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Citrix Workspace for Mac: Quickstart Guide

Citrix Workspace is a new service for remotely accessing lab computers in Chichester and Richmond labs. This guide shows you how to configure and use Citrix Workspace to remotely connect to your lab desktop. The previously used VPN service for accessing these computers is no longer available.

The remote access via Citrix Workspace is supported by IT Services, for contact details browse to:

https://sussex.ac.uk/its/help

Before you start

Get your credentials

Make sure you have your University of Sussex username and password.

Get an authenticator app

An authenticator app is required for access to Citrix Workspace, it is recommended that you download and install an authenticator app of your choice on your phone or tablet as a preparatory step. If you already have an appropriate authenticator app such as FreeOTP, Citrix SSO, Microsoft Authenticator or Google Authenticator, you can use this. If not, download one of these apps or any other authenticator app that supports the Time-based One-Time Password Algorithm (TOTP).

The term "token device" is used later in the documentation to describe the device running the authenticator app, typically a smart phone or tablet.

The term “endpoint device” is used in this guide to refer to the computer you are connecting from (typically a laptop or home PC).

Citrix Workspace logon page

The address of your Citrix Workspace is:

https://sussex.cloud.com

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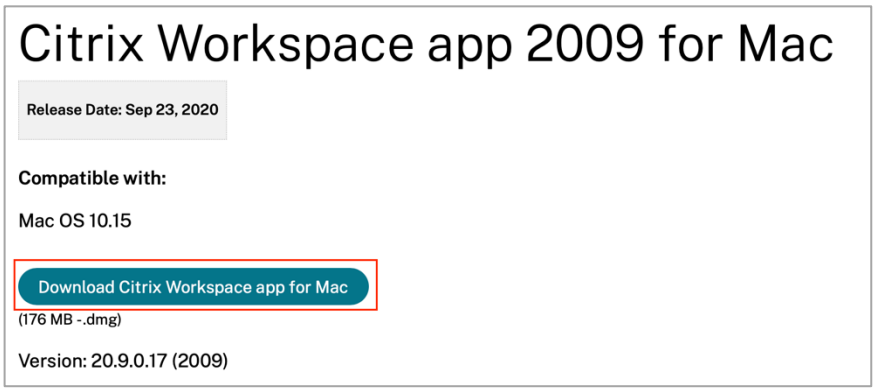
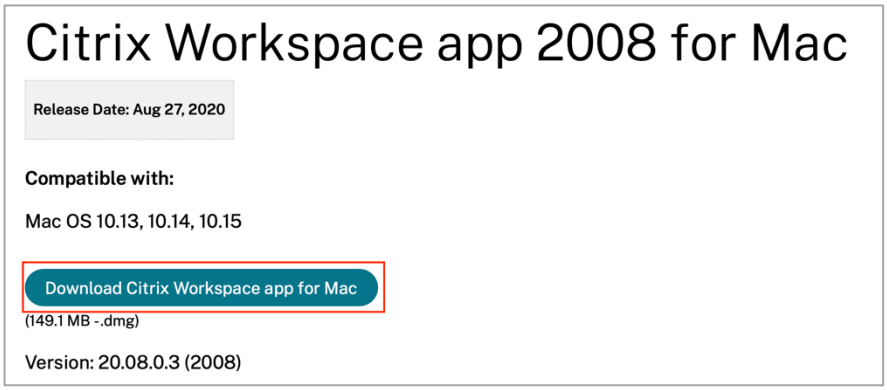
Installing Citrix Workspace app (full version)

1. Open your web browser and navigate to https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html if your Mac runs on macOS 10.15 (Catalina)



2. For older macOS versions (10.13 or 10.14) please download the Workspace app version 2008 from https://www.citrix.com/downloads/workspace-app/legacy-receiver-for-mac/workspace-app-for-mac-2008.html



