

Citrix USER ACCESS – Setup Instructions Apple Mac computers

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I. Citrix: Rules of Behavior

Because safety and security begins with me, I will adhere to the following procedures:

- a. Access SRS Citrix Applications and Desktops to conduct primarily government business only.
- b. Ensure sensitive or personally identifiable information is not posted, shared or divulged on any website without prior authorization.
- c. Contact Cyber Security immediately if I suspect sensitive information has been inappropriately shared or posted on an internet site.
- d. Contact Cyber Security if I suspect an internet site is hosting malicious content (e.g., documents infected with malware)
- e. Immediately notify my management and Cyber Security if I inadvertently access a site with prohibited content (e.g., gambling, pornography)
- f. Immediately notify Cyber Security if a site appears to be redirecting users to sites with prohibited or malicious content.
- g. Acknowledge all other confidentiality and information security policies and procedures that apply to use of SRSnet.

II. Frequently Asked Questions and Notes

- a. Is a Smart Card required to login to SRS Citrix?
Yes. Your Smart Card should be inserted in the reader BEFORE you click a Citrix App and it should remain in the reader until the App or Desktop starts successfully.
- b. I already have Citrix Remote Access, is a new CPC-16 required to use Citrix On-Site?
No. Any SRS Employee issued a Smart Card for logon may use Citrix On-Site. Some applications may require additional access to be granted per the request of the Application's support team or if special licensing is required for an Application.
- c. Can I access SRS Resources?
Yes. However Remote users cannot save files to the device they are using to connect.
- d. Do I have to install the Citrix Workspace App? Yes. Install the latest version.

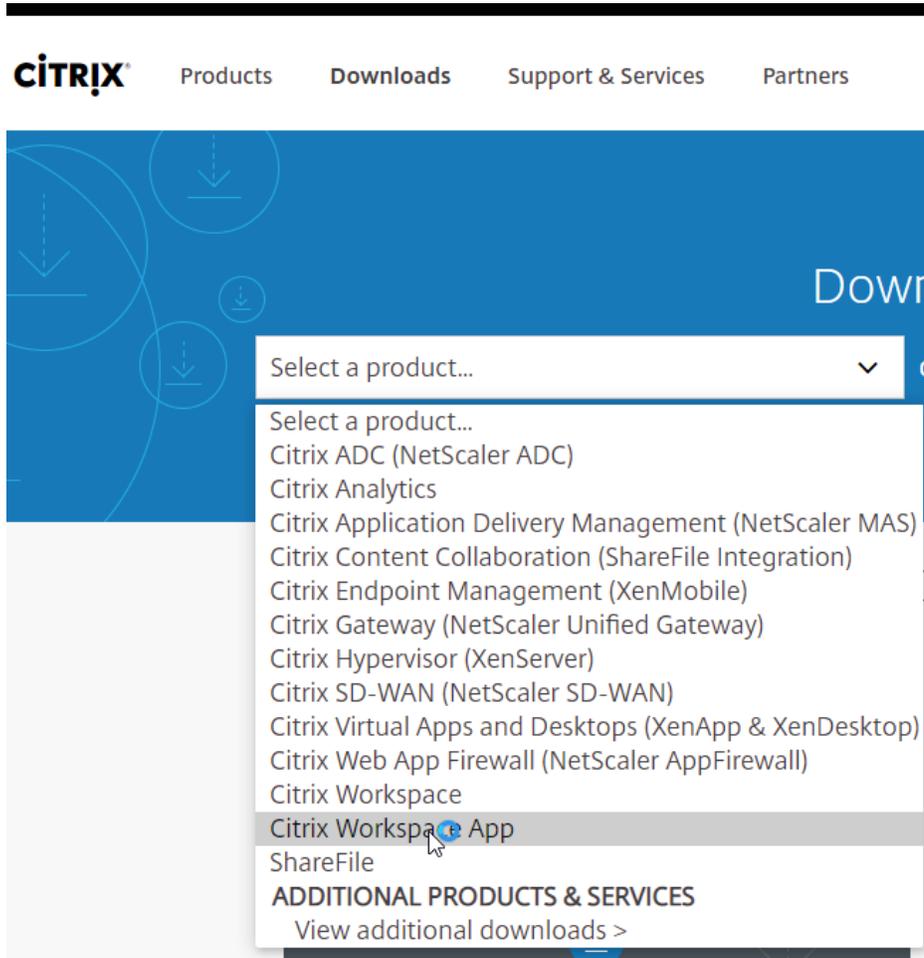
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- e. Does this installation guide work for all MACs?
No. Some newer Macs only have USB-C connectors and you may need a USB-C Smart Card Reader. The only model we have tested is the “IO Gear GSR205 USB-C Smart Card Reader”, which can be purchased from Amazon. In some cases, Citrix Workspace App may only work while using the Mac browser, Safari. Browse to <https://ctxhome.srs.gov>. Some older MACs with High Sierra and below may have issues as well. Call the Helpdesk at 5-HELP for assistance if you are unable to connect. Macs do not automatically work and there is not guarantee that we can make them work.
- f. A good source for Mac + Smart Card troubleshooting is <https://militarycac.com/>
- g. SRS does not officially support Apple Mac OS products. Apple FREQUENTLY makes drastic modifications that break an OS versions ability to access corporate resources. The SRS Citrix Team will assist you with troubleshooting your Mac.
- h. Not all PIN or Password requests are asking for your SRS Smart Card PIN. If you keep getting multiple failures to accept the PIN, remove your Smart Card and try again with the PIN/Password for your Mac.
- i. Recent Apple OS difficulties: (updated 10/20/2020)
- July 2020 Catalina Update: Change to Smart Card behavior in Catalina OS prevents Smart Cards used by SRS from being detected. If you have the Catalina July update, your smart card certificates may not be visible. Once applied, this update cannot be backed out. Please apply updates as they are released so that this issue can be corrected once patched by Apple. <https://support.apple.com/en-us/HT210541>
Some users have reported that installing the September or October 2020 Catalina update(s) have resolve this issue but the SRS Citrix Team cannot confirm this.

