Mac OSX: Citrix Workspace Setup
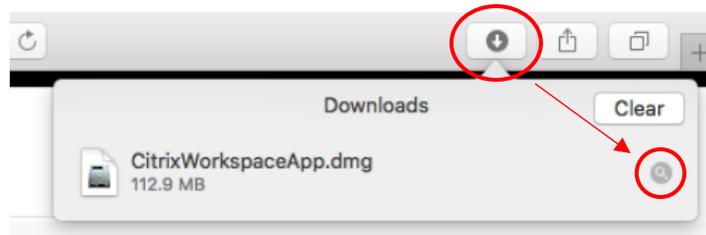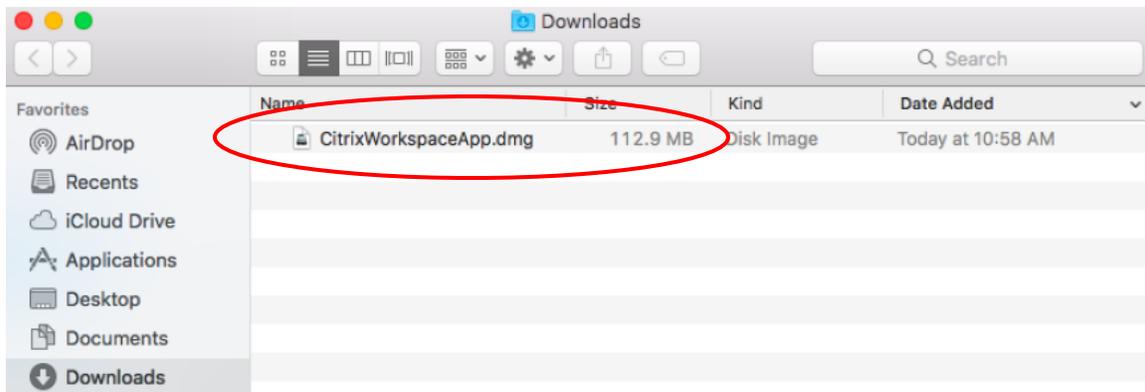
- Click on this link to download the Citrix Workspace
  https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

- Once on the webpage click **Download Citrix Workspace app for Mac** to begin the download. This version will at some point change so just download the latest version.

- Your device will now download the Citrix Workspace install file. Once it is finished downloading you will hit the down arrow with a circle around it located at the top right of your screen to view your device downloads. Then click the search glass to the right of the file to open it up in finder.

- In the finder window double click the CitrixWorkspaceApp.dmg to start the install.
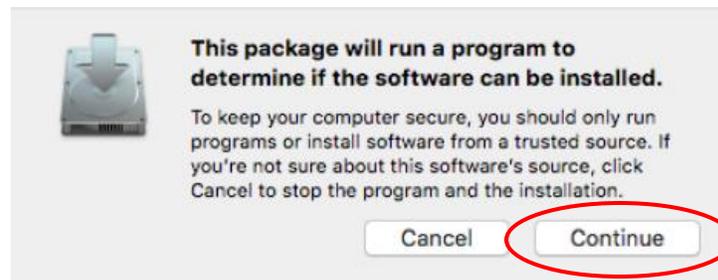
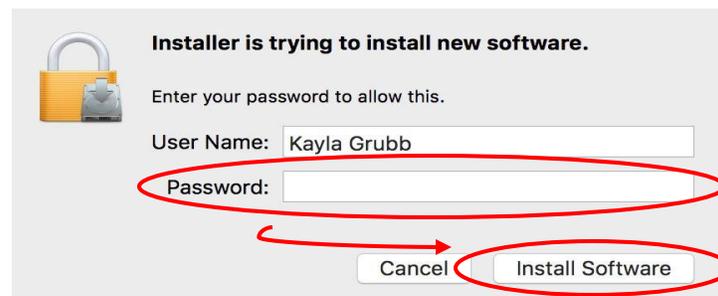- Double click the Install Citrix Workspace icon to install.

