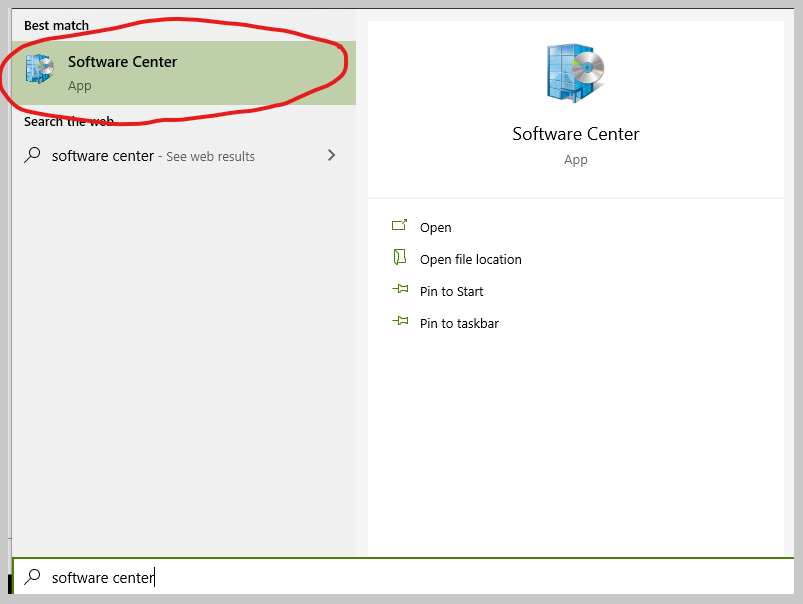
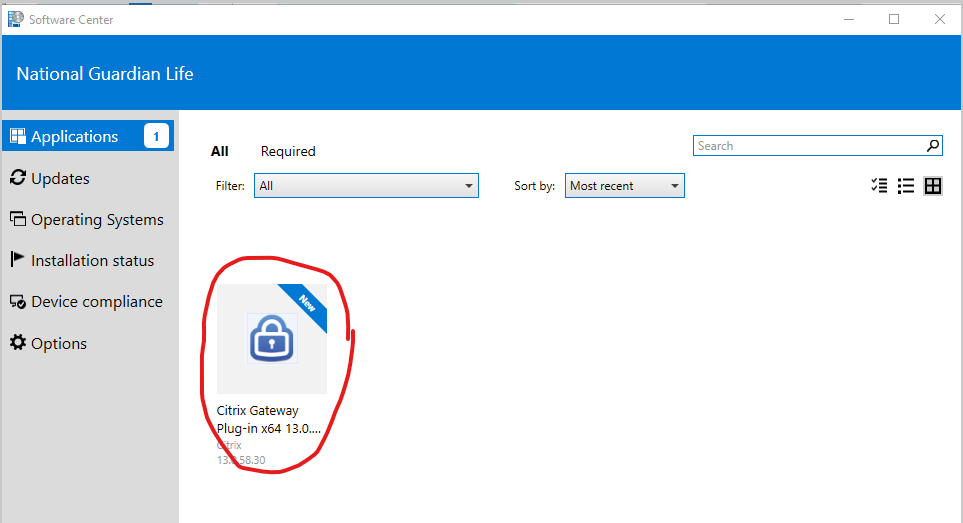
**Updating Citrix Gateway Plugin from version 12 to version 13**

1. Save anything you need and close all open applications and reboot your machine.
2. Click the Start/Windows button: 
3. Start typing **Software Center** and click on the **Software Center App** circled below.

