

Citrix Remote Access on Mac

Whether you are working remotely or onsite, Citrix on Mac is handled in the same way. Unlike in our Windows environment, it is preferable and easier to access apps through the Citrix Workspace Program directly rather than through the web browser.

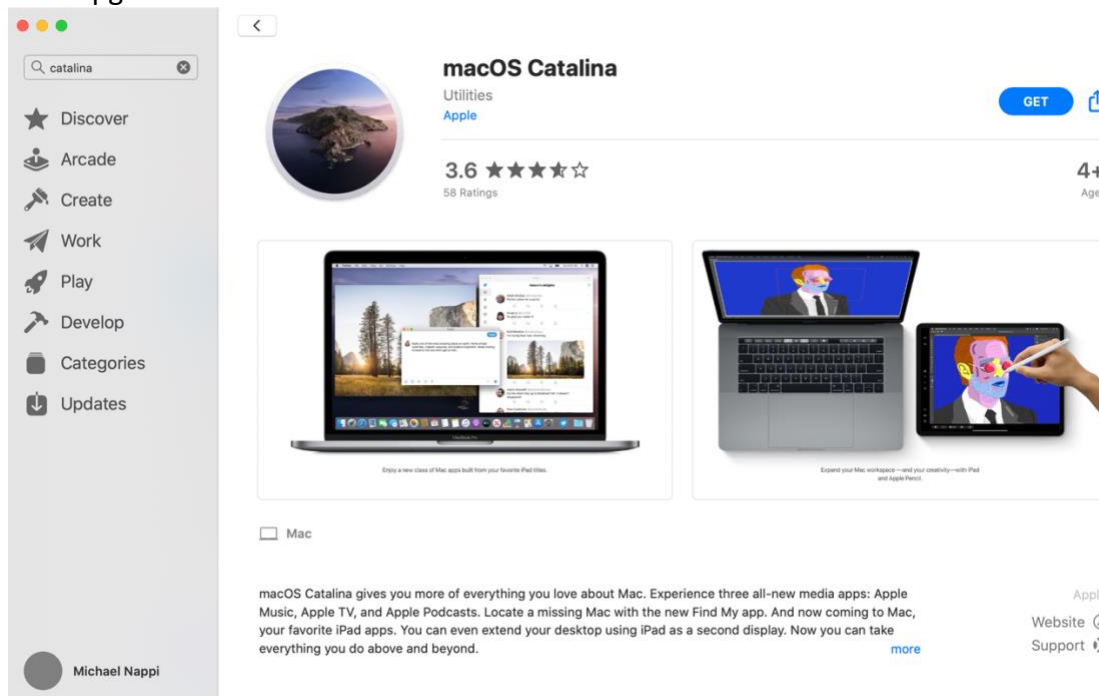
Citrix Workspace (Blue Icon) is currently the preferred and fully supported option for Mac OS Catalina.

Supported Mac OS Version: Mac OS 10.15 – Catalina

Check version by going to top left apple icon, click the dropdown menu, and then selecting 'About This Mac'.



If your Mac OS is not updated to version 10.15 Catalina, you can do so by going to the App Store and Downloading/Launching the installer.. Please note that Mac OS Catalina has removed all support for any existing 32-Bit Apps currently installed and they will no longer work after this upgrade.

