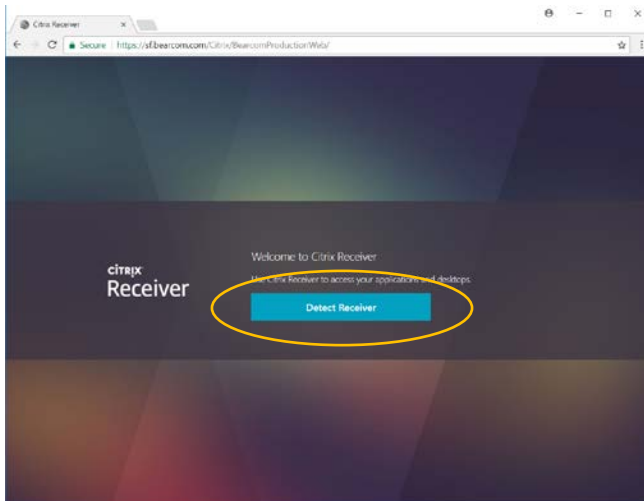


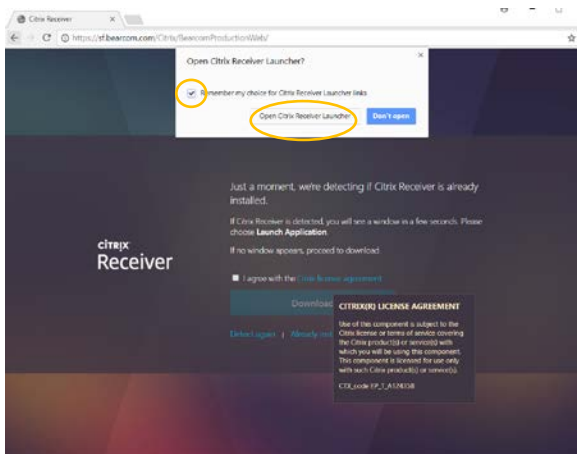
Xen Upgrade Instructions (First Time)

We are upgrading Xen. There are a few things you will have to do to get started. If you have ANY problems, call us.

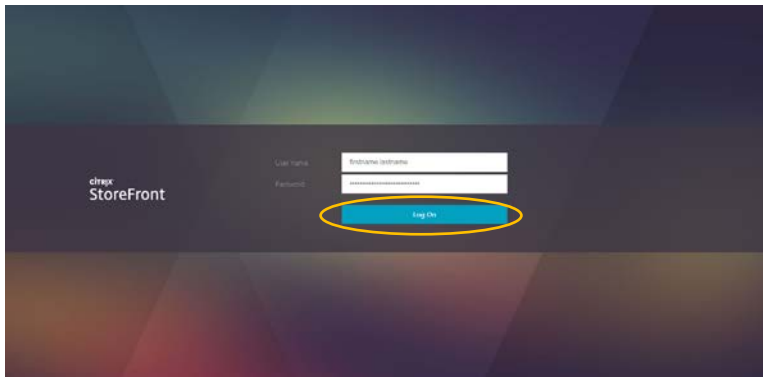
- 1) Make sure you have installed Google Chrome. If you haven't, go to <https://www.google.com/chrome/browser/desktop/index.html>
- 2) Make sure you have installed the latest Citrix Receiver. If you haven't, go to <https://www.citrix.com/products/receiver/>
- 3) Reboot your computer after installing these
- 4) In Google Chrome, go to the website <https://sf.bearcom.com> and click Detect Receiver.



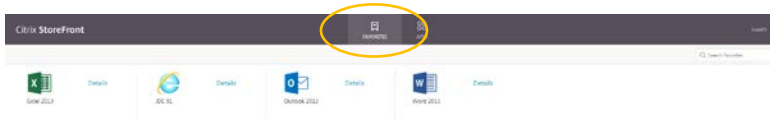
- 5) Click in the box that says Remember my choice for Citrix Receiver Launcher links and select Open Citrix Receiver Launcher.



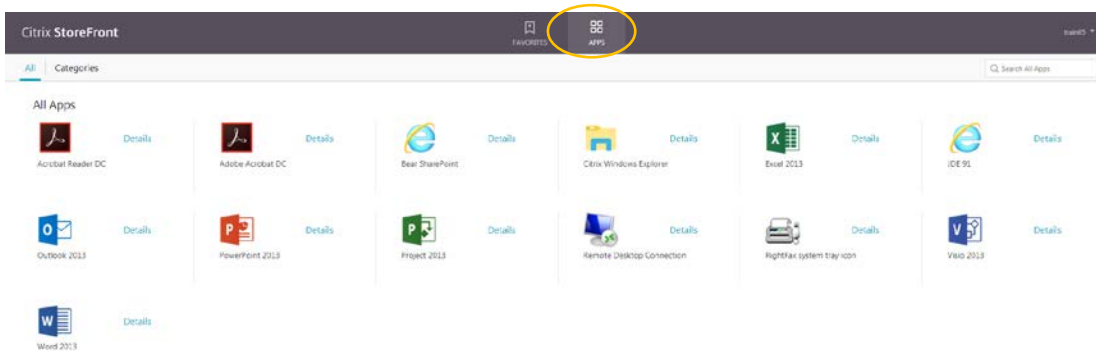
6) On the login screen, input your username and password as seen below and select Log On.



