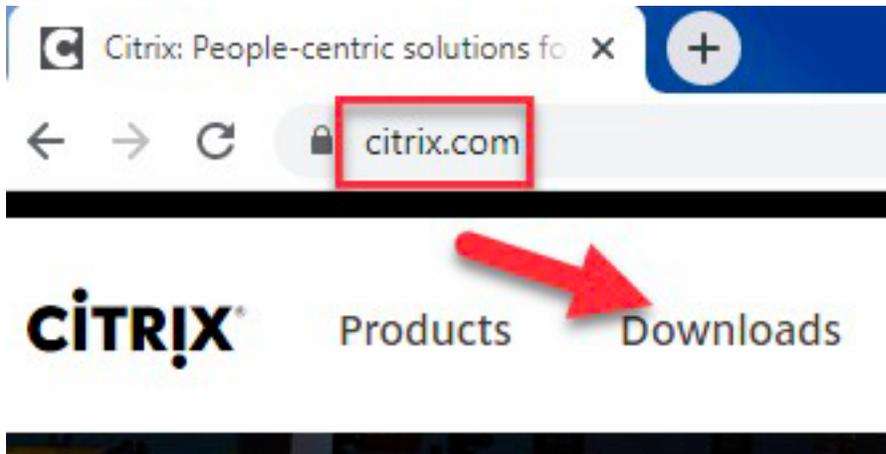


Installing Citrix workspace software on a Mac

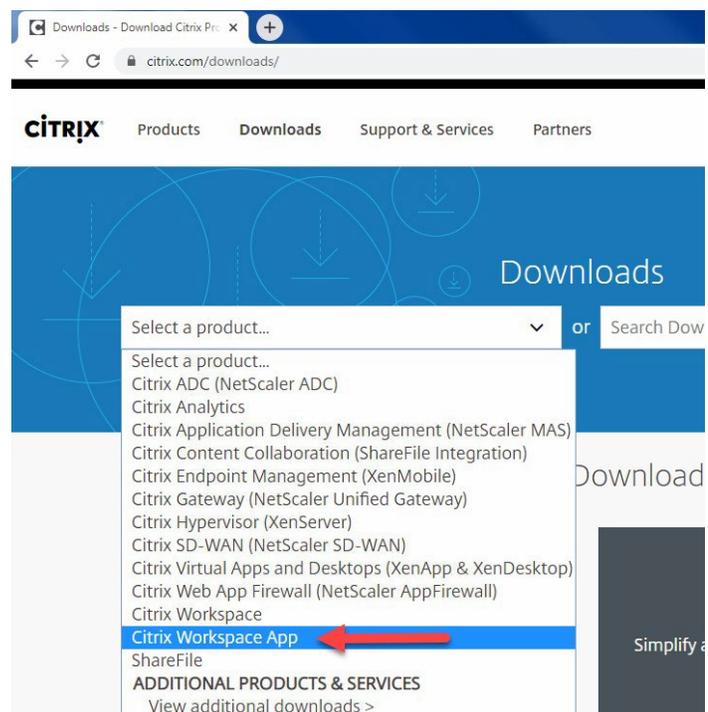
Note: It is recommended that you use the Google Chrome browser or the Safari browser to follow these instructions. While other browsers should work with this solution, it is recommended that Chrome be used to ensure the best results.

Go to Citrix.com and click on downloads;



Click "Select a product..." and go to Citrix Workspace App;

Expand Workspace app for Mac and click on Citrix workspace app (version # will vary depending on current release);



Citrix Workspace App

[Subscribe to RSS notifications of new downloads](#)

Workspace app for Windows

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

Betas and Tech Previews

Click the download button

[Home](#) / [Downloads](#) / [Citrix Workspace App](#) / [Workspace app for Mac](#) / [Citrix Workspace app 2002 for Mac](#)

Find Downloads

Citrix Workspace App

or

Search Downloads

Support Resources

[Product Documentation](#)

[Knowledge Center](#)

[Support Forums](#)

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)