Install Citrix Workspace

- Click continue to allow the install

This package will run a program to determine if the software can be installed.

To keep your computer secure, you should only run programs or install software from a trusted source. If you're not sure about this software's source, click Cancel to stop the program and the installation.

Cancel   Continue

- Now just follow the rest of the install prompts: Continue > Continue> Agree> Install.

- It will now pop up a window asking for your username and password for the install. This will be the username and password for how logon to the device. The username will usually autofill so just type in your password then click on install software.

Installer is trying to install new software.

Enter your password to allow this.

User Name: Kayla Grubb
Password:

Cancel   Install Software

- Once the installation is complete you will see this message. If it failed try again or you may have another Mac related issue that needs to be fixed first.
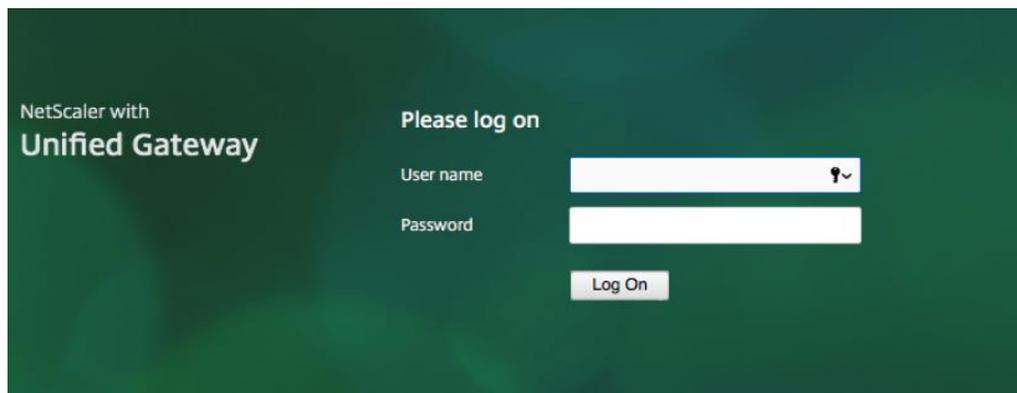
✓

The installation was successful.

The software was installed.

- Now click Close then it will show you a prompt asking if you want to trash the install file. Go ahead and click Move to Trash.
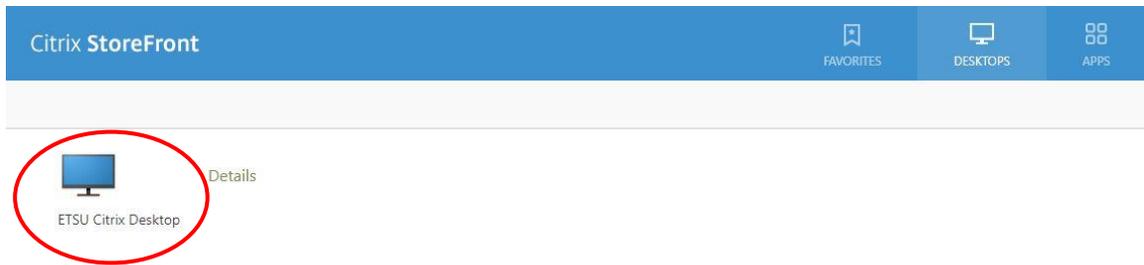

- **NOTE:** If it ask you about adding an account you <u>DO NOT</u> need to add an account.

