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Atlantic Rehabilitation

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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.
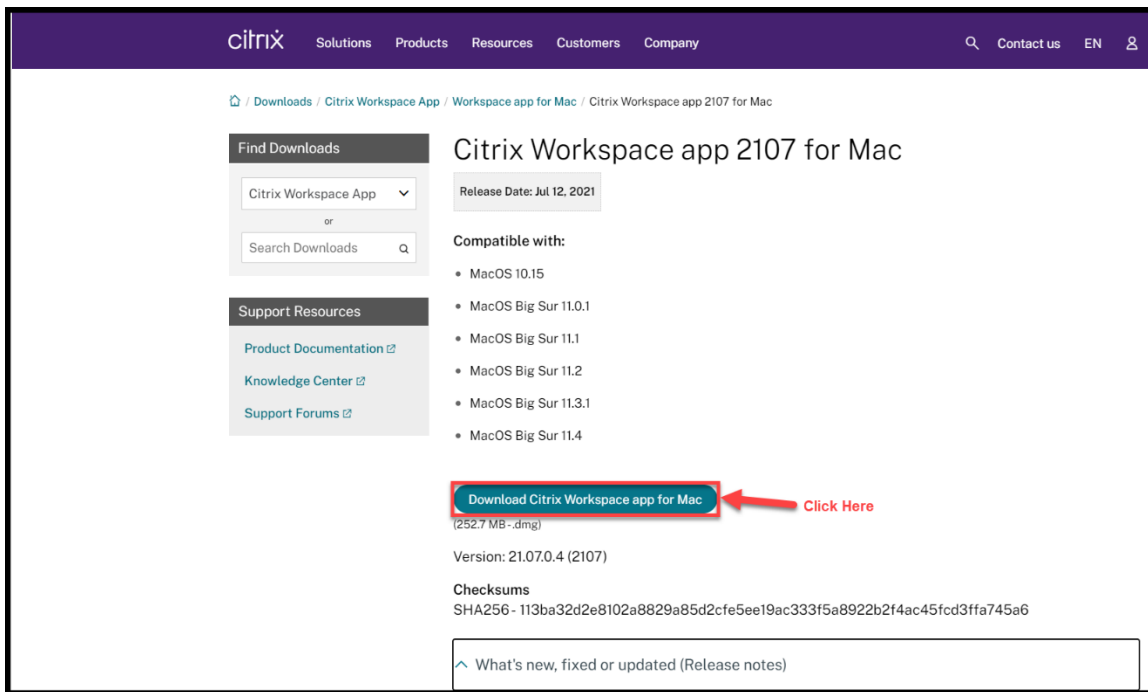

