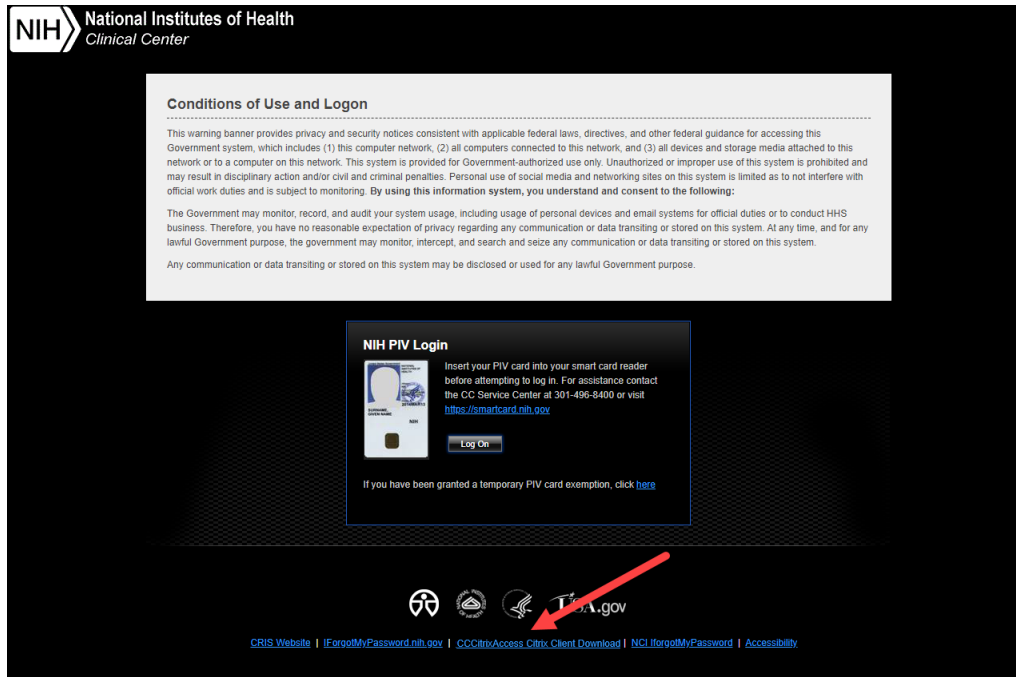




Citrix Client Installation for Windows

Download and Install Citrix Client

In order to use the CCCitrixAccess website, a Citrix client must be downloaded and installed. There are two locations to get to the Citrix Client download page.



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



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

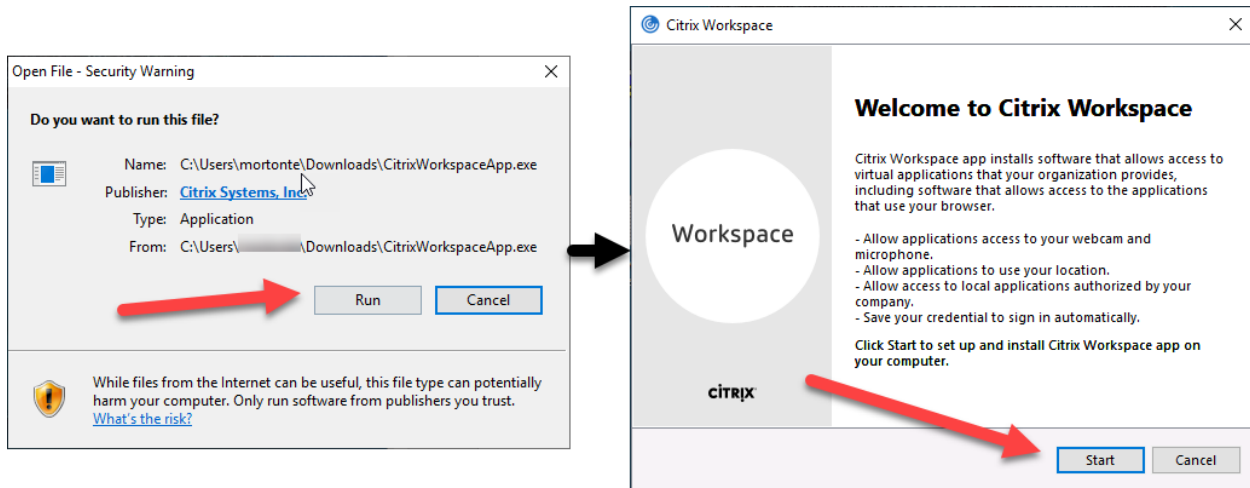
CCCitrixAccess requires the use of PIV cards for on-site or remote access. If you forgot your PIV card or are having difficulty using your PIV card for login, contact the CC Service Center at 301-496-8400 or visit <https://ocio.nih.gov/Smartcard/Pages/default.aspx>.

