Installing/Reinstalling Citrix

Disclaimer: This user guide is for information purposes and might not exactly match the functionality and display of the Citrix XenApp Remote Desktop (which are subject to change). This guide is not intended to modify the Applicant Guidebook or any other aspect of the ICANN New gTLD Program. If any information provided here appears to be inconsistent with any information published elsewhere by ICANN, please do not rely on this information without confirmation or clarification from ICANN.

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If you have never logged into the TLD Application System (TAS) or the CSC Portal via Citrix, or if you experience issues with Citrix, you may need to install/reinstall the Citrix XenApp Receiver.

Logging Into Citrix for the First Time

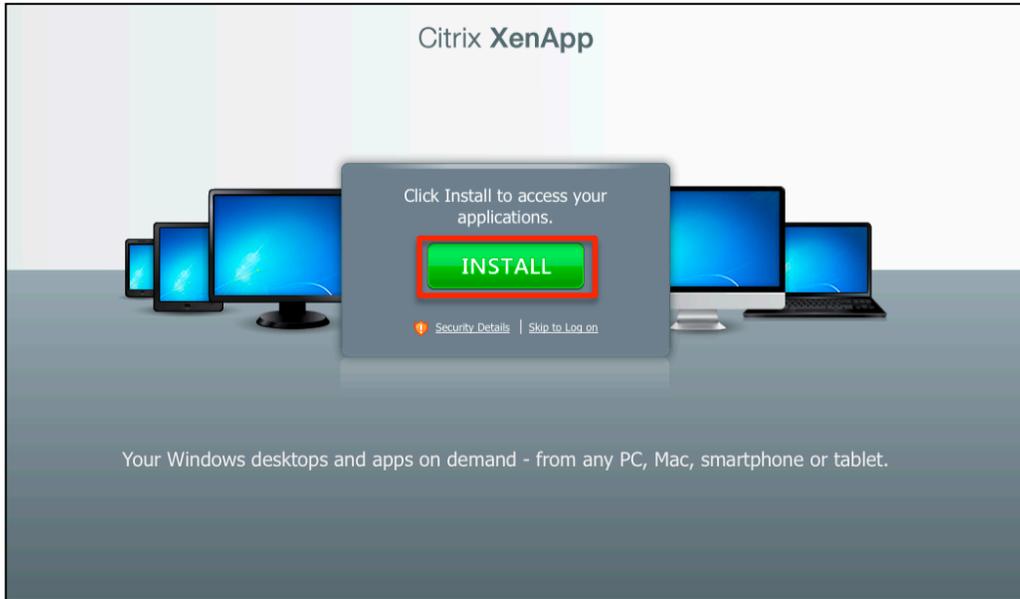If you are logging into Citrix for the first time, you will be prompted to install the Citrix XenApp Receiver. To log into Citrix, go to https://gtldapp.icann.org/vpn/index.html.

Reinstalling Citrix

If you are experiencing issues with Citrix and need to reinstall this application, go to http://www.citrix.com/downloads.html.

IMPORTANT	To install Citrix XenApp Receiver, you must either have administrative rights on your computer or ask your your IT department assist you.

Citrix Installation

Once the installation process is initiated, you will be prompted to save or run a file called CitrixReceiver3_1.exe (or a similar .dmg file for Mac). To begin, select the "I agree with the Citrix license agreement" check box, click the **Install** button, and follow the prompts. The installation process will differ for PC and Mac users.

The following sections will describe the Citrix installation procress for PC and Mac.

- Citrix Installation for PC
- Citrix Installation for Mac

Citrix Installation for PC

Step 1: When you are presented with the installation screen, click on the down arrow next to the **Save** button and select the "Save As" option.
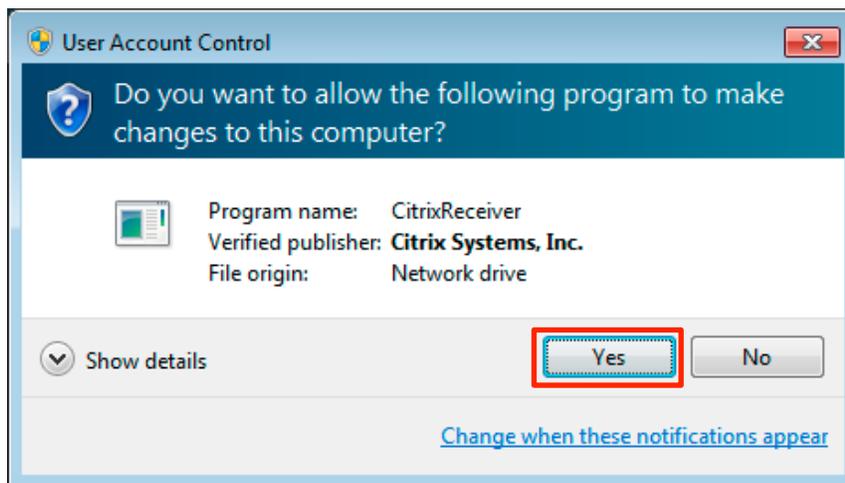
Step 2: Navigate to a location on your local computer to save the .exe installation file.

Step 3: Locate the installation file you saved on your local computer and double-click it.

Step 4: Your computer will prompt you to run the .exe file. Click the **Run** button.

Step 5: Your computer will ask you to give Citrix permission to make changes to your computer. Click the **Yes** button.

Step 6: Follow the on-screen prompts to complete the installation.

When the installation completes successfully, you will be automatically taken to the Citrix homepage.

Citrix Installation for Mac

Step 1: When you are presented with the installation screen, you can either save and then run the file at a later time, or run the file immediately.

To save the file, select the "Save File" option and click **OK**. To run the file, navigate to your Downloads folder and double-click the .dmg file that was downloaded.

To run the .dmg file immediately, select the "Open With" option and click **OK**.

Step 2: To complete the installation process, double-click the Install icon.

Step 3: Follow the on-screen prompts to complete the installation.

When the installation completes successfully, you will be automatically taken to the Citrix homepage.