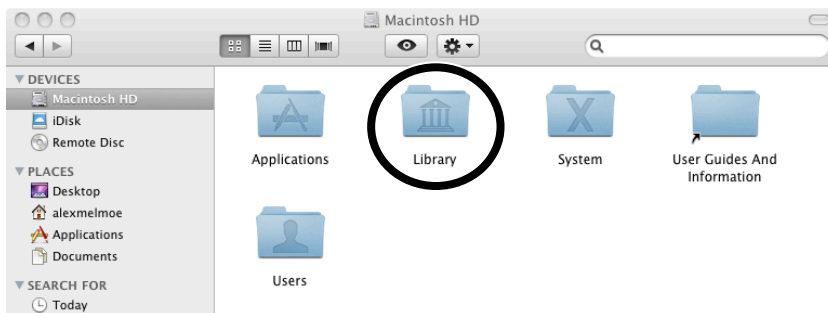
- 1) Click "Finder":



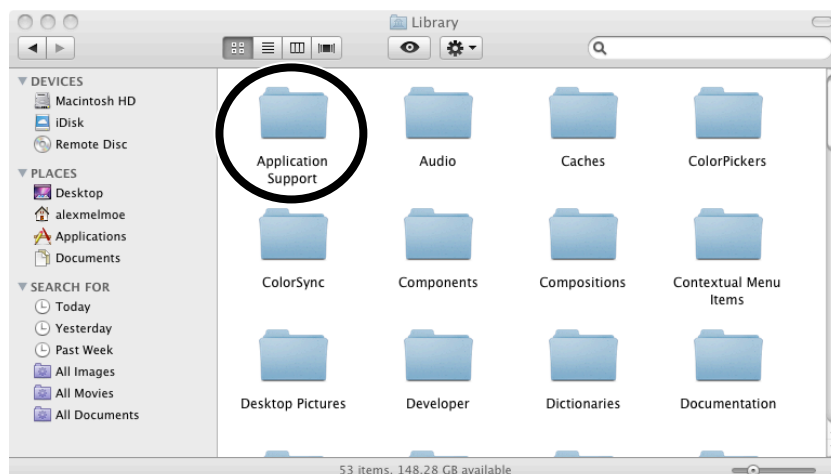
- 2) Click "Macintosh HD":



- 3) Double-click "Library":

