

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:

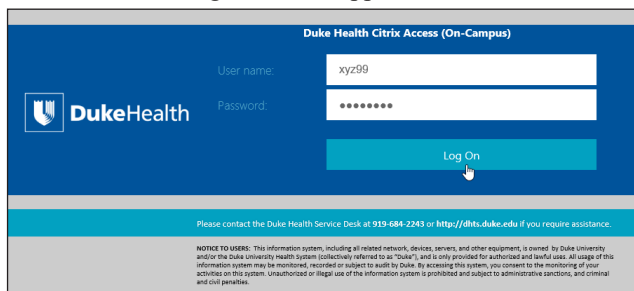
- A valid Duke-issued NetID (called a *User name* in Citrix) and working network password.
- A high-speed Internet connection (wired or wireless).
- Duke Multi-Factor Authentication (MFA) enabled. For more information, see the MFA QRC at: <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>.

Installing Citrix Software

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

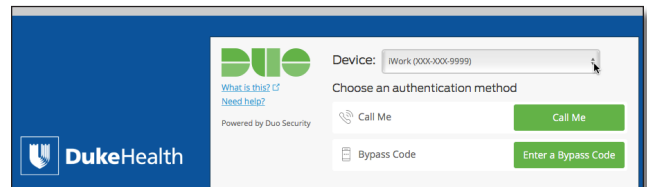


The Duke Health log-on screen appears.

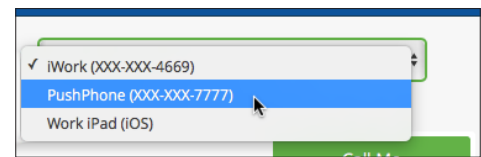


- 2 Enter your NetID into **User name**, and then your network **Password**.
- 3 Click the **Log On** button.

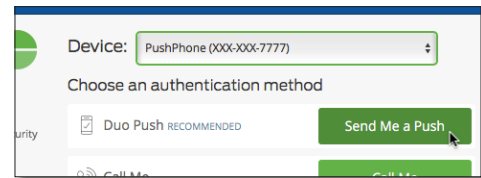
New fields appear for multi-factor authentication.



- 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.

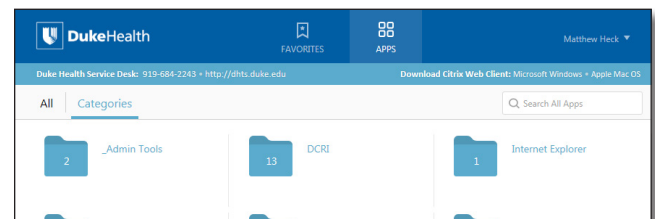


- 5 Click a green button.



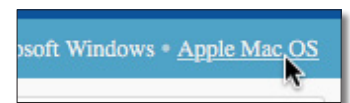
- 6 Complete the MFA action.

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



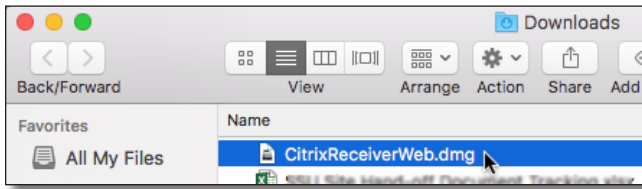
This web-based version does *not* open applications. Instead, you must install the Desktop client software by completing the following Steps.

- 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.

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

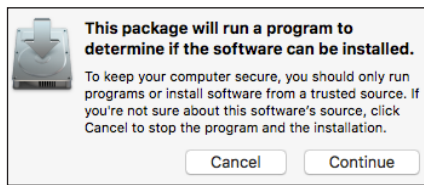


A dialog opens with the application's **.pkg** file and its uninstaller.



9 Double-click the **.pkg** (package) file.

10 If a confirmation dialog appears, click the **Continue** button.

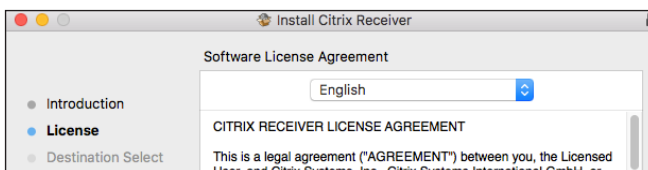


The Introduction page to a multi-page installation dialog appears.



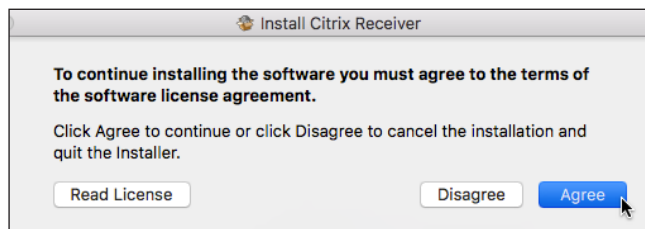
11 Click **Continue**.

The Software License page appears.



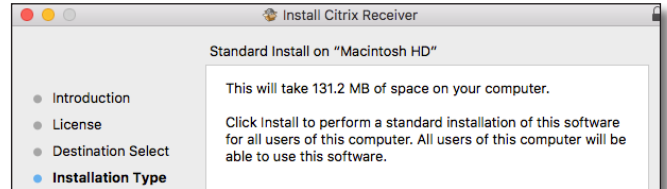
12 After you read the agreement, click **Continue**.

A drop-down dialog appears.



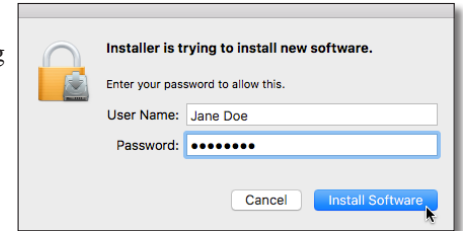
13 Click **Agree**.

The Installation Type page appears.

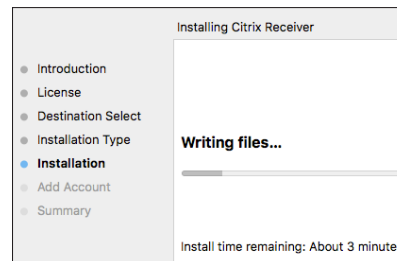


14 Click **Install**.

A small dialog opens, prompting you to confirm the installation by entering credentials.



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

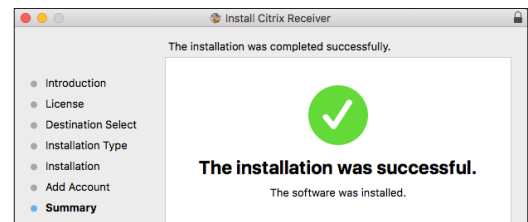
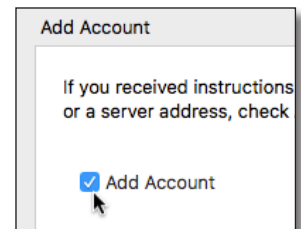


A progress bar and messages keep you informed of the installation's progress.

Wait for the Add Account page to appear.

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.



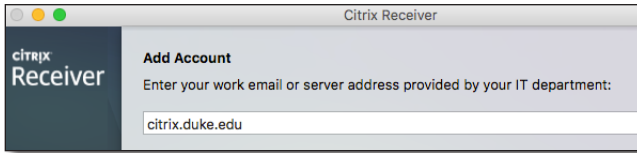
17 Click **Close**.

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



18 Click **Move to Trash**.

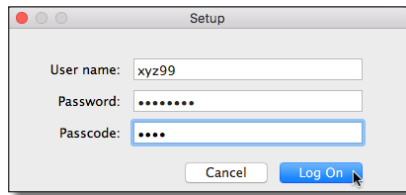
The installation dialog closes. The Add Account dialog appears over a generic Citrix page.



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, enter your choice of Multi-Factor Authentication:

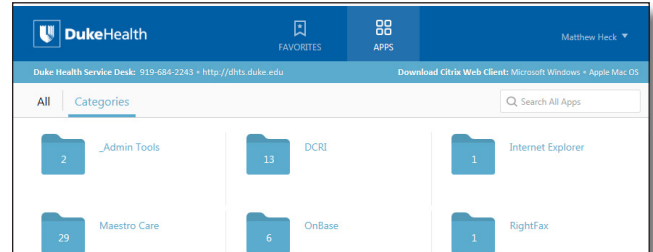


Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- 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.

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

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



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.