Please follow instructions below if you get errors that are related to ThinPrint, such as the 'Virtual Channel' error.

1.) Close all Internet Explorer windows.

2.) Go to **START,** then open the **Control Panel.** (Depending on your Menu setting, you may have to go under Start, Settings, and then Control Panel.)
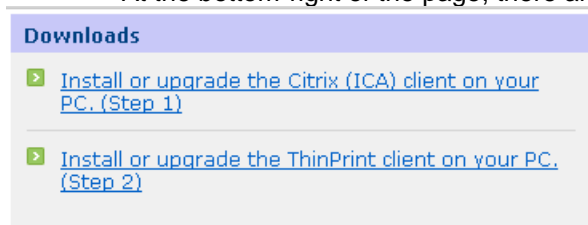- Click on **Add or Remove Programs**
- Remove **ThinPrint**. It most likely is the first item on your list **.Print Client Windows (ICA)**
- Also remove **Metaframe Presentation Server Web Client** or **Citrix XenApp Client** or **Citrix online Plug-in**
- Once these two programs have been removed, you can close the Add/Remove Programs window.

3.) Open Internet Explorer
- Go to https://vo1.c-sgroup.com
- Log in with the security token (fob)
- At the bottom-right of the page, there are 2 links:

Downloads

▶ Install or upgrade the Citrix (ICA) client on your PC. (Step 1)

▶ Install or upgrade the ThinPrint client on your PC. (Step 2)

1) Run "**Install or upgrade the Citrix (ICA) client on your computer**. (Step 1)" first. Follow the prompts.
2) Once the ICA install is done, run "**Install or upgrade the ThinPrint client on your computer**. (Step 2)"

NOTE: For Windows 7, please download the 'Citrix Online plug-in - Web' client by using the following link: http://www.citrix.com/English/ss/downloads/details.asp?downloadId=1858087&productId=186&c1=sot2755

After the ThinPrint install window disappears, **close all internet explorer windows again**. Log back into https://vo1.c-sgroup.com. Printing should now work.

Need Assistance? Contact the C/S Group Technical Assistance Center at http://tac.c-sgroup.com or call 1.866.4.CSGROUP.