

Citrix Install and Remote Access Instructions (Apple/Mac)

Below are instructions for installing Citrix Workspace in order to have remote access to your TSU device or applications. For **FIRST-TIME INSTALL**, please follow the instructions below. For **EXISTING CITRIX USERS**, scroll down to the existing citrix users section to apply the updated configuration.

Step 1: Navigate to <u>https://www.citrix.com/downloads/workspace-app</u> . Scroll down until to the link for the **Workspace app for Mac** and select the current version of Citrix Workspace.



Step 2: Click the **Download File** Workspace App to install the application on your device.

Citrix Workspace app 2301 for Mac
Jan 12, 2023 376.2 MB - (.dmg) (
Version: 23.01.0.53 (2301)
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Step 3: The Citrix .dmg executable file will appear in the bottom-right corner of your dock. Double-click the **Citirx WorkspaceApp .dmg** file. An install Window will appear in which you must **double-click** the **Install Citrix Workspace** icon and the install screen will load.

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Office of Technology Services LOCATION Davis Humanities Bldg. • PHONE 615-963-5000 • WEB www.tnstate.edu/cit • ADDRESS 3500 John A. Merritt Blvd.



Step 4: Click **Continue** to begin the installation. Make sure to agree with the user terms and select **Continue** when prompted until the installation is completed.

• • •	😵 Install Citrix Workspace 🕴 🕴							
Welcome to the Citrix Workspace Installer								
 Introduction License Destination Select Installation Type Installation Add Account Summary 	Citrix Workspace installs software that allows access to virtual applications that your organization provides, including software applications that use your browser.							
	Go Back Continue							

Installing Citrix Workspace
Writing files
Install time remaining: About a minute

Step 5: When the install completes, click the **Add Account** check box and click **Continue.** You'll see the successful install screen in which you can close and move the install file to trash. Citrix is now installed and you can enter your **TSU Email Address** (ex: <u>idoe23@tnstate.edu</u>) in the Welcome to Citrix Workspace window. Click **Continue**.

Add Account	HH
If you received instructions to set up Workspace with your email or a server address, check Add Account, then click Continue.	
Add Account	Welcome to Citrix Workspace
	jdoe23@tnstate.edu
	Continue
Go Back Continue	



Step 6: You will be prompted to enter your **MyTSU** email address and password. Click **Sign In** and complete your **MFA authentication**. After doing so you now have access to your Citrix Apps by clicking the **Apps** button at the top of the window.

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Password	Password		elcome			
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FOR EXISTING CITRIX USERS!!!

Step 1: Open Citrix and at the top left of your screen, click **Citrix Workspace** and select **Preferences**.

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	About Citrix Workspa	ace	
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Step 2: In the General Settings for Citrix, click the **Accounts** button select the old **receiver** account and click the minus sign (-) to remove the old account. Select **OK** when asked to delete the old receiver account.

Accounts	B General	Accounts	File Access	
Edit Accounts				
On Description Image: Construction of the second				Are you sure you want to remove the account "TSU Storefront"?
				Applications from this account will be deleted from your computer.
				Cancel OK

Step 3: Click the **plus sign (+)** to add your new account and then you will be directed to the Welcome to Citrix screen. Enter your **TSU Email Address** and click **Continue**.

Accounts	General Accounts File	
Edit Accounts		
On Description		Welcome to Citrix Workspace
		jdoe23@tnstate.edu
+ - • •		Continue



Step 4: You will be prompted to enter your **MyTSU** password. Click **Sign In** and complete your **MFA authentication**. After doing so you now have access to your Citrix Apps by clicking **Apps** at the top of the window.

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Enter password	Welcome			
Forgot my password Sign in				
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Apps All (14) Favorites (0)				
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