

AHS Citrix Remote Access Client Install on MAC OS

Atlantic Health System has implemented new functionality for remote access to your Citrix Portal Applications. This new solution was created for 'Remote' access only. This document provides information about how to use Citrix Workspace App to access AHS Citrix Apps from a non-AHS device.

Multifactor Authentication (MFA) is required to access Citrix from an external location. If you have not already enrolled in MFA, you must register first. Instructions can be found here > MFA will prompt you to authenticate each time.

*The look and feel of the Webpages may change by the vendor and may not look the same as the screen shots in this document.

1. Which macOS version is installed?

From the Apple menu in the corner of your screen, choose About This Mac. You should see the macOS name, such as macOS Big Sur, followed by its version number as highlighted below.

| | Overview | Displays Storage Support Service |
|------|------------|---|
| | | macOS Big Sur |
| 55 | | MacBook Pro (15-inch, 2017) |
| | Street and | Processor 2.8 GHz Quad-Core Intel Core i7 |
| See. | THE REAL | Memory 16 GB 2133 MHz LPDDR3 |
| | | Graphics Radeon Pro 555 2 GB |
| | | Serial Number X01XXX01XXX0 |
| | | System Report Software Update |

Based on the information from the about my macOS you can download the support version in the table below then go to steps 2 to install.



| MAC OS Supported | Citrix Receiver | Workspace App | Download Link |
|----------------------------|------------------------|---------------|---------------|
| Version | | | |
| MacOS Mavericks (10.9) | 12.5 | Not Supported | <u>12.5</u> |
| MacOS Yosemite (10.10) | 12.7 | Not Supported | <u>12.7</u> |
| Max OS El Capitan (10.11) | Not Supported | 1812 | <u>1812</u> |
| Mac OS Sierra (10.12) | Not Supported | 1812 | <u>1812</u> |
| Mac OS High Sierra (10.13) | Not Supported | 1812 | <u>1812</u> |
| Mac OS Mojave (10.14) | Not Supported | 1910.2 | <u>1910.2</u> |
| Mac OS Catalina (10.15) | Not Supported | 2201 | <u>2201</u> |
| Mac OS Big Sur (11.6) | Not Supported | 2201 | 2201 |
| Mac OS Monterey (12.1) | Not Supported | 2201 | <u>2201</u> |

2. On the Webpage Click "Download Citrix Workspace for Mac" as shown in the images below.





3. Click on the down arrow, then double click "**CitrixWorkspaceApp.dmg**" download in order to launch the installer as shown below.

| | | | | | Ĥ | citrix.com | ¢ | | 1 . | <u> </u> |
|------------|-------------------------|----------------------|-----------------|---|---------------------|----------------------------------|----------------------|------------|---|----------|
| | CITRIX | Products | Downloads | Support & Services | Partners | | | Sign In | Downloads CitrixWorkspaceApp.dmg 104.4 MB | Clear |
| | | | | We are mak | ng it easier to exp | perience Citrix solutions. Learn | more. | _ | | |
| | 습 / Download | is / Citrix Wo | rkspace app / V | Vorkspace app for Mac / | Citrix Workspace | app 1809 for Mac | | | | |
| | Find Down | loads | | Citrix Works | space ap | op 1809 for Ma | ac | | | |
| | Citrix Worl | kspace app | ~ | Release Date: Sep 24, 2 | 018 | | | | | |
| | Search Do | or wnloads | ٩ | Compatible with Mac OS 10.11, 10.12, 1 | 0.13, 10.14 | | | | | |
| | Support Re | sources | | Download Citrix Wo (104.8 MBdmg) | orkspace app fo | r Mac | | | | |
| | Product Do | ocumentatio | n 🖻 | Version: 18.9.0.323 (18 | 09) | | | | | |
| | Knowledge Support Fo | e Center ⊠ rums ⊠ | | Checksums SHA256 - 50D7EA1EA | D718DF08B668 | BA6E077008F2997F25E9CA | B5B1A6A01ECE3799EA70 | 2 | | |
| | | | | 🔗 What's new, fix | ed or update | ed (Release notes) | | | | |
| | | | | Please review the | product docum | entation 🛛 for the complete | e list of features. | | | |
| | | | | ⊙ Citrix Workspa | ce app for Ma | ac overview | | | | |
| | | | | | | | | | | |
| Find Down | loads | | Citr | ix Worksp | bace a | pp 1809 for | Мас | | | |
| Citrix Wor | k O O | | | 📕 Citrix V | | | | | | |
| County Da | | | | | | | | | | |
| Search Do | | | | | | | | | | |
| Support Re | 25 | | | | | | | | | |
| Product Do | | | | | | | | | | |
| Knowledge | | | 6 | | | |) | | | |
| Support Fo | ori 🚽 | | O | | | | .01E0 | E3799EA702 | | |
| | | | | | | | | | | |
| | | | | | | | atur | es. | | |
| | In | etall Ci | trix Wor | kenaco | Linin | etall Citrix Worl | venace | | | |
| | | stan Cr | | Kspace | 0.1m | | space | | | |
| | | | | | | | | | | |
| E | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