- Citrix Workspace should now be installed so now go to https://login.qetsu.org and log into the Remote Citrix portal. You can use this link at home, Ballad Health, or anywhere else that you are offsite and have an internet connection. This login should have been given to you but if you are having issues getting logged in please call the help desk at 423-282-6122 option 1.
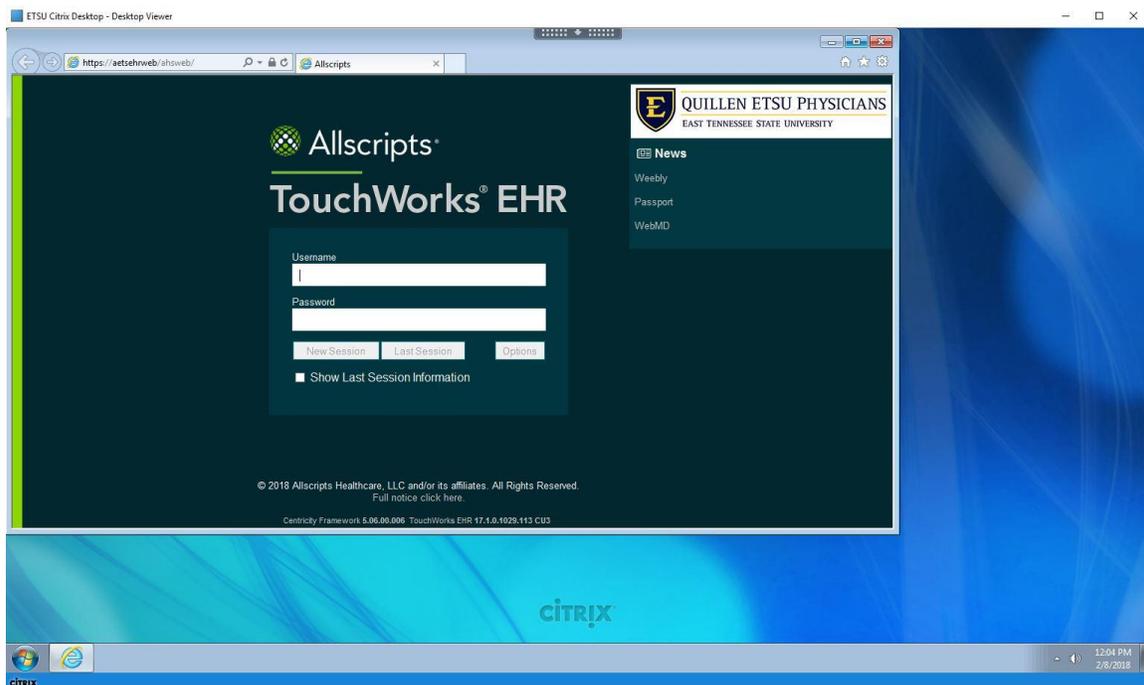

- If Citrix ask you to install Citrix again after you just installed it just hit Log On, Already Installed, Continue, or any other option that should be listed to get you past that screen.

- However, if the Quillen Desktop or AllScripts App will still not load you will need to take an additional steps to get it to work. How to do this is located in the Security Permissions section of the guide on page 6.

- After you get logged in for the first time there are a few interface options to be aware of. The first is when you get logged in it will look like the following screen shot. This screen displays which desktops that you have access to launch the only one you need for AllScripts is the ETSU Citrix Desktop. Now on the desktop menu single click on "ETSU Citrix Desktop". If you click multiple times too fast it could potentially show an error if it does this simply log out then back in.

- **NOTE:** If you do not immediately see the "ETSU Citrix Desktop" window check behind your other windows or your tool bar at the bottom of your screen.

- The Citrix desktop should now be showing.

- To make your Citrix Desktop full screen you can click on the maximize button

  located at the top left of the window .

- Now to minimize or make your window smaller take your mouse all the way to the

  top left of the screen and then you should get this menu. You will
  then want to click the green dot to minimize the screen.

- If you want to make your screen as big as possible but do not want to make it full
  screen. You can take the window while it is minimized and drag it to the top left
  corner by grabbing the top of the window with your mouse.