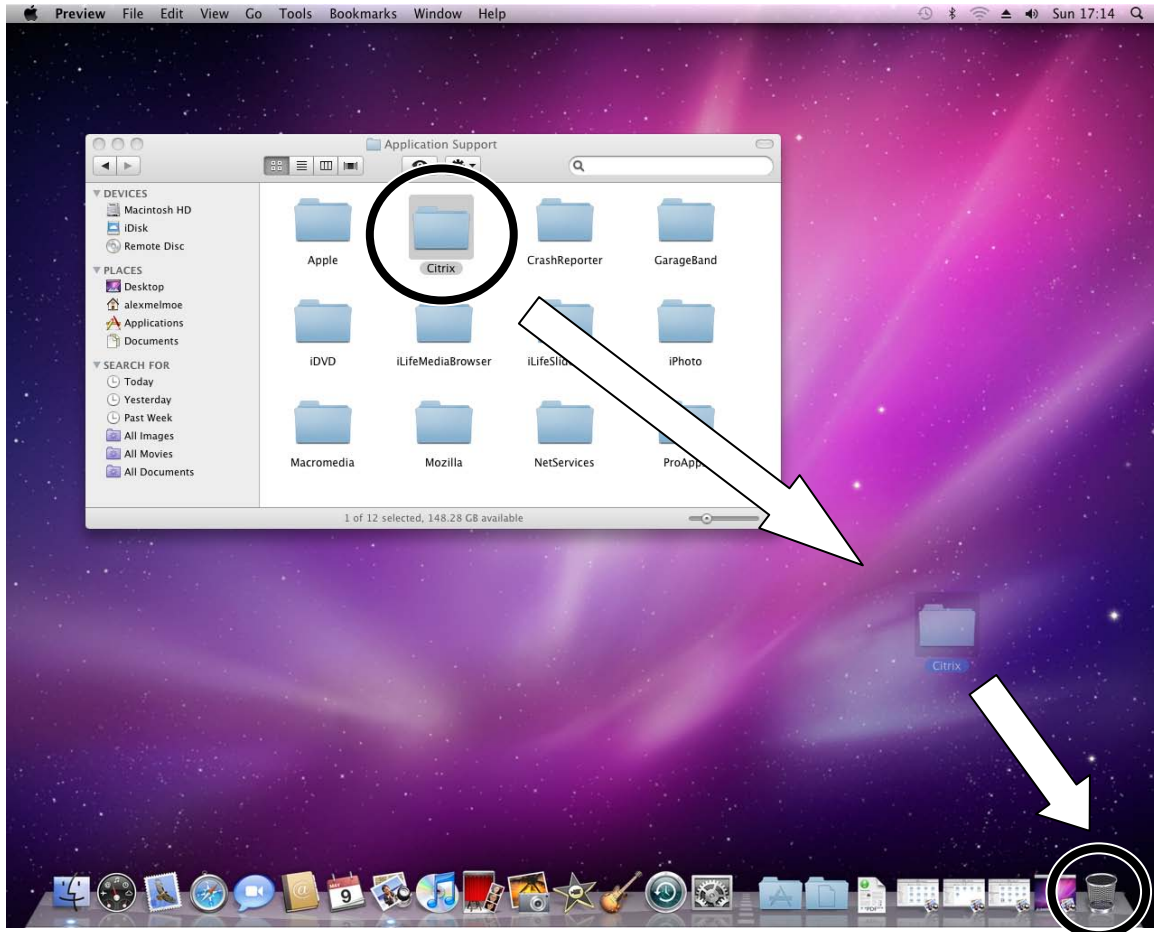


- 4) Double-click "Application Support":

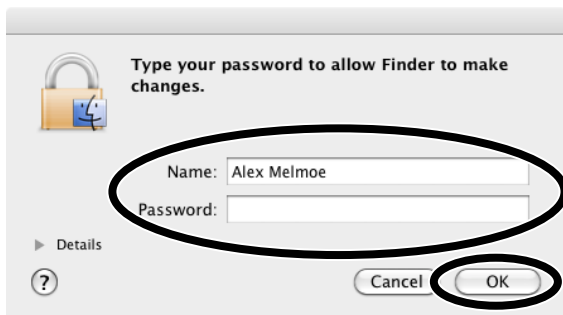


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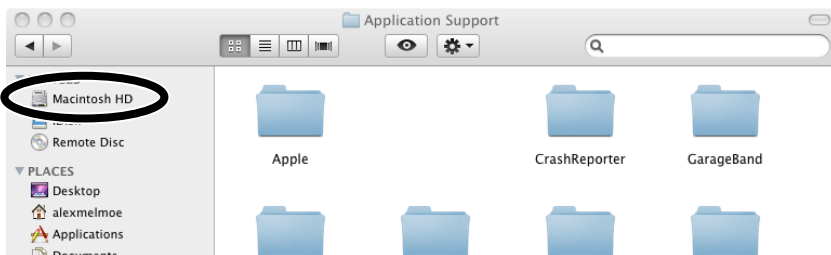
5) Left-click "Citrix", and whilst holding the left mouse button down drag it onto the Trash can in the bottom right:



6) Enter your Mac username and password, and click "OK":



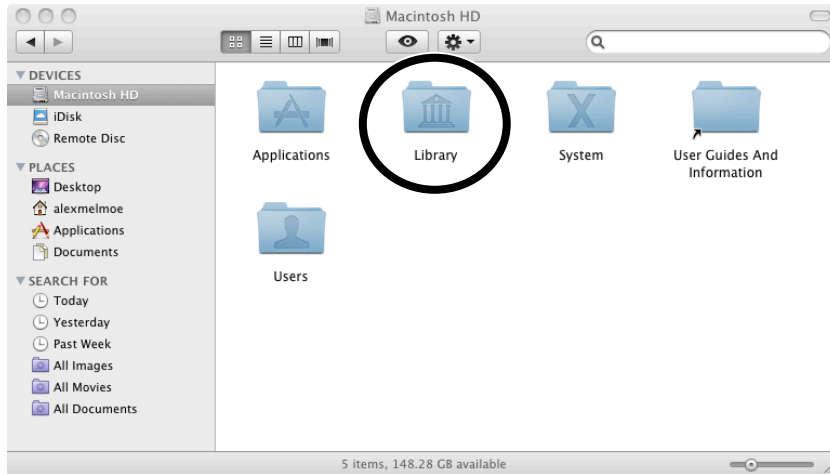
7) Click "Macintosh HD":