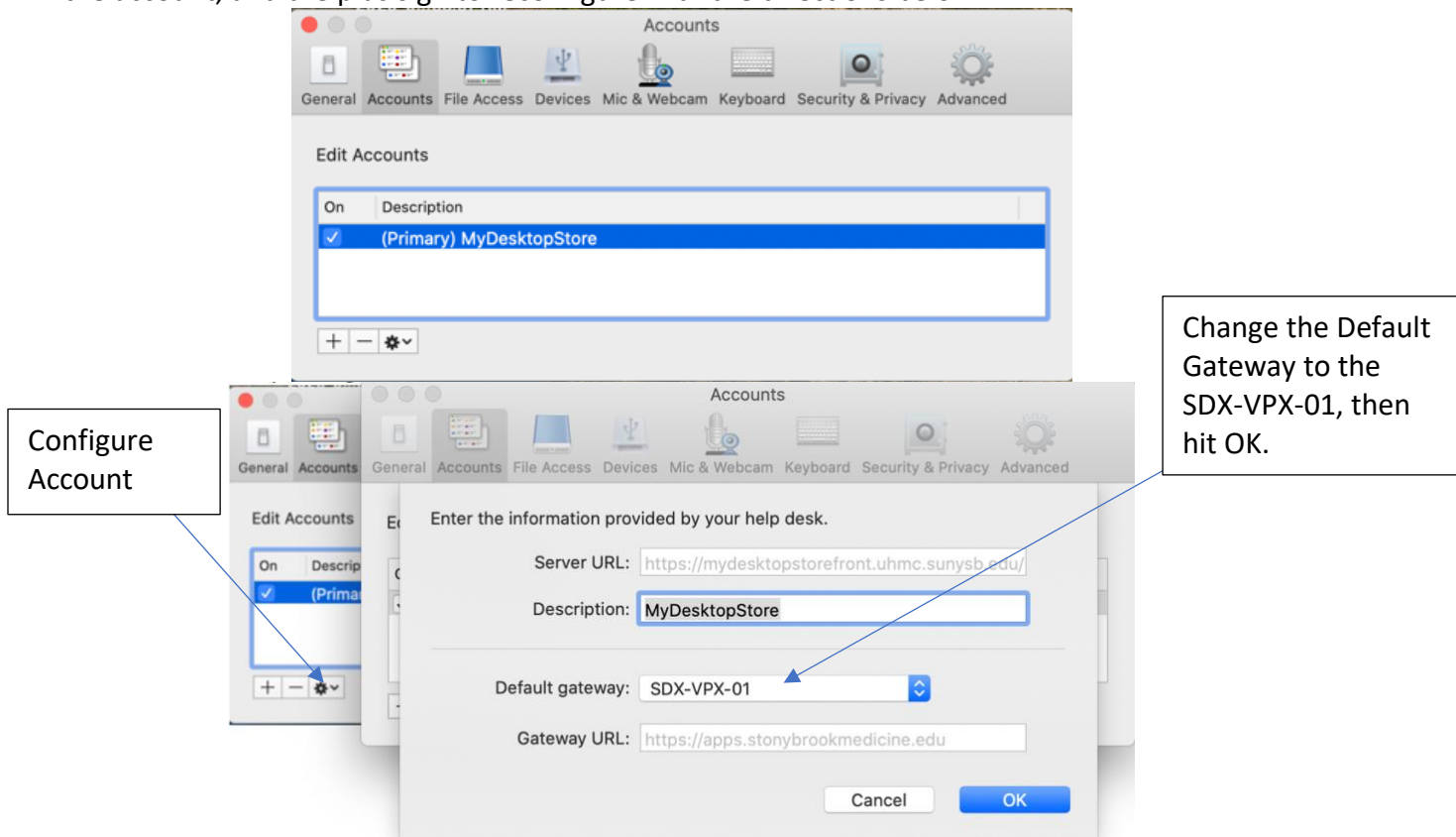


Supported Citrix Version: Citrix Workspace 19.10.2

<https://www.citrix.com/downloads/workspace-app/legacy-receiver-for-mac/workspace-app-for-mac-19102.html>

For those who already have the Citrix program already installed and configured, you will need to reconfigure the account.

To Reconfigure Citrix, if pointed to the old 'mydesktop.uhmc.sunysb.edu' that is no longer functional, please go into Citrix Preferences > Accounts Tab and hit the minus button to delete the account, and the plus sign to reconfigure with the directions below.

