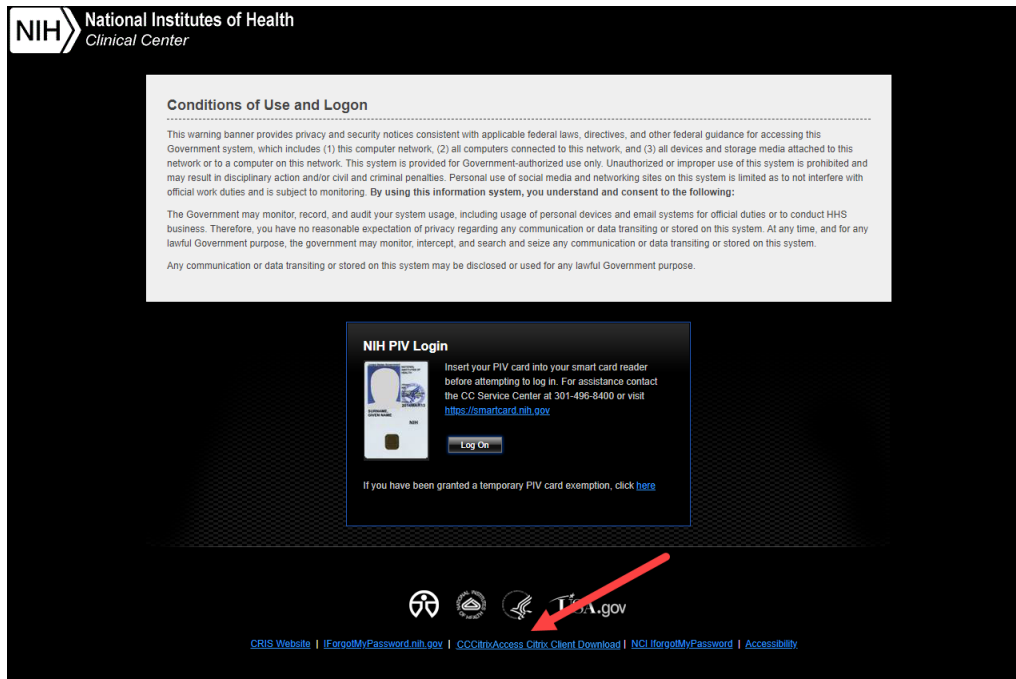




Citrix Client Installation for Macintosh

Download and Install Citrix Client

In order to use the CCCitrixAccess website, a Citrix client must be downloaded and installed.



1. From the initial CCCitrixAccess login page, select the CCCitrixAccess Citrix Client Download link at the bottom-middle of the page.

NIH Clinical Center
America's Research Hospital

How to Log into CCCitrixAccess
- [CCCitrixAccess Log in Instructions PDF](#)

Citrix Client Downloads
Current tested versions
- [Windows 10 / Windows 8 / Windows 7 - Citrix Workspace App 1911](#)
- [Windows Citrix Installation Instructions PDF](#)
- [Mac OS 10.13, 10.14 and 10.15 - Citrix Workspace App 1912](#)
- [Mac OS X Citrix Client Installation Instructions PDF](#)

Please do not download clients directly from Citrix.com as the newer clients may not be supported on CCCitrixAccess. The CC does not provide support for personally owned equipment (POE).

Older Citrix Client Downloads
Note: Use these only if directed by CC User Support
- [Windows 10 / Windows 8 / Windows 7 - Citrix Receiver 4.9](#)
- [Mac OS 10.11 and 10.12 - Citrix Receiver 12.7](#)

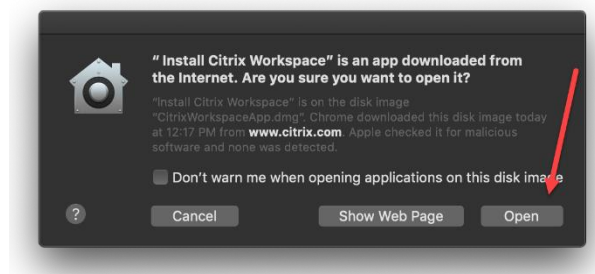
PIV Card Instructions
CCCitrixAccess requires the use of PIV cards for on-site or remote access. If you forgot your PIV card or are having difficulty using your PIV card for login, contact the CC Service Center at 301-496-8400 or visit <https://ocio.nih.gov/Smartcard/Pages/default.aspx>.

