

Installing the Citrix Receiver for MAC

1) While on the AHS application login page at <https://apps.alamedahealthsystem.org> select the **"Citrix Receiver download for MAC"** link.

2) Select the download button that appears in the center of the screen.

3) Where the file is downloaded a disk icon will appear, open it by double-clicking on the icon.



4) This contains a .pkg (package) file and a .app (application) file. The "Install Citrix Receiver" file does exactly as you would expect; it installs Citrix. double click it to begin the installation.

The "Uninstall Citrix Receiver" application uninstalls (removes) Citrix Receiver.

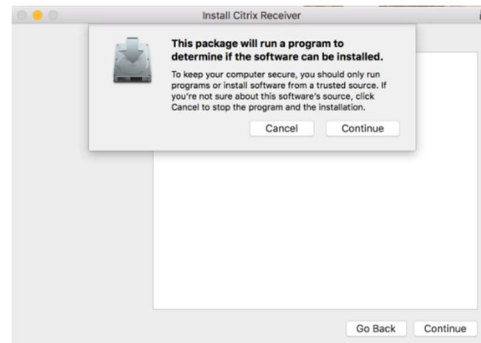


Install Citrix Receiver.pkg

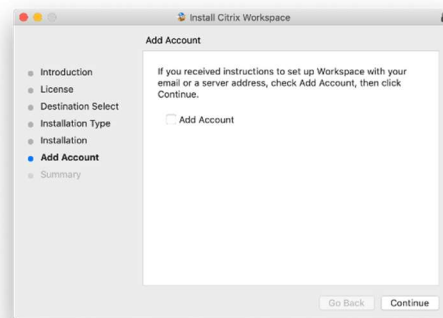


Uninstall Citrix Receiver.app

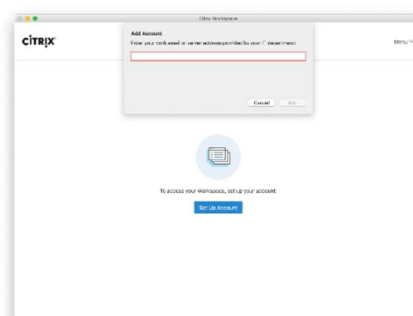
5) Select **Continue** on the installation prompt



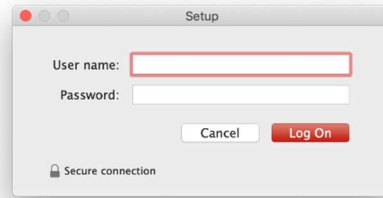
6) When prompted, check **Add Account**, then click continue.



7) On the following screen enter <https://apps.alamedahealthsystem.org> , then click **Add**.



8) When prompted, log in with your AHS network username and password.



9) Once the installer has finished it will ask if you wish to keep the disk image and package or if you want to move it to the trash. Please select **Move to Trash**

The Citrix Receiver is now installed on your device.

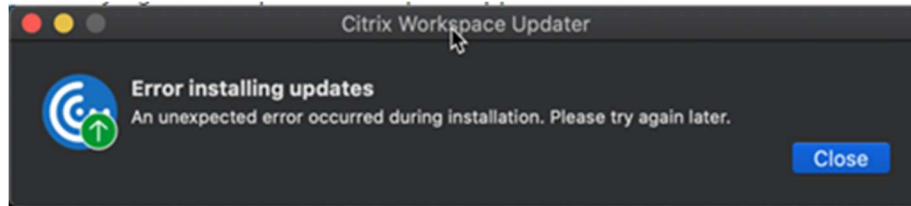


10) You should now be able to access the AHS application portal without receiving the Citrix Receiver notification.

Potential Errors

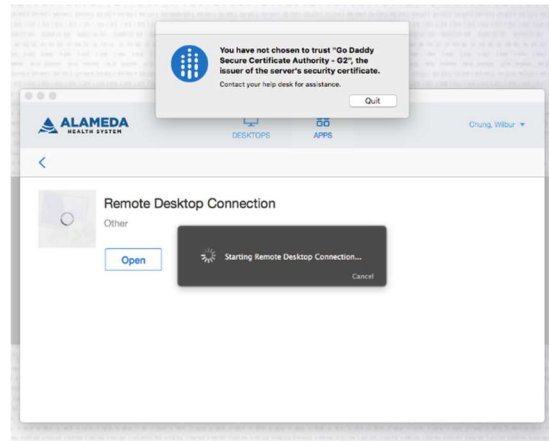
Update Error

If you receive the error pictured below when trying to auto update the Citrix Workspace application please go to <https://apps.alamedahealthsystem.org> and select the "Citrix Receiver download for MAC" option. You'll then need to manually download and install the updated version of the Citrix Workspace application. The steps presented in the first 2 pages of this document can be used to guide you through the manual installation process.



Certificate Error

When accessing applications from the Citrix Receiver, if you receive a notification that states **"You have not chosen to trust 'Go Daddy Secure Certificate Authority - G2'"**, please follow the below steps to install the appropriate certificate:



Install the Certificate Chain

1. Go to <https://alamedahealthsystem.sharefile.com/d-sc0186569f9f41ab9> to download the certificate file.
2. Select Download.
3. Launch the Keychain Access application (/Applications/Utilities/Keychain Access)
4. If the button at the lower left of the Keychain Access window is labeled "Show Keychains" then click the button to show the Keychain list.
5. Select the "System" keychain.
6. Select File->Import. Navigate to and select the intermediate certificate file that you downloaded in step #1 above.
7. Enter your password when prompted to authenticate to modify the keychain.
8. Verify that the "GoDaddy Secure Certification Authority" appears in the list.
9. Close the Keychain Access application.