Overview

Citrix, short for *Citrix Receiver*, enables you to access from a remote location some DCRI-standard Windows applications, the DCRI Intranet (DCRI Pulse), and protected web applications. This quick reference card (QRC) summarizes how to use this OS X application on Apple macOS 10.12 (Sierra).

Opening Citrix

This QRC assumes you have already installed the client software according to the *Citrix: Installing on Apple OS X* QRC.

1 Find (in Applications or Launchpad) the **Citrix Receiver**, and then open this application.

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

The first time you click to open an application, a drop-down **Setup** dialog appears.
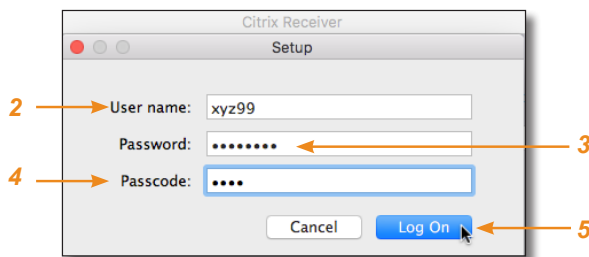
2 Enter your NetID as the **User name**.

3 Enter your network **Password**.

4 In the **Passcode** field, 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.

5 Click **Log On**, and then (if needed) complete your MFA verification.

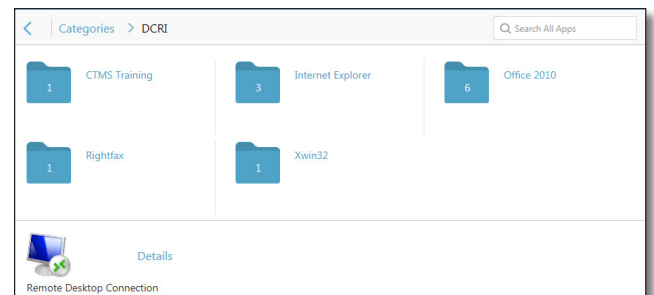After a splash page, the home page for the Citrix Receiver opens.
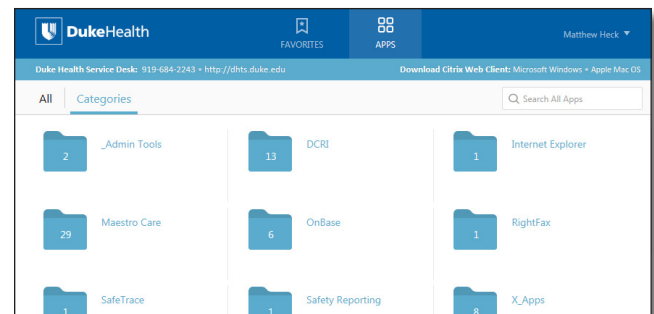
Using Citrix

All folder and application icons are hyperlinks that require a single click. These Windows-based applications open right in your OS X environment.

1 Click the **DCRI** folder to view its contents.

Tip: To return to the Home page, click ‹ in the upper left.

2 Click another folder to access the application you need (see list after Step *3*). The number on a folder icon indicates how many applications are available to you inside the folder.

3 To open an application, click its icon or name.

A starting dialog appears. *Be patient!* It can take *several* minutes for an application to open.
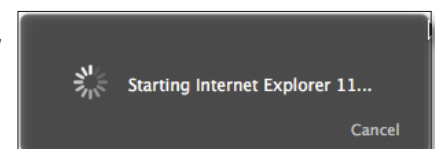
Occasionally, you might need to attempt opening an application multiple times.

Here's a summary of the applications available to you:

- **Windows Internet Explorer 11** (in the *Internet Explorer* folder). Required for access to:
  - ◊ The DCRI Intranet (DCRI Pulse) pages and content.
  - ◊ Web applications that require this browser—such as SharePoint (when you have Owner access rights).

  A few of the frequently accessed destinations include:

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DCRI Intranet Home Page	https://dcrihome.dcri.org
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
DCRI Service Desk (FootPrints)	servicedesk.dcri.duke.edu
DCRI phone directory	https://directory.duke.edu/directory/search

- **Microsoft Office 2010** (in the *Office 2010* folder): Full versions of Access, Excel, OneNote, PowerPoint, Project, and Word.

- **RightFax**: Desktop faxing software.

Using Favorites

For quick access to frequently used applications, you can set aside specific ones to appear under a **Favorites** section.
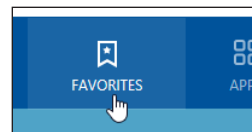
To mark an application as a Favorite:

1. Near the icon of the application, click **Details**.
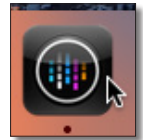
   A page appears with two buttons for that application.
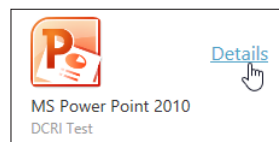
2. Click **Add to Favorites**.

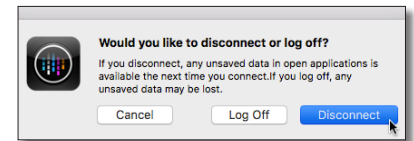3. To see and access Favorites, click the **Favorites** icon at the center top of the page.

Logging Off

1. Close all application windows. Each application you open creates a **Citrix Viewer** icon in the Dock.
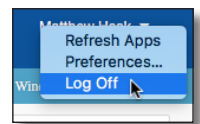
   a. Click a Citrix Viewer icon to select **Quit** in its popup menu.

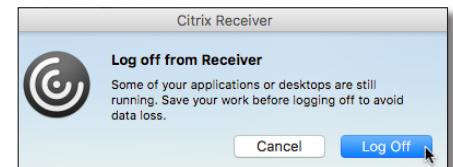   b. In the **Would you like to disconnect or log off** message, click **Disconnect**.

2. In the upper right corner of the page, click your name. A drop-down menu appears.

3. Click **Log Off**.

   When your name is replaced by the word *Menu*, you can close the application.

4. If a drop-down dialog appears, informing you that one or more applications are still running, you either:

   - Click **Cancel** so you can close each application (return to Step *1*).
     Or
   - Click **Log Off** to force-close all applications (all unsaved work will be lost).

Getting Help

If you experience any technical problems working with Citrix that you are unable to resolve, email the DCRI Service Desk [**dcriservicedesk@dm.duke.edu**] or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.