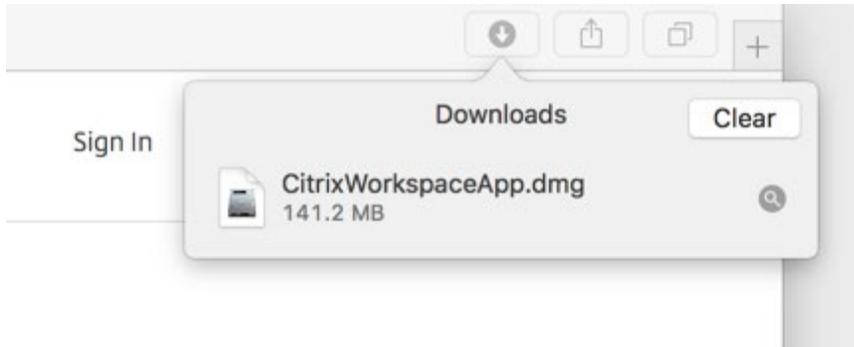
Version: 20.02.0.5 (2002)

Checksums

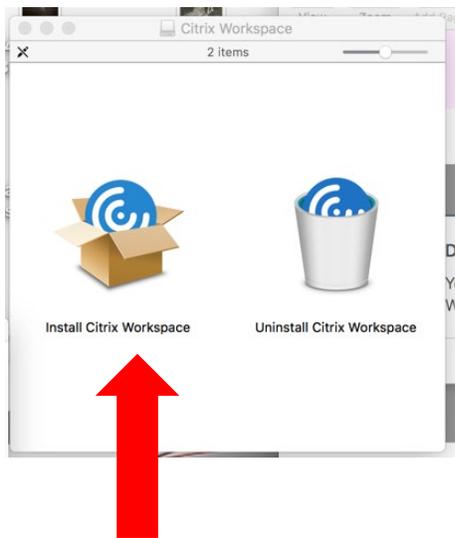
SHA256

- EEF7ED9EDDDC961A9622912B2B9CAB001E72A2EA5BF0400E3AD71F4D73B86A7A

Click on downloaded file

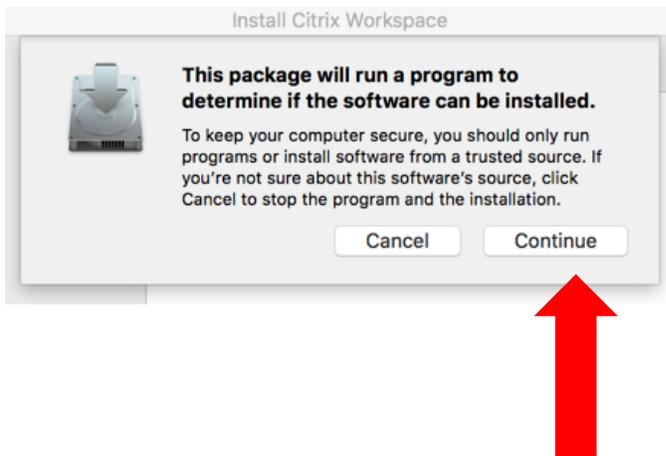


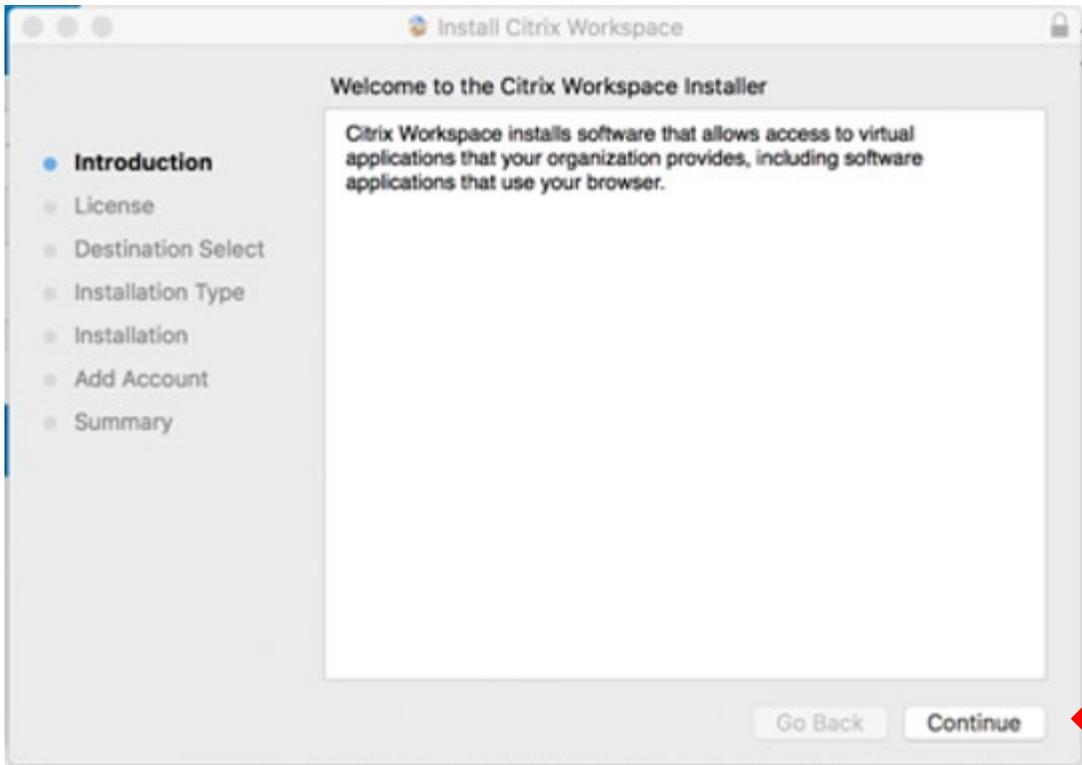
Launch the downloaded install;



