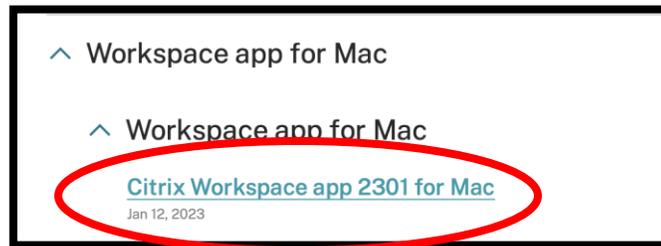


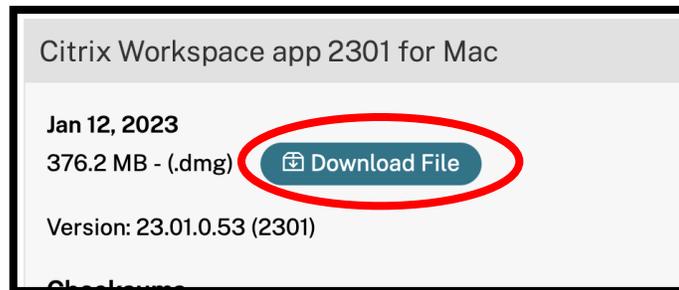
Citrix Install and Remote Access Instructions (Apple/Mac)

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.

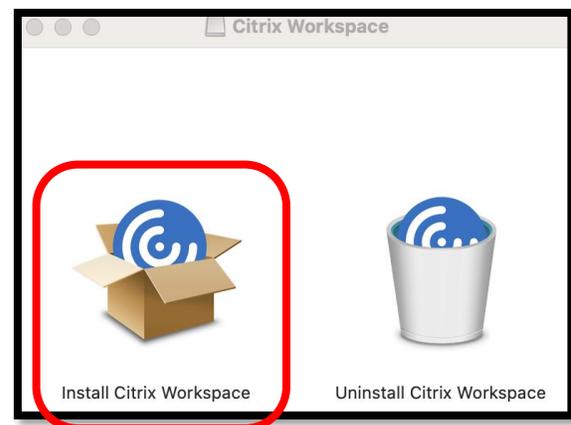
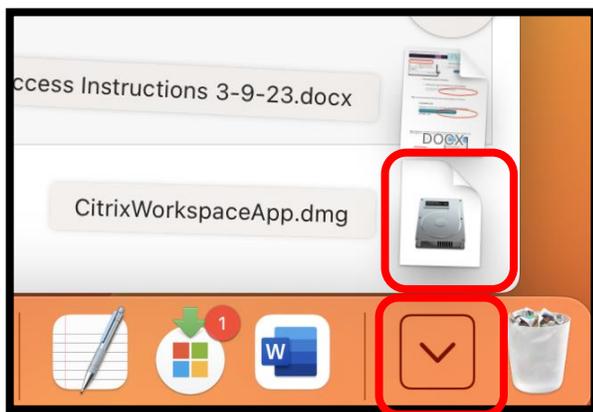
Step 1: Navigate to <https://www.citrix.com/downloads/workspace-app> . Scroll down until to the link for the **Workspace app for Mac** and select the current version of Citrix Workspace.



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



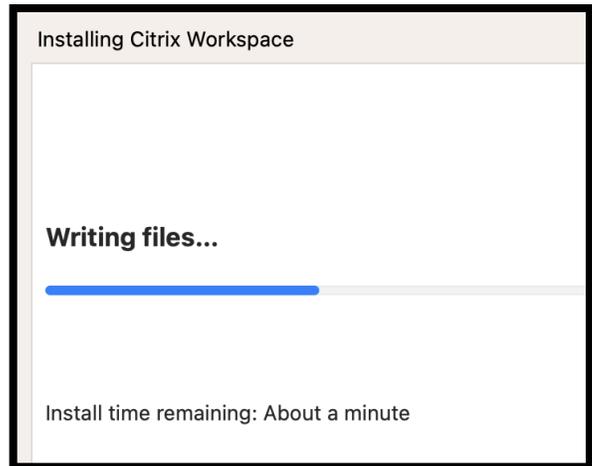
Step 3: The Citrix .dmg executable file will appear in the bottom-right corner of your dock. Double-click the **Citrix WorkspaceApp .dmg** file. An install Window will appear in which you must **double-click** the **Install Citrix Workspace** icon and the install screen will load.