Based on the information from the about my macOS you can download the support version in the table below then go to steps 2 to install.
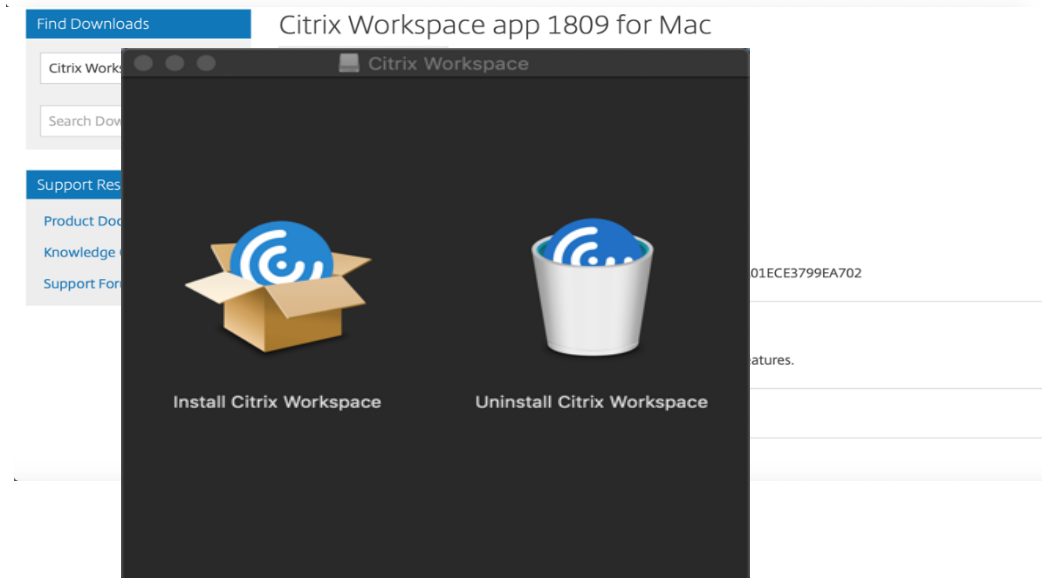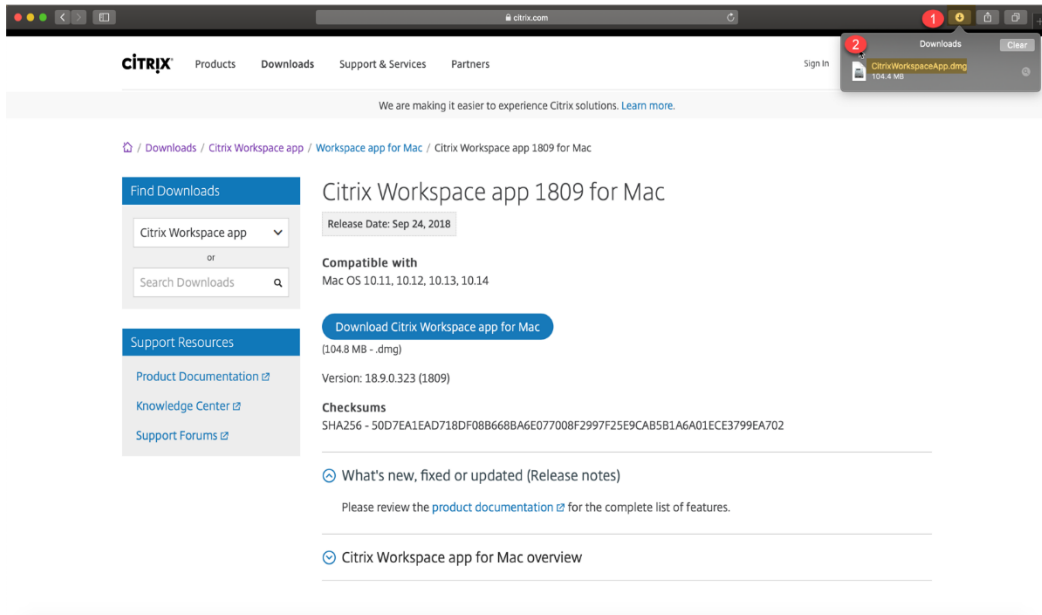
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MAC OS Supported Version	Citrix Receiver	Workspace App	Download Link
MacOS Mavericks (10.9)	12.5	**Not Supported**	12.5
MacOS Yosemite (10.10)	12.7	**Not Supported**	12.7
Max OS El Capitan (10.11)	**Not Supported**	1812	1812
Mac OS Sierra (10.12)	**Not Supported**	1812	1812
Mac OS High Sierra (10.13)	**Not Supported**	1812	1812
Mac OS Mojave (10.14)	**Not Supported**	1910.2	1910.2
Mac OS Catalina (10.15)	**Not Supported**	2201	2201
Mac OS Big Sur (11.6)	**Not Supported**	2201	2201
Mac OS Monterey (12.1)	**Not Supported**	2201	2201

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

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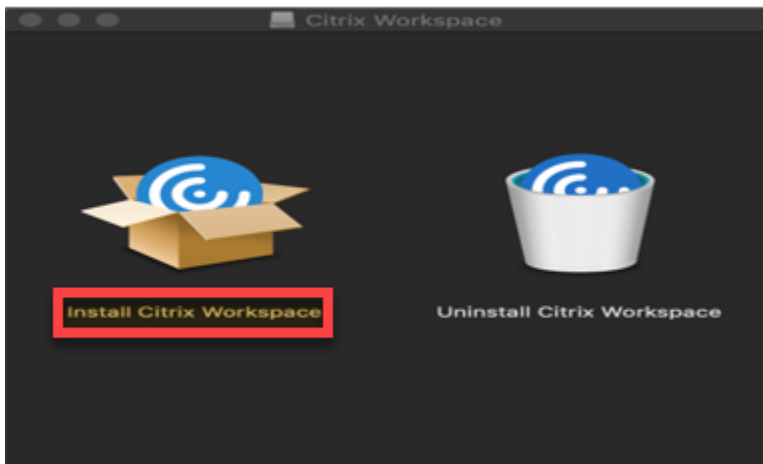Hackettstown Medical Center
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3. Click on the down arrow, then double click "**CitrixWorkspaceApp.dmg**" download in order to launch the installer as shown below.

