# **Duke** Clinical Research Institute **Quick Reference Card**

#### Overview

With Citrix, short for *Citrix Receiver*, you can connect to the Duke/DCRI network from a remote location on an Apple OS X computer. As long as you have a valid Duke-issued NetID and working network password, you can begin using this application on your Mac after completing the installation procedures in this quick reference card (QRC). The following steps are specific to macOS 10.12 (Sierra). Adjust steps, as necessary, if you use a different macOS version.

## About Citrix Receiver

With Citrix you can:

- Open DCRI-standard Windows-based applications (such as the Windows Internet Explorer 11 browser) right on OS X.
- Access DCRI Intranet resources, Duke websites, protected web apps, and secure SharePoint sites.
- (*if applicable, to employees:*) Connect to shared network drives (where you have permission), a Windows Virtual Machine (VM), or the Desktop of your DCRI-issued Windows computer currently running at a DCRI Facility.

### **Technical Requirements**

To use Citrix, you must have:

- A valid Duke-issued NetID (called a *User name* in Citrix) and working network password.
- A high-speed Internet connection (wired or wireless).
- Duke Multi-Factor Authentication (MFA) enabled. For more information, see the MFA QRC at: http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf.

### **Installing Citrix Software**

1 Open Safari and go to: https://citrix.duke.edu.

	1							
Ś	Safari	File	Edit	View	History	Bookmarks	Window	Help
	• • •	$\langle \rangle$		)	l http	s://citrix.duke.ec	łu	

The Duke Health log-on screen appears.



- 2 Enter your NetID into User name, and then your network **Password.**
- **3** Click the **Log On** button.

New fields appear for multi-factor authentication.

	What is this?	Device: [Work (XXX-3XX-9999) Choose an authentication metho	d
	Powered by Duo Security	🖑 Call Me	Call Me
<b>Duke</b> Health		Bypass Code	Enter a Bypass Code

4 Click the **Device** drop-down arrow to select the authentication method you want to use for this session. The options are based on your current MFA information on the Duke Office of Information Technology MFA website.

r	iWork (XXX-XXX-4669)		÷
	PushPhone (XXX-XXX-7777)	N	
	Work iPad (iOS)	1. C.	

5 Click a green button.



6 Complete the MFA action.

The Citrix Receiver loading screen appears briefly, and then its Home page opens.



This web-based version does *not* open applications. Instead, you must install the Desktop client software by completing the following Steps.

7 In the upper right area, click the **Apple Mac OS** link.



The system copies a .dmg file to your Downloads folder. Wait for the transfer to finish completely.



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Installing on Apple OS X

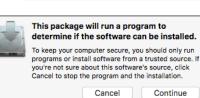
8 In your **Downloads** folder, double-click the .dmg file.



A dialog opens with the application's .pkg file and its uninstaller.



- 9 Double-click the .pkg (package) file.
- 10 If a confirmation dialog appears, click the Continue button.



The Introduction page to a multi-page installation dialog appears.

	🕸 Install Citrix Receiver		
	Welcome to the Citrix Receiver Installer		
Introduction	Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software applications that use your browser.		
License	your browser.		
- Destination Salast			

#### 11 Click Continue.

The Software License page appears.

Install Citrix Receiver				
	Software License Agreement			
Introduction	English			
License	CITRIX RECEIVER LICENSE AGREEMENT			
<ul> <li>Destination Select</li> </ul>	This is a legal agreement ("AGREEMENT") between you, the Licensed			

12 After you read the agreement, click Continue.

A drop-down dialog appears.



13 Click Agree.

#### The Installation Type page appears.

Install Citrix Receiver					
	Standard Install on "Macintosh HD"				
Introduction	This will take 131.2 MB of space on your computer.				
License	Click Install to perform a standard installation of this software				
Destination Select	for all users of this computer. All users of this computer will be able to use this software.				
Installation Type					

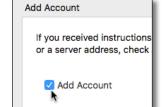
#### 14 Click Install.

A small dialog		
opens, prompting	$\bigcirc$	Installer is trying to install new software.
you to confirm		Enter your password to allow this.
the installation		User Name: Jane Doe
by entering		Password:
credentials.		Cancel Install Software

15 Enter the administrator credentials for this computer, and then click Install Software.



16 On this page, select the Add Account checkbox, and then click Continue.



Wait for the Summary page to appear. With the message that the installation was successful,

you are finished with the software installation.

O Install Citrix Receiver					
	The installation was completed successfully.				
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> </ul>					
<ul> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	The installation was successful. The software was installed.				

17 Click Close.

A drop-down dialog appears, asking if you want to send the installer software to the trash.



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#### 18 Click Move to Trash.

The installation dialog closes. The Add Account dialog appears over a generic Citrix page.



19 Enter citrix.duke.edu, and then click Add.

The Setup dialog appears.

20 Enter your NetID as the User name, and then enter your network Password.

21 In the Passcode field,

	Setup
User name:	xyz99
Password:	•••••
Passcode:	••••
	Cancel Log On

enter your choice of Multi-Factor Authentication:

Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- Enter phone to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter phone2 or phone3 to have the system call the second or third phone on your list.
- Enter **push** to have the system push notification to the Duo Mobile app on the top smartphone or tablet you listed in the OIT website. You can enter **push2** or **push3** to send to the second or third device on your list.
- Enter **sms** to have the system send you a number of passcodes. Enter one of them into this field to authenticate this session.

- Installing on Apple OS X
- **22** Click **Log On**, and then (if needed) complete your MFA verification.

After a splash page, the home page for the Citrix Receiver opens.

UukeHealth	FAVORITES	APPS	
Duke Health Service Desk: 919-684-2243 + http://d	dhts.duke.edu	Downloa	d Citrix Web Client: Microsoft Windows + Apple Mac OS
All Categories			Q Search All Apps
_Admin Tools	13 DCRI		Internet Explorer
Maestro Care	6 OnBase		RightFax 1

**23** You can close all other windows and dialogs opened during this procedure.

### **Next Steps**

For operating details, turn to either:

- *Citrix: Fundamentals on Apple OS X (Employees)* QRC, intended for DCRI employees and contractors.
   Or
- *Citrix: Fundamentals on Apple OS X (Associates)* QRC, intended for DCRI Associates, Sponsors, Partners, and Vendors who have a valid Duke-issued NetID.