Run the installer

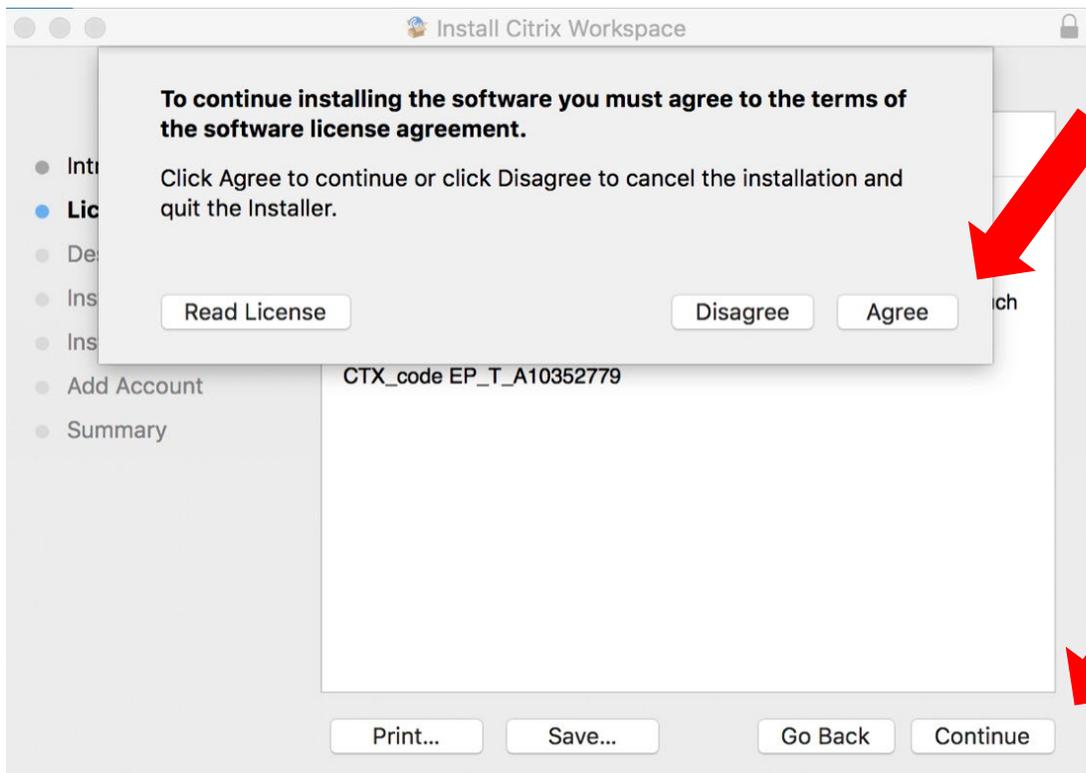
Continue to allow the installer to proceed;