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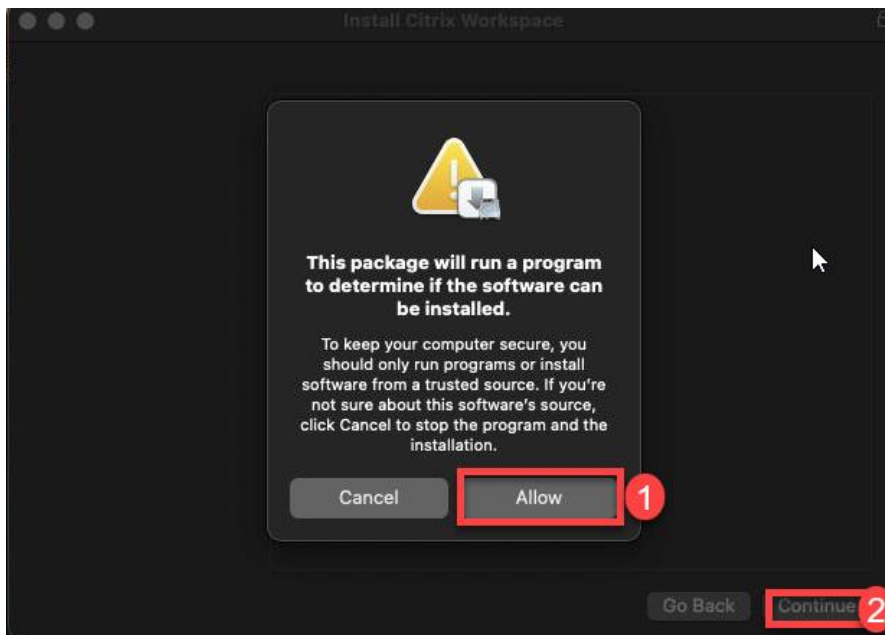
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4. Double Click on the "**Install Citrix Workspace**" icon as shown below.