Important Notes
*** If you cannot load CRIS from CCCitrixAccess on a Mac: ***
1. Update the Citrix client using the link above.
2. Rename the computer to 15 characters or less with no spaces or special characters.
3. Call CRIS support at 301-496-8400 to have the new computer name registered.

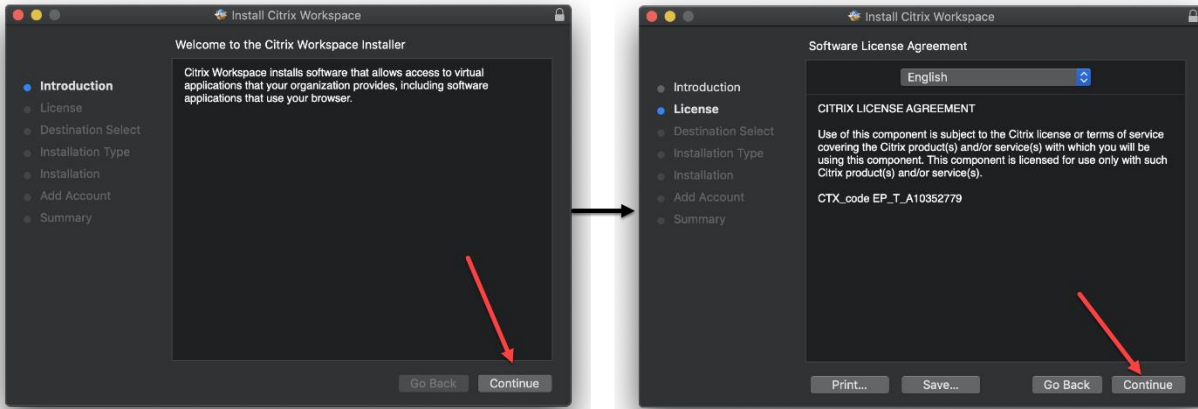
2. Select the appropriate link for downloading the Citrix Client.
3. These steps will guide you to install the Citrix Client for Macintosh. If you need the Citrix Client for Windows, please follow this guide instead: [Windows Citrix Client Installation Instructions PDF](#)
4. The file will be downloaded to the **Downloads** folder.
5. Find the **CitrixWorkspaceApp.dmg** file in the **Downloads** folder and double-click to begin.
6. The dmg will then be mounted and a window will appear.
7. Double-click the **Install Citrix Workspace** icon to start the installation.
8. Select the **Continue** button to allow the installer to start.



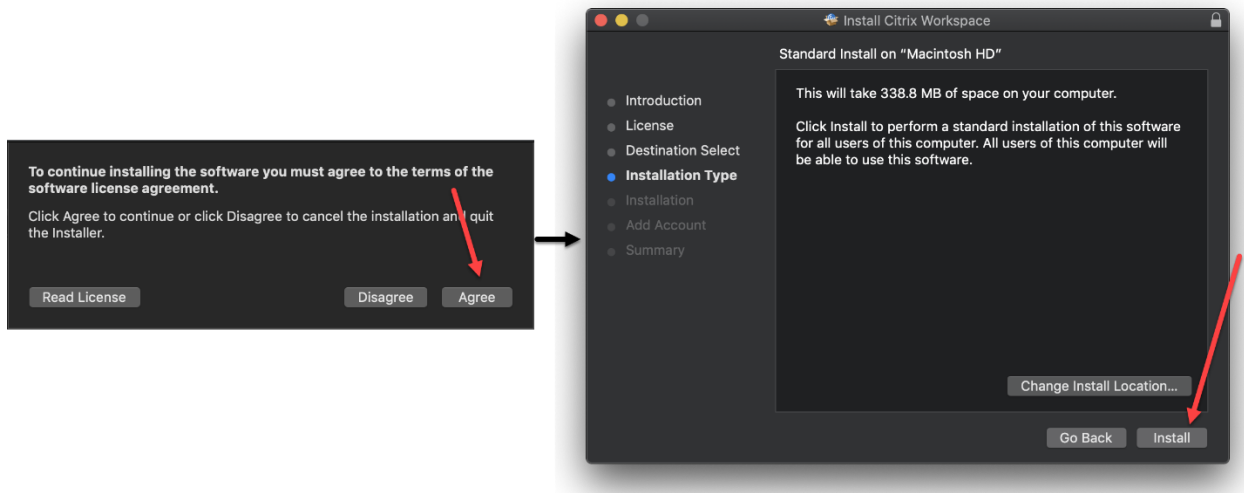
9. You may get a security pop-up mentioning that this program was downloaded from the internet. Select **Open** at this pop-up message.



