

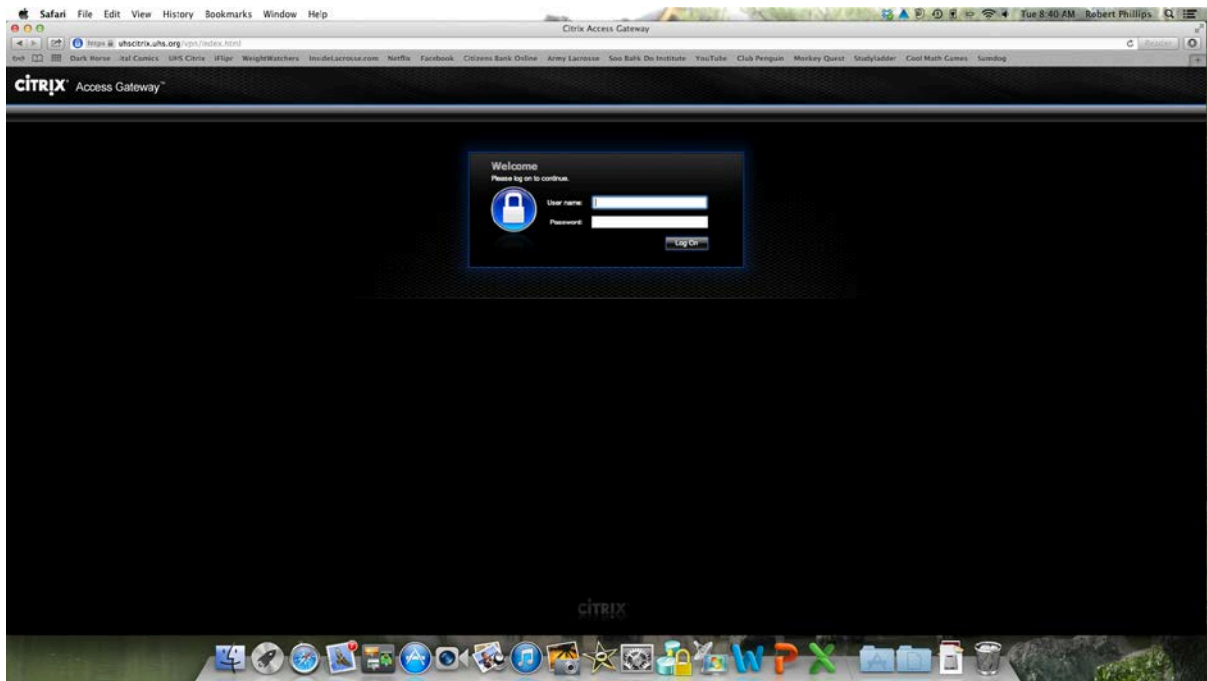


## Citrix Remote Installation for Apple Users

1. A Signed Citrix Remote Access Agreement should be completed and on file.
2. These instructions will be e-mailed to you. If you have not completed step 1, do not proceed.
3. Open Safari and enter <https://uhscitrix.uhs.org>

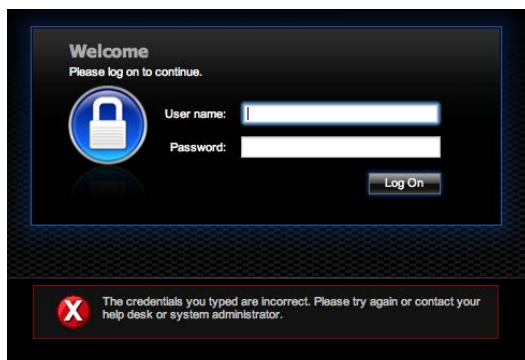
**Note:**

- a. there is an “s” after the http
- b. The Pop-Up Blocker must be turned off before proceeding.



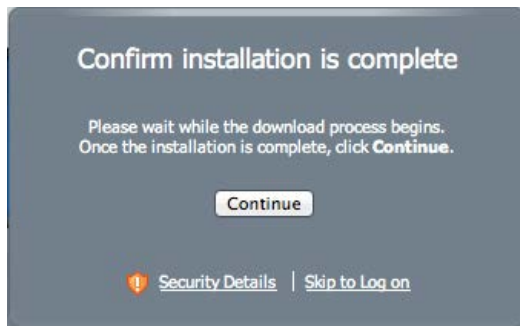
4. Enter your Network Username and password and click **Log On**.