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

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

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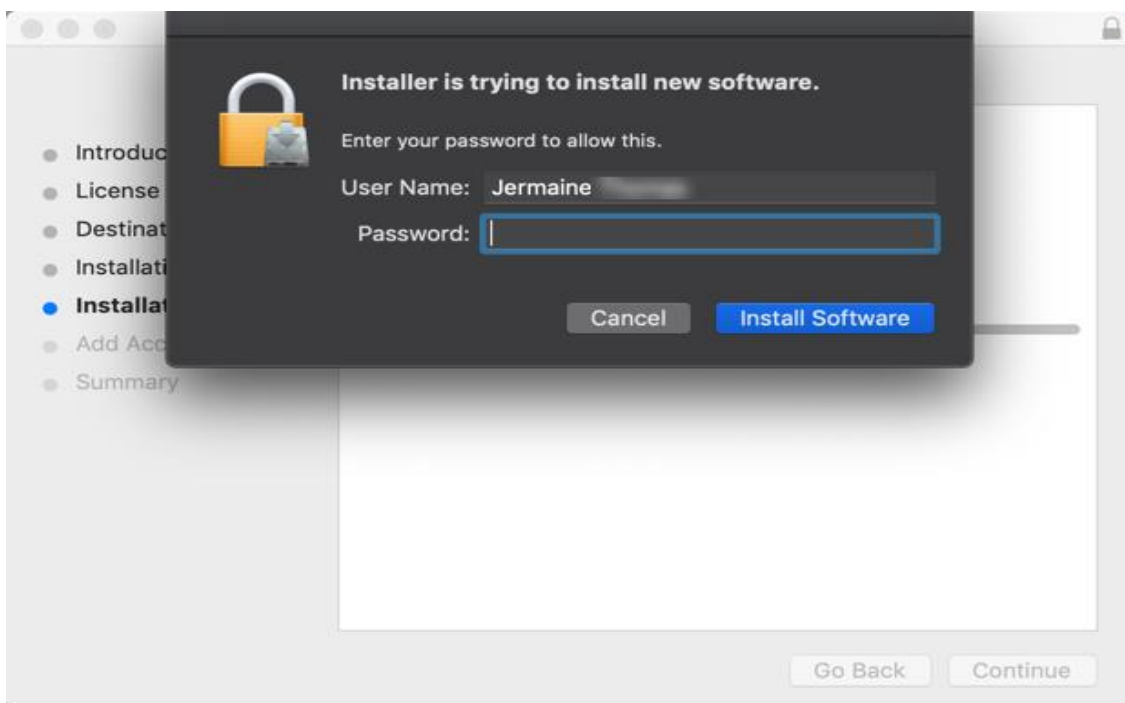
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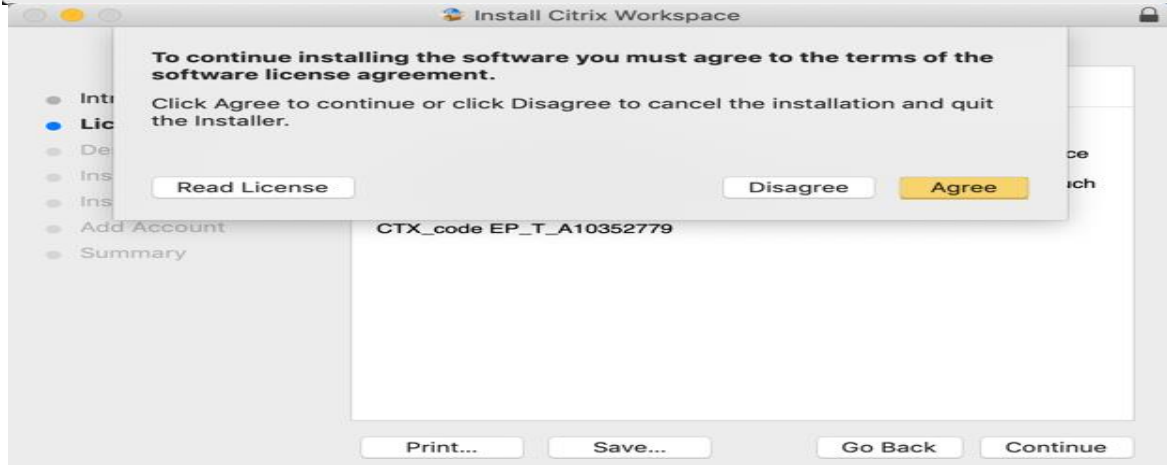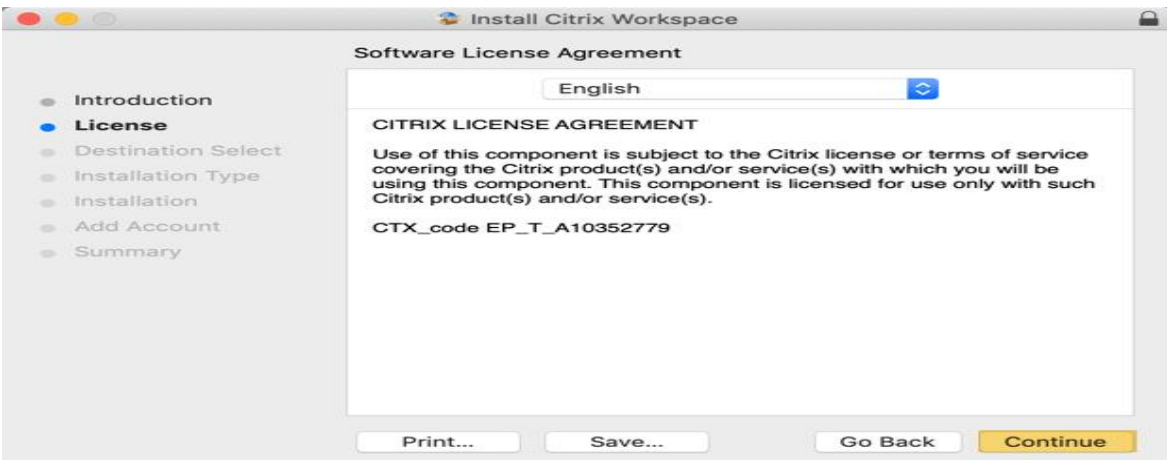
7. After clicking "**Install**" a window pops up requesting password. Enter password and click "**Install Software**" as shown below.
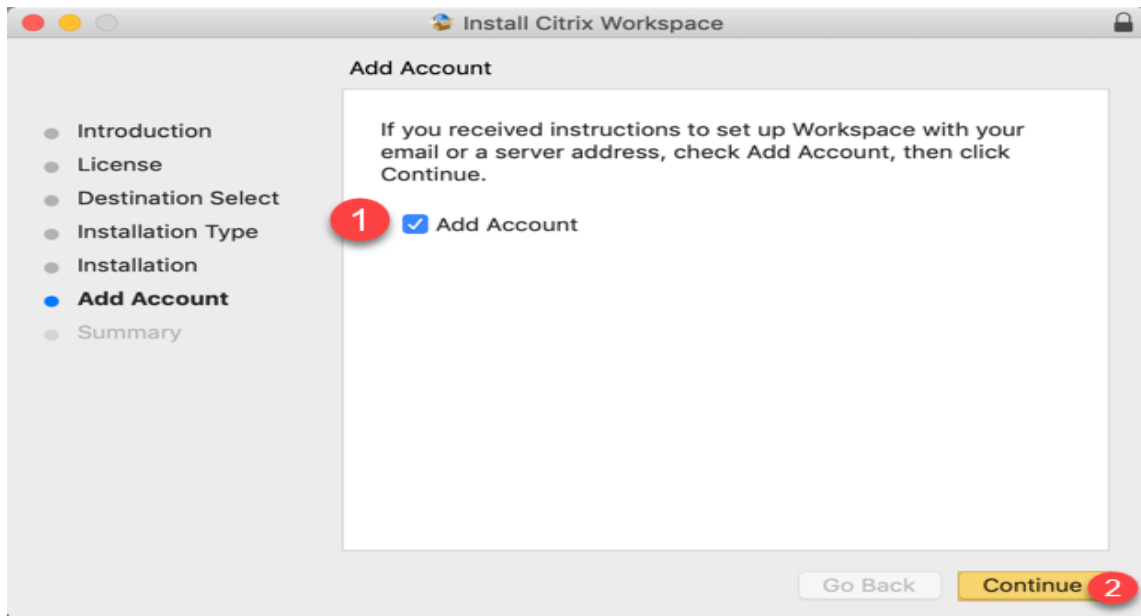

