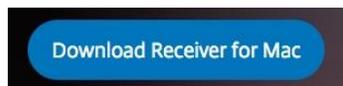




Mac OSX: Citrix Receiver Setup

- If using your personal Apple device, please connect to Quillen_Guest wireless network with password Welcome816. If using a Quillen ETSU Physicians Apple device, please contact the help desk at 423-282-6122 option 3.
- Once connected to Wi-Fi use this link <https://www.citrix.com/products/receiver/> to go to the webpage that has the Citrix Receiver client download.

- Now click

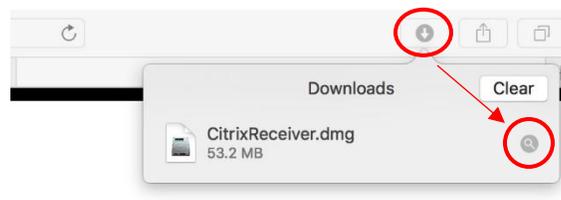


(This version will at some point change so just download the latest version)

- Then click on

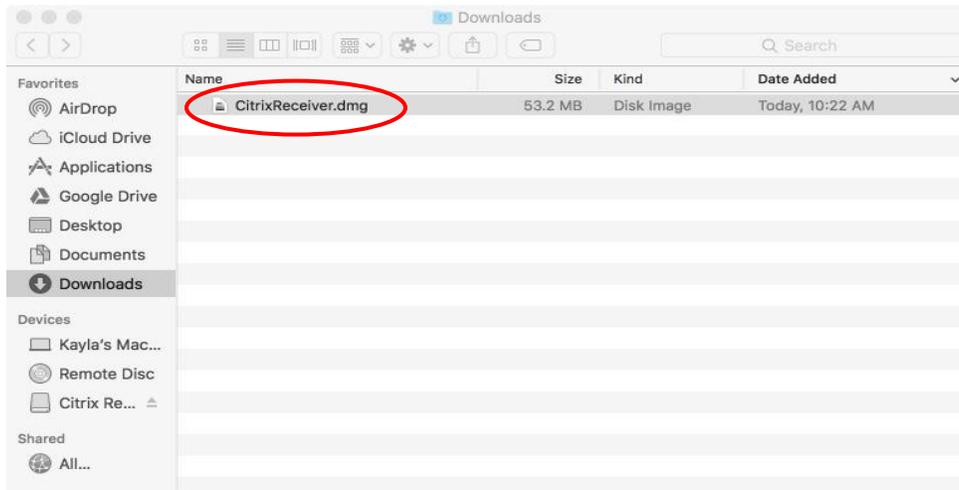


- Your device will now download the Citrix Receiver install file. Once it is finished downloading you will hit the down arrow with a circle around it located at the top right to view your device downloads. Then click the search glass to the right of the file to open it up in finder.





- In the finder window double click the CitrixReceiver.dmg



- Double click the Install Citrix Receiver install package.
(The install process will now begin.)



Install Citrix Receiver

- Click to allow the install
- It will now open the actual installer. The first introduction window you just need to click
- Second window click
- Now click to continue the install
- Click



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- It will now popup a window asking for your username and password for the install.

This will be the username and password for how you initially login to the device.

Installer is trying to install new software.

Enter your password to allow this.

User Name:

Password:

- It will then ask about adding an account you DO NOT need to add an account. Just

click

- Now click

- Then click to delete the install file now that it has been installed.

- The Citrix Receiver should now be installed.

- You can now go to <https://access.getsu.org> and log into the Citrix portal.

Welcome
Please log on to continue.



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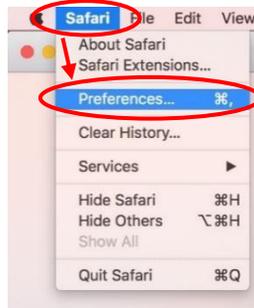
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- After you logon you will need to hit I agree to the disclaimer.
- Then if a green install button and you have already completed the guide instructions click skip to logon.
- However, if the Quillen Desktop or Allscripts will still not load you will need to take an additional step and set some security permissions to get it to work. How to do this is in the next section. Beware there is two different ways to do this based on the current operating system that you have. You should be able to tell which version you have based on the diagrams because certain options will not be available.