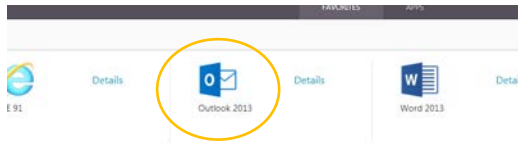
7) Upon successful login, you will see the default Favorites.



8) If you click on APPS, you will see all applications that are available to you



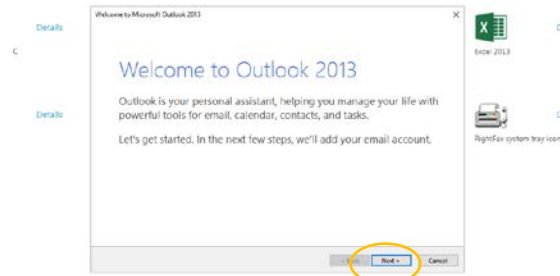
9) Single click on application to start (in this case Outlook 2013)



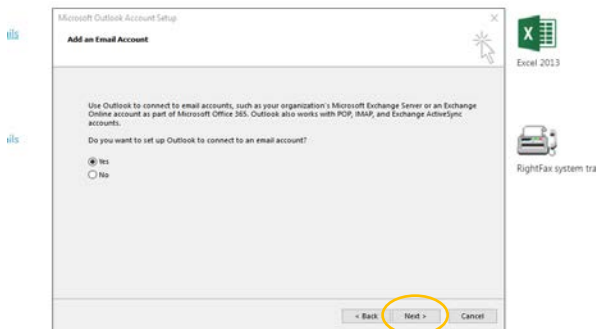
10) You will see the application starting



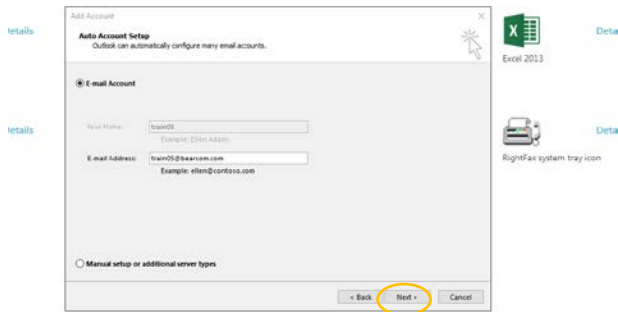
11) In the case of Outlook, you will see the Welcome to Microsoft Outlook 2013 screen (new system, needs you to setup your new Outlook profile). You will not see this on the other applications. Click Next.



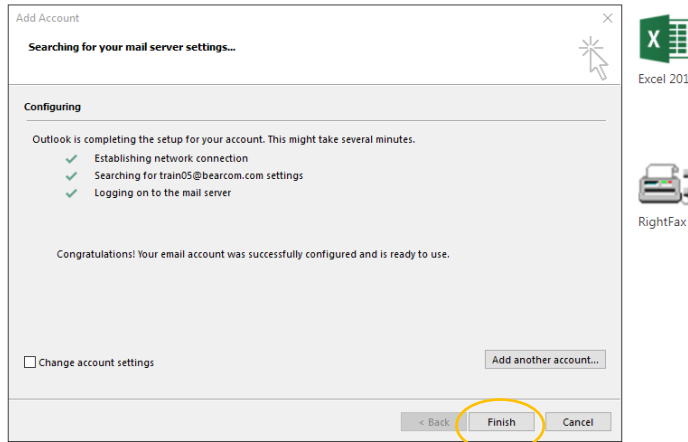
12) Click Next



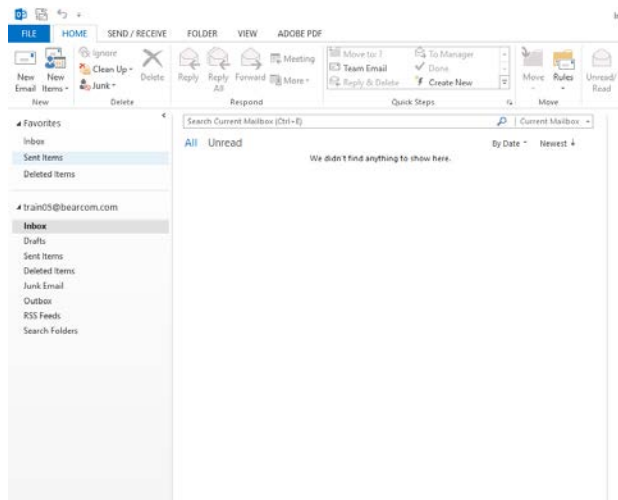
13) Click Next



14) Click Finish



15) You will see your Outlook window now.



16) You are now active on the new system. Please bookmark the new site. If you have any questions or issues with the new site, please contact us. We will be decommissioning the old ng1.bearcom.com site at the end of the month so please make this a priority.