

Citrix Installation

- Install the latest Citrix Receiver by clicking on this link:
<http://receiver.citrix.com>
- Once you install the Citrix Receiver, you will be prompted to add an account or click finish. Click Finish.
- If prompted to Add Account, click Finish. (Account information does **not** need to be added.)

Supported Web Browsers

Firefox

1. Open Firefox and look in the upper right-hand corner. You'll see a button that looks like 3 lines stacked. Click on that button.
2. Click on Add-ons, then Plugins.
3. Set all of the Citrix-related plugins to "Always Activate."
This should allow Citrix to open.
4. Log in.

**If the Citrix Receiver is still having an issue launching, click on the button with 3 stacked lines.*

**Click on Options > Applications. ICA File should have "Use Citrix Receiver (in Firefox)" selected.*

**If "Use Citrix Receiver (in Firefox)" is not selected, click on it and change it to use the Citrix Receiver in Firefox.*

Safari

1. Open Safari, look in the upper left-hand corner for the word "Safari," and click on it.
2. Click Preferences > Security > Plug-In Settings.
3. Set all of the Citrix-related plugins to "Allow Always."
This should allow Citrix to open.
4. Log in.

Internet Explorer

1. Open Internet Explorer and log into Caterease.
2. If you receive the green install button, look under that button and to the right, you'll see a link that reads "Skip to Log on." Click on that link.
If it doesn't open it may not be installed correctly.
3. You also want to "Permit All Access" when prompted and all access to the Citrix receiver.

**If the Receiver still has trouble launching, then click on the gear/flower in the upper right-hand corner of Internet Explorer > Compatibility View Settings. Add caterease.com to the list.*