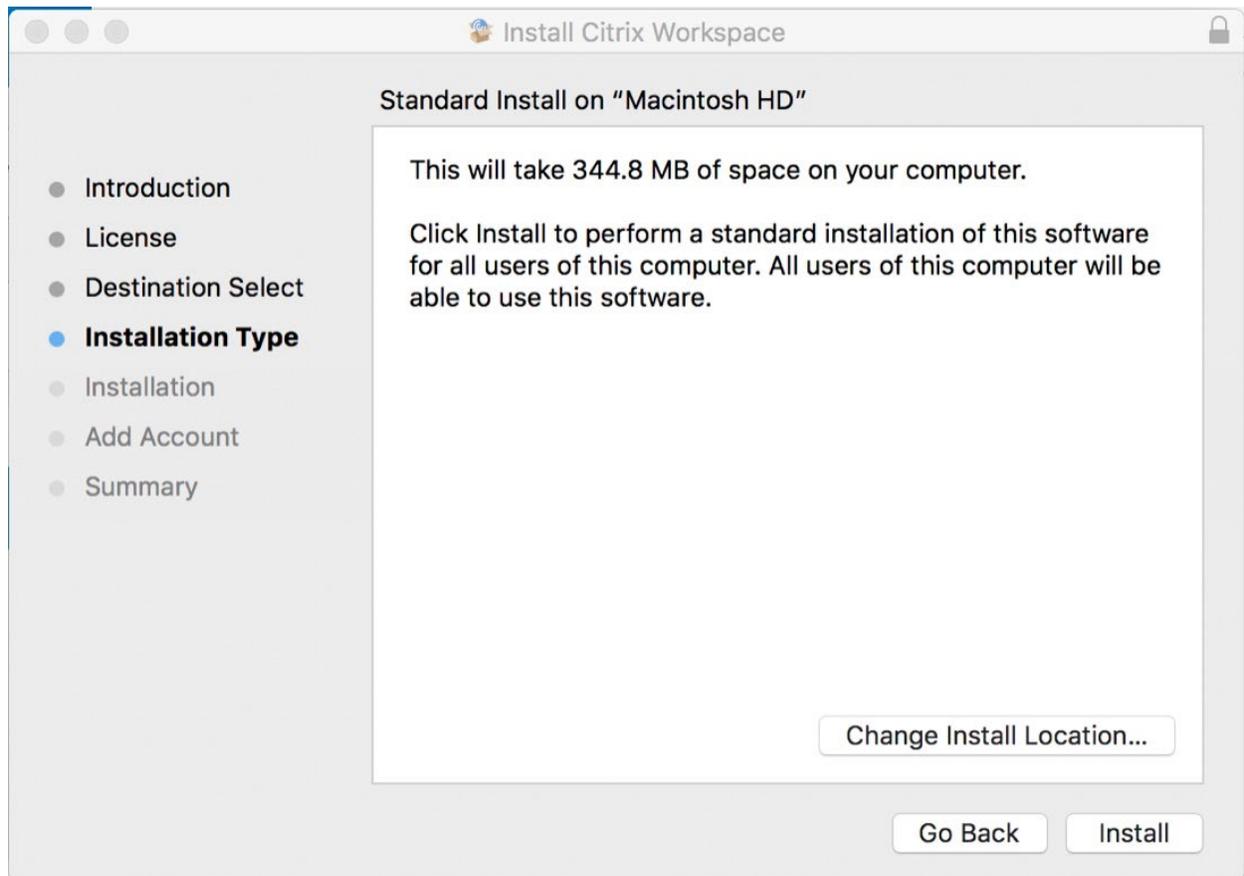


Continue

Must continue for Agreement to pop up.



Install may take a few minutes;

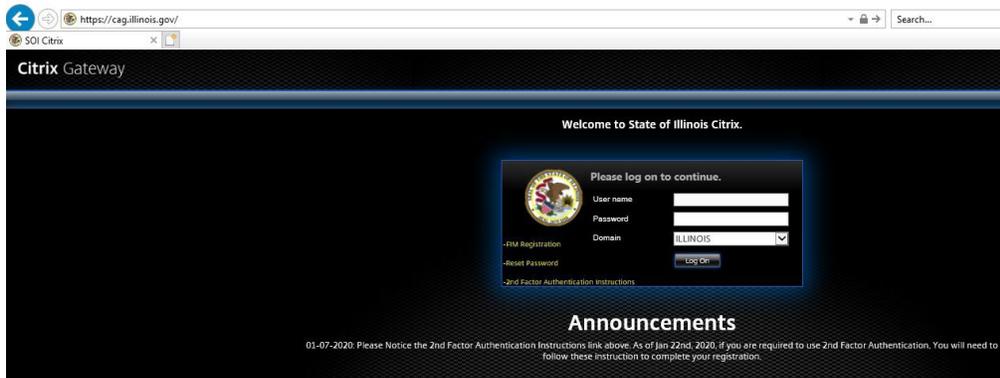


Once completed click finish, do NOT add account as Citrix will be launch from the website;