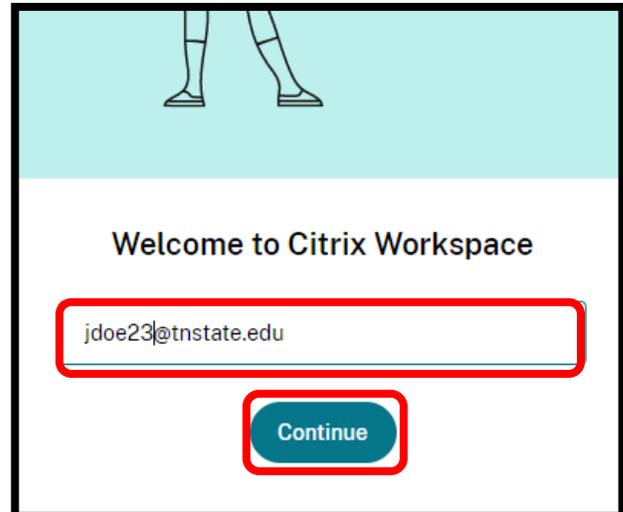
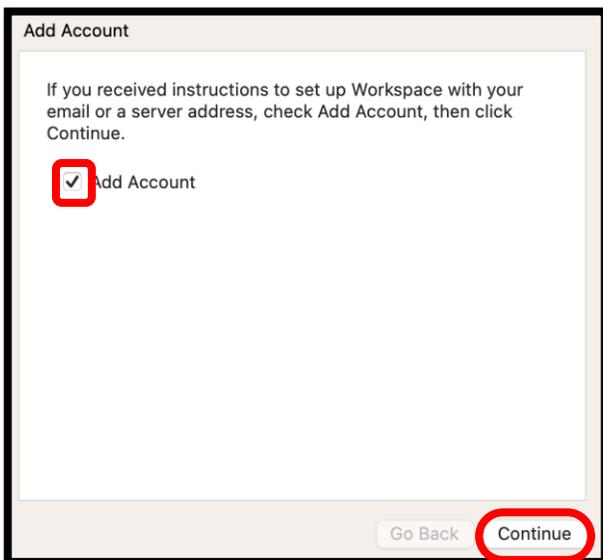
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Step 4: Click **Continue** to begin the installation. Make sure to agree with the user terms and select **Continue** when prompted until the installation is completed.



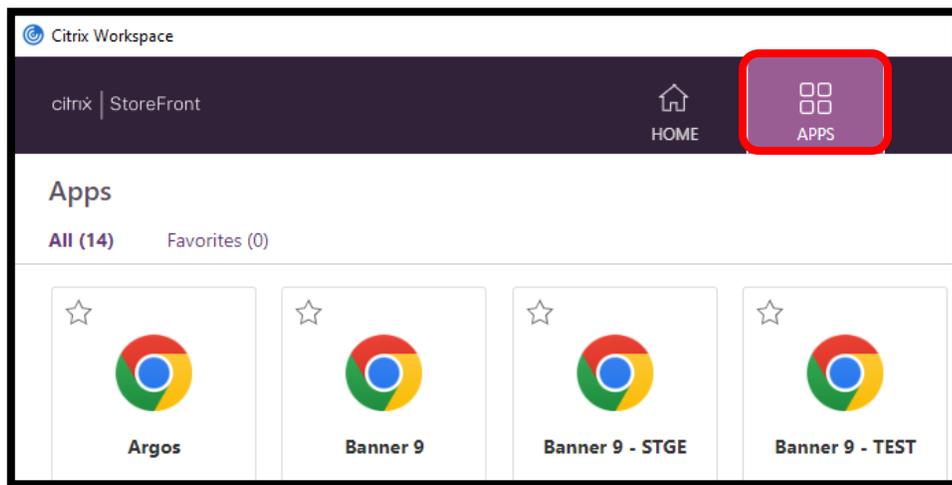
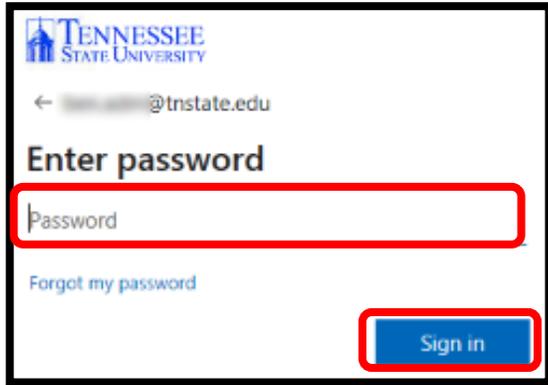
Step 5: When the install completes, click the **Add Account** check box and click **Continue**. You'll see the successful install screen in which you can close and move the install file to trash. Citrix is now installed and you can enter your **TSU Email Address** (ex: jdoe23@tnstate.edu) in the Welcome to Citrix Workspace window. Click **Continue**.



