Introduction

MacOS devices will need to download Citrix Workspace application and then use the HSAPPS website to access Citrix applications. This guide will show how to install and access Citrix on Macintosh Computers. *Note: As new updates occur to the Citrix website, the steps below may appear slightly differently than pictured.*

Instructions

1. Open a web browser and proceed to www.citrix.com. Click "Products" and then "Download Citrix Workspace app"
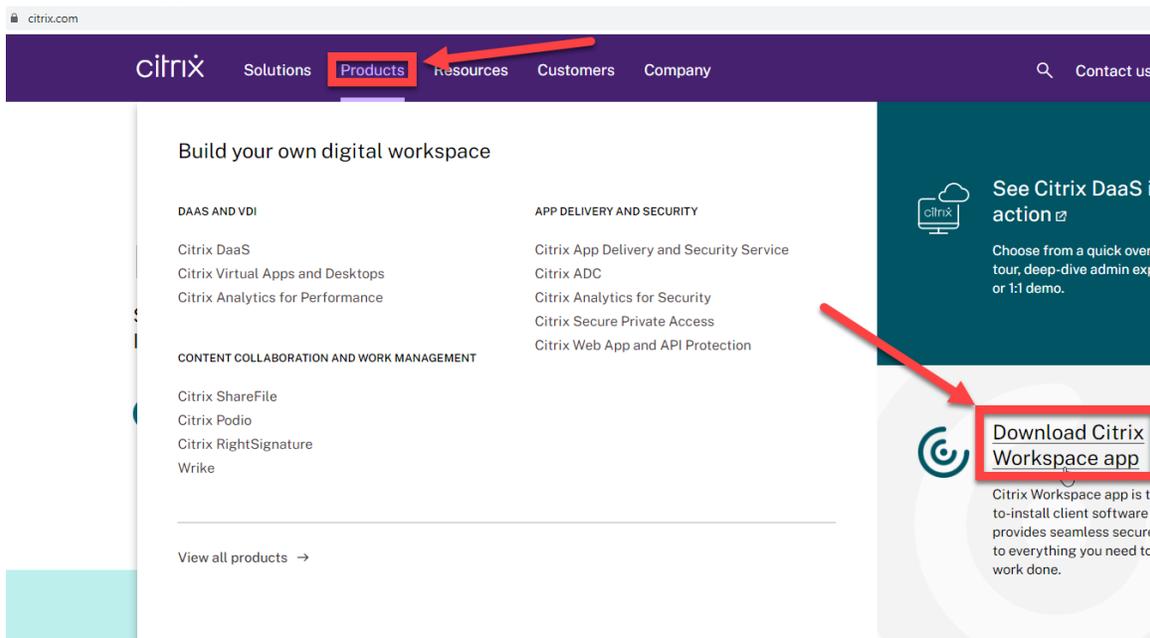
2. On the next page click "Download"

3. Click on the link to the latest Workspace app for Mac then click "Download File" on the next page.
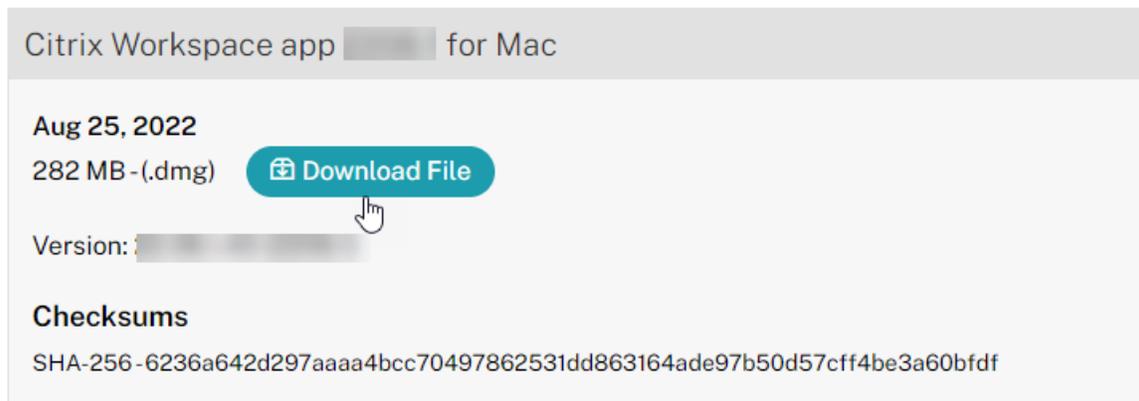
4. Once the file has finished downloading, open the .dmg file from your downloads
5. Follow the instructions to complete the installation. *Note: If prompted to add an account, ignore that instruction and click "Complete."*
6. Once the installation is complete, open a web browser and navigate to https://hsapps.ucdmc.ucdavis.edu/
7. Login using your Citrix/Active Directory credentials.
8. Complete the Duo verification if prompted to do so. *Note: If you get the error "sorry access is not allowed because you are not enrolled" after entering your credentials, that means you are not enrolled in "Duo Health". Please go to https://hsmfa.ucdmc.ucdavis.edu/DUOSS/ to complete setup for Duo Health.)*
9. The first time you access the website you may get a screen with a prompt to detect Citrix Receiver. Click "Detect Receiver"
10. If you get a prompt asking you if you would like to open using either Citrix workspace launcher, select the check box to always allow and click "Open Citrix Workspace Launcher".
11. You will now see the Citrix page containing your Citrix applications. Click on any of the applications you wish to launch.