3. Click on **Download Citrix Workspace app for Mac**

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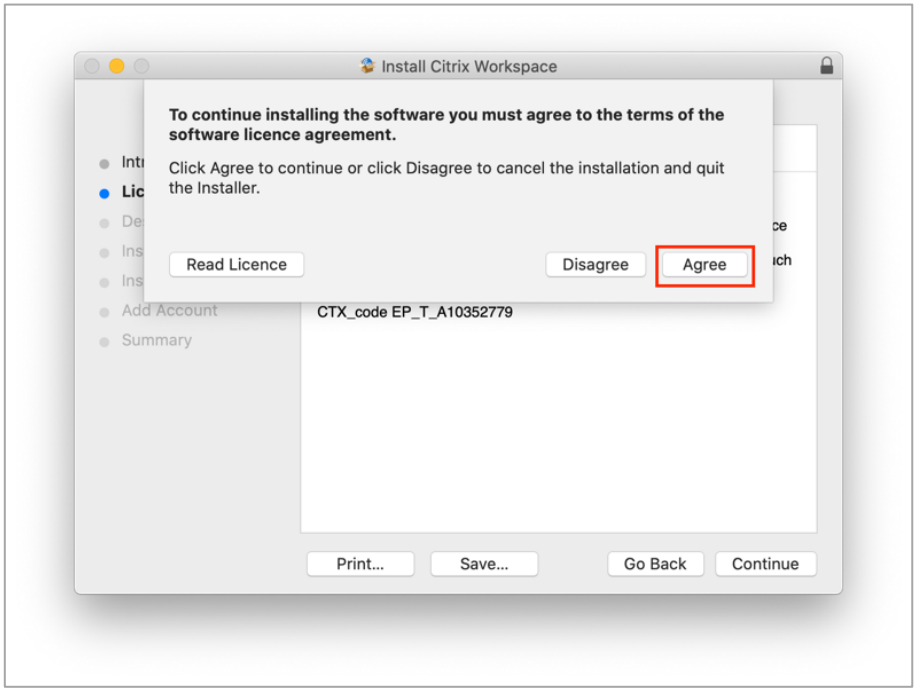
4. Click the downloaded package and then on **Install Citrix Workspace**

5. Click through all the default options including accepting the license agreement



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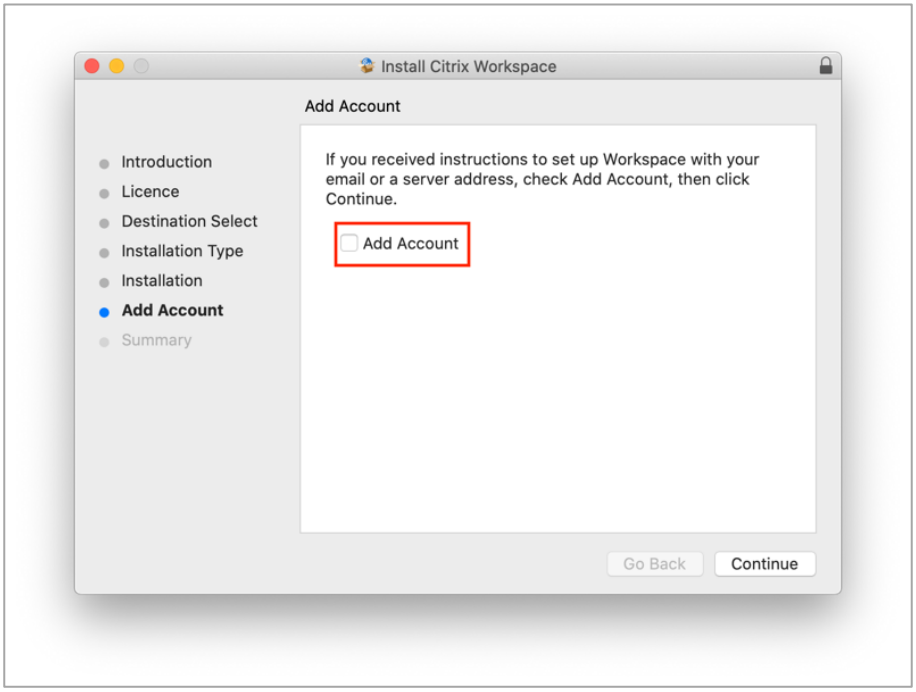
6. After files have been copied there is the option to add an account. **Do not** check this box, this step is optional.