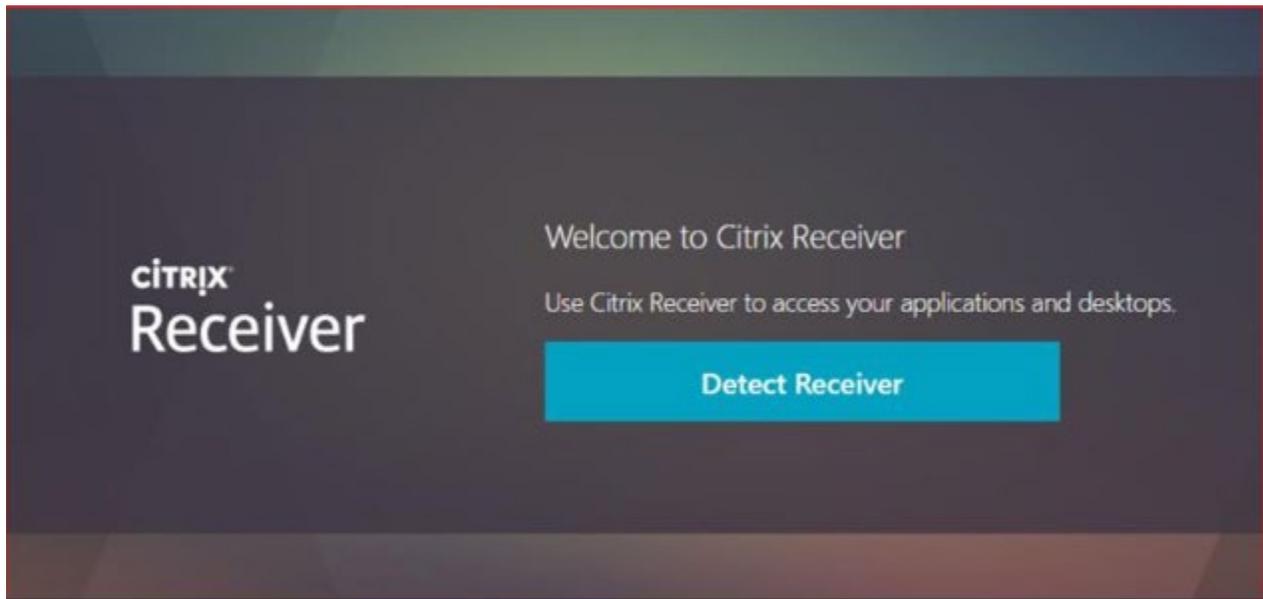
Right click the workspace icon in your system tray and Exit;



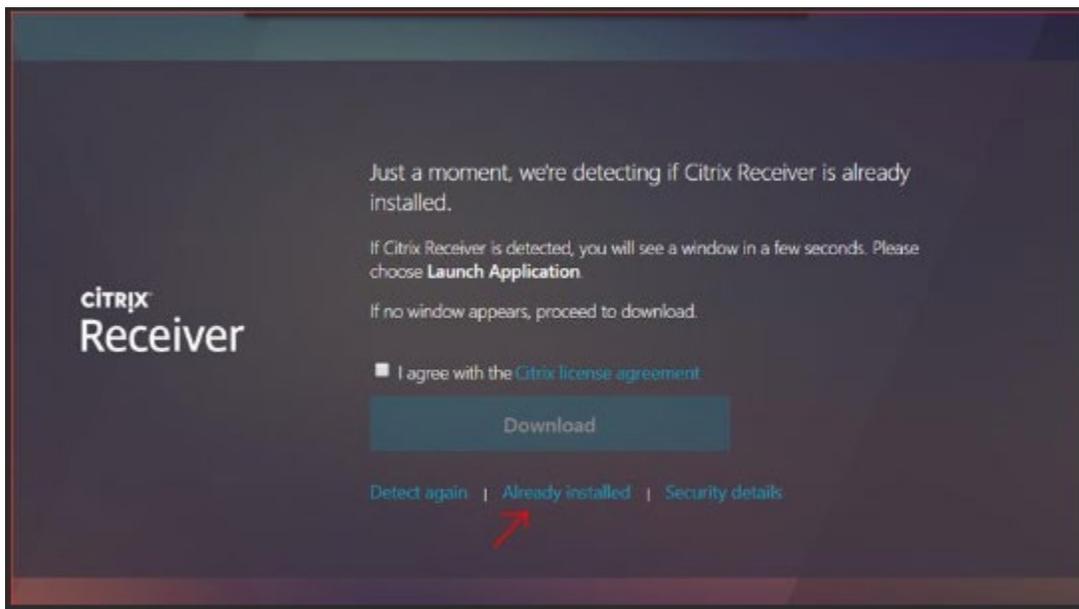
Using Safari login to <https://cag.illinois.gov> and launch your Citrix application or desktop. This address will be changing to <https://ra.illinois.gov>.



