

# Accessing Citrix on a MAC using OS X (Mountain Lion and Newer)

These instructions are specifically designed for OS X “Mountain Lion” and Mavericks. Earlier versions of the OS will require a different installation.

These instructions assume that there are no Java, Citrix or Juniper components installed on the computer.

While every attempt has been made to ensure that these steps can be followed step by step, individual computers may present different prompts depending on how they are configured.

Safari version must be 6.1.2 or newer. (Use Software Update to ensure that you have the latest version)

## **Install Java:**

Go to <http://java.com>:



Click “Free Java Download”:



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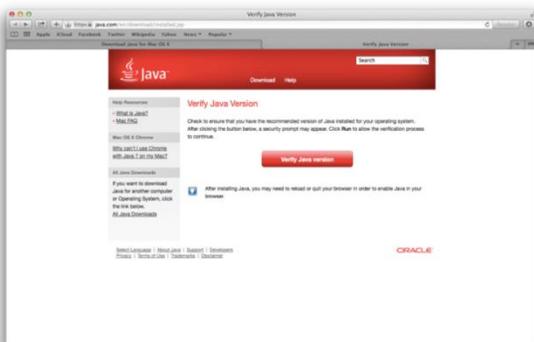
Click “Agree and Start Free Download”

The installation file will start downloading. Once the file has downloaded, click on it to open it:

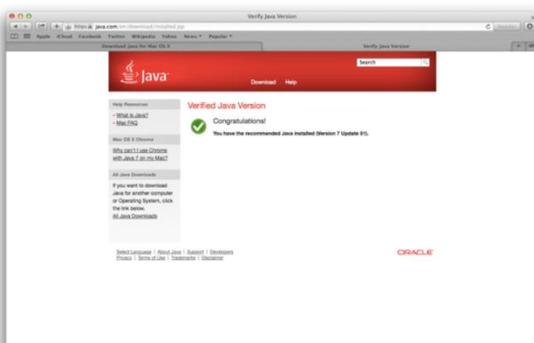


Double click on the brown and yellow box. Java will begin installing. Step through the installation. Since you are installing new software, you will probably have to enter your login ID and password at some point during the installation. This is the name and password for your MAC, not your LNI name and password.

Once Java is installed, you will see the following screen:



Click “Verify Java Version”. The web site will verify your version and whether or not Java is working correctly. A successful install will look like this:



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If you do not see a successful installation message, you will need to do some investigating to see why Java did not install or is not running correctly. This is outside the scope of this document.

Close Safari.

## **Configure Java:**

Click the Apple logo in the upper left hand of your desktop.

Click “System Preferences”:



Click the “Java” icon:



Click the “Security” tab.

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Click “Edit Site List”

Click “Add”

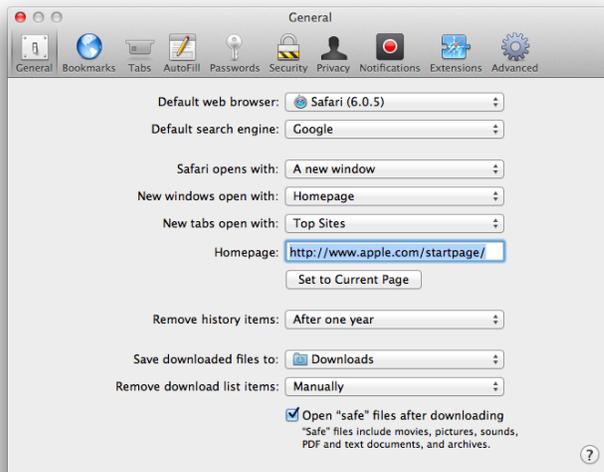
Enter [Https://connect.wa.gov](https://connect.wa.gov)

Click “Ok”

Click “Ok” to close the Java Control Panel.

Open Safari.

From the Safari menu, go to “Preferences”:



Click the “Security” tab:



Deselect “Block pop-up windows”.

Java and Safari are now configured.