III. Installing Citrix Workspace App

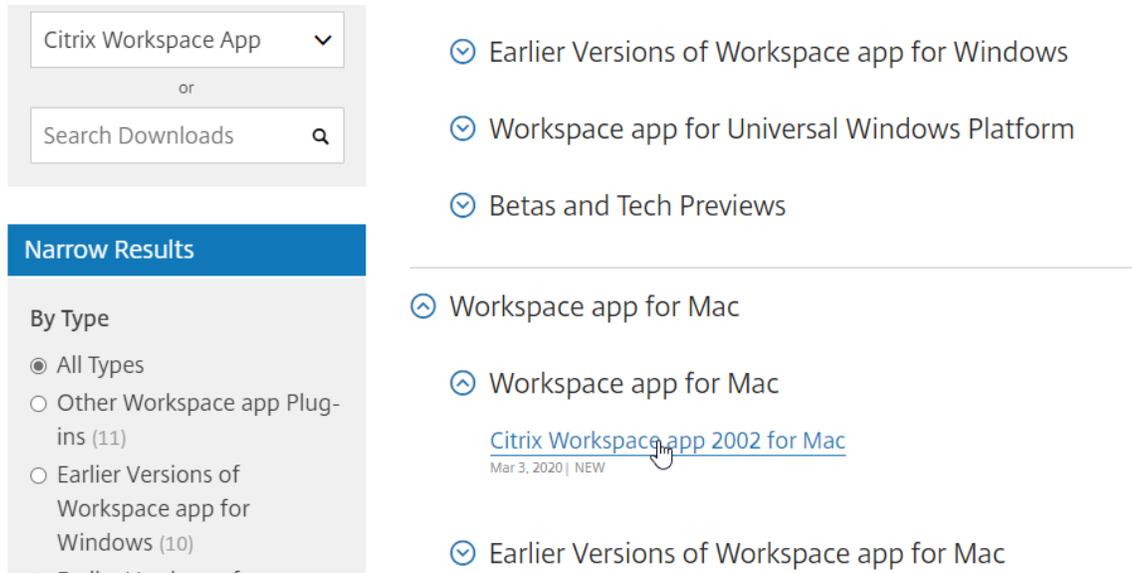
The following instructions are for installing the Citrix Workspace App in order to connect to Savannah River Site resources from personally owned Mac computers.

