

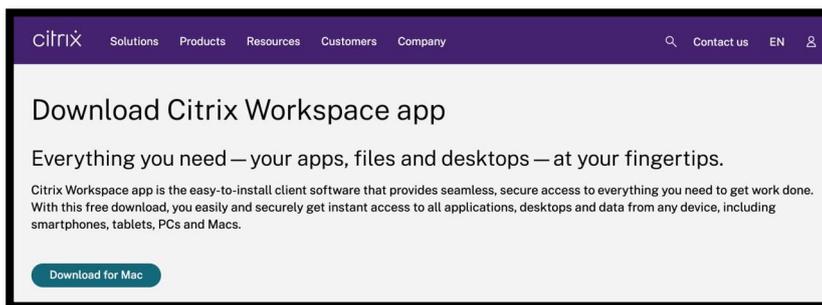
Citrix Remote Access

User Guide for macOS Systems

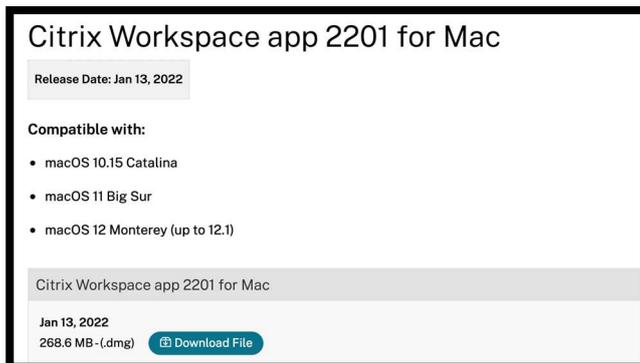


Installation of Citrix Workspace App is the recommended solution for remote access to Citrix as it provides a more feature rich and reliable experience. You can also access Citrix via a light version, which opens Citrix inside of a browser tab. *We do not recommend you use light version as it has less features and should only be used in the event you are having issues with Citrix Workspace App.*

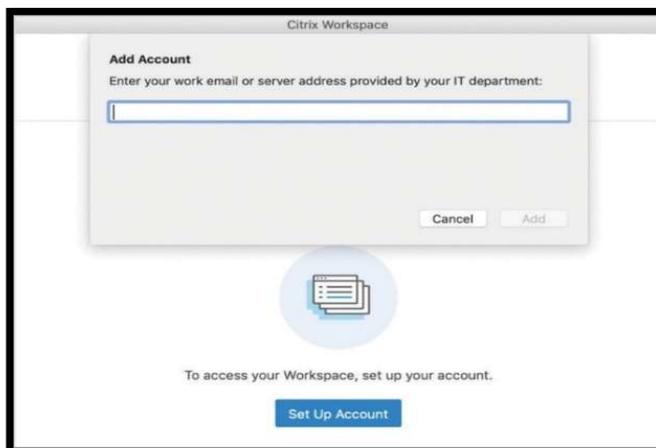
1. Visit <https://www.citrix.com/workspaceapp> (we recommend using the chrome or edge browser) and Click on **Download for Mac Button**.