You may see a message that looks like this:

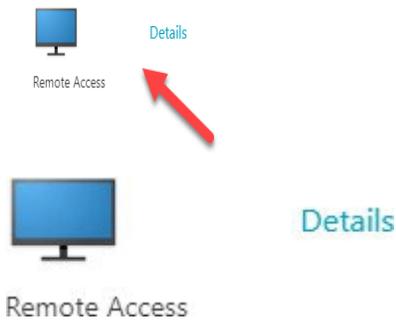
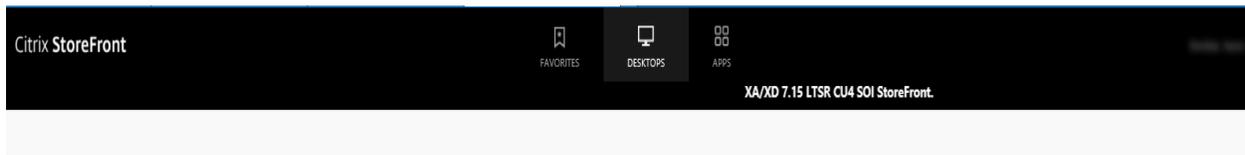


If you do, click on “Detect Receiver” and you should be taken to a screen that looks like this:

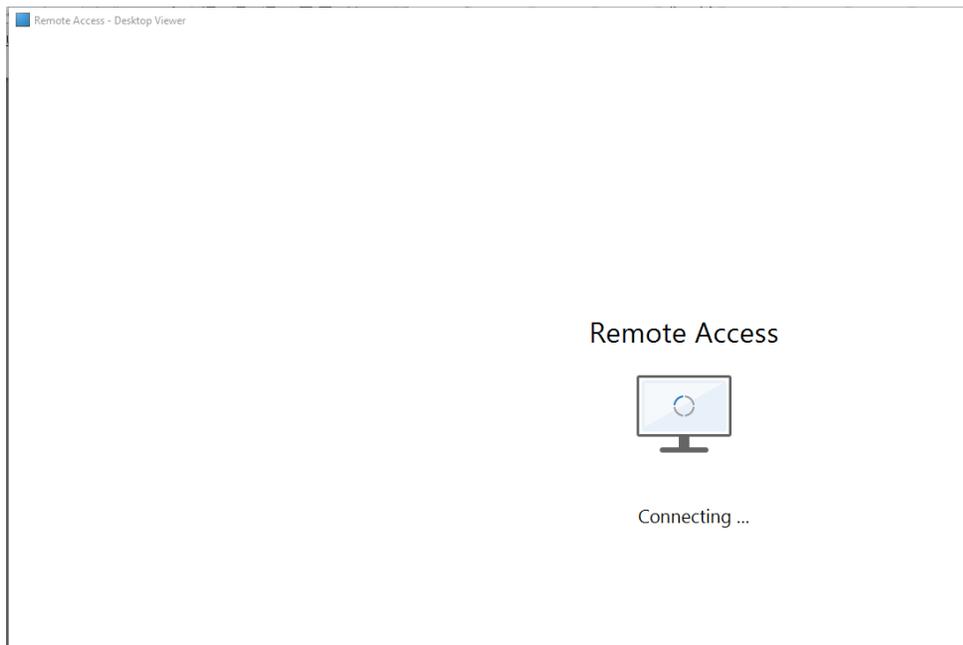


Click on “Already Installed to be taken to the storefront.