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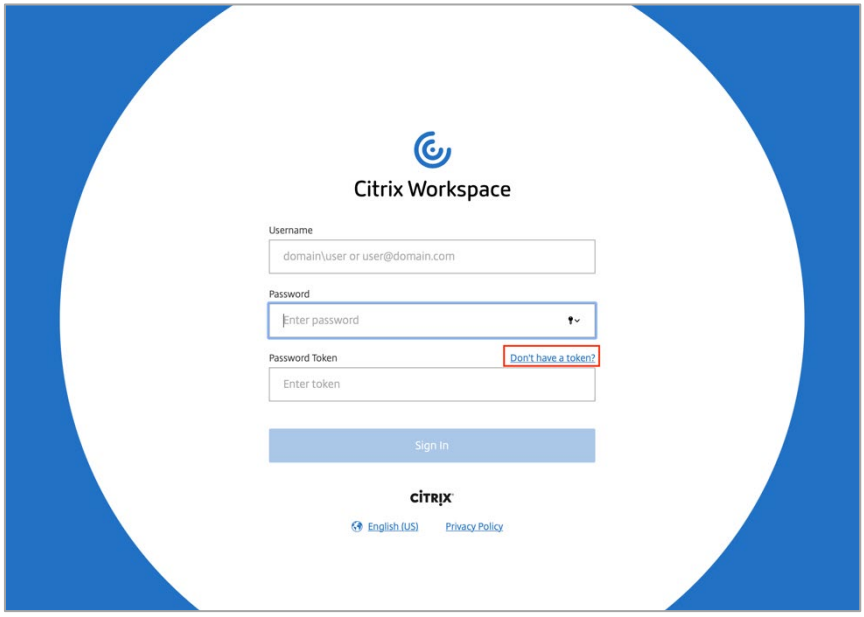
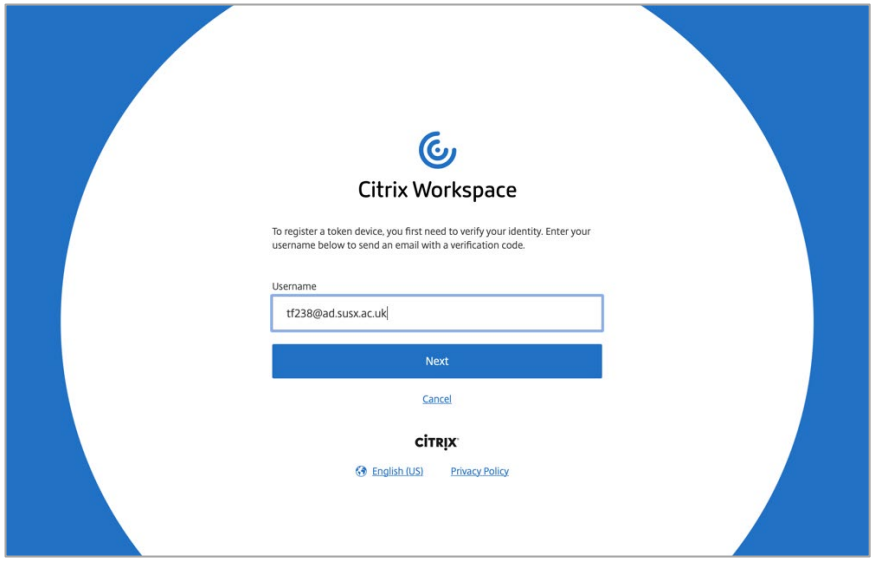
Register Token Device with Citrix Workspace

For enhanced security Citrix Workspace uses a second factor for authentication in addition to your UoS credentials. To use this second factor, you must register your token device with Citrix Workspace. During registration, Workspace presents a QR code that you scan with the authenticator app installed on your mobile phone or other device (as described in the section Before you Start).

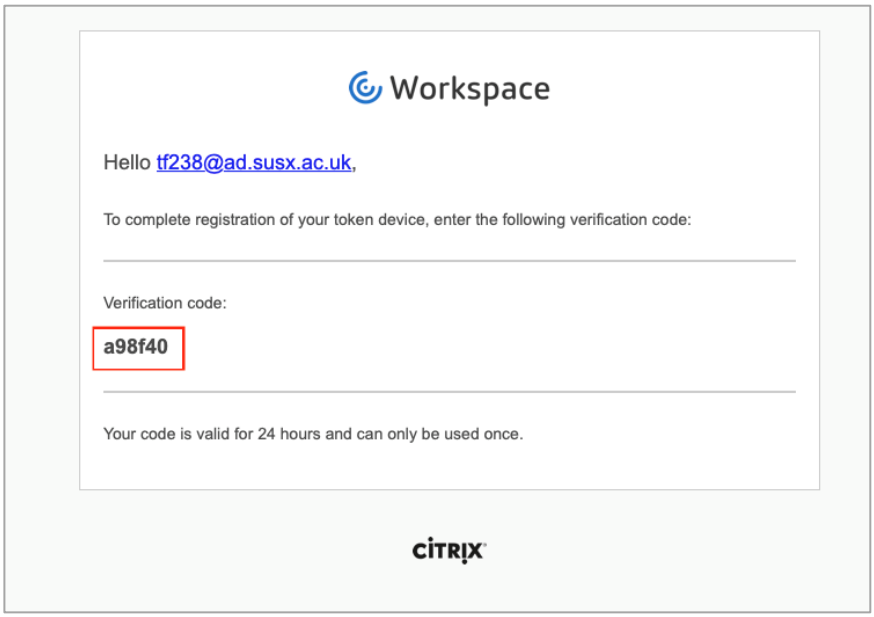
1. From a computer browse to the Workspace logon page (https://sussex.cloud.com) and click **Don't have a token**