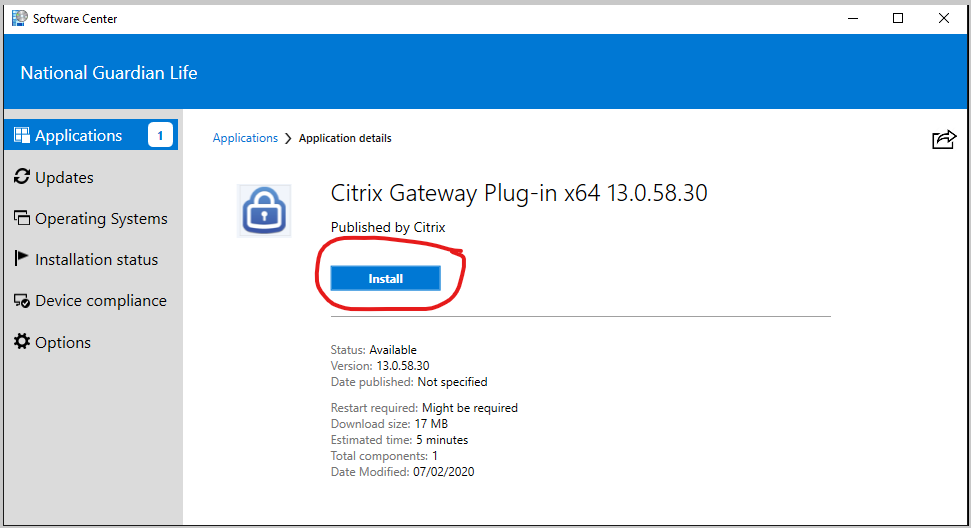


1. This will open the **Applications** tab in Software Center and you should see this:

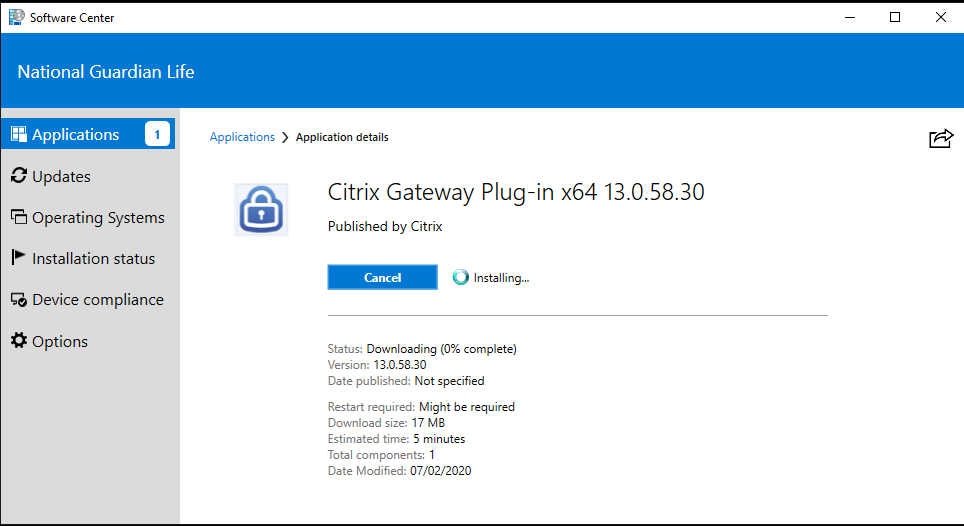


Click on the **Citrix Gateway Plug-in x64 13.0.58.30** icon circled above.