- Then go to the bottom left corner of the window until you get a double ended arrow
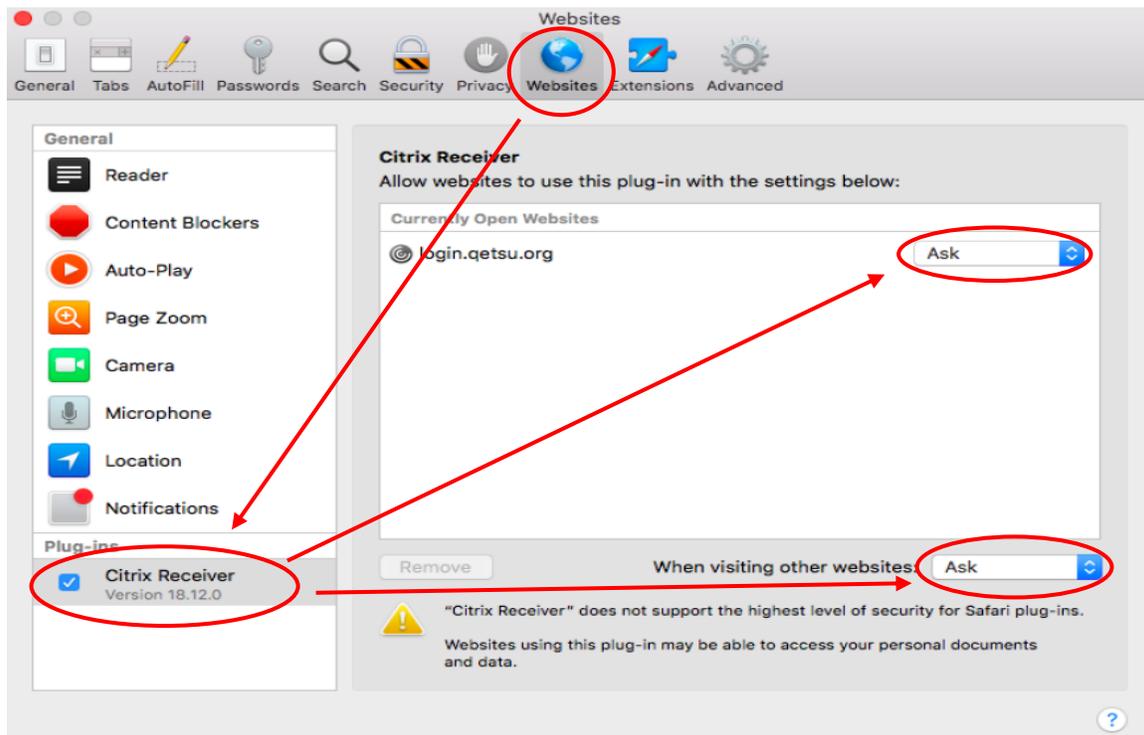 then drag that corner to the size of window that you want.

Mac OSX High Sierra (10.13) and Newer
Safari: Security Permissions

- Open Safari

- Once Safari has been opened you will then in the top left corner of your screen need to click on Safari then Preferences.
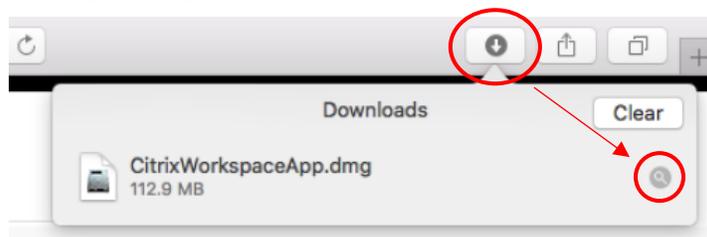
- After clicking on "Preferences" this menu shown will come up. Then you will need to click on "Websites" located at the top of the menu. Now click on Citrix Receiver located at the bottom left of the menu under "Plug-ins". You also need to make sure that the check box for Citrix Receiver is checked if it is not already. Lastly you need to make sure that any boxes to the right are set to "On" and not "Ask". Once finished your screen should look just like the one shown in order to get the Citrix Receiver working.
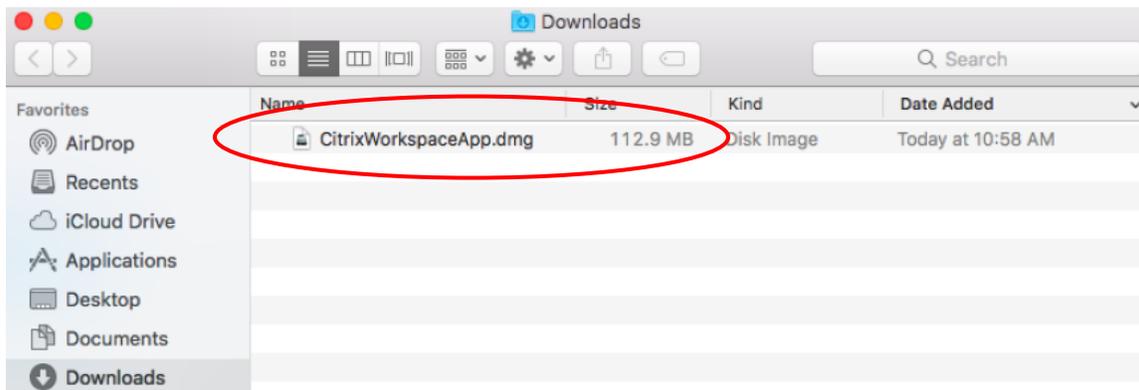
How to Uninstall Citrix Workspace