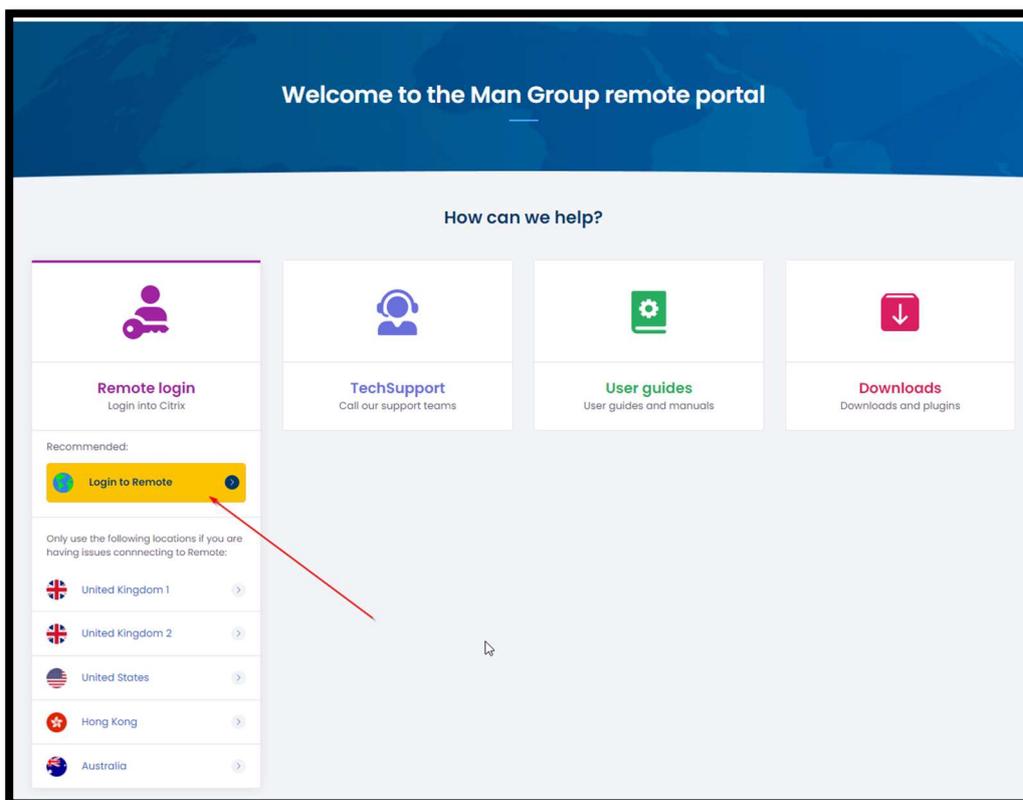
2. Click the **Download File Button** and install the downloaded .dmg file using the defaults.



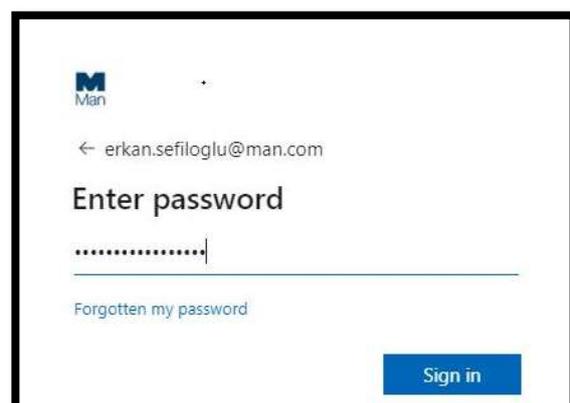
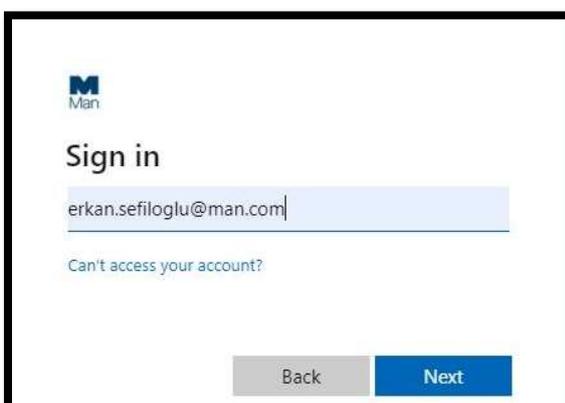
3. After installation is complete, you might be prompted to insert an address. **Do not enter anything** and click the **Cancel Button** if you see this.



4. Now installation of Workspace App is complete, head over to our remote portal page where you can find everything you need to connect remotely to Citrix including tech support numbers, downloads, remote support and user guides:
<https://portal.milogin.com>
5. Please bookmark this page as you will use the above site to connect to Citrix in the future.
6. Click the yellow **Login to Remote** button.