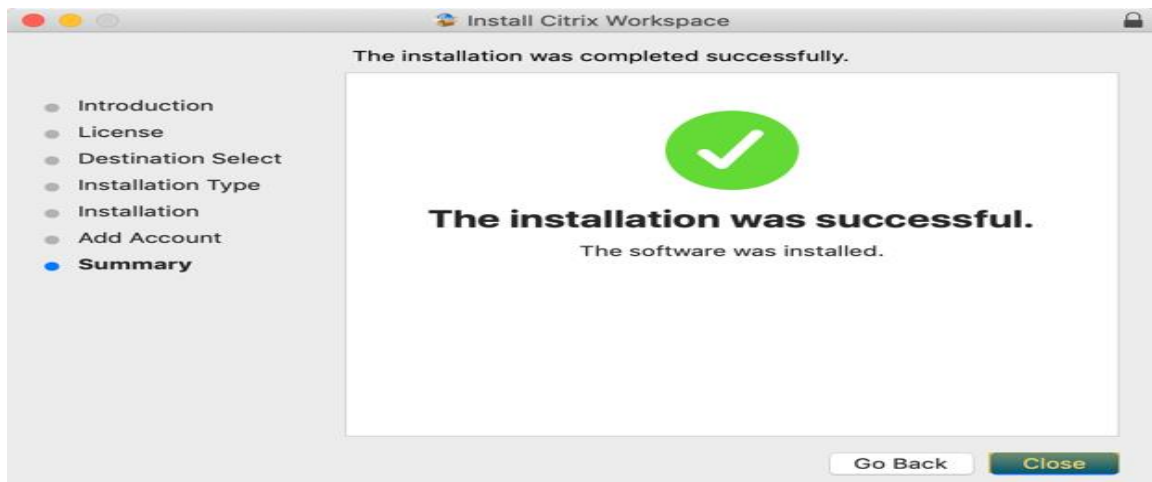*Note: This Password is the same one used to login to your Mac Computer

