Telework on Mac with Citrix

Overview

The purpose of this document is to provide Mac users with the steps needed to login to https://telework.aoc.gov. The instructions will cover verifying pre-requisites such as macOS and Citrix client versions. The instructions will also cover additional actions needed if any of the pre-requisites are not met, along with helpful suggestions that can make the entire connection process much easier.

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Procedure

1. Verify macOS and Chrome versions

a. To verify your version of macOS is at least version 10.13.6, click on the Apple logo in the top left corner of your screen and click "About this Mac"

If you find your macOS is older than 10.13.6, you can upgrade for free by visiting the macOS product page.

b. Open Chrome, click "Chrome" in the top menu bar and then click "About Google Chrome." Verify the version is at least 69.0.3497.100.
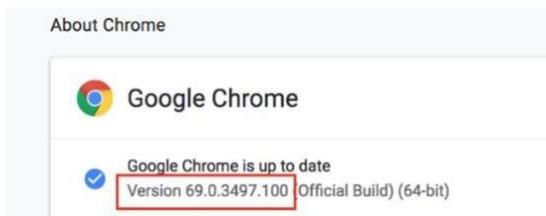
2.

If your computer does not have Google Chrome installed or the version is older than 60.0.3497.100, you can download it free by visiting the [Chrome web browser](#) product page.

Verify Citrix Workspace and Citrix HDX RealTime Media Engine versions

This section is for verifying already installed Citrix software. If you have never used this computer to connect to Citrix before, you can skip this and move to the next section, "Install Citrix Workspace and Citrix HDX RealTime Media Engine."

Verify Citrix Workspace version

a. Click on the desktop to bring up Finder and then click "Applications" under the "Go" menu.

b. Locate and click on "Citrix Workspace" and verify the version is at least 18.9.0.
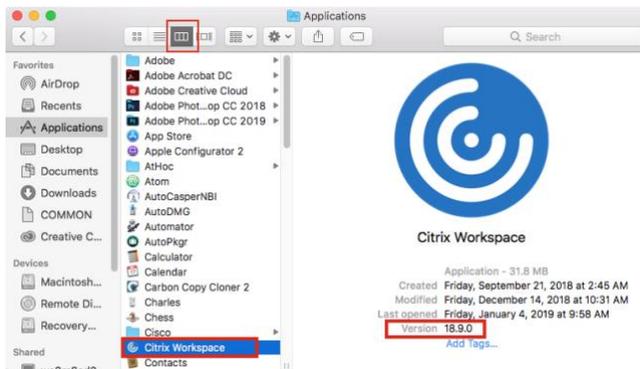
The Citrix client was recently renamed from Citrix Receiver to Citrix Workspace. If Citrix Receiver is currently installed or a version of Citrix Workspace older than 18.9.0 is currently installed, then follow the steps provided in the next section, "Install Citrix Workspace and Citrix HDX RealTime Media Engine."

3.

Verify Citrix HDX RealTime Media Engine version

c. Click on the Apple in the top left corner and then click on "System Preferences".

d. Click on "Citrix HD…ia Engine" and verify the version is 2.6.0.2030 or later.

Citrix HD…ia Engine

Citrix HDX RealTime Media Engine

Citrix HDX RealTime Media Engine
Version: 2.6.0.2030

If the current installed version is older than 2.6.0.2030, then proceed to the next section, "Install Citrix Workspace and Citrix HDX RealTime Median Engine."

Install Citrix Workspace and Citrix HDX RealTime Media Engine Install Citrix Workspace

a. Open Chrome and navigate to telework.aoc.gov and click on "Download Citrix Receiver for Mac".

1 Step 1 - Install Citrix Receiver
The Citrix Receiver provides access to network drives, desktop items, documents and even saved favorites, all within a virtual desktop. To connect to your virtual desktop, install the appropriate client below:

Windows Users
Download Citrix Receiver for Windows
Mac Users
Download Citrix Receiver for Mac

b. Open the downloaded file and double click on the "Install Citrix Workspace" icon.

Follow the installer prompts to complete the installation.

Citrix Workspace

Install Citrix Workspace   Uninstall Citrix Workspace
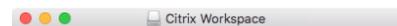
4.

Install Citrix HDX RealTime Media Engine

    c. Return to Chrome and click on "Download HDX RealTime Media Engine for Mac".

    d. Open the downloaded file and double click on the "Install HDXRealTime…iaEngine" icon.

        Follow the installer prompts to complete the installation.

Connect to telework.aoc.gov

> Apple has recently made some changes that affect how to connect to Citrix. While you may be used to using the Safari browser, Google Chrome is now required.

a. Insert your smart card and make sure it lights up and blinks.
        - This is very important as the smart card will not work if inserted upside down.

        - Your Mac will display a SmartCard Pairing MacOS prompt, click "Pair"
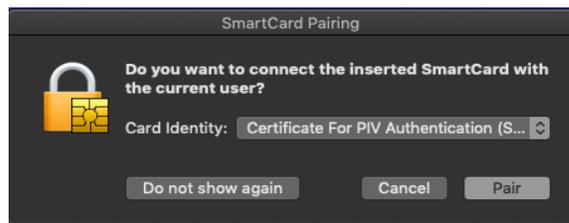
5.

- In the SmartCard Pairing prompt, it will request your Mac's login password to authorize pairing your smart card. Following that you will be asked to enter the PIN for your YubiKey and click "OK"
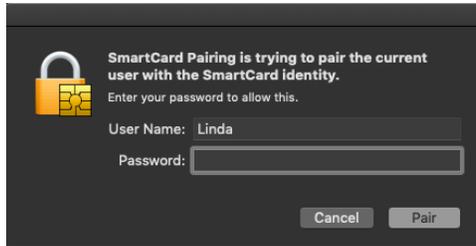
- If you are prompted to use your smart card with your login keychain, please select cancel.

b. Open Chrome and go to https://telework.aoc.gov

If you have Chrome open already, close it. CMD-Q all the way out of Chrome or go to Chrome, Menu, Quit. If you don't do this, your smart card may not work properly resulting in "you can't login with a smartcard" error message.

c. Click on "Smart Card Login"

d. Verify your smart card is inserted correctly and click the image of the smart card to continue.

6.

e. Insert your smart card PIN
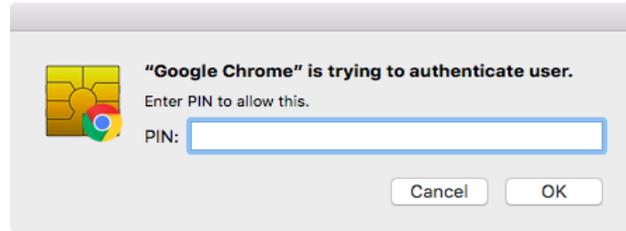
f. Choose your username and click OK to continue.

g. If you see a prompt to "Open Citrix Workspace Launcher.app" select Open.
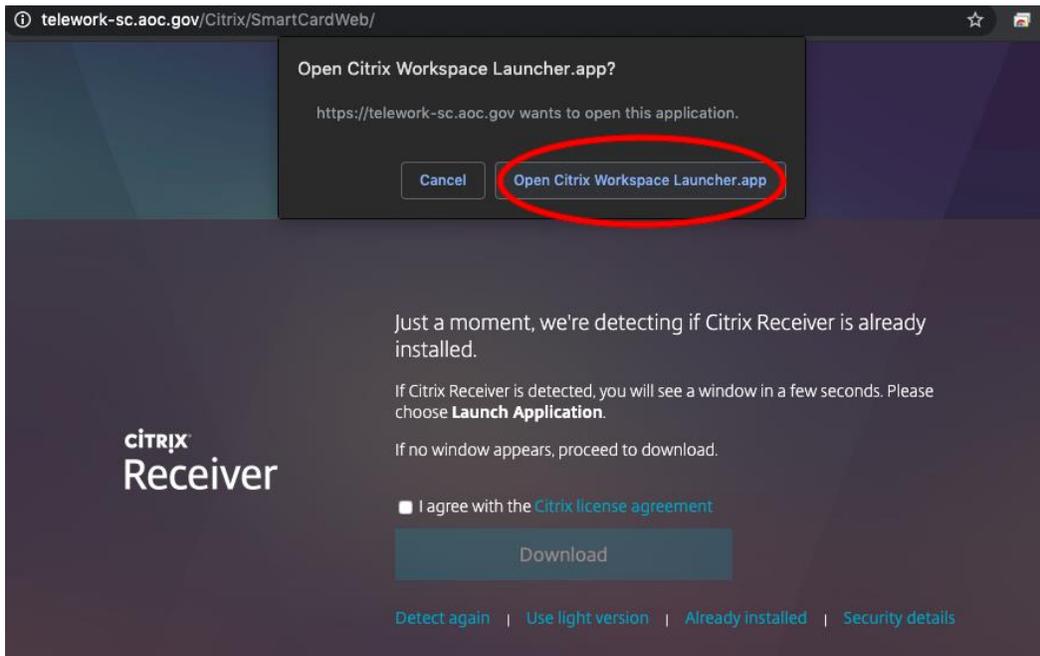
7.

h. Review the license agreement and if you agree, check the box "I agree with the Citrix license agreement" then select third link labeled "Already Installed"
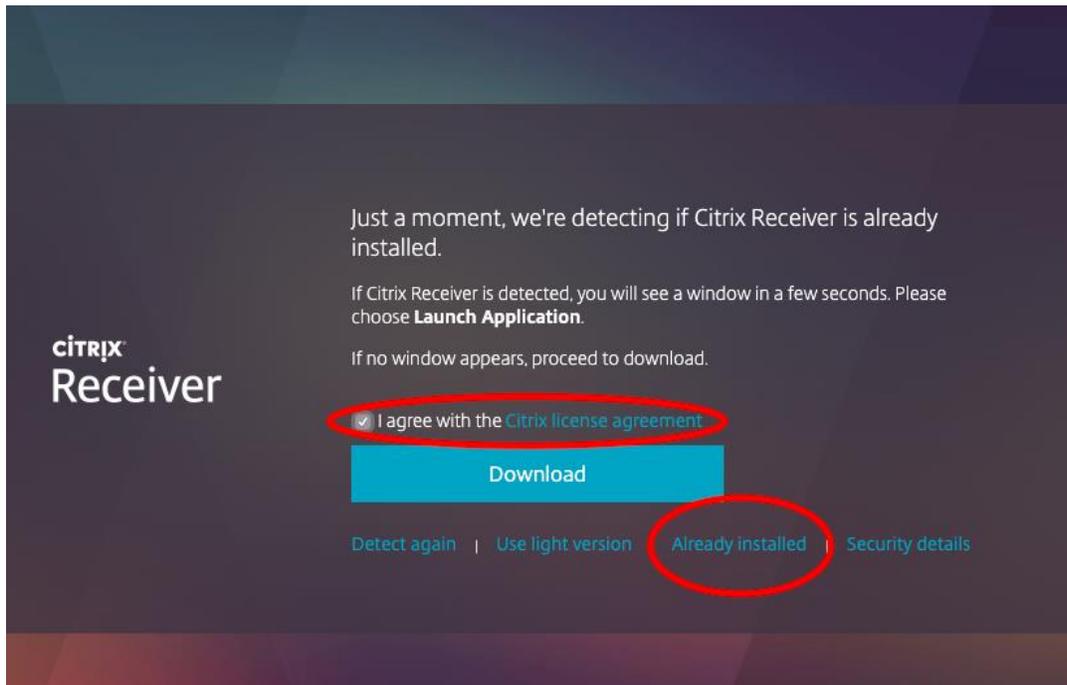
8.

Access the Virtual Desktop

a. Click on the "AOC Windows 10 Standard" virtual desktop. Chrome will begin to download the ICA file needed to establish the Citrix connection.
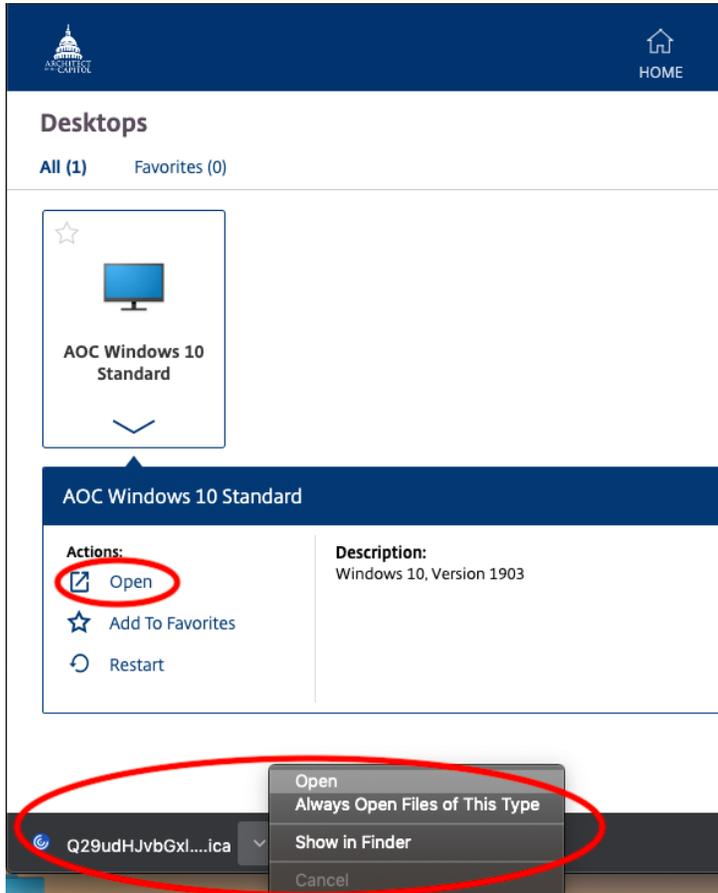
9.

b. When the download has finished – click on the ⌄ next to the downloaded ICA file.

> ⚠️ Make sure to select "Always Open Files of This Type". This will auto-launch the virtual desktop the next time.

> ⚠️ If this is your first time Opening Citrix Workspace – You will be prompted with the following message. Click "Open Security Preferences".

System Extension Blocked

A program tried to load new system extension(s) signed by "Citrix Systems, Inc.". If you want to enable these extensions, open Security & Privacy System Preferences.

Open Security Preferences   OK

System Preferences will open the "Security & Privacy" pane. Click on "Allow" to allow the Citrix Workspace extension to load properly.

System software from developer "Citrix Systems, Inc." was blocked from loading.   Allow
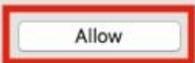
Close all instances of Chrome. CMD-Q all the way out of Chrome or go to Chrome, Menu, Quit.

Return to 5a and continue the instructions.

c. Once your Windows 10 desktop opens, you're ready to work. And you're ready to use telework next time too.

: Welcome