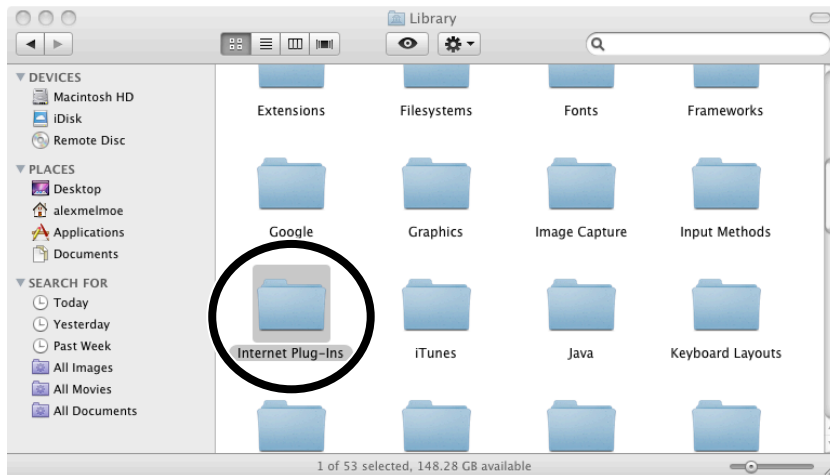
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8) Double-Click "Library":



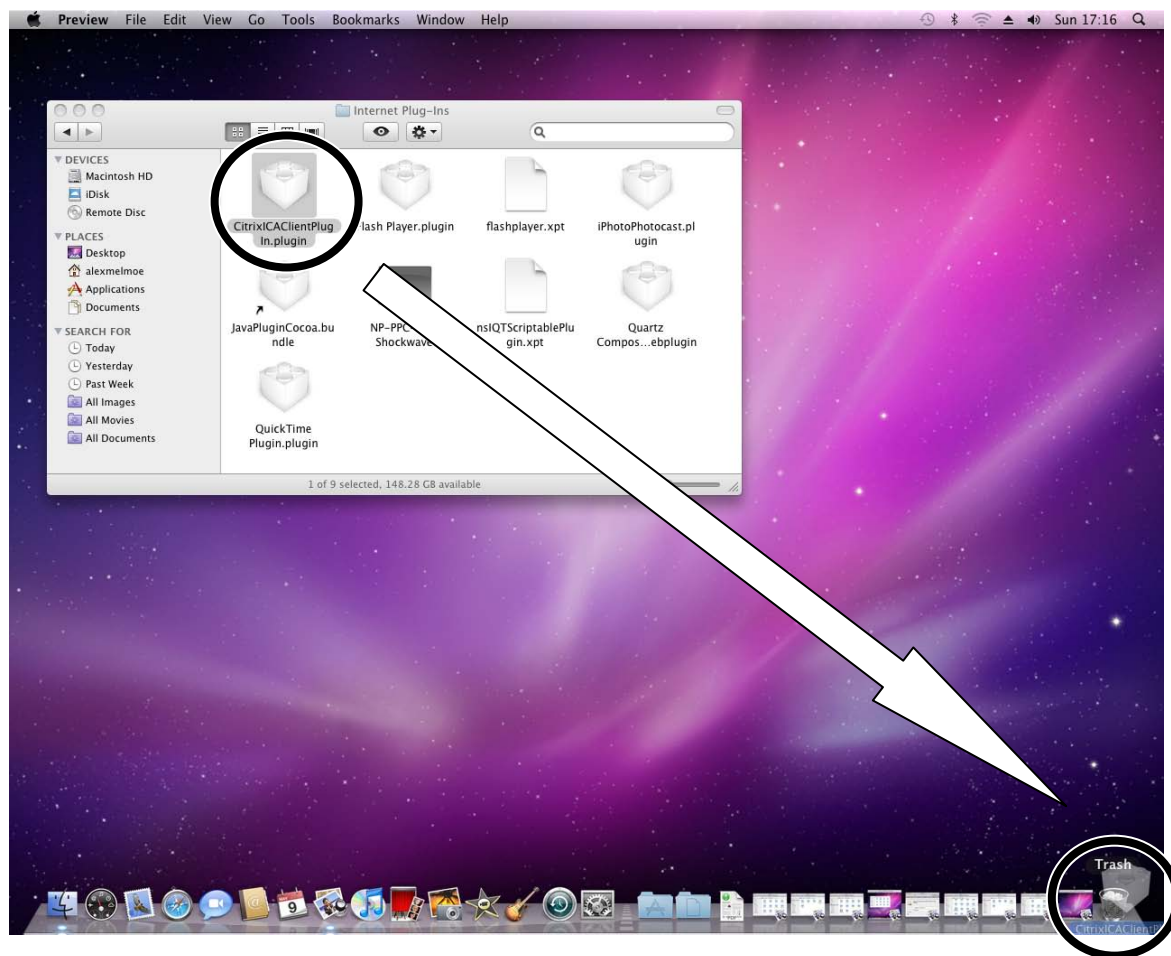
9) Double-click "Internet Plug-ins":



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- 10) Left-click "CitrixICAClientPlugIn.plugin", and whilst holding the left mouse button down drag it onto the Trash can in the bottom right:



- 11) Close Finder and connect to Remote Access again – you should then be prompted to install the current version of the client.

There is plenty of documentation on how to do this on the Remote Access page of the school website should you require it.