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

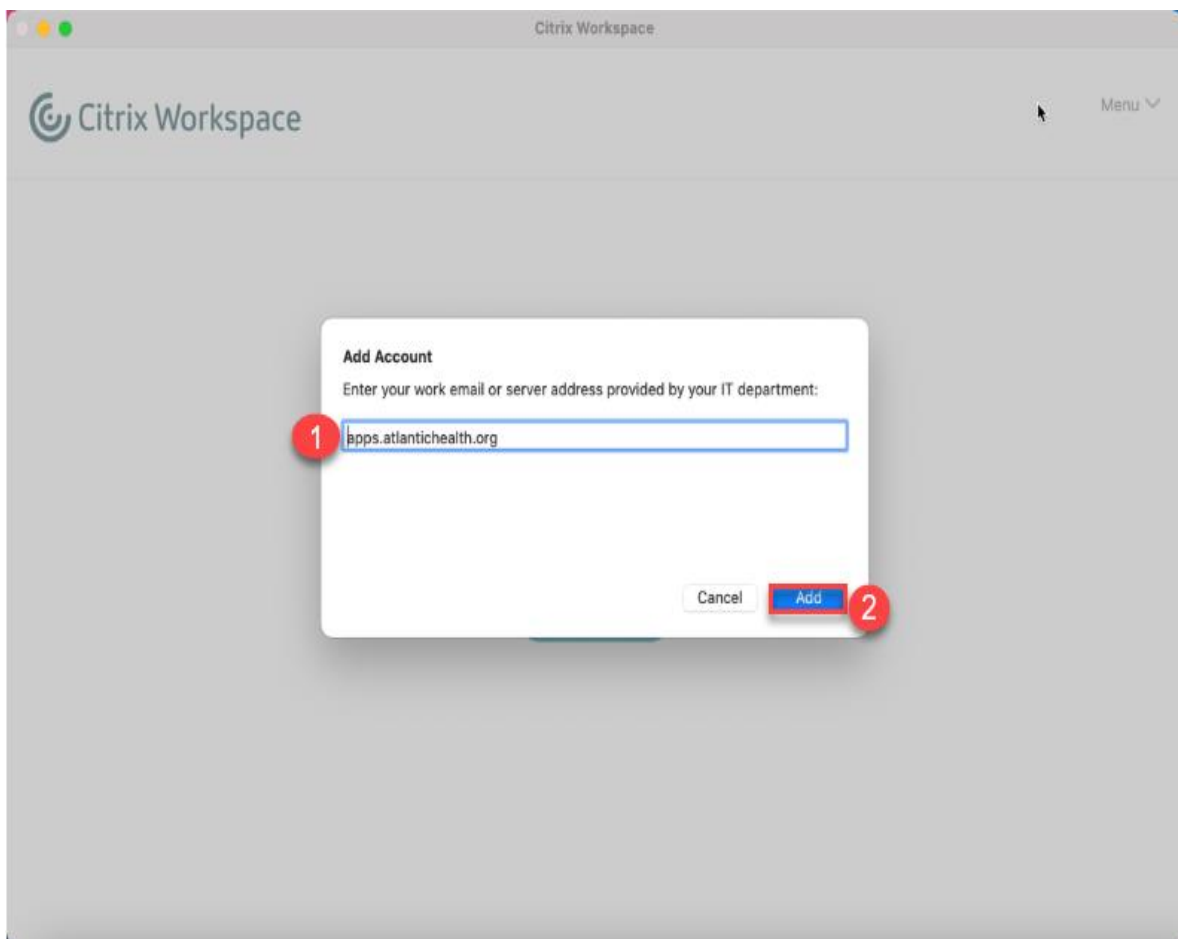9. On the next window click **"Close"**

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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.

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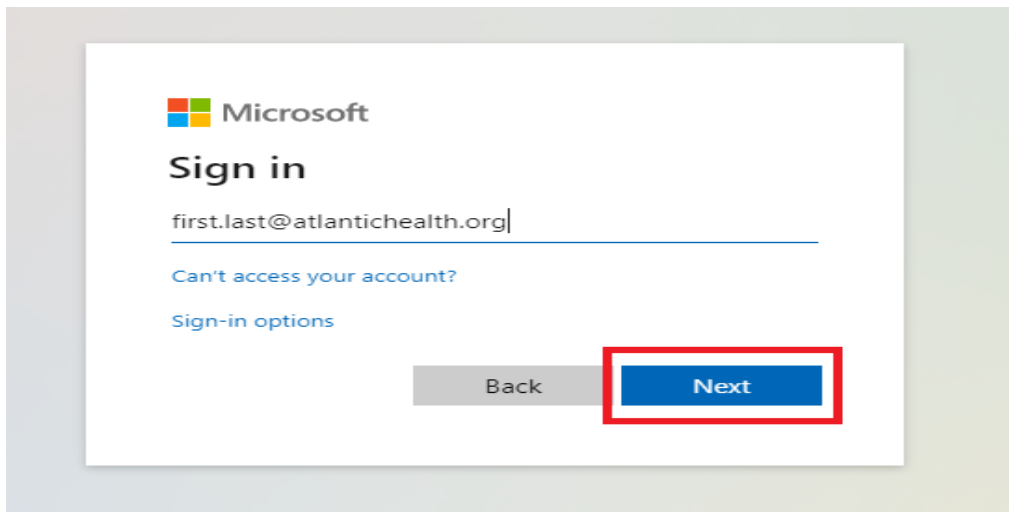Atlantic Rehabilitation