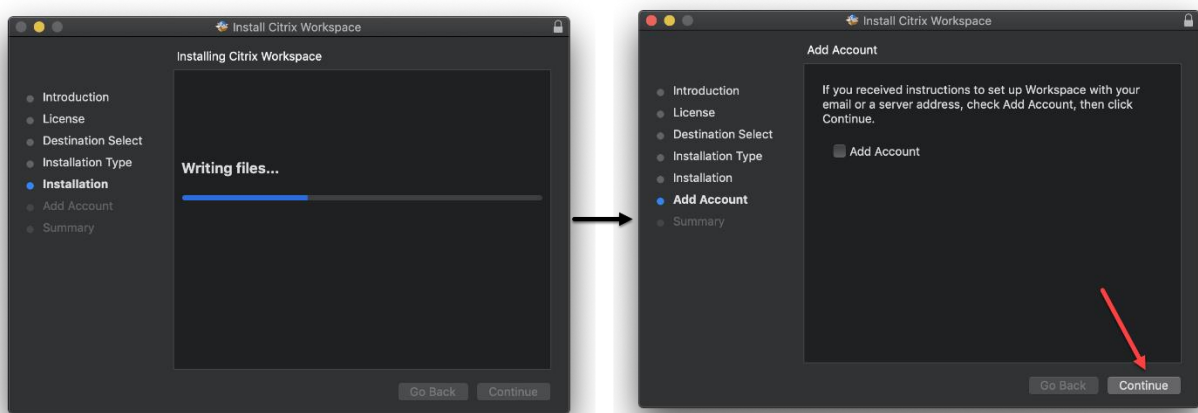
10. Click the **Continue**.
11. Click **Continue** again at the License screen.



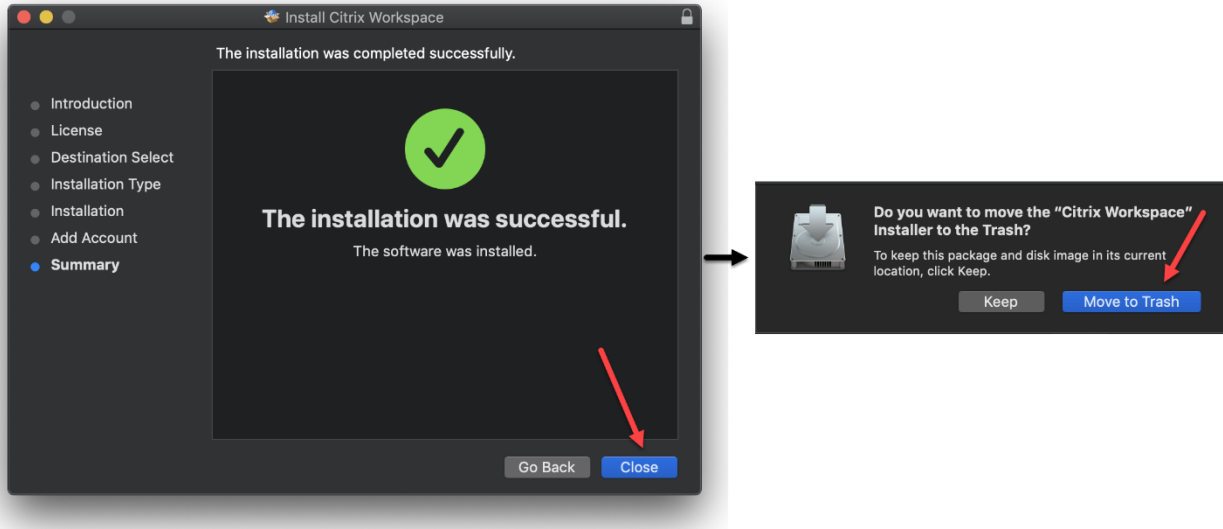
12. Click the **Agree** button to accept the license agreement.
13. At the next prompt select the **Install** button.
14. At this point you may get prompted to enter administrator rights to install software.



15. The installation will start. Be patient, it will take a few minutes.
16. At the Add Account prompt just click the **Continue** button.



17. When the installation is complete, click the **Close** button.
18. The installer will give option to move the installer to the Trash. Click the **Move to Trash** if that is desired.



19. Installation is complete.