

# HowTo

Change Citrix Lightversion to Workspace App

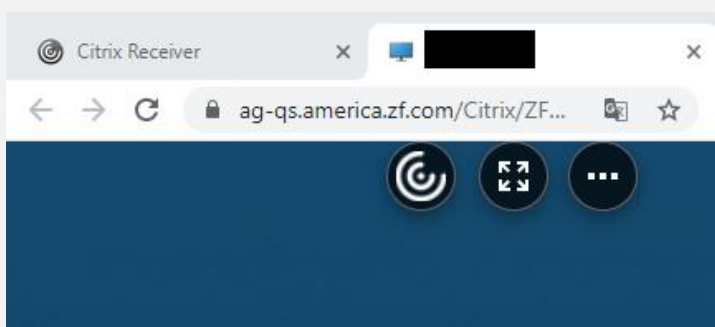


Exposee

This document describes all steps, to change the Connection method from Citrix Lightversion to the Citrix Workspace App

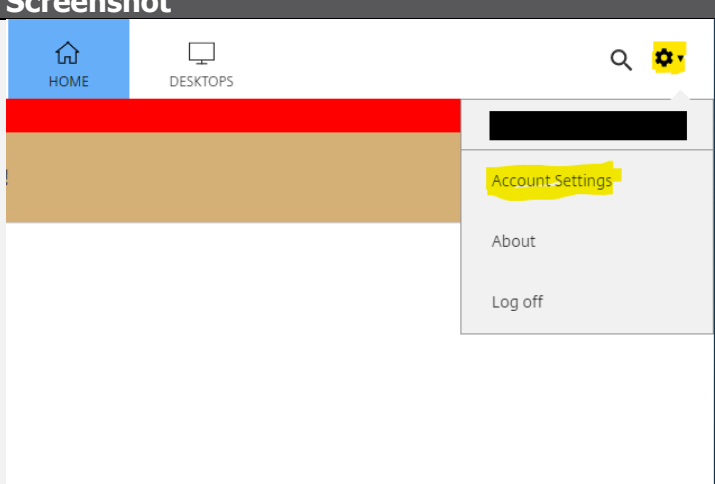
## Change the Connection Method from Citrix Lightversion to Citrix Workspace App

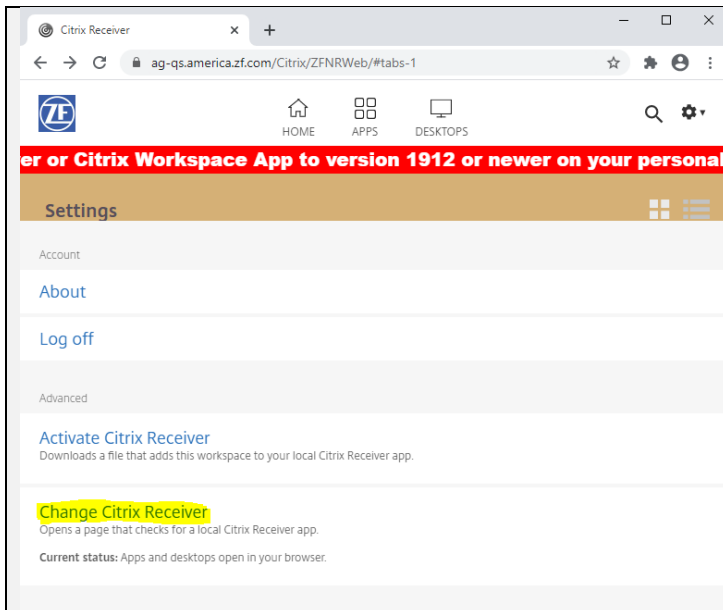
If your Session starts in a Browser-Tab and not, as expected, in the Citrix Workspace App, please follow the below description.