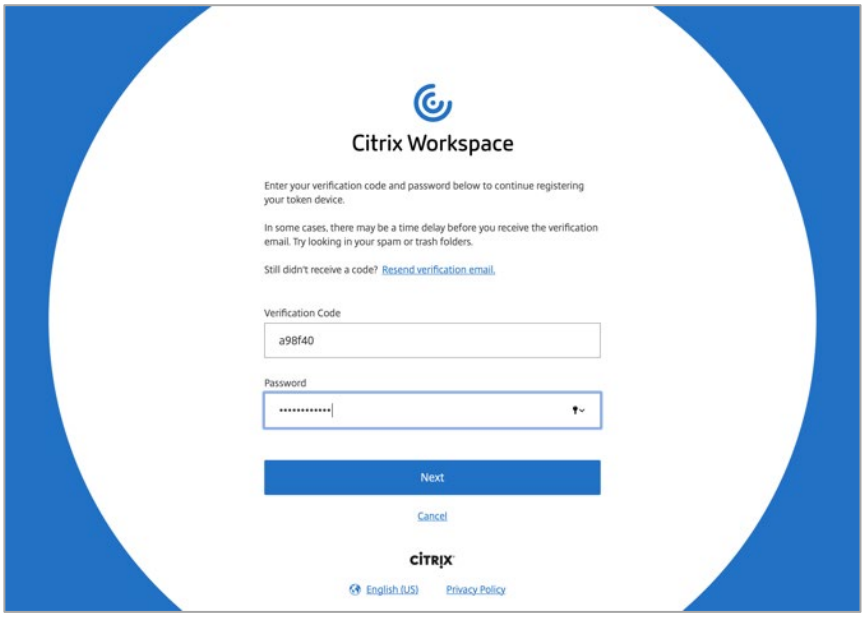
2. Enter your username in format *username@ad.susx.ac.uk* and click **Next**.



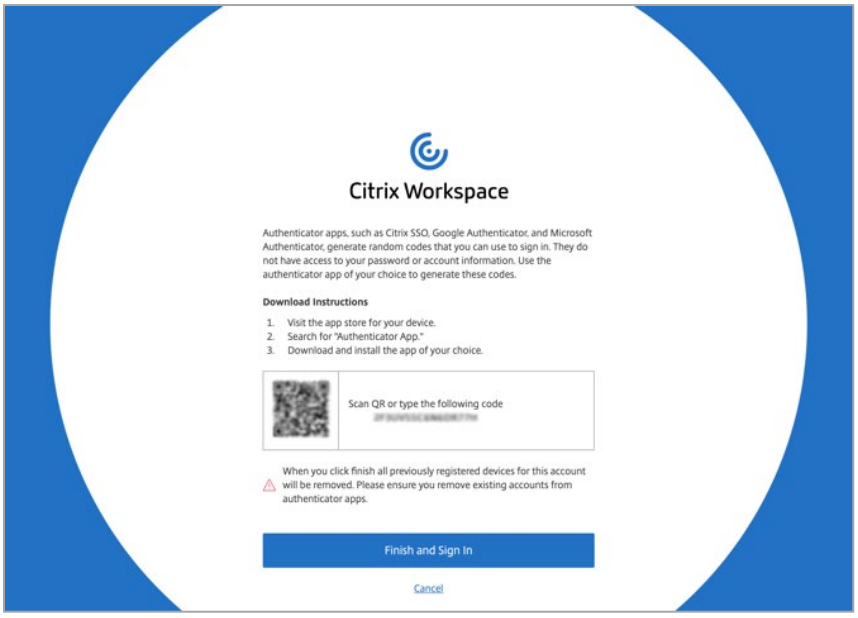
3. Citrix Cloud sends you an email with a verification code.