**Note: If the following screen comes up, your Network Account is currently not setup for Remote Access. Please contact the Help Desk at 607.763.6399 for a support ticket to be created.**



5. Citrix will determine if your Apple Device has Citrix installed on it.
  - If this is a new installation, continue with Step 6.
  - If Citrix is installed, proceed to Step 21.
6. The following screen will appear.

**Note : This screen will change after Citrix has been installed.**



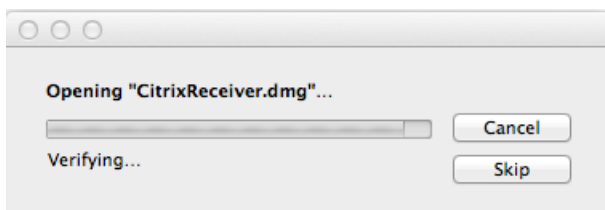
7. The CitrixReceiver will automatically download to your Apple Device.



8. When the CitrixReceiver has been downloaded, click on the CitrixReceiver.dmg to begin installation.



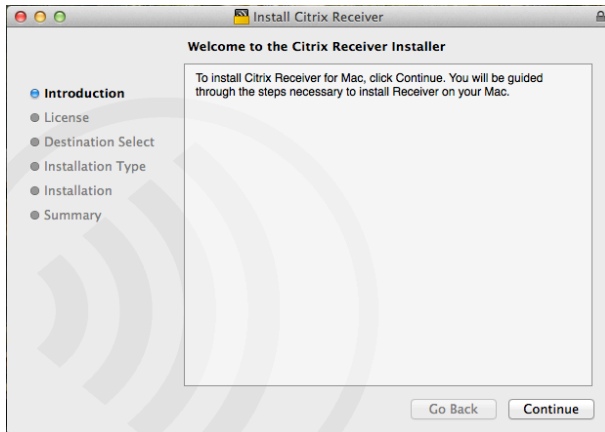
9. CitrixReceiver.dmg will verify it's download.



**10. Click Install Citrix Receiver.pkg.**



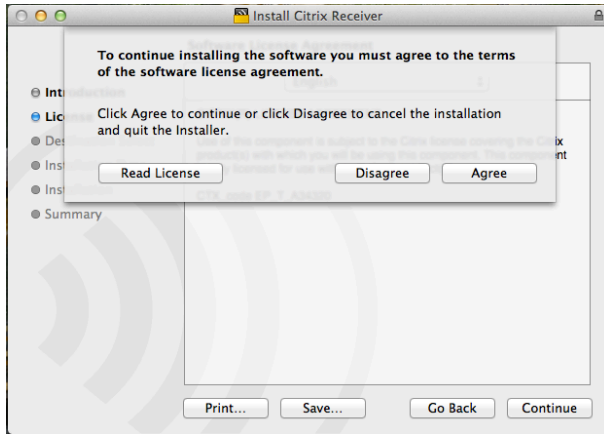
**11. Click Continue.**



**12. Click Continue to License Agreement.**



13. Click **Agree** to License.



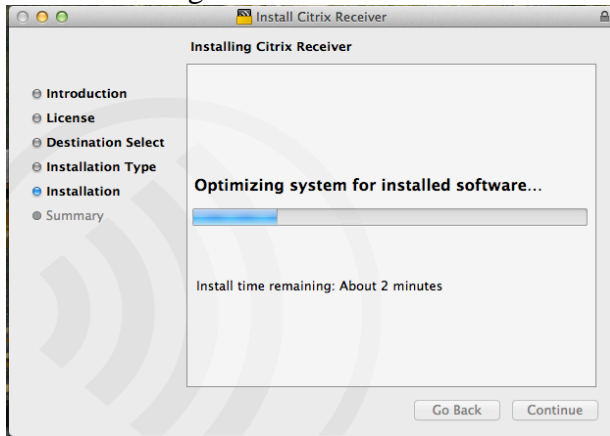
14. Click **Install**.



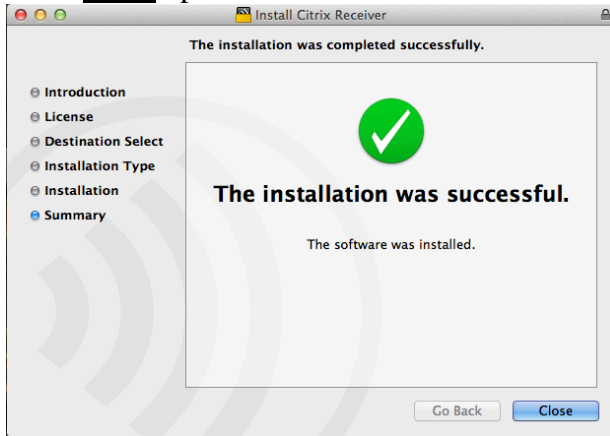
15. Type your administrator password to allow the installation.