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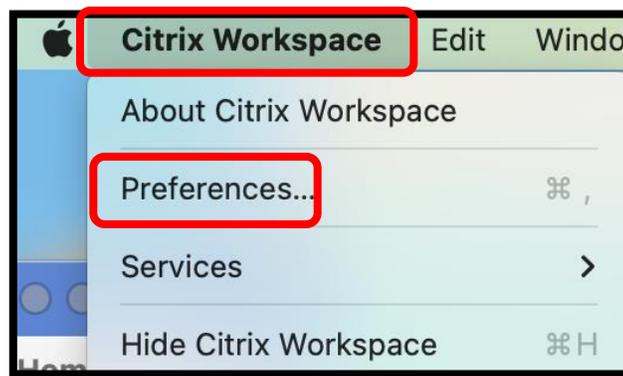
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Step 6: You will be prompted to enter your **MyTSU** email address and password. Click **Sign In** and complete your **MFA authentication**. After doing so you now have access to your Citrix Apps by clicking the **Apps** button at the top of the window.



FOR EXISTING CITRIX USERS!!!

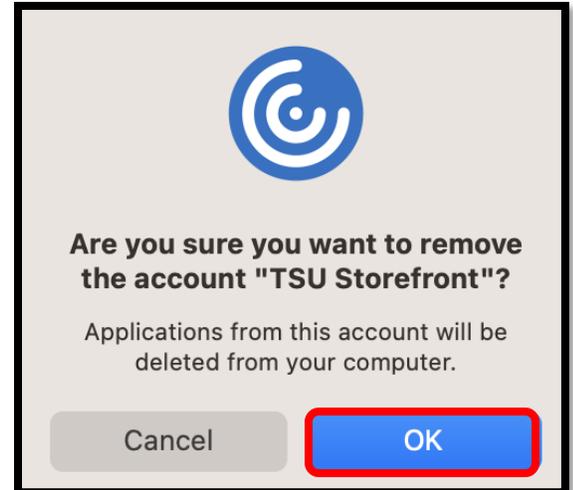
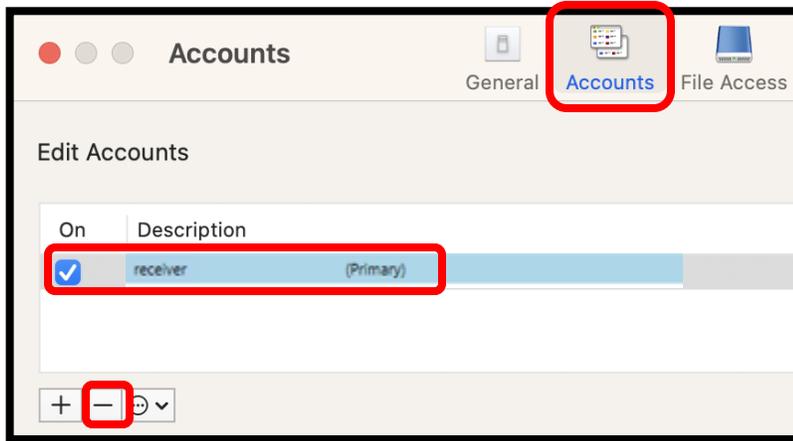
Step 1: Open Citrix and at the top left of your screen, click **Citrix Workspace** and select **Preferences**.



