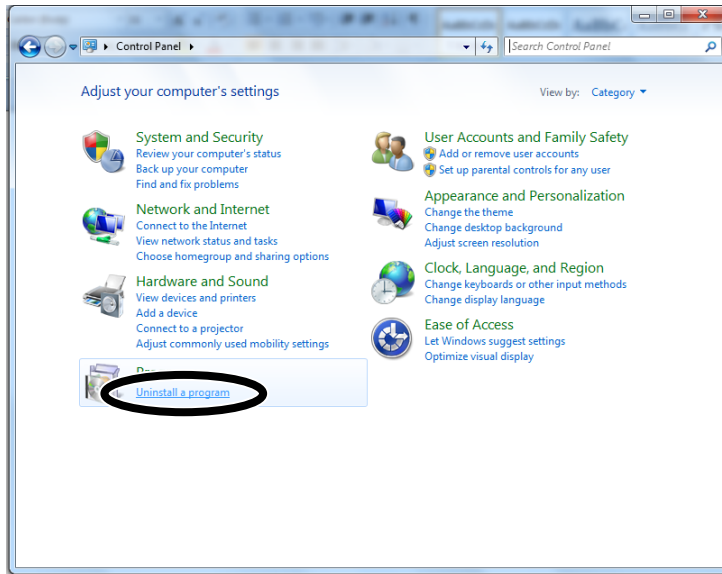


Removing Citrix Plug-in (Windows 7)

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 "Start" – the large circle in the bottom left of your screen
- 2) Click "Control Panel"
- 3) Choose "Uninstall a program":



If you don't see the above screen, but see a longer list of icons, double-click "Programs and Features" instead.

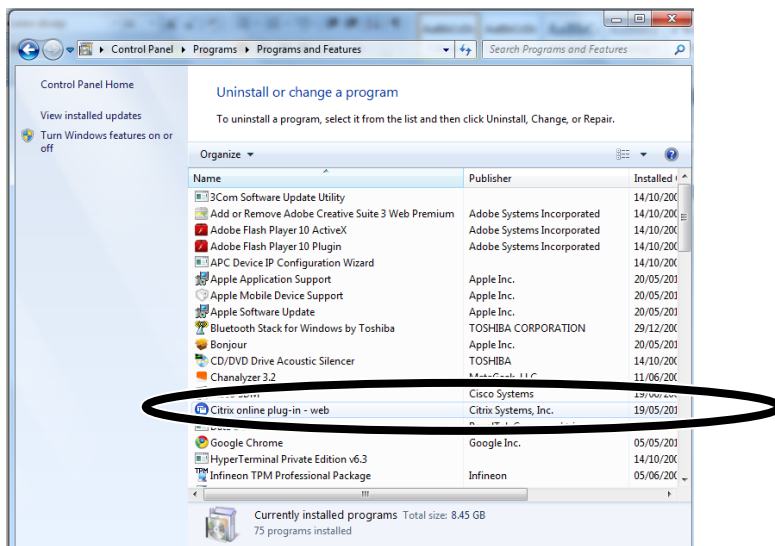
- 4) We now need to remove any versions of the Citrix Plugin that are installed on your computer. Depending on the version, this may be called:

Citrix XenApp Web Plugin

or

MetaFrame Presentation Server Client

Find the first of the above in the list and single-click it:

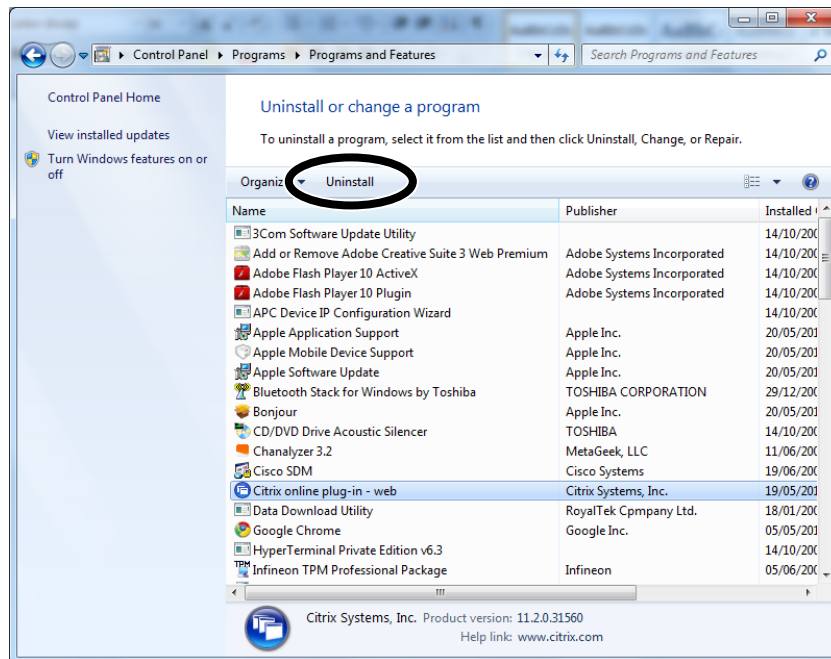


Using Imberhorne Remote Access:



Removing Citrix Plug-in (Windows 7)

5) Click "Uninstall":



- 6) Return to step 4 and check for the other variety of the client – although you may only have had one version installed.
- 7) Once you've removed both versions, close Control Panel 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.