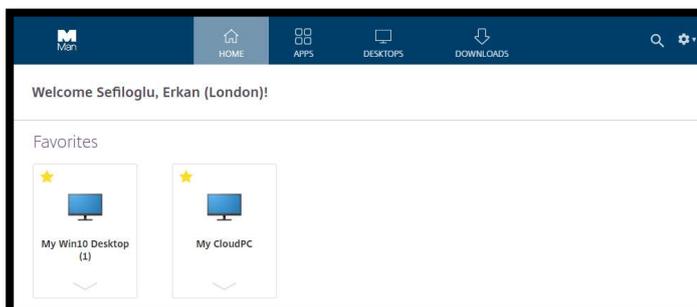
7. You are now at the Citrix login page and will be prompted for your Man email address and password.



- After entering your username and password you will be asked to confirm the logon attempt using your phone. Please contact Tech Support if this hasn't already been set up for you.
- This step is a one-off and it's important we get this right. We do not want to use light version so we must allow our browser to detect that we have the full Workspace App installed as per step 1 and 2. Click on the **Detect Receiver** button. If your browser prompts you to allow the detection, please allow it.



- You will now be presented with clickable icons to your Citrix Desktops and Apps.



- When you open a Citrix Desktop or App, it should open in a separate window:

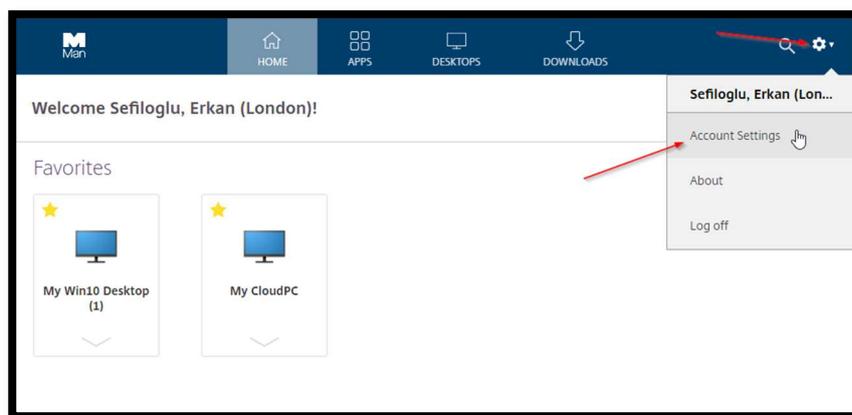


That's it, your all set!

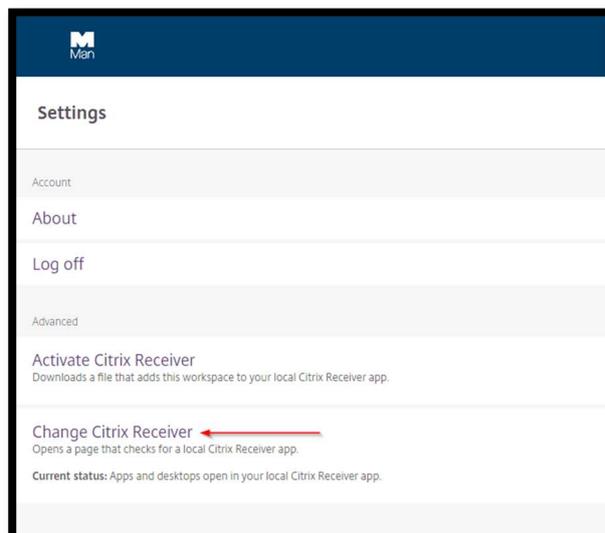
Troubleshooting

You're reading this as something has not gone to plan. Don't worry, here are some common [answers/solutions] to get you going:

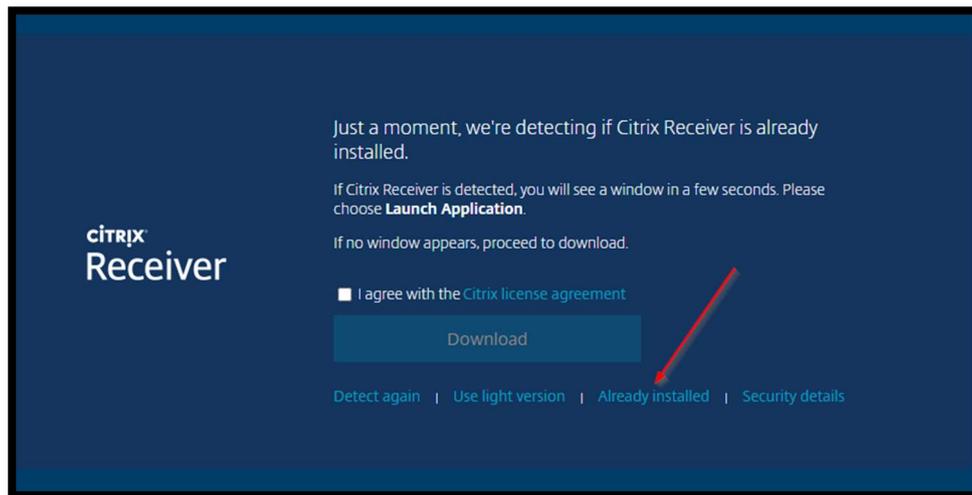
- Citrix is opening in a browser tab and not a separate Window as per step 10.
 - This means you are running in Light Version, which will not give you the best experience. We will need to run client detection again as something has failed.
 - Close the tab that Citrix has opened in and go back to the Citrix icons page.
 - You will notice a **cog** top right. Click on it and select **Account Settings**:



- Click on **Change Receiver**



- Click on **Detect Receiver** to force detection of your locally installed workspace app. That should be it now, if you launch a Citrix Desktop or App again, it should open in a separate Window and not a browser tab from now on. If this does not fix the issue, repeat the steps again but this time choose **Already Installed**. This will force a manual detection and again, this will be a one off.



- I can't print to my home printer using Citrix.
 - This is not allowed, please contact a member of Tech Support if you need to print.
- I can't copy and paste things out of my Citrix session to my remote computer.
 - We only allow copying of text into your Citrix session from your remote computer, nothing other than text can be pasted into your Citrix session. This is useful for copying text based content from your home machine such as a KB article or code. You cannot copy and paste out of the Citrix session. If this is something you require, please contact Tech Support.
- My Citrix session is slow or laggy.
 - These types of issues are usually due to an issue with your internet connection. Please try the basics first before contacting Tech Support i.e.
 - Reboot your computer
 - Reboot your internet router
 - If the above does not work, check there are no issues with your broadband provider using their status page.
 - If you are still having issues, contact Tech Support.
- Citrix is working fine, but Webex within the Citrix session is performing poorly. Our general recommendation is that you install the standalone Cisco Webex App on your personal machine or if using a Man issued laptop, run Webex from there. However, if you still wish to make high quality Webex/phone calls inside of your Citrix session, you will need to install an agent to your personal computer or Man issued laptop.

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- Personal Computer or Man issued Mac
 - Close any open Citrix sessions
 - Browse to <https://www.webex.com/downloads/teams-vdi.html>



Webex VDI

The Webex application can be used with Windows or Linux thin-client. The different Webex VDI plugins can be found on this page. For more information, please refer to the [Webex VDI Release Notes](#).

Release Date	Webex App (43.4.0.25959)	Bundled Webex App (43.4.0.25959)	Webex App VDI Plugin (43.4.0.25959)	Bundled VDI Plugin (43.4.0.25959)
04/21/2023	Windows 32-bit Windows 64-bit	Localized Windows 64-bit (with MC: 43.4.3.10) Non-Localized Windows 64-bit (with MC: 43.4.3.10)	Windows 32-bit	Windows 32-bit (with MC VDI plugin: 43.2.0.179) Windows 64-bit (with MC VDI plugin: 43.2.0.179) MacOS Installer (with MC VDI plugin: 43.2.0.3640)
			Windows 64-bit	
			Ubuntu 64-bit	
			eLux RP6 64-bit	
			HP ThinPro 64-bit	
			MacOS Installer	
			iGelOS: Will be available on IGEL website	
Dell ThinOS: Will be available on DellOS website				
Stratodesk NoTouchOS: View Stratodesk documentation for details				

- Download and install the bundled plugin above
- Relaunch Citrix and Webex should now perform better