Infrastructure Services 475 South Street Morristown, NJ 07960



4. Double Click on the "Install Citrix Workspace" icon as shown below.



5. The following window will open; click Allow "1" then continue "2" as shown below





6. The next four (4) windows require you to click **continue**, then **continue**, then **agree**, then **install**.



Infrastructure Services 475 South Street Morristown, NJ 07960



7. After clicking "Install" a window pops up requesting password. Enter password and click "Install Software" as shown below.

| | 😂 Install Citrix Workspace | |
|--|---|--|
| | Standard Install on "Macintosh HD" | |
| Introduction License Destination Select Installation Type Installation Add Account Summary | This will take 256.5 MB of space on your computer. Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software. | |
| | Change Install Location | |
| | Go Back Install | |

*Note: This Password is the same one used to login to your Mac Computer

| 0.0 | | |
|-----------------------------|--|-------|
| | Installer is trying to install new software. | |
| Introduc | Enter your password to allow this. | |
| License | User Name: Jermaine | |
| Destinat | Password: | |
| Installati | | |
| o Installat | Cancel Install Software | |
| Add Acc | | |
| Summary | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Co Back | tinun |
| | Go Back | unue |



8. After installation is completed check "Add Account" and then click "Continue" as shown below.



9. On the next window click "Close"





10. Click "Move to Trash" on the next window.



11. On the next window type https://apps.atlantichealth.org then click **"Add"** as shown below.





12. The next window will appear, requesting you to click "Log On" to proceed as shown below.



13. After clicking "Log On" you will be prompted to sign in. Enter your AHS email address and click Next as seen below.

| | ii. | | | |
|------------------|--------------|------|------|--|
| Sign in | | | | |
| first.last@atlan | ntichealth.c | org | | |
| Can't access you | r account? | | | |
| Sign-in options | | | | |
| | 1.00 | Back | Next | |
| | | DACK | NEXL | |



14. On the next page enter your **AHS Domain Password** and click on **Sign In** as seen below:

| first.last@atlantichealth.org Enter password | |
|--|--|
| Enter password | |
| | |
| | |
| Forgot my password | |



15. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below

| first.last@atlantichealth.org Approve sign in request We've sent a notification to your mobile device Please open the Microsoft Authenticator app to respond. Don't ask again for 60 days |
|--|
| Approve sign in request We've sent a notification to your mobile device Please open the Microsoft Authenticator app to respond. Don't ask again for 60 days |
| We've sent a notification to your mobile device Please open the Microsoft Authenticator app to respond. Don't ask again for 60 days |
| Don't ask again for 60 days |
| |
| Having trouble? Sign in another way |
| More information |

NOTE: If MFA is configured for a phone call, you will receive a phone call. This phone call may come from 973-971-7462 or "NO CALLER ID"



16. On the next screen you will be prompted to stay signed in. If you would like to remain signed in on this device click **Yes** as seen below

| Microsoft | |
|-------------------------------------|----------------------------------|
| first.last@atlantiche | ealth.org |
| Stay signed | in? |
| Do this to reduce th to sign in. | he number of times you are asked |
| Don't show this | s again |
| | No <u>Yes</u> |
| | |
| | |



17. On the next window, Click the APPS icon at the top then select your Application from list as show below.

Note: If you don't see the application or Desktop you want to access, please contact

📁 Atlantic Health System Q | Search ¢٠ Apps All (58) Categories 👻 Uncategorized 0 'nΛ Ì ***** _ arius iNtui Viewer AHS Web Mai cripts ERP Allscripts Allscripts Supply Chain Solutions AQNetClien 1 X Epic ۲ Lexi-comp Compass Intranet DEV_Hyperspace Downtime SRO -Read Only Enhanced Playground EPIC ICAWrapper_Trace Epic Maintenance Epic Playground Нуре IJ Û **-**, sf° RALS DXT J مر ا 10 LMS on SuccessFactors RALS Plus DE I-STAT SCCM Remote Control T-Acrobat Reader RDP Sectra Uni-view Self Service Password Reset SuiteDXT T-Citrix Decis Tree POC_Hype

CSC at <u>973-971-7272.</u>