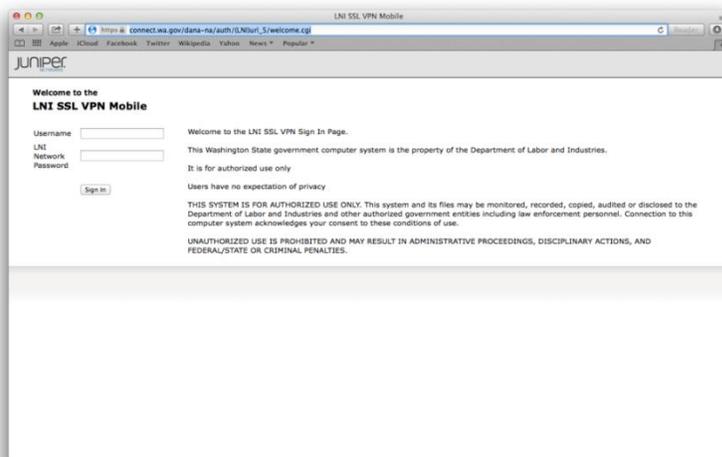
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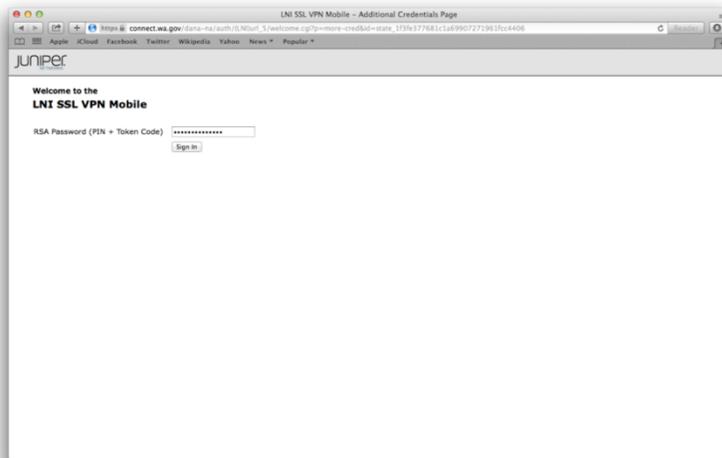
## Logging In:

This section will require you to log in more than once. This is necessary in order to install components and to configure Safari to allow Juniper and Citrix to run.

Go to <https://connect.wa.gov/lni/mobile> (This is the site which you will use to log into Citrix)



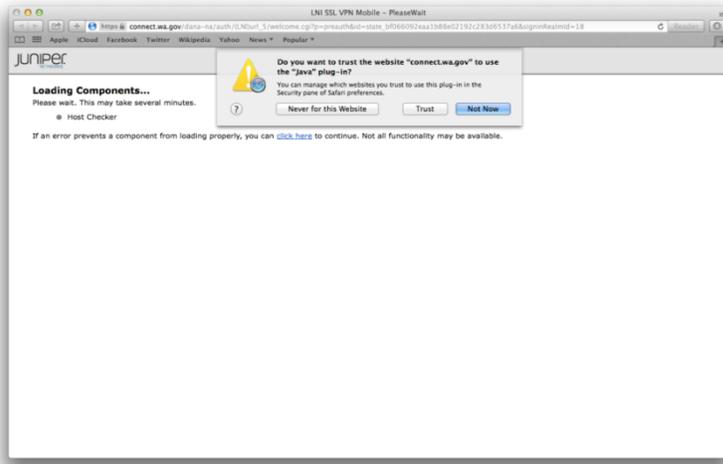
Enter your LNI user name and password and click "Sign In". If you are prompted to remember your password, choose "Never for this Website":



Enter your key fob PIN and number and click "Sign In":

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Click "Trust":



Click "Continue":



Check the box next to "Do not show this again for apps from the publisher and location"

Click "Run":