- a. Browse to <http://www.citrix.com>
- b. Click Downloads at the top of the page and select the Citrix WorkSpace App product.



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- c. Click on the newest version of Citrix Workspace for Mac. (Version 2002 is shown)



Citrix Workspace App

or

Search Downloads

Narrow Results

By Type

- All Types
- Other Workspace app Plug-ins (11)
- Earlier Versions of Workspace app for Windows (10)

- Earlier Versions of Workspace app for Windows
- Workspace app for Universal Windows Platform
- Betas and Tech Previews

- Workspace app for Mac
 - Workspace app for Mac
 - [Citrix Workspace app 2002 for Mac](#)
Mar 3, 2020 | NEW
 - Earlier Versions of Workspace app for Mac

- d. Download and run the installer: [CitrixWorkspaceApp.dmg](#)

Citrix Workspace app 2002 for Mac

Release Date: Mar 3, 2020

Compatible with:

Mac OS 10.13, 10.14, 10.15

[Download Citrix Workspace app for Mac](#)

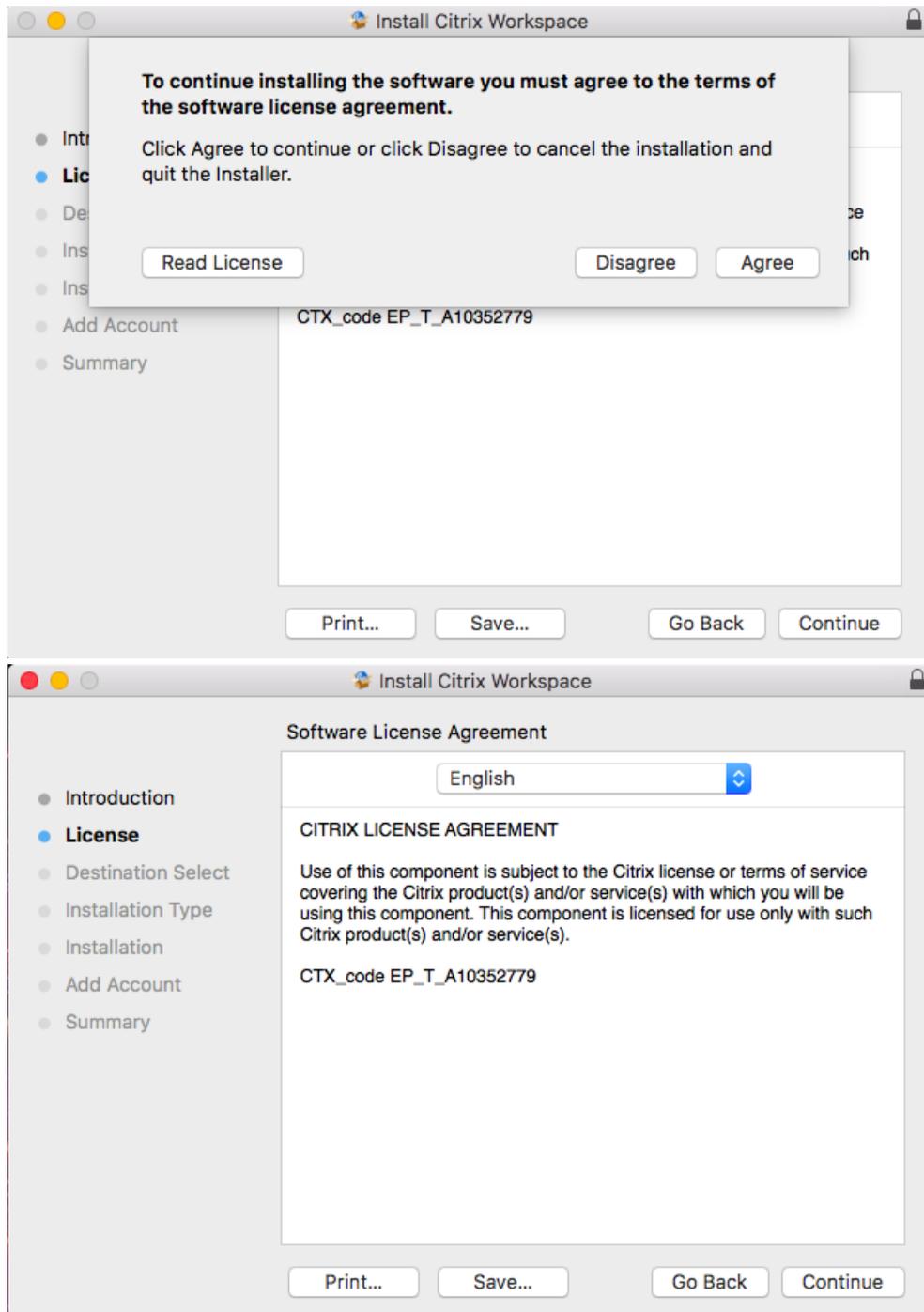
(141.2 MB - .dmg)