- Click on this link to download the Citrix Workspace
  https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

- Once on the webpage click **Download Citrix Workspace app for Mac** to begin the download. This version will at some point change so just download the latest version.

- Your device will now download the Citrix Workspace install file. Once it is finished downloading you will hit the down arrow with a circle around it located at the top right of your screen to view your device downloads. Then click the search glass to the right of the file to open it up in finder.

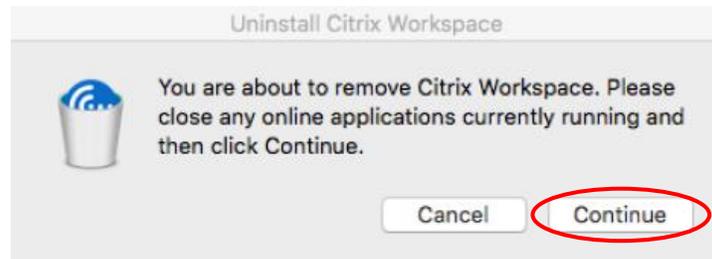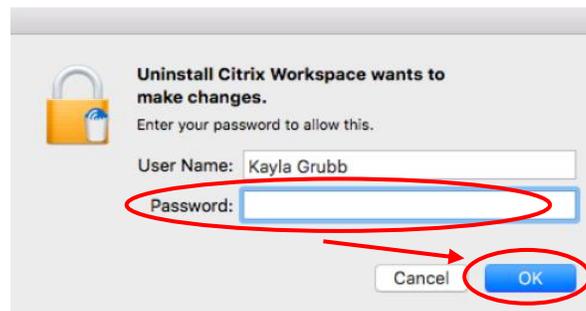- In the finder window double click the CitrixWorkspaceApp.dmg to start the uninstall.

- Double click the Uninstall Citrix Workspace icon to uninstall.
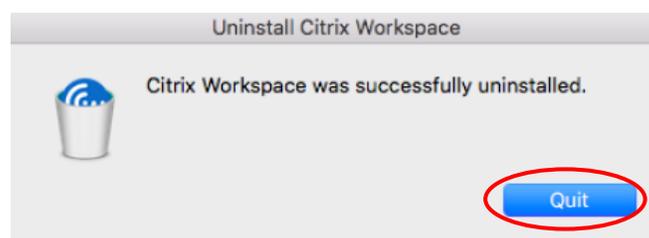

Uninstall Citrix Workspace

- Click Continue to verify that you want to uninstall the program.

- You will then need to put in your username and password that you use to login to the device. The username should autofill itself then you will need to enter your password then hit ok.

- After you hit ok the uninstall process will happen then it will display a successfully uninstalled message once finished. Just click Quit to dismiss the window.

- **NOTE:** Now that it is Citrix is uninstalled if need be you can start at the top of the guide to install it again. Sometimes it is necessary to uninstall then reinstall again to make it work properly.