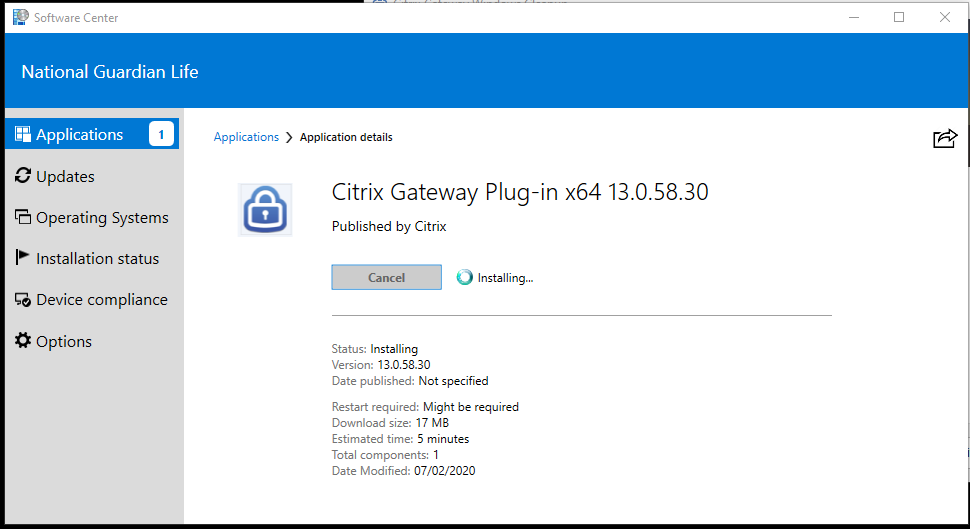
1. Click the blue **Install** button circled below:

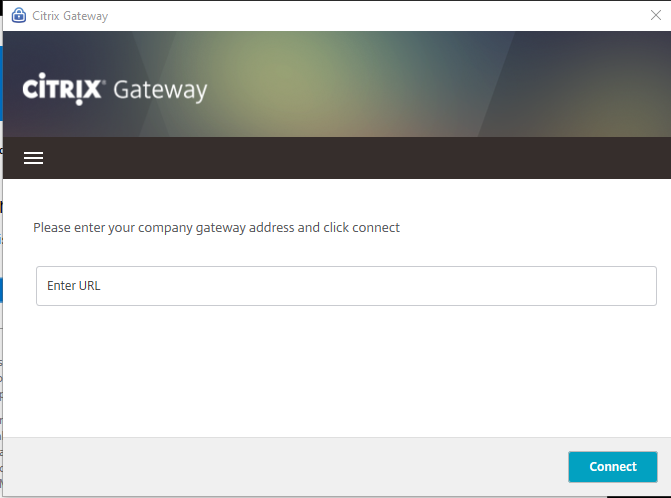
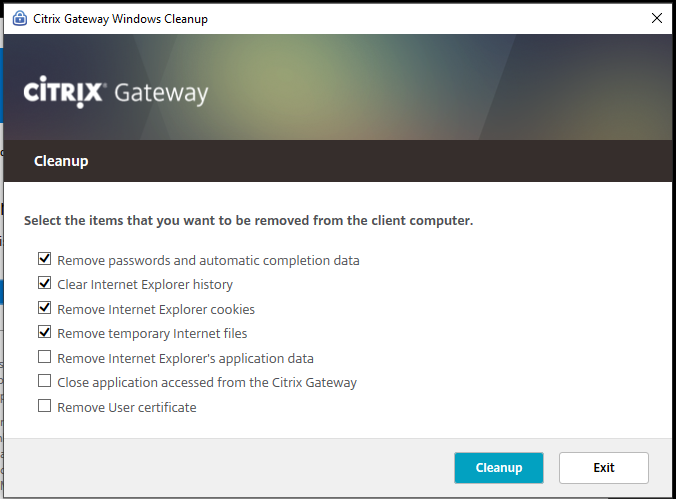


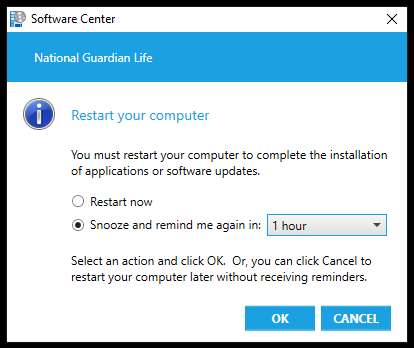
1. You will see the status of the download:



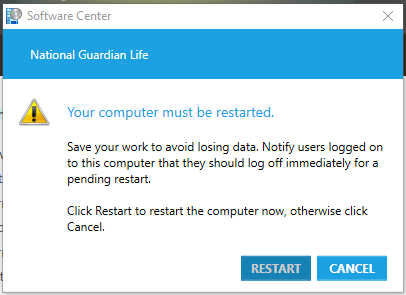
1. You will also see the status of the installation:



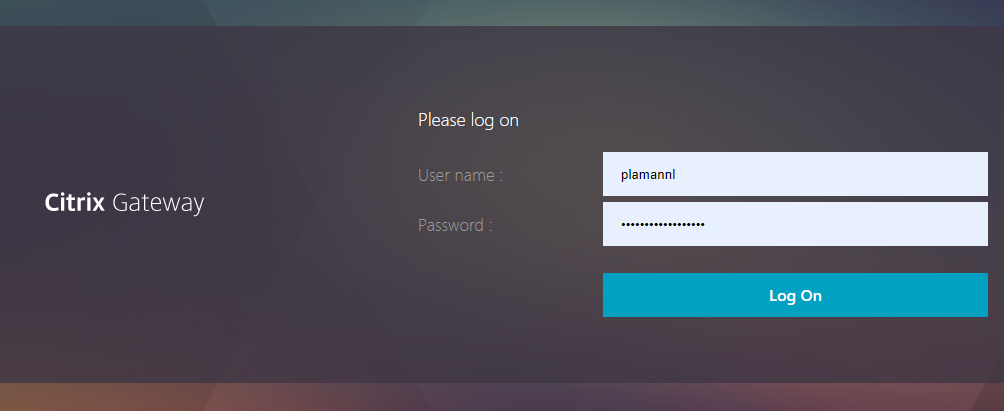
1. You may get these pop ups because the VPN connection will be dropped during this process. Just ignore them:
2. You may see this pop up below. If so, select **Restart now**, then click **OK**.



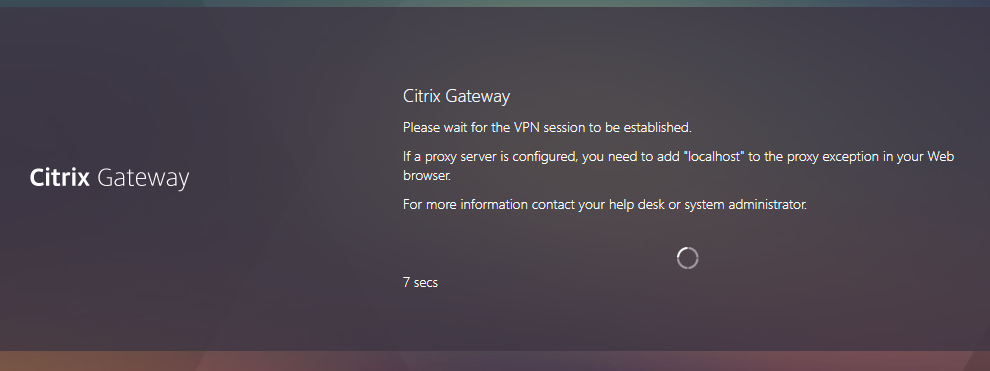
1. On this window below, click **RESTART**.



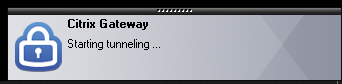
1. If you don’t see the box from #10 above, Restart manually:
   1. Click ,
   2. Then ,
   3. Then 
2. After the reboot, log back into your computer as normal.
3. After logging in, you’ll need to reconnect to the VPN.
4. Find your NGL VPN icon , and double-click it.
5. On the Citrix Gateway landing page enter your password and click **Log On:**



1. You’ll see the normal connection screen:



1. You may see the Citrix Gateway popup for **Starting tunneling …** in the bottom right-hand corner:



1. Once you’re connected, your Skype session should open and the NGL Connections page should open. Go about your normal business day.

Reach out to **IT Customer Service at ext. 5555 or 608.257.5611, ext. 5555** if you run into any issues along the way.