Version: 20.02.0.5 (2002)

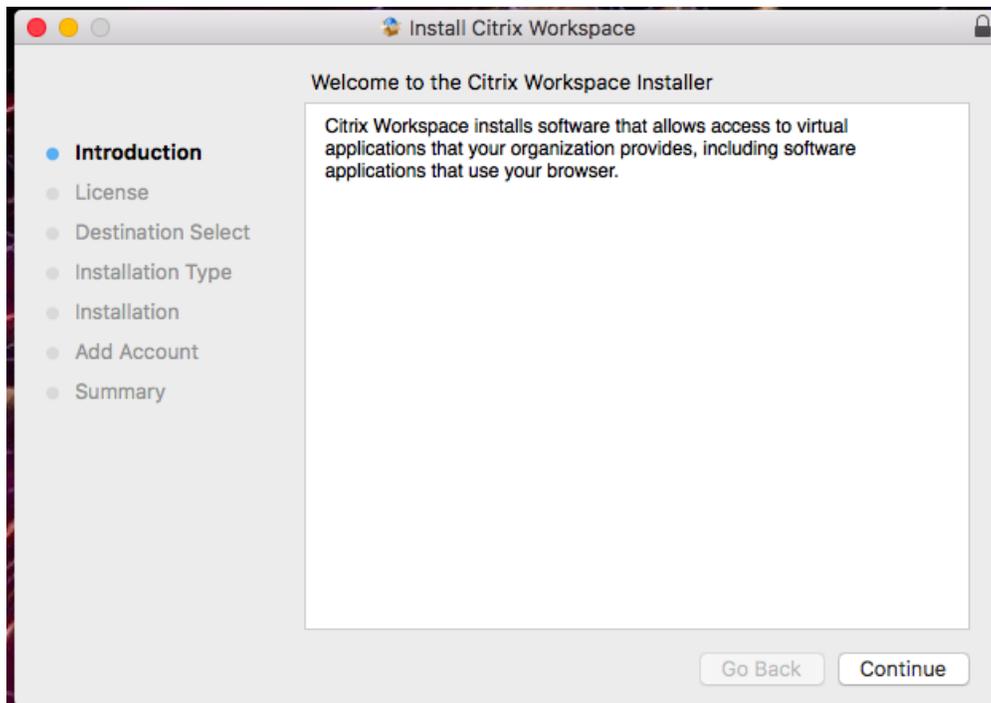
Checksums

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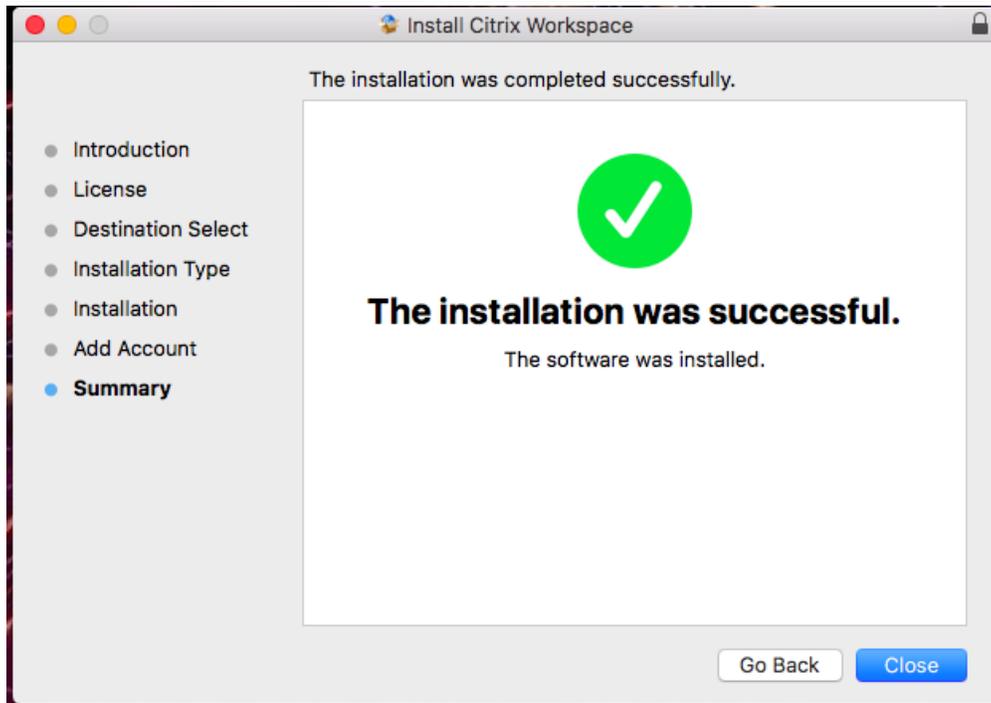
- e. Respond positively to all installation prompts and security