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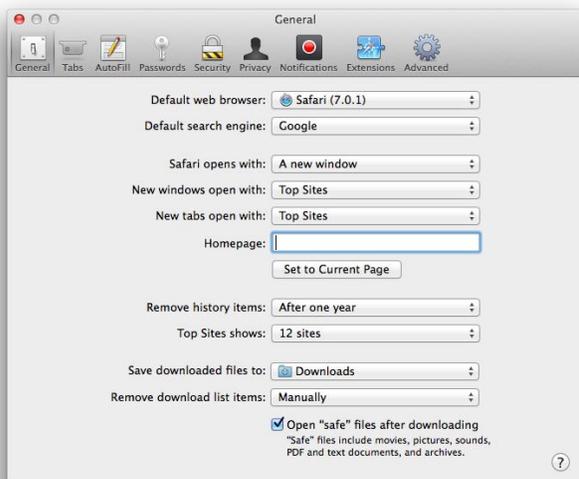


Click "Always"



Click "Ok". You will be returned to the original login screen.

From the Safari menu, go to "Preferences":



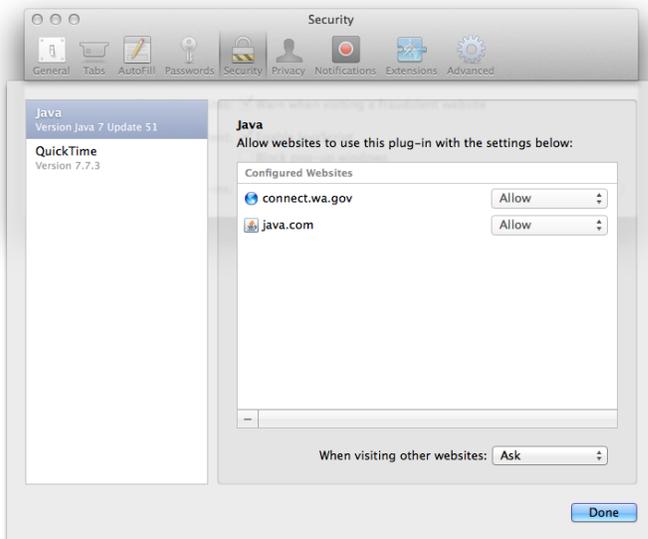
Click the "Security" tab:

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Click “Manage Web Site Settings”:



Make sure that “Java” is selected in the left hand panel and click “Allow” next to the Connect.wa.gov” entry.

From the drop down list, choose “Run in Unsafe Mode”:



Click “Trust”, then click “Done”

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Close the Security window.

Log back in to the website:



Click "Continue":



Click "Always"

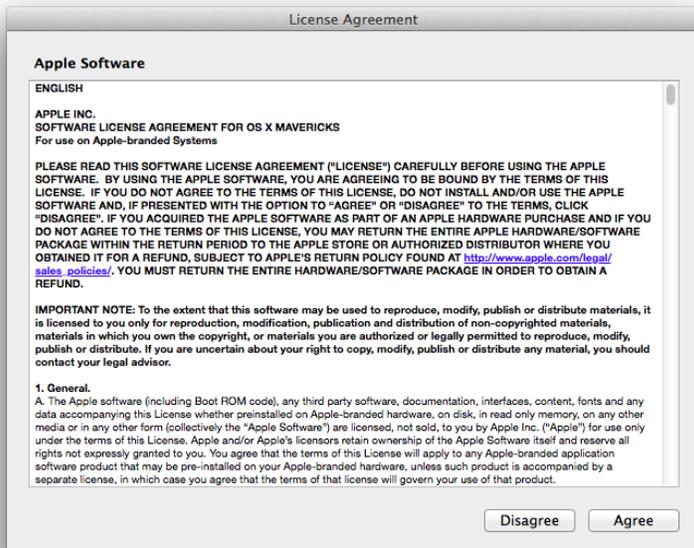


When you see the above prompt you will need to close Safari.

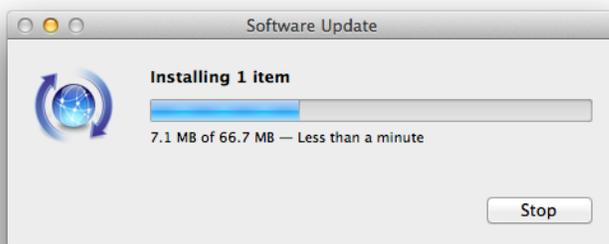
Once Safari is closed, click "Install":

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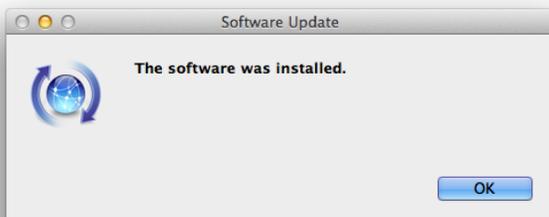
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Click "Agree":



The installation will complete:



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Click "OK"

Launch Safari again.

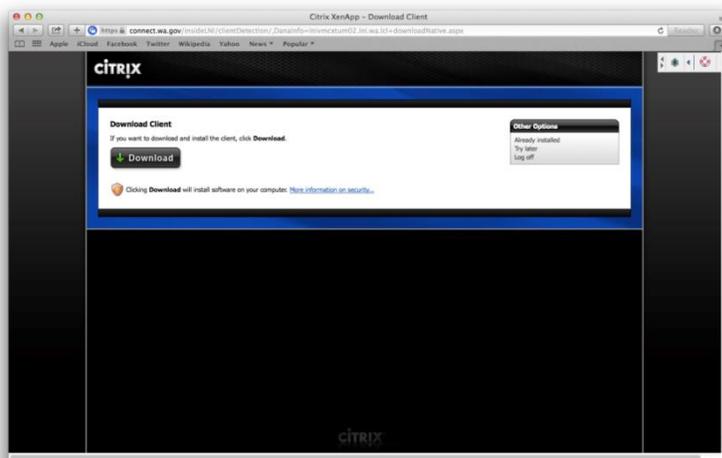
Log back in to the website:



Click "Continue":



Check "Do not show this again for apps from the publisher and location above" and then click "run":



Click "Download".

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The Citrix Client Installer will begin to download. Once the download is complete, double click on the downloaded file "Citrixreceiver.dmg":



Double Click "Install Citrix Receiver"

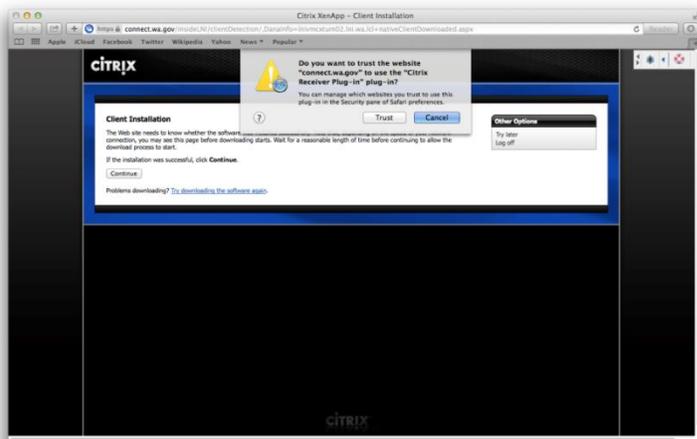
Step through the installation of the Citrix Client. Since you are installing new software, you will probably have to enter your login ID and password at some point during the installation. This is the name and password for your MAC, not your LNI name and password.