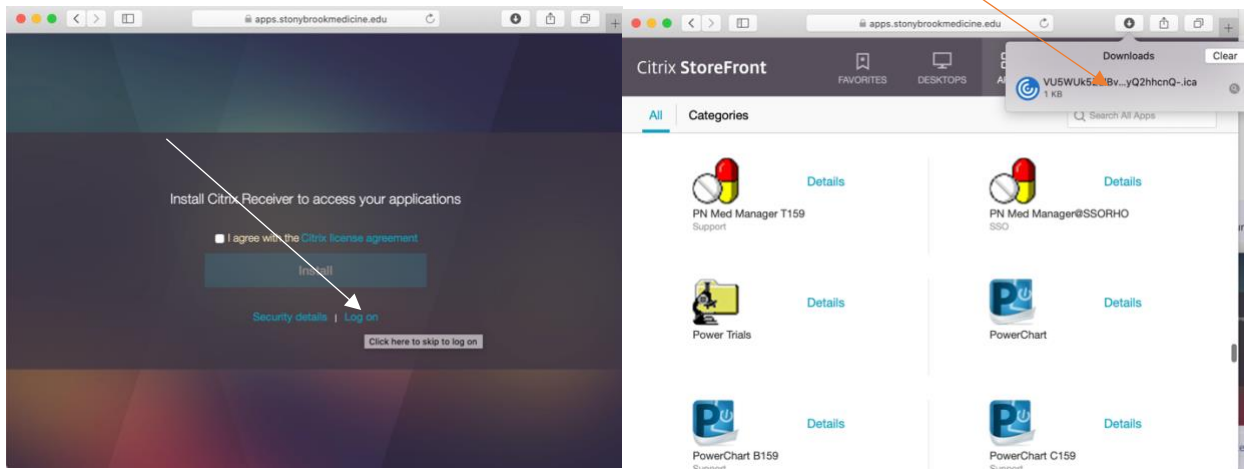


Accessing Citrix through the website as an Alternative

If Citrix program give you any trouble while configuring, there is an alternative method... Simply open Safari and navigate to <https://apps.stonybrookmedicine.edu> – Login with your Domain Credentials. If prompted to install Citrix, skip by clicking 'Log On' as you already have the Citrix Program installed. Then you should find the app you are looking to launch which will download the .ICA file for that individual session. Go to downloads and double click the file which will call the Citrix Program to open the session itself.

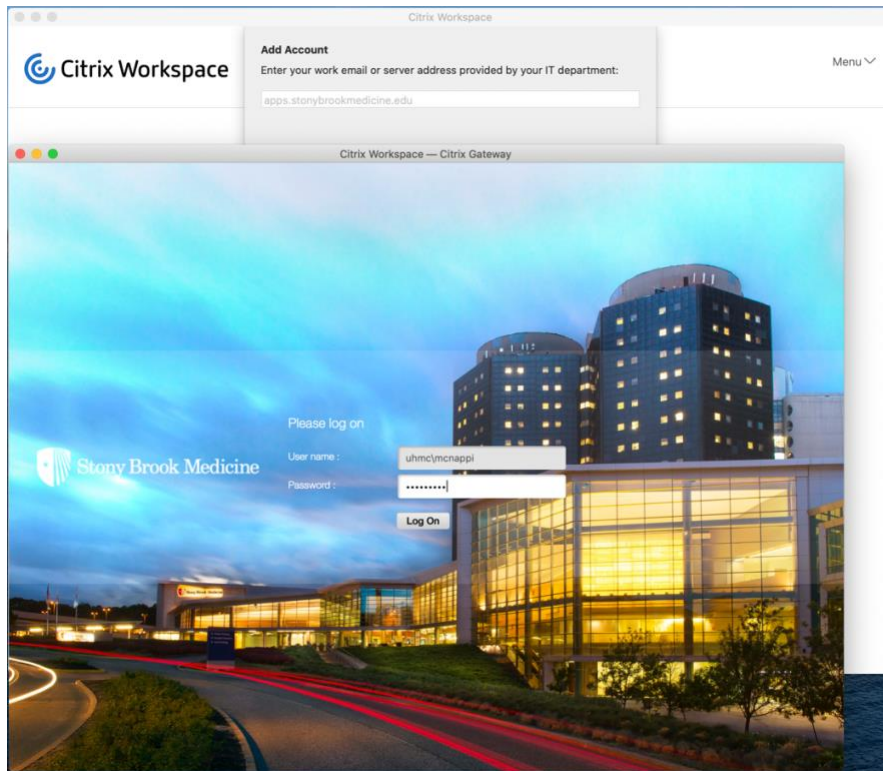
Screenshots below:



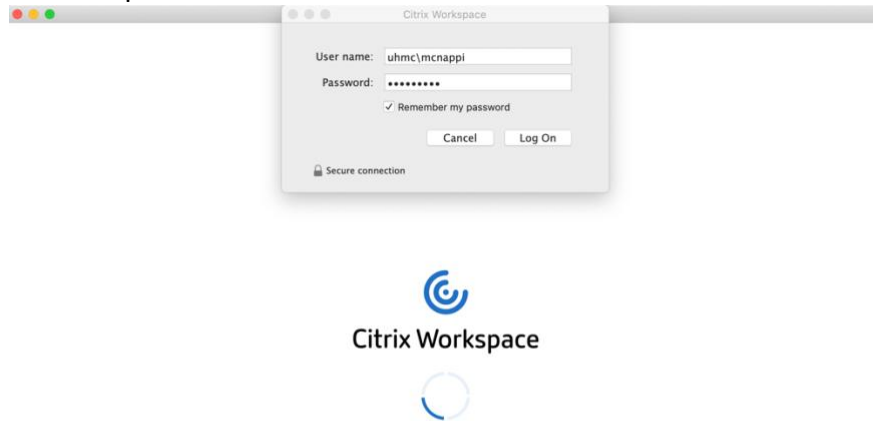


Citrix Setup:

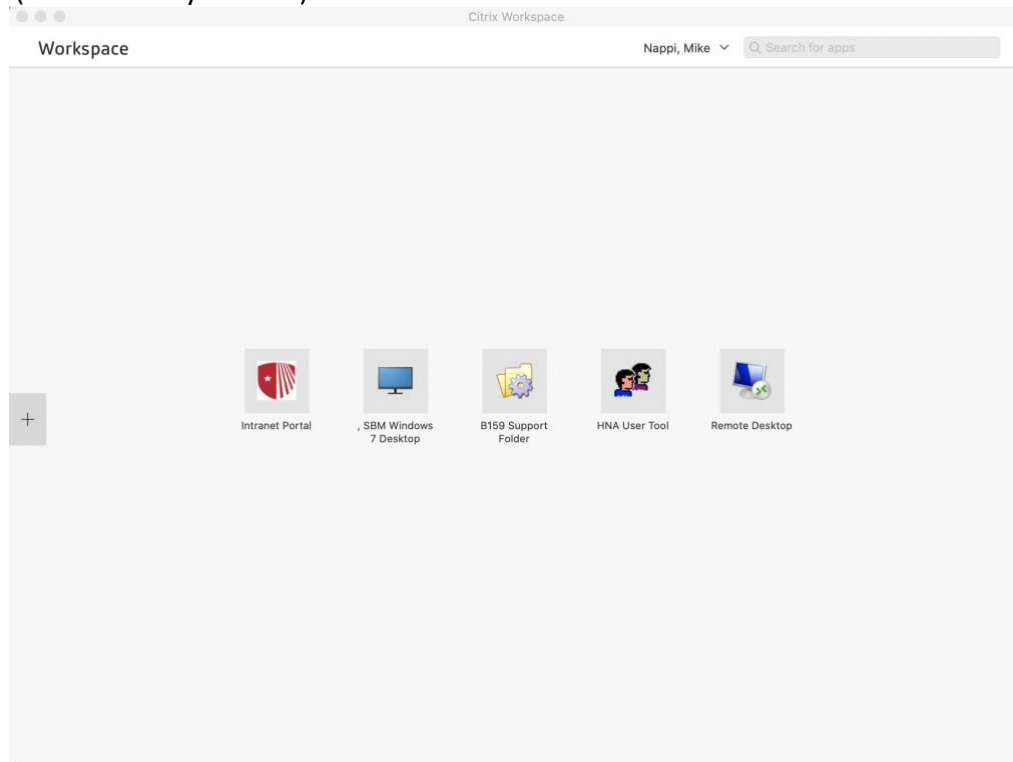
Step 1: Open Citrix – Type URL: *apps.stonybrookmedicine.edu* and a splash page pops up to sign in.



Step 2: After hitting Log On, another box will pop up for a second entry of the same credentials – uhmc\username and password.



Step 3: After hitting Log On again, you will be logged into Citrix and see a splash page with your favorites (with a few by default).



Step 4: To add/access additional apps such as Powerchart, hit the plus sign on the left-hand side and select 'All Applications'. There you will see a list of virtualized apps you can access.