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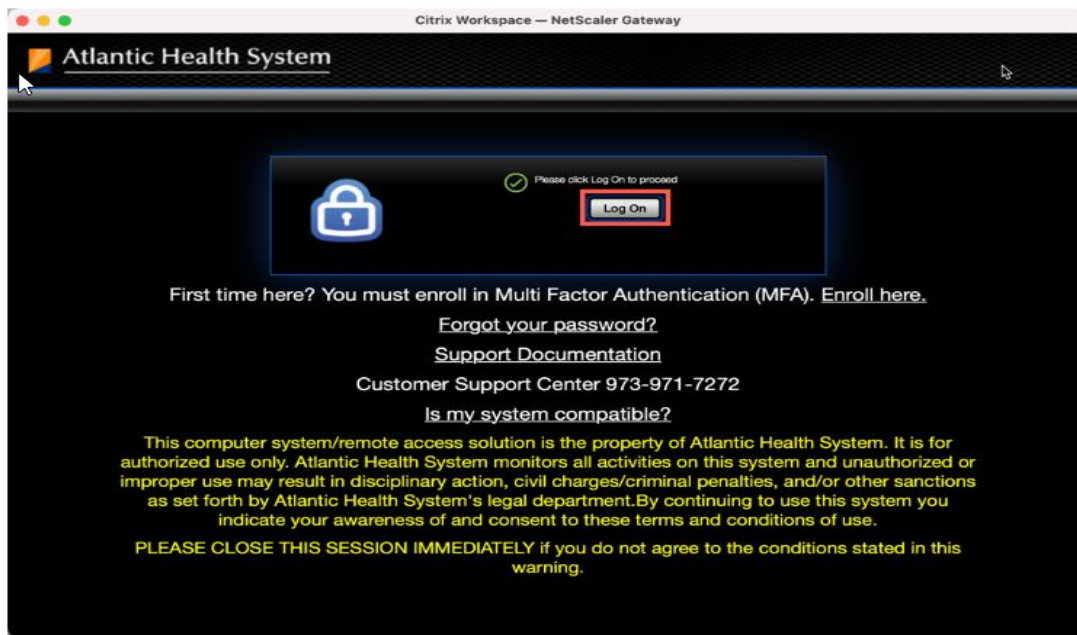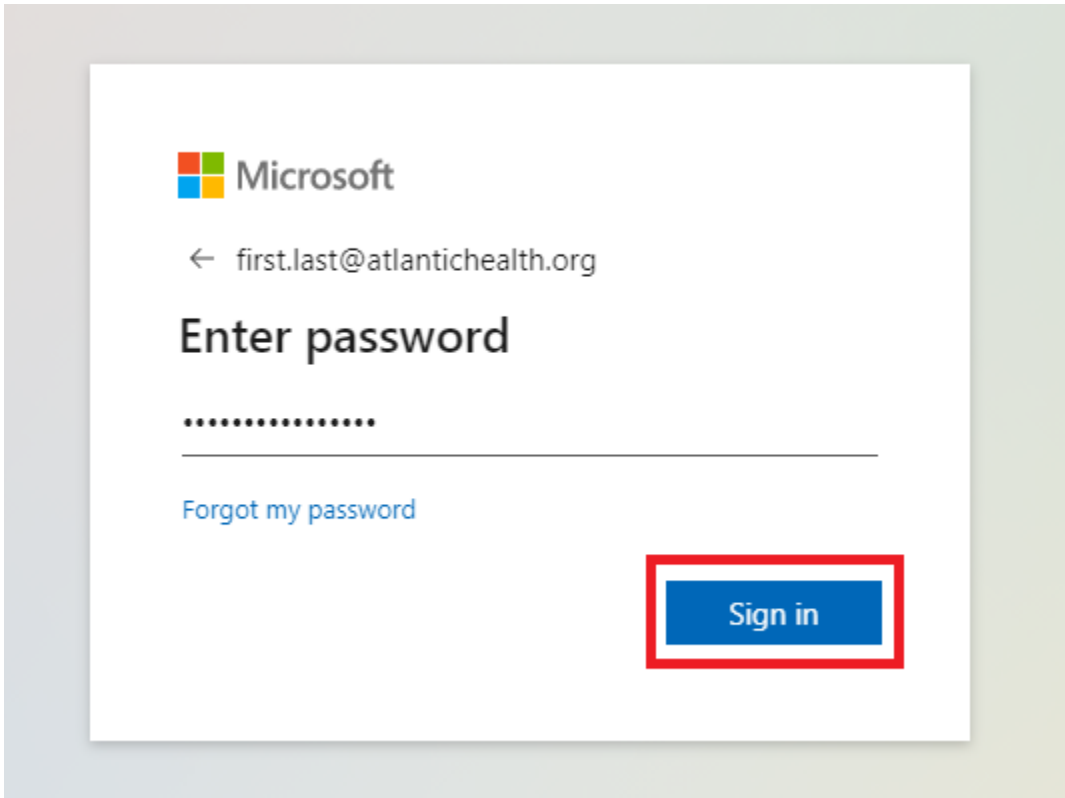

13. After clicking "**Log On**" you will be prompted to sign in. Enter your **AHS email address** and click **Next** as seen below.