The installation will complete:



Click "Close"

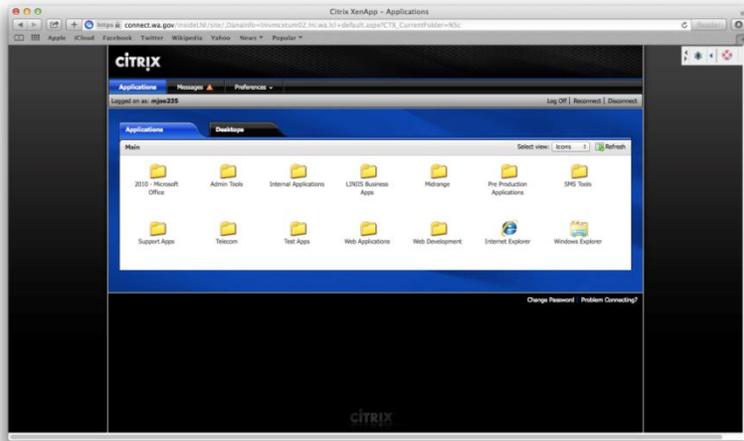
Close the Citrix Receiver installation box.



Click "Trust":

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Launch your applications as you normally do.

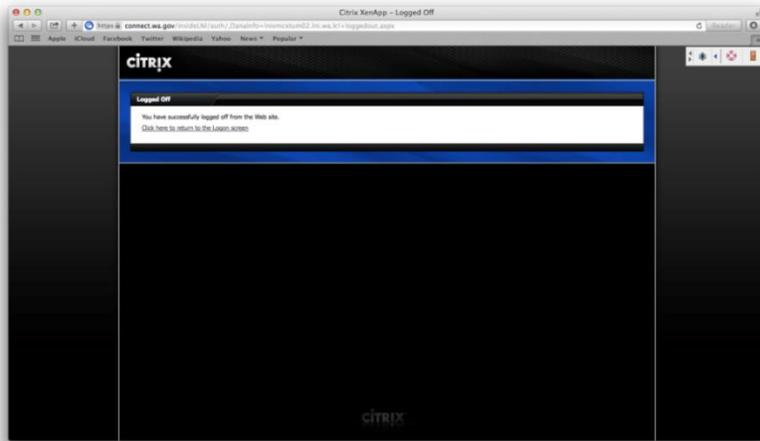
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## **Logging out:**

Close all open Citrix applications

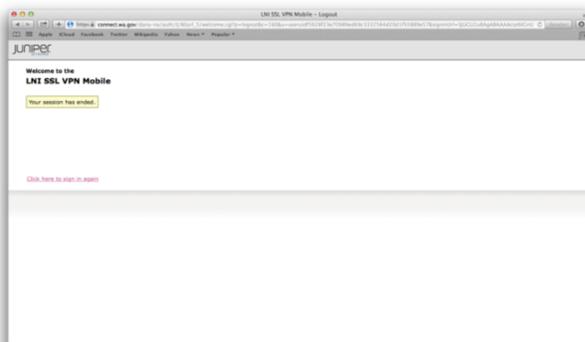
Click “Log Off” in the grey bar above the applications:



Click the orange door in the upper left hand of your browser. You may have to stretch the browser window to see it:



Click “Continue”:



You are now logged out of Citrix and can close your browser.

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## **Best Practices:**

- **When launching applications, launch one application initially and wait for it to completely load before launching another application. Launching multiple apps at the same time can connect you to multiple Citrix servers which will make the overall experience of using Citrix much slower than it should be.**
  - Pick one application (Outlook, Orion, Etc.) and launch it.
  - Wait for it to completely load.
  - Now launch other applications as needed.
- **Always leave at least one application open while connected to Citrix.**
  - Open an Application (Outlook, Orion, Etc.) and once it has opened, leave it open until you are finished with your Citrix session.
  - This will minimize disconnects and reconnects to Citrix Servers and will greatly decrease the time it takes to launch applications.
- **When you are finished using Citrix, close all open Citrix applications and log off before shutting down your computer.**
  - Close every open Citrix application
  - Log out of Citrix by clicking “Log Off” in the grey bar above the applications.
  - Log out of Juniper by clicking the “Door” icon in the upper right of your Browser.
  - This will avoid corrupting your Citrix profile, which can make you unable to launch Citrix applications the next time you log in.