

# How to update the Citrix software for the new C/S Virtual Office

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Please follow these instructions to update the software on your PC.

1.) Close all Internet Explorer windows.

2.) Go to START and then open the Control Panel. (Depending on your Windows version and menu setting, you may have to click Start, Settings, and then Control Panel.)

- Click on 'Add or Remove Programs' or 'Programs and Features'
- Remove ThinPrint. It is most likely the first item on your list, labeled '.Print Client Windows (ICA) '
- Remove 'Metaframe Presentation Server Web Client' or 'Citrix XenApp Client' or 'Citrix online Plug-in'
- Once all of these programs have been removed, you can close the Programs window.

3.) Reboot your computer

4.) Open Internet Explorer

- Go to <https://csvo.c-sgroup.com>
- Log in with the security token (fob)
- At the bottom of the page, there are 2 links under the 'Downloads' section
  - a) Run "Install or upgrade the Citrix (ICA) client on your PC (Step 1)" first.Follow the prompts until the ICA client install is done
  - b) Run "Install or upgrade the ThinPrint client on your PC (Step 2)"
  - c) After the ThinPrint install window disappears, close all Internet Explorer windows.

5.) Log back into <https://csvo.c-sgroup.com> and launch any application.

6.) Change any shortcuts or favourite bookmarks to <https://csvo.c-sgroup.com>

Need Assistance?

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