Important Notes

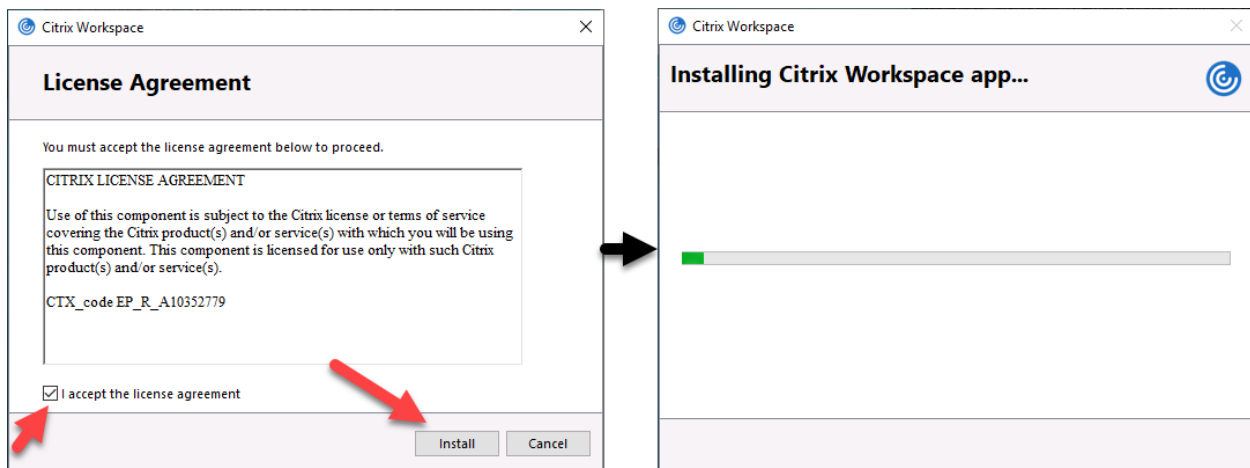
*** If you cannot load CRIS from CCCitrixAccess on a Mac: ***

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.

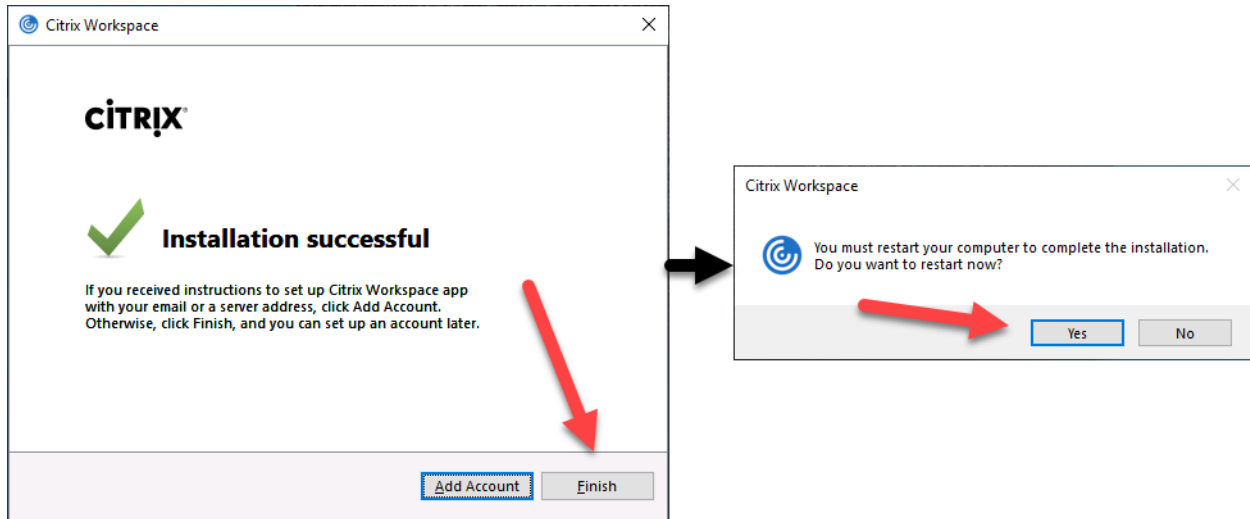
2. Select the appropriate link for downloading the Citrix Client.
3. These steps will guide you to install the Citrix Client for Windows. If you need the Citrix Client for Mac, please follow this guide instead: [Mac OS X Citrix Client Installation Instructions PDF](#)
4. Depending on your browser you may be able to click the **Run** button at the bottom of the browser window. In other browsers you may need to open your Downloads folder and find the **CitrixWorkspaceApp.exe** to run it.
5. You may get a **Security Warning** when running the program. Select **Yes** to continue.
6. Click the **Start** button to continue the installation.



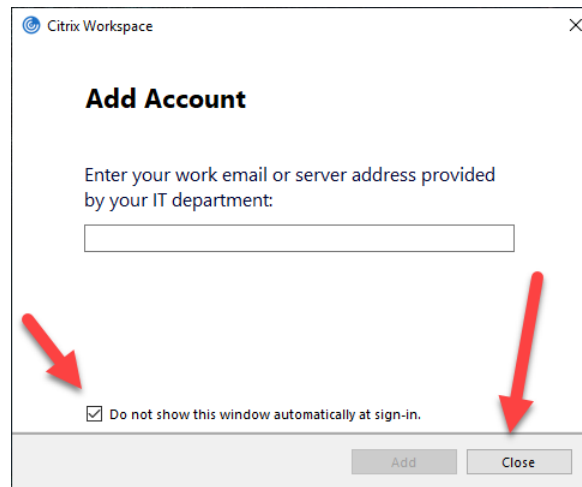
7. Accept the license agreement by checking the box and click the **Install** button.
8. You will see messages that the program is installing. It may take some time to be patient.



9. Once the installation is complete, click the **Finish** button.
10. You may also be prompted to restart your computer. Select the **Yes** button to restart the computer.



11. Once the restart is complete, log back into your computer.
12. You will see a pop-up window for Citrix Workspace. This is not needed.



13. Check the **Do not show this window automatically at sign-in** checkbox.
14. Select the **Close** button to close the window. This should suppress it from appearing again.
15. Installation is complete. If you need help with CCCitrixAccess Citrix Login please refer to: [CCCitrixAccess Log in Instructions PDF](#)
16. If you are having problems with downloading or installing the Citrix Client, contact the CC Service Center at 301-496-8400.