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

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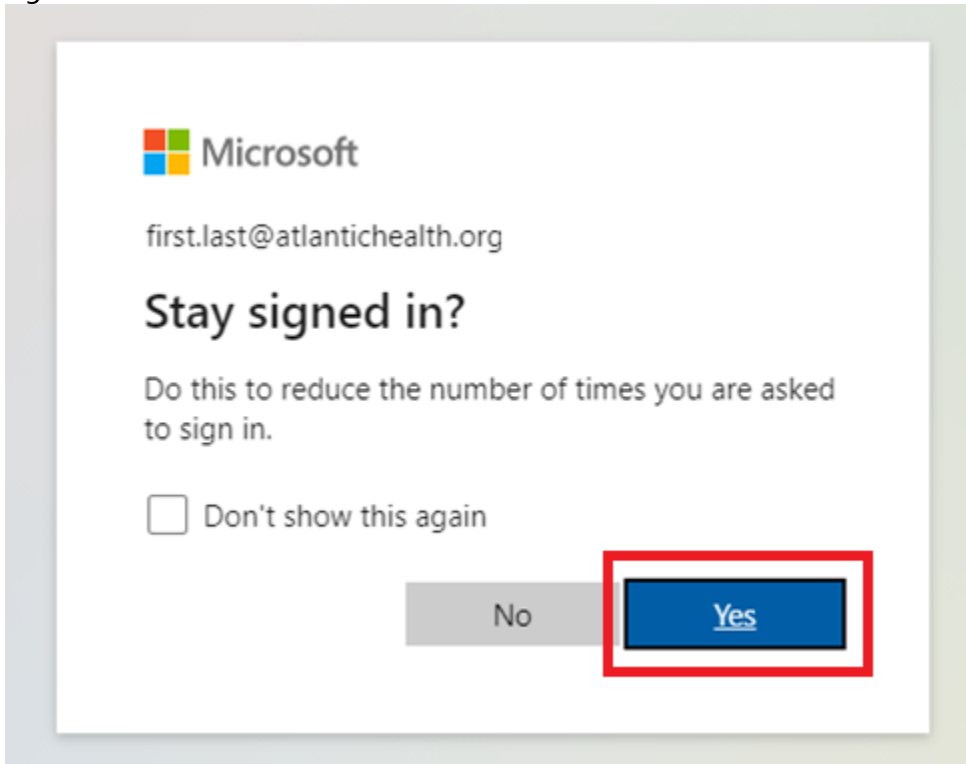Atlantic Rehabilitation

15. If prompted for **MFA Authentication** respond to the MFA request to proceed beyond the next screen shown below
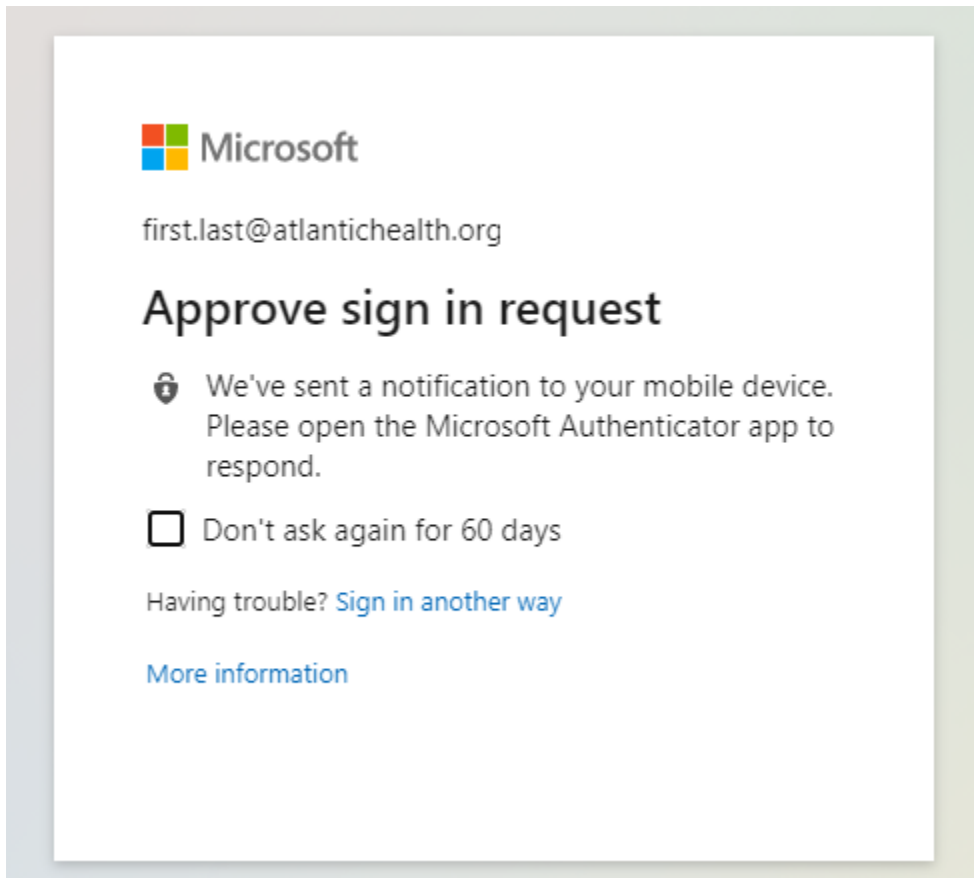
 NOTE: If MFA is configured for a phone call, you will receive a phone call. This phone call may come from 973-971-7462 or "NO CALLER ID"

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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

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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 CSC a t 973-971-7272.