allowances for Citrix Workspace during the installation. Installation should look similar to the following on a Mac but may vary:



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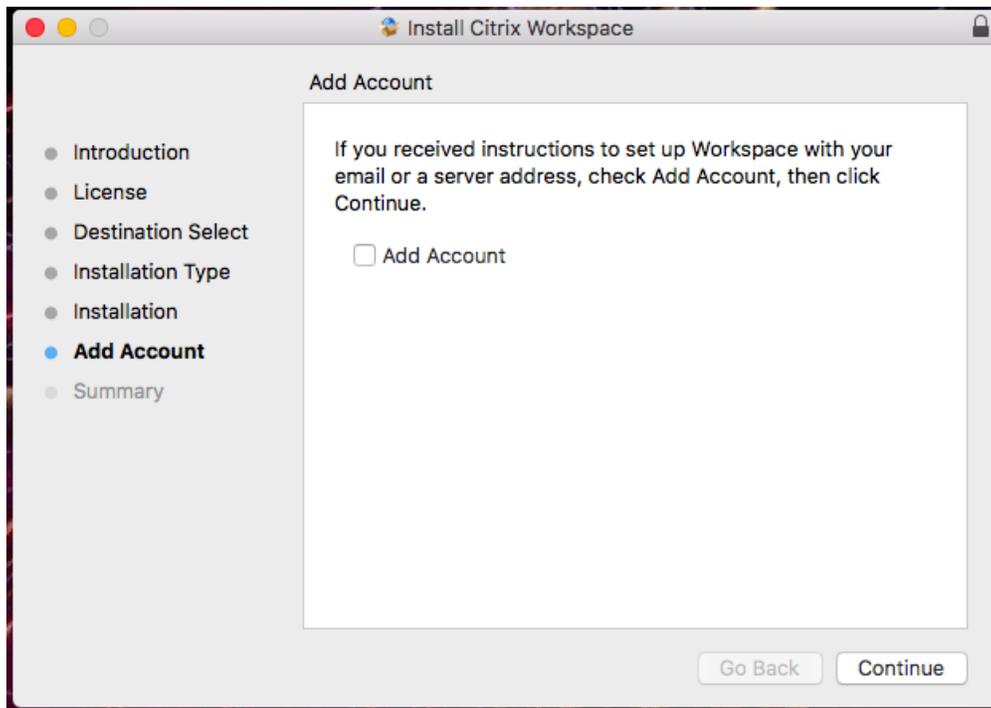


f.

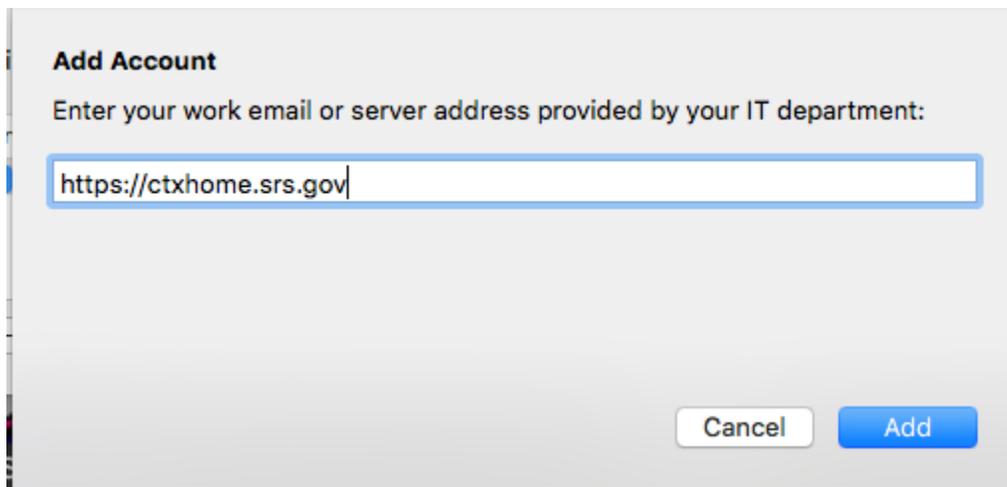


- g. Once the installation is complete, insert your Smart Card. **Do not remove your Smart Card until you successfully add the SRS Citrix Storefront address. Early removal will result in failure messages when adding the Storefront.**

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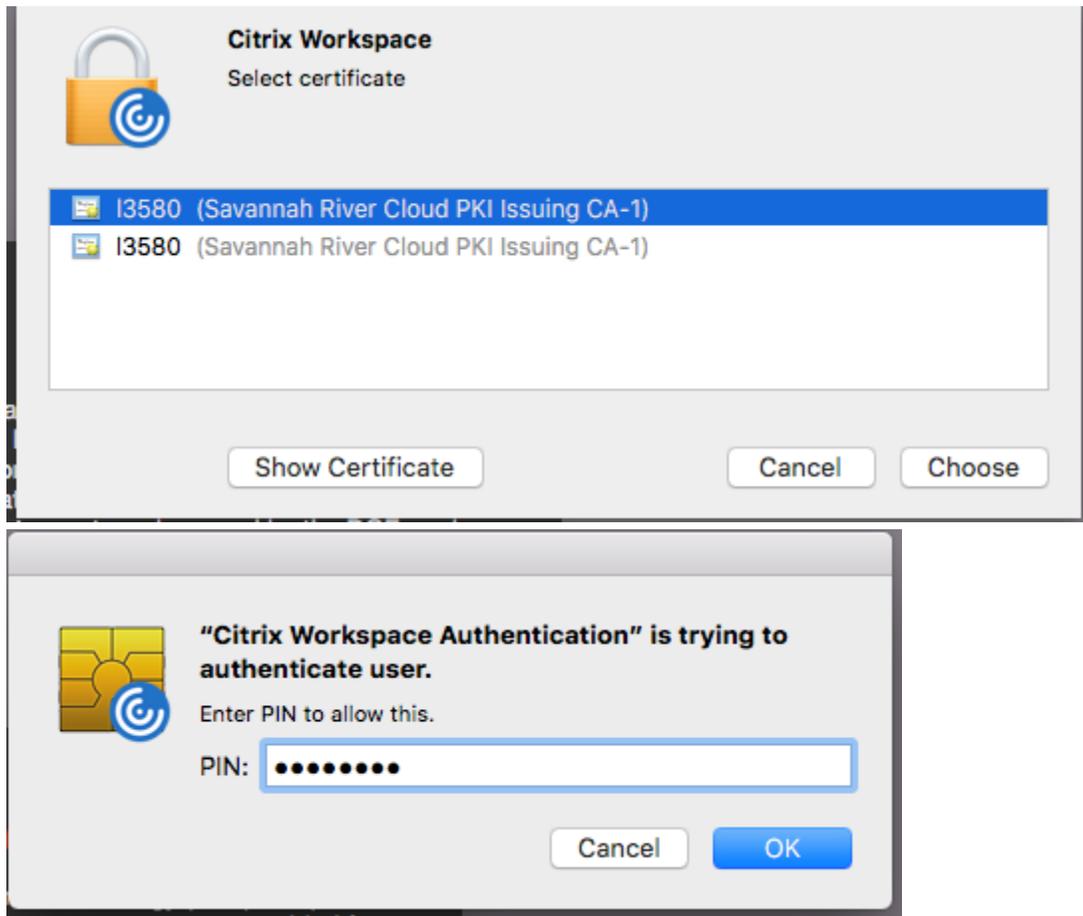


- f. Enter <https://ctxhome.srs.gov> as the account name



- g. You will be prompted to choose your certificate and then enter your PIV/CIV card Pin Code

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Note: Citrix Workspace should launch automatically. If it does not, launch it from the Mac Launchpad or Application Folder.

- h. If you miss the Add Account, when you restart Citrix Workspace you will be prompted again to Enter the Remote Access web address <https://ctxhome.srs.gov> for the SRS Citrix Storefront when prompted to Add Account as described above.

IV. Accessing Applications and Desktops via Citrix Workspace

- a. Insert your Smart Card.

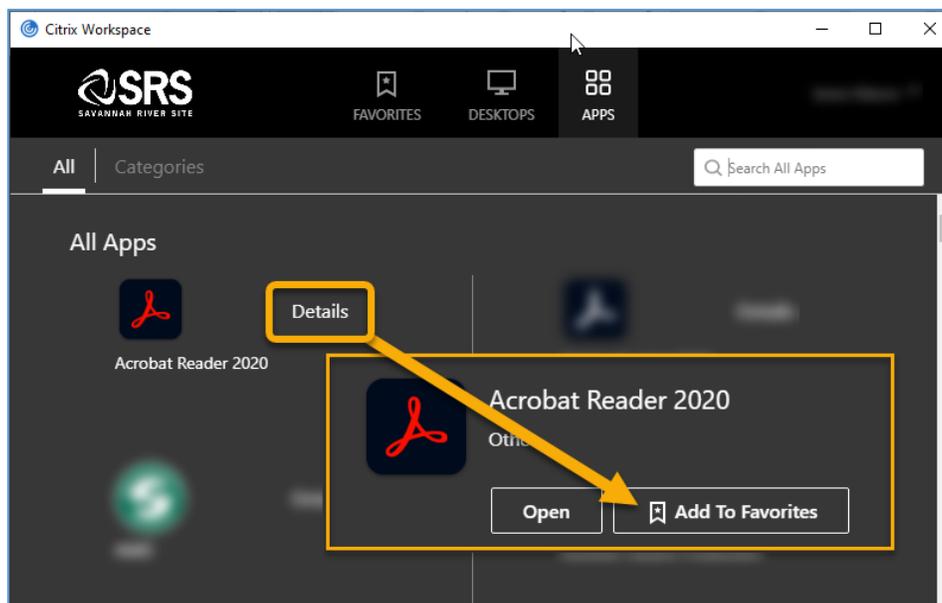
Do not remove your Smart Card until you successfully launch an Application or Desktop. Early removal will require you to reinsert the card, select the logon method and enter your PIN.

- b. Launch Citrix Workspace App from the Mac Launchpad or Application folder.



- b. Select your Certificate and enter your Smart Card PIN.
- c. Accept the DOE System Access Warning to continue.
- d. The Storefront will default to the FAVORITES Tab. You can then select the APPS tab or the DESKTOPS Tab to display all available options.

Note: For ease of use in future sessions, click the Details link next to frequently used applications or desktops and Add to Favorites. (This will add a shortcut for the Citrix Application you selected to the Windows Start Menu inside the Citrix Applications folder and to the Favorites Tab in the Citrix App Store.)



V. Accessing Citrix Applications and Desktops via a Web Browser

- a. Insert your Smart Card.

Do not remove your Smart Card until you successfully launch an Application or Desktop. Early removal will require you to reinsert the card, select the logon method and enter your PIN. Google Chrome users will be required to pick their Smart Card Certificate and enter their PIN.

- b. Open your Web Browser. Browse to <https://ctxhome.srs.gov/>
Safari is the preferred browser to launch Citrix Apps on a MAC. Chrome is supported but requires additional steps to launch the Citrix Apps. Mozilla Firefox and Microsoft Edge may work as well but haven't been tested.