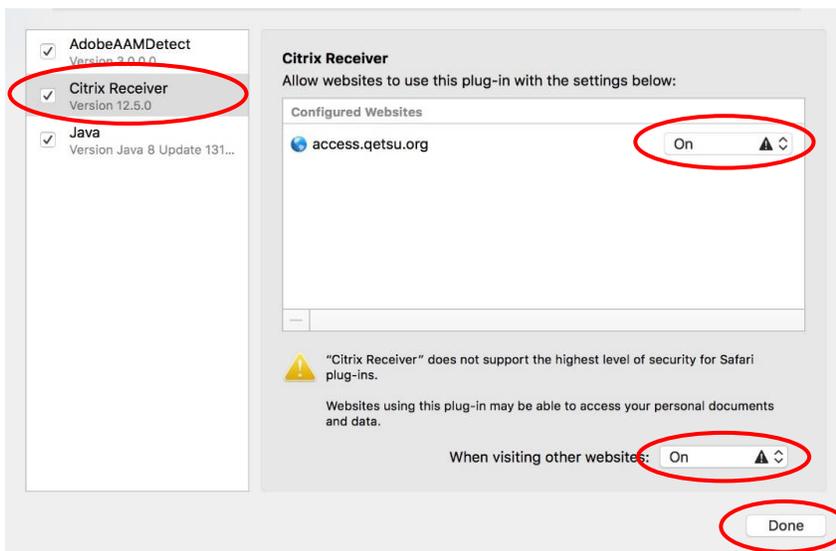
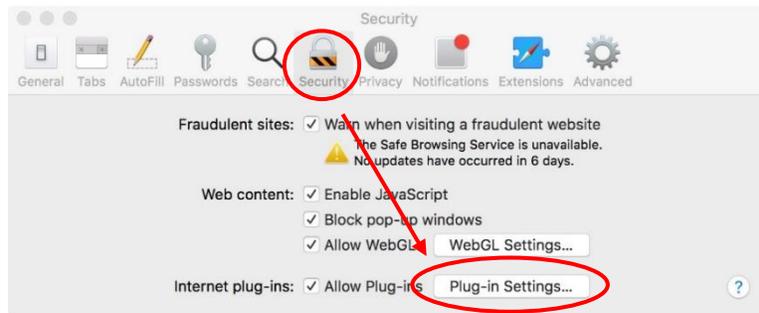


Mac OSX Sierra (10.12) and Older Safari: Security Permissions

- Open Safari 
- Once Safari has been opened you will then in the top left corner need to click on Safari then Preferences.



- Now click on Security at the top then Plug-In Settings at the bottom of window.



- Then click on Citrix Receiver located on the left side. After that you will then need to change any boxes on the right side that say ask to on. It should look like the screen shot once finished. Finally hit done. You should now be able to use Citrix.