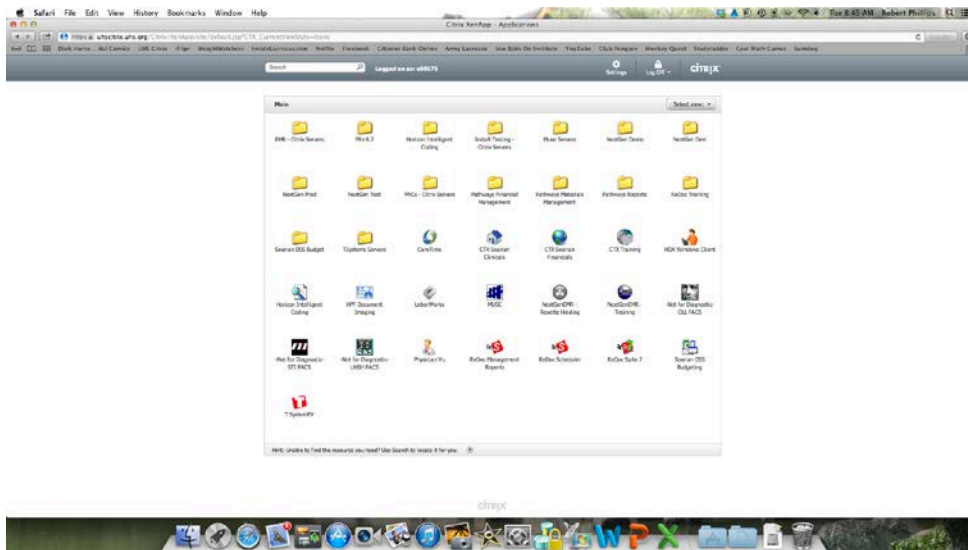
## 16. Installation begins.



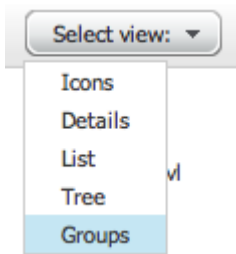
## 17. Click Close upon successful installation.



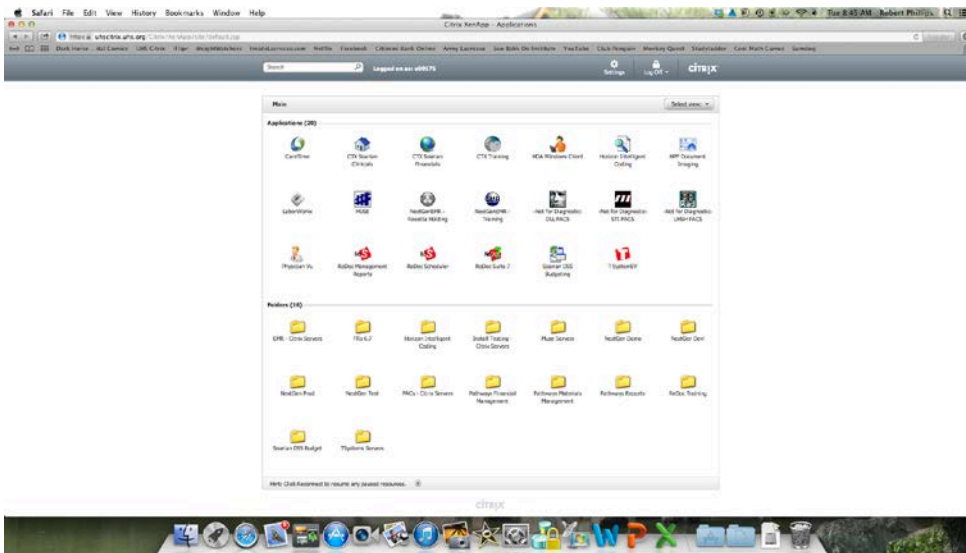
## 18. When the installation has completed, the Applications will come up in the following format...



19. Click **Select View** and select **Groups**.



20. This moves the Applications to the top.



21. Installation is now complete.

22. **Physician IT Services offers support between the hours of 8:00am and 5:00pm Monday – Friday. All issues need to be reported to Physician IT Services where a support ticket will be created and a plan of action determined. This might involve bringing in the portable devices.**

23. **No Physician IT Services support will be available outside the hours noted above, unless previously arranged.**