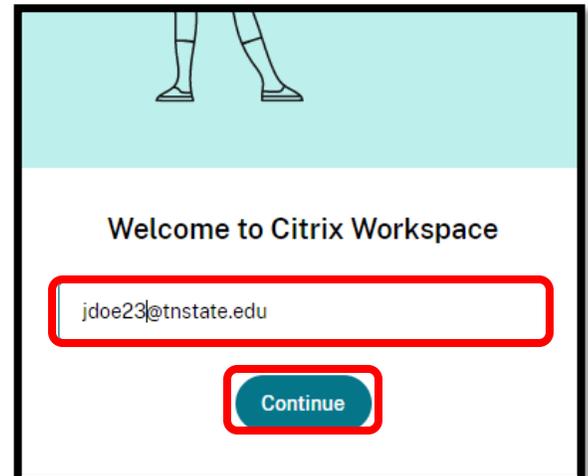
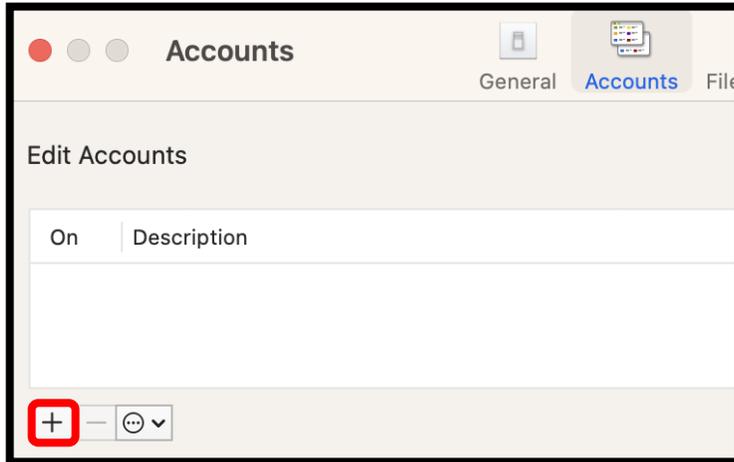
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Step 2: In the General Settings for Citrix, click the **Accounts** button select the old **receiver** account and click the minus sign (-) to remove the old account. Select **OK** when asked to delete the old receiver account.



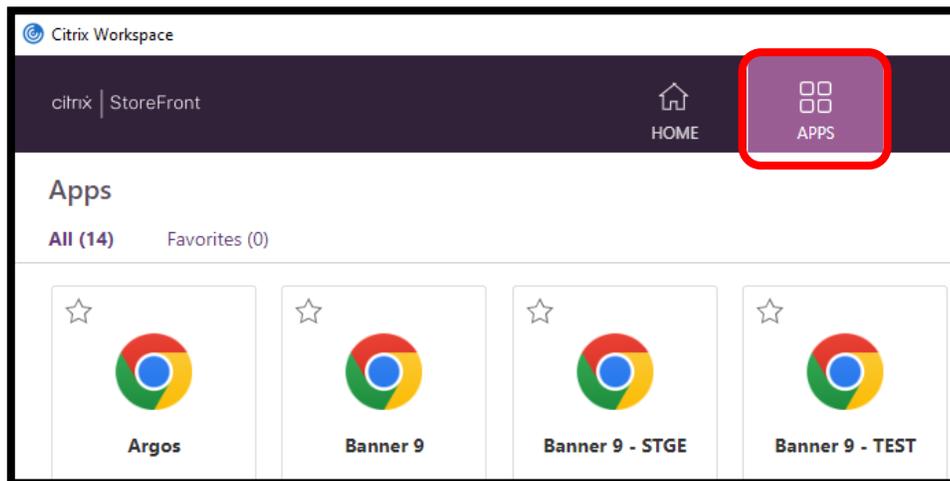
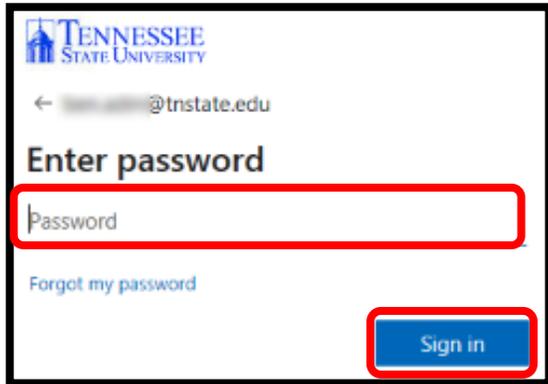
Step 3: Click the **plus sign (+)** to add your new account and then you will be directed to the Welcome to Citrix screen. Enter your **TSU Email Address** and click **Continue**.



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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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