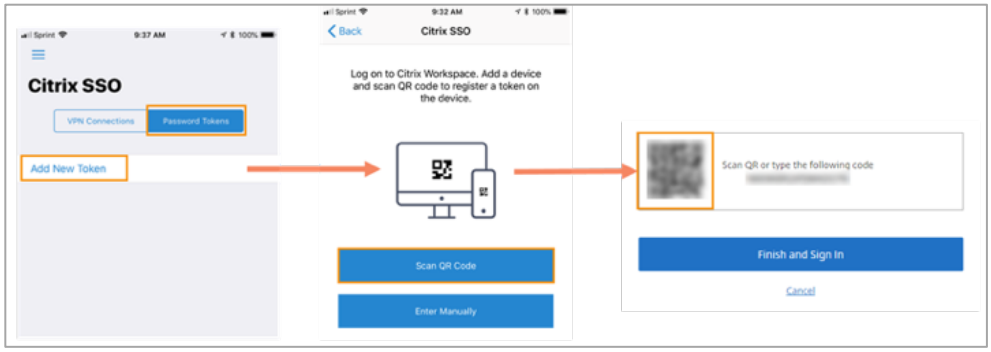
4. The email may take up to 5 minutes to arrive. When you receive it, enter the verification code and your ITS login password, then click **Next**.



5. A QR code and verification code will be shown on the screen.

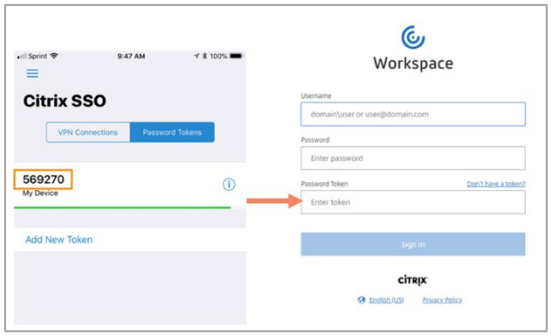


6. From the authenticator app, scan the QR code or enter the verification code manually (the example shown is with the Citrix SSO app).



7. Click **Finish and Sign In** to complete the registration.

8. After completing registration, you can return to the Citrix Workspace logon page (https://sussex.cloud.com) and enter your ITS username in the format *username@ad.susx.ac.uk*, followed by your ITS password and the six-digit code generated by your authenticator app.



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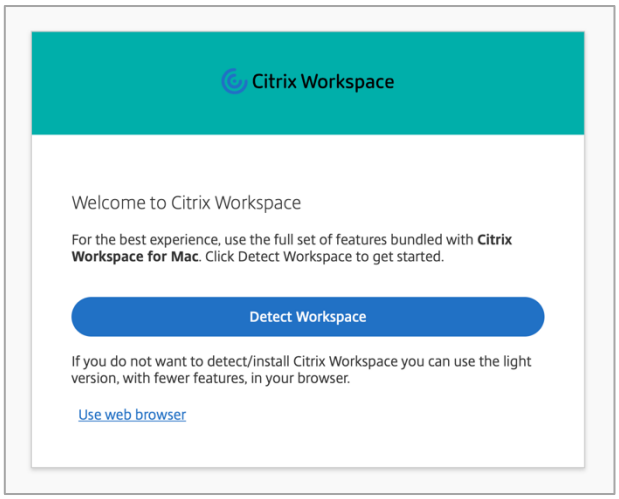
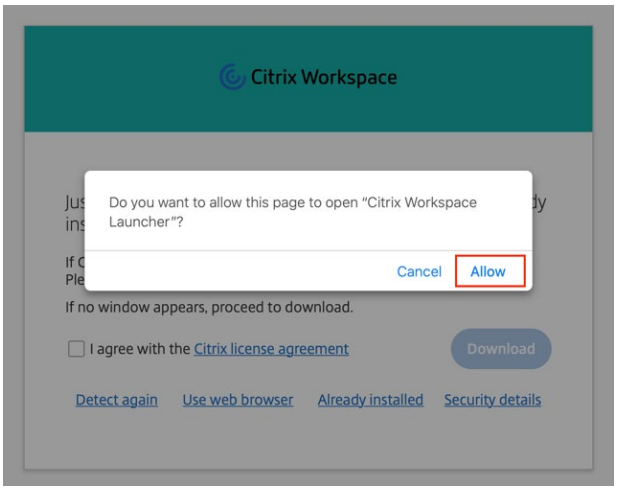
First time logon (using Safari)