Screenshot	Description
 A screenshot of a web browser window titled 'Citrix Receiver'. The address bar shows 'ag-qs.america.zf.com/Citrix/ZF...'. The main content area is dark blue with three circular icons: a Citrix logo, a four-way arrow icon, and a three-dot menu icon.	<p>The Session to the Remote VDI starts directly in the Browser. This Mode is called Lightversion, or HTML5-Receiver. This should only be used, if it's not possible to install the Citrix Workspace App. It is highly recommended to always install the Citrix Workspace App.</p>

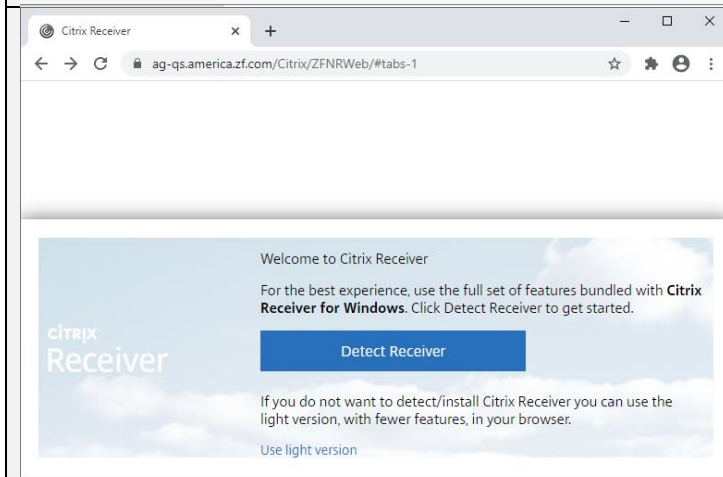
### Possible reasons:

1. Citrix Workspace App is not installed correctly.
  - o Please download and install the latest version of the Citrix Workspace App as described here: [HowTo\\_InstallCitrixWorkspaceApp.pdf](#)
2. Citrix Workspace App was not detected correctly by the Browser or someone changed the Setting manually.
  - o To change that, please follow the instruction below:

Screenshot	Description
 A screenshot of the Citrix Gateway user interface. At the top, there are 'HOME' and 'DESKTOPS' buttons. A search bar and a yellow gear icon (Settings) are visible. A dropdown menu is open, showing 'Account Settings' (highlighted in yellow), 'About', and 'Log off'.	<p>After the successful login to the Citrix Gateway, please click on the <b>Settings</b>-Button followed by <b>Account Settings</b> (marked in yellow)</p>

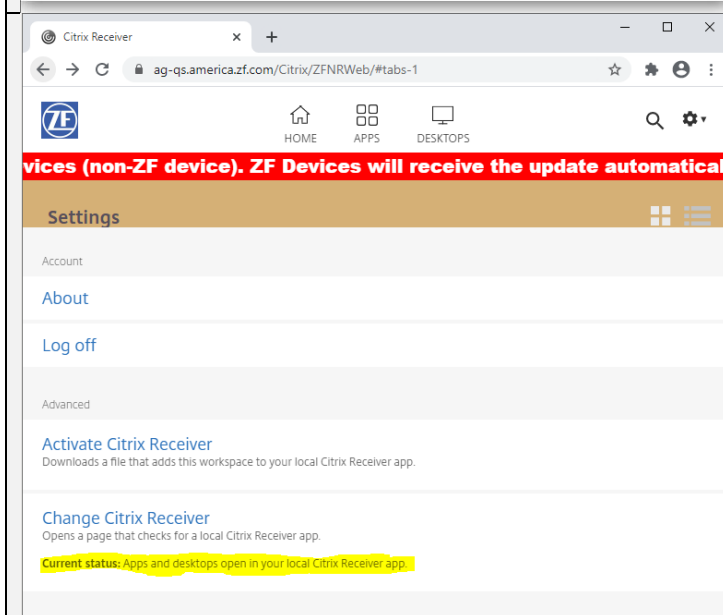


Click on **Change Citrix Receiver**



In the following Screen click on **Detect Receiver**

If your Browser asks you, if you want to open Citrix Receiver Launcher, please answer with **YES**



Please check, if the App was detected correctly. Current Status must be: "Apps and Desktops open in your local Citrix Receiver app."

If the Citrix Workspace App cannot be detected by the Browser, please install it as described here: [HowTo InstallCitrixWorkspaceApp .pdf](#)