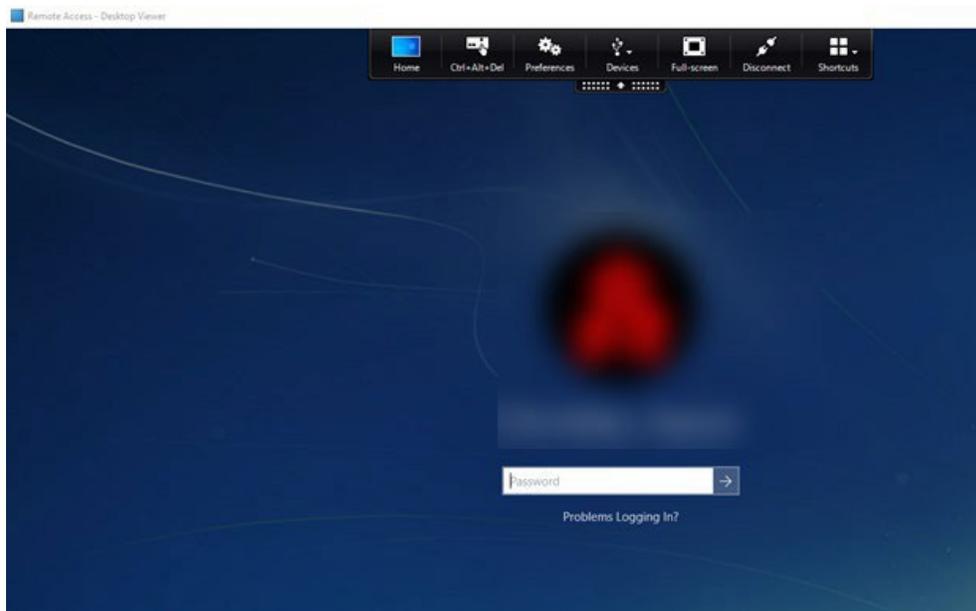
Click Remote Access to launch a connection to your PC.



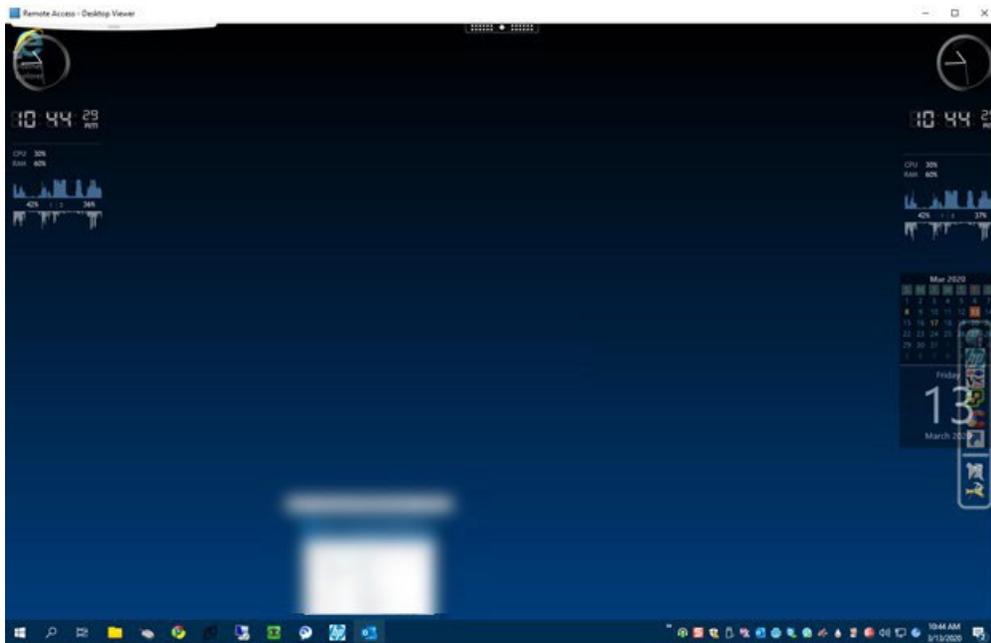
Launching...



Connection to your PC to login;



You will now be logged in to your PC.



NOTE: The idle time for the remote connection has been set to 4 HOURS. This means that if you leave the remote connection active with no input this will automatically disconnect at 4 hours of inactivity.