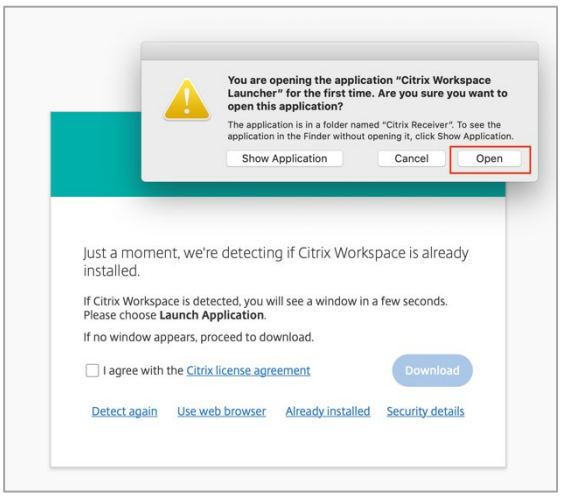
1. During the first logon a message will appear telling you that Workspace will try to detect if you have the Workspace app installed on your device. Click on **Detect.**



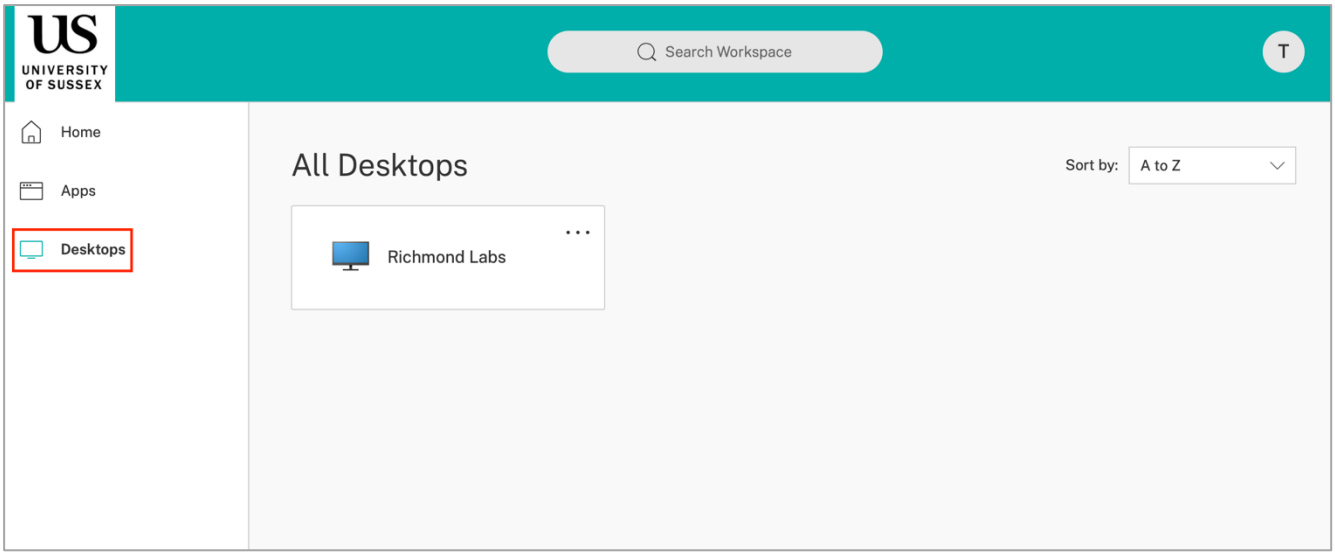
2. A dialog box appears asking if you want to open Citrix Workspace Launcher. Click **Allow**.



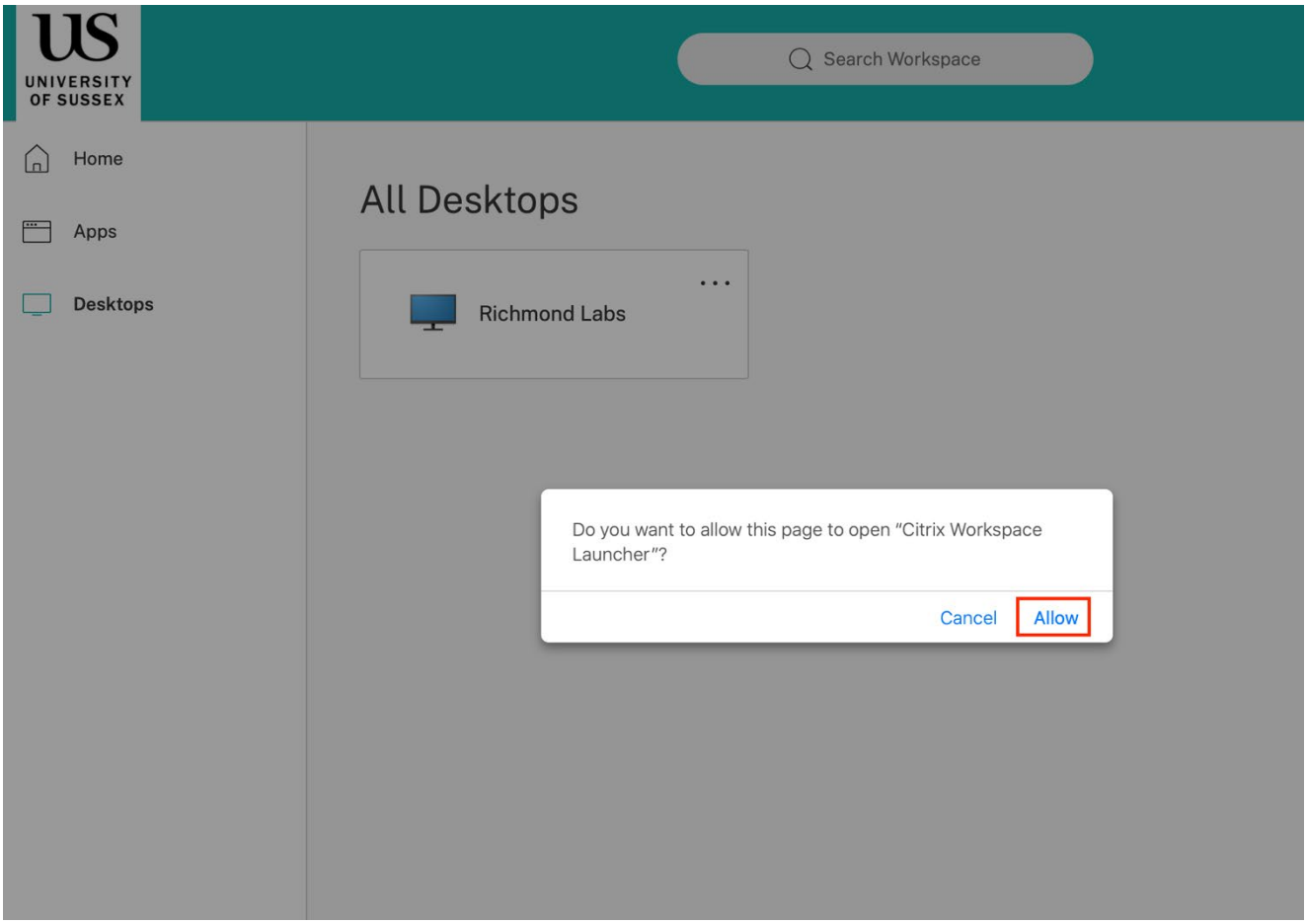
3. A MacOS dialog box appears and asks again if you want to open the application “Citrix Workspace Launcher”. Click **Open.**



4. Citrix Workspace will detect the installed Workspace app and show you the available resources if you click on the Desktops tab on the left.



5. Click on the Desktop which you would like to start, again a popup window will ask you if you want to allow Citrix Workspace launcher. Click Allow. The desktop session will now be initiated.



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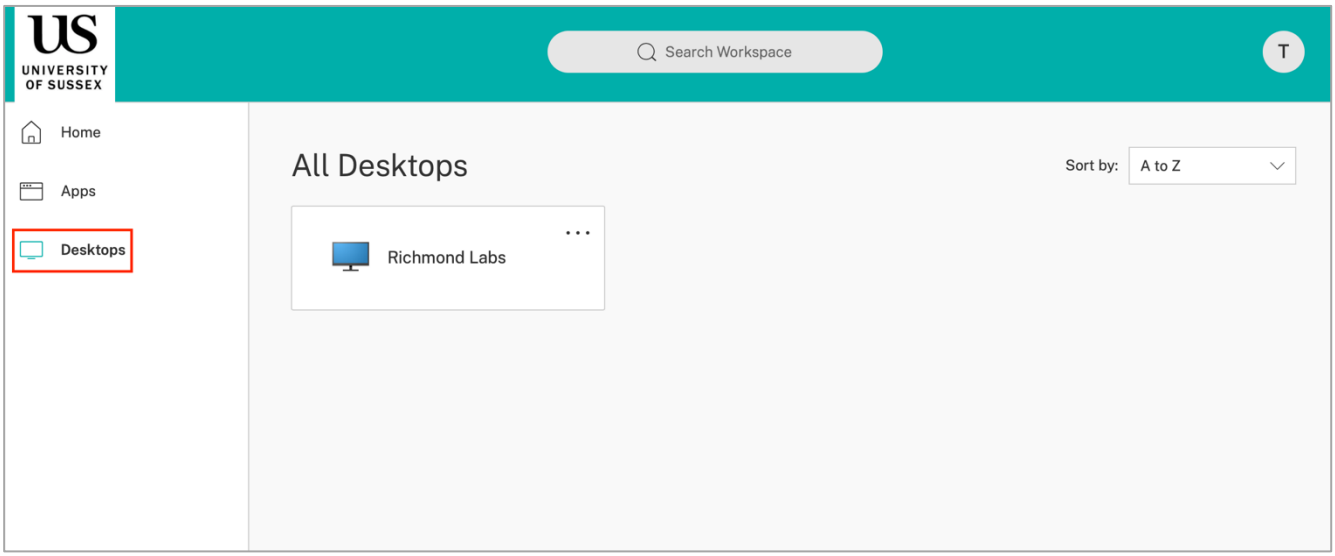
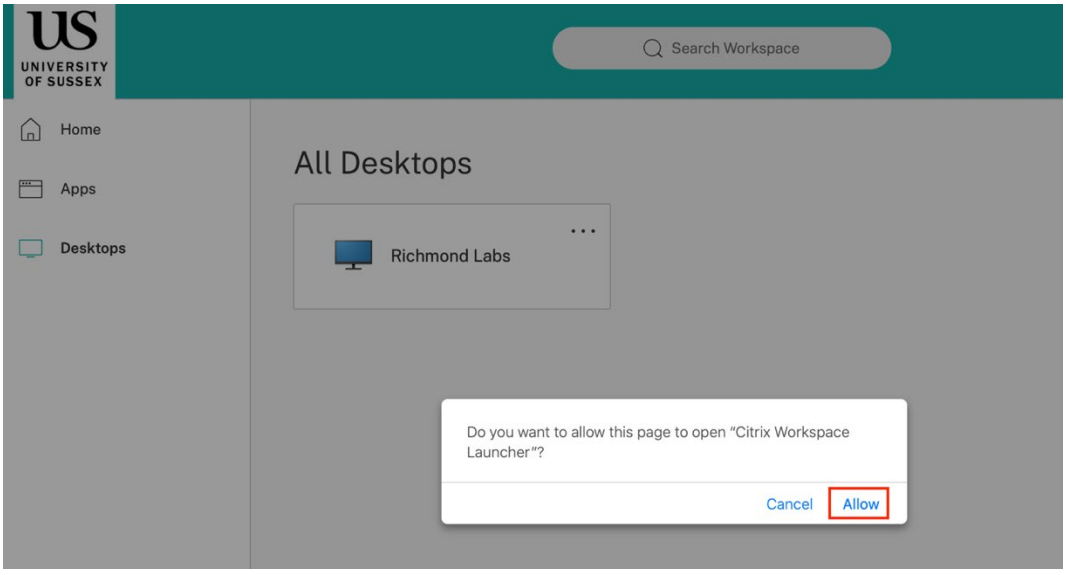
Normal Logon (using Safari)

1. For all subsequent connections after first logon, browse to the Citrix Workspace logon page https://sussex.cloud.com, enter your ITS username in the format *username@ad.susx.ac.uk*, followed by your ITS password and the six-digit code generated by your authenticator app. There is no need to start the Workspace app, it will be started automatically when required.

2. As seen after the first logon Citrix Workspace will show you the available resources if you click on the Desktops tab on the left.



3. Click on the Desktop which you would like to start, again a popup window might ask you if you want to allow Citrix Workