Mac workstations

Minimum workstation requirements
1. OS 9 or higher
2. Latest version of Citrix Web Client for Macs
3. Broadband or DSL connection
4. Pop-up blockers disabled

Installation Steps

1. In order to access the system you must open your browser and type the following link in the Address Bar: https://access.wakemed.org Click on the link for Mac & Linux Users on the right.

2. Click on the link on the right to begin the installation of the Citrix WebClient for Mac OSX
3. Click Continue to begin the installation process.

4. You will be prompted for your machine password to complete the installation, please enter it in the field provided.
5. After the Citrix Web Client installation is complete please **go to Steps 6 through 11 in the Windows instructions above** to change your password and connect to WakeMed applications.

**Known Issues**

- Physicians that require the Heartlab application cannot use Macs to log in to [https://access.wakemed.org](https://access.wakemed.org), only Windows workstations can be used.

**Note:** If you are still experiencing issues please contact your IT staff to determine why the Citrix WebClient is not installing or functioning properly on your workstation.