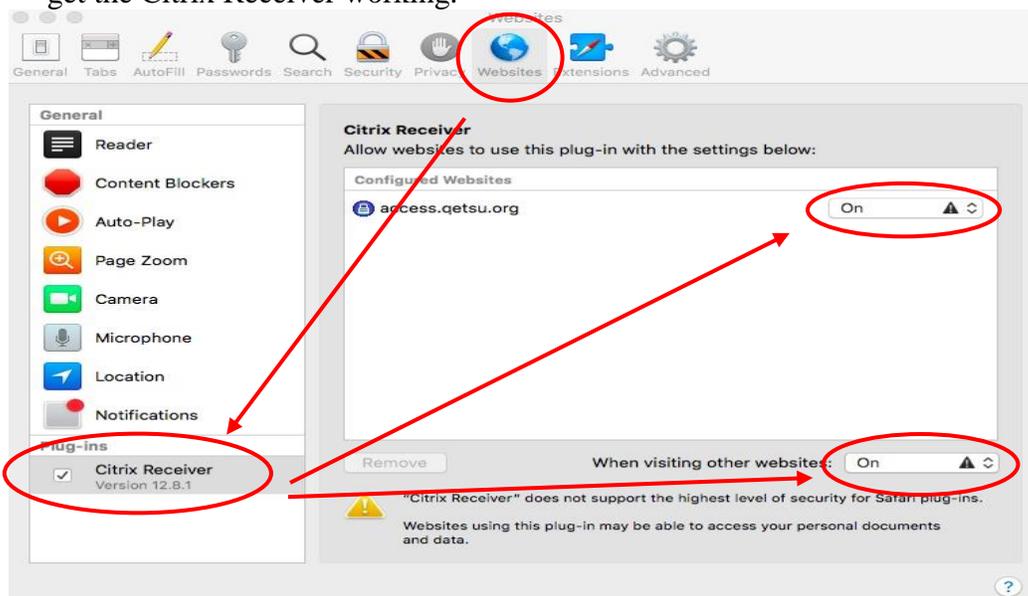


Mac OSX High Sierra (10.13) and Newer Safari: Security Permissions

- Open Safari 
- Once Safari has been opened you will then in the top left corner 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 the Citrix Receiver

- Go to <https://www.citrix.com/products/receiver/> and download the Citrix Receiver.

- Now click

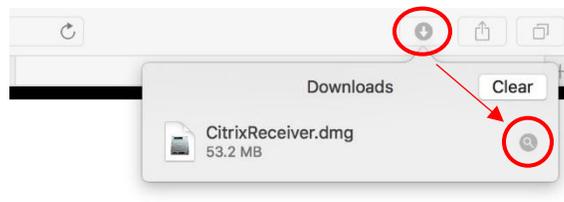


(This version will at some point change so just download the latest version)

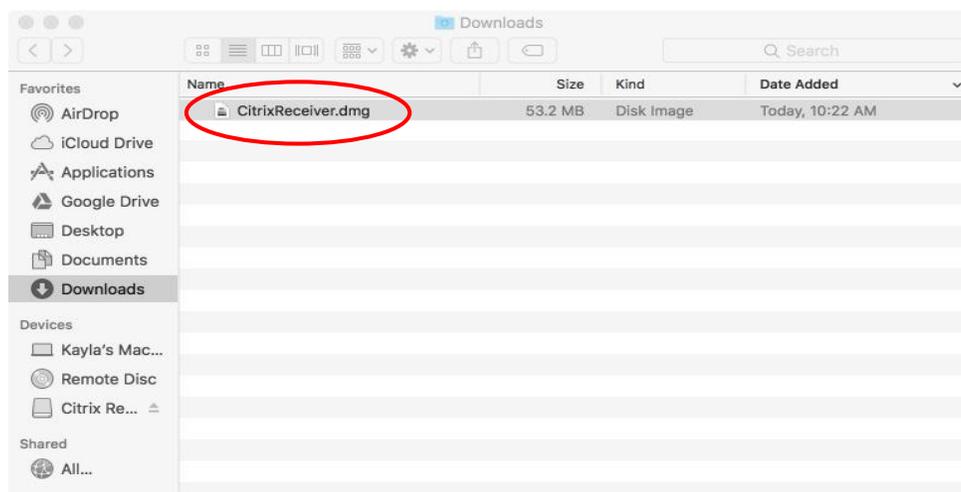
- Then click on



- Your device will now download the Citrix Receiver file. Once it is finished downloading you will hit the down arrow with a circle around it located at the top right 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 CitrixReceiver.dmg





- You will now see this window and you need to click Uninstall Citrix Receiver. Then follow the prompts to uninstall the software.



Install Citrix Receiver



Uninstall Citrix Receiver

- Click open to run the application
- Then click continue
- Now put in your username and password that you use to log into the computer.
This will give the program permission to uninstall.
- Then click continue one last time
- Finally click Quit and the Citrix receiver should not be uninstalled.
- (Now that it 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.)