

## WakeMed Citrix Remote Access Instructions for Mac

1<sup>st</sup> time users – follow steps 1-9 to install Citrix Receiver, all others, launch Citrix Receiver and proceed to step 12.

1. Download the Citrix Receiver client for Mac, available from the [Citrix](#) website. Click **Downloads**.  
Note: this will take you to Citrix's website to download the latest installer.
2. Select **Citrix Receiver** in the **Select a product** drop down menu.



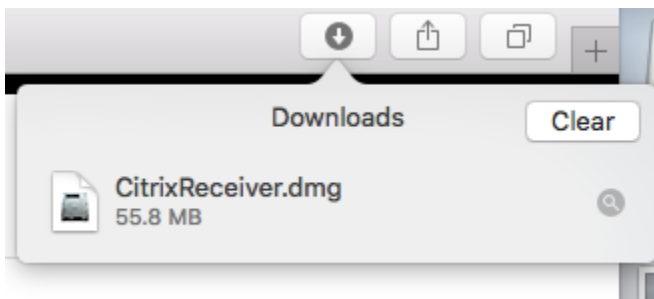
3. You will be taken to another window. Select Receiver for Mac.  
Note: you may be required to select Receiver for Mac more than once. The final link will be the installer.

 [Receiver for Mac](#)

 [Receiver for Mac](#)

[Receiver](#)      [for Mac](#)

4. On a Mac computer, the .dmg file appears in the Mac Downloads folder. Click the folder and select the CitrixReceiver.dmg file. When prompted, click **Install Citrix Receiver**.



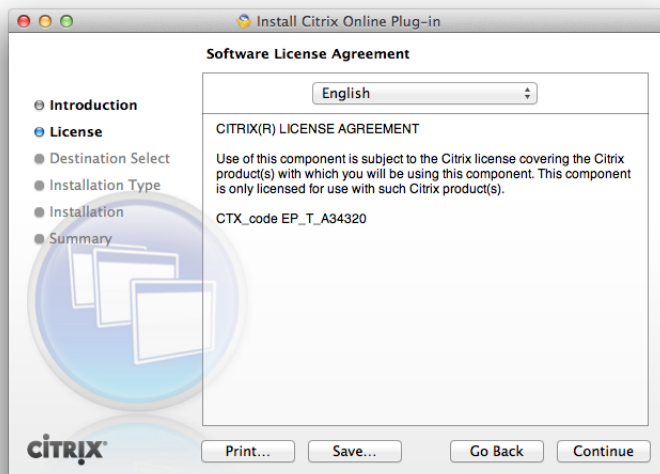
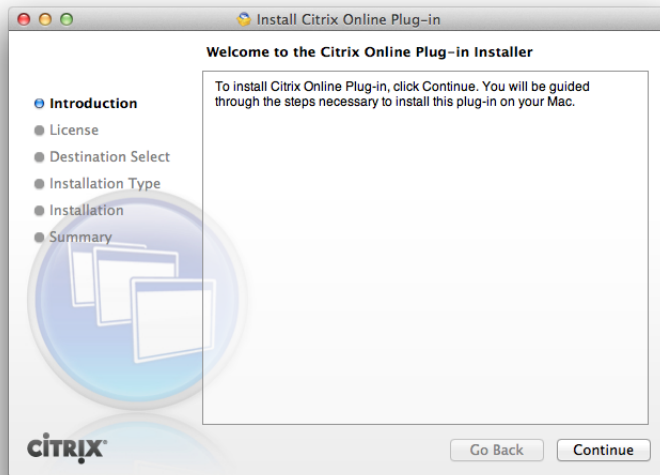
Install Citrix Receiver



Uninstall Citrix Receiver

5. Click **Continue** through the Citrix Receiver installer windows:

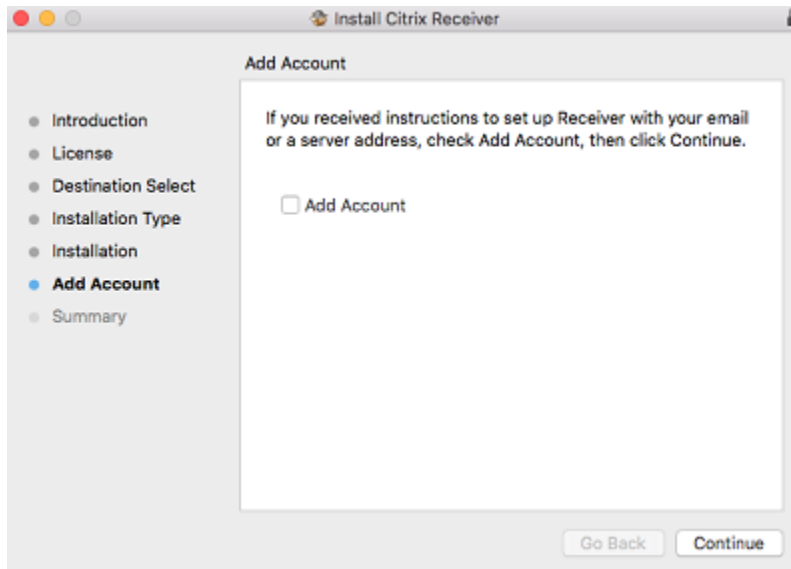
Note: windows may change, be added or removed depending on the receiver version.



6. Click **Agree** to accept the license agreement:



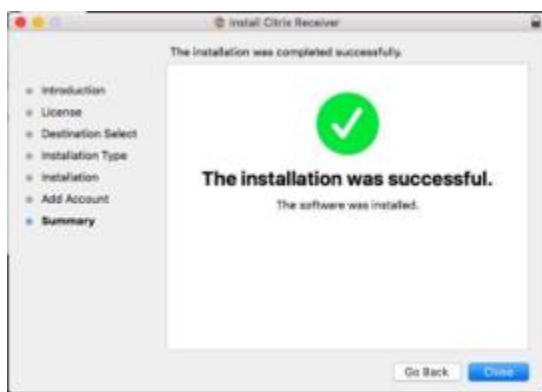
7. Do **not** add an account. Click Continue.



8. If a user name and password is required, type the information for you Apple account (not WakeMed).

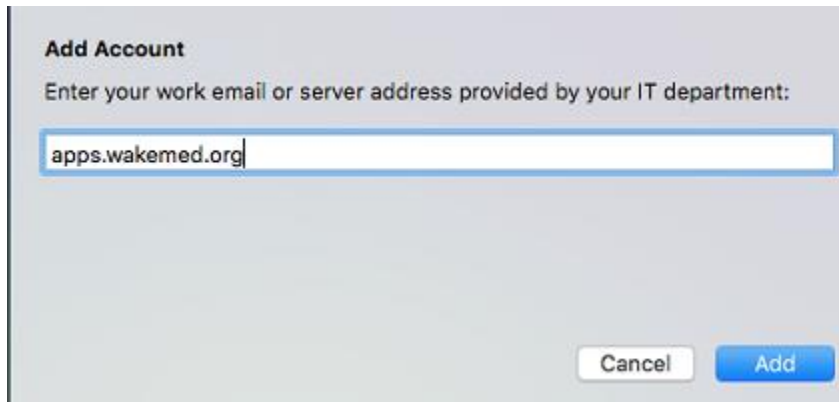


9. Once the installation is complete, click Close.



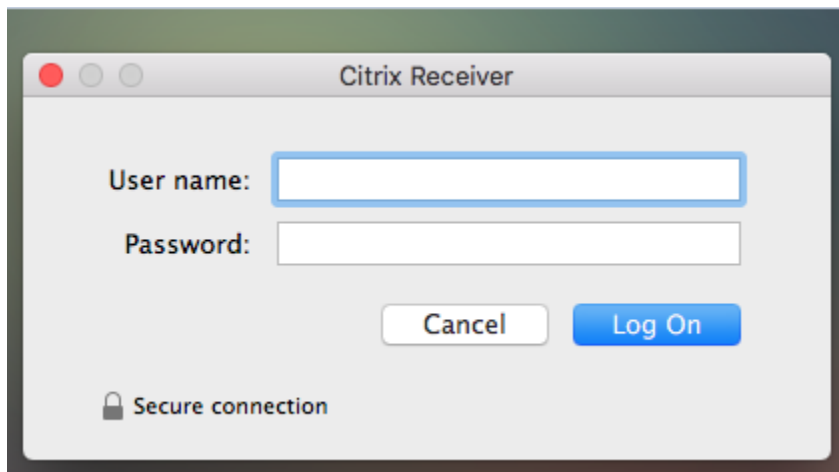
10. Launch the Citrix Receiver icon.

11. At **Add Account**, enter the following WakeMed server information: **apps.wakemed.org**  
Click **Add**



**Add Account**  
Enter your work email or server address provided by your IT department:

12. Enter your WakeMed network User name and Password.  
Click **Log On**



**Citrix Receiver**  
User name:   
Password:   
   
🔒 Secure connection

Note: At this point, Duo Security two factor authentication will take place. If you are not currently enrolled in Duo Security, please contact the I.S. Service Desk at 919-350-8700.

13. Click on any application on the main screen to launch the application.
14. To add additional applications to your main screen, click the plus symbol on the left-hand side of your screen.



15. Select All Applications, click to the right of the application you wish to see on the main screen and a check mark will appear. This will add the application to the main screen.

