Citrix Workspace Install Instructions for MAC operating system

The **Citrix Workspace App** is required on any device accessing the Baptist Health Network. You will not be able to access it, if Citrix workspace is not installed.

NOTE: Anytime **MAC** has an OS Install or UPDATE, the **Citrix Workspace** will need reinstalling. Uninstall the OLD Version and install the latest version. Follow the install instructions below.

(1.) Go directly to the source - https://www.citrix.com/downloads/workspace-app/ Copy and paste this Link or hold down the CTRL on your keyboard and click on the Link.

(2.) Select the appropriate Citrix Workspace App: Citrix Workspace App Current version for Mac or choose an earlier version that may work better with your **Mac Operating System.**

Note: To expand your searches on the Download page, by each item there is an Arrow pointing downward to the left of each item. Click one of them to see the numerous choices.

(3.) For Mac, Click on Citrix Workspace app 2301 for Mac or the **LATEST VERSION**. Find the place where it was downloaded on your PC and double click on it. *(Normally, the Download is placed in the PC's Download Folder.)*

(4.) Answer YES when asked if you want to install it.

(5.) Once it finishes installing, you may be prompted to enter an **Email Address and Server Name. "Click Finish" or just close the prompt out as we DO NOT login to Citrix.**

NOTE: Once the install is completed, you are finished with the process. You never have to touch the plug-in again unless there is an update for it.

(6). Open up your browser, i.e. ***Microsoft Edge, Fire Fox, Google Chrome, Safari*** Type in the following web address in the browsers address bar or hold down the CTRL on your keyboard and click on the Link **https://myapps.baptist-health.org**

(7). You will login here as if you were at any Baptist Health facility – username & password – enter that information.

(8) You will see all of your applications as if you were sitting at your Baptist Health

workstation. You are done!

BROWSER CONFIGURATIONS and TROUBLESHOOTING TIPS

The most common problems users have, after successfully installing this software is, it will not open the applications. You will get prompts like "What do you want to do with this file?" "Do you want to OPEN, Save or Launch, (an ICA file) etc.?"

Recommendation: Add the following sites to your **TRUSTED SITES** in your web browser: **https://myapps.baptist-health.org** and **https://www.baptist-health.com**

Chrome Browser Configuration Instructions:

COPY & PASTE link below into the Address Bar. **Do not paste in the Search box**

https://www.tech-recipes.com/rx/64438/how-to-add-and-remove-trusted-sites-in-google chrome/

You can, also, go to the Link below to configure, IE, Chrome, Firefox, and Safari:
https://www.wikihow.tech/Add-a-Website-to-Trusted-Sites#Safari-.28Desktop.29_sub

Microsoft EDGE:

Adding sites to your **Trusted Sites** List in **Microsoft Edge**. Click on **Settings,** scroll to the bottom and click the **Show Advanced Settings link**. Click on **Change proxy settings**. Click the **Security tab** > **Trusted Sites** icon, then click **Sites**. Enter the URL of your **Trusted Site**, then click **Add**. **Add** as many **sites** as you need to. Once finished, click **Close.**

Note: Baptist Health does not support personal devices. These instructions are designed to assist the user as much as possible. It is not guaranteed by following these instructions the installation of the software will succeed or function as designed. All PC's are different with different settings and pre-installed software, Firewall settings or self – installed software with Windows constant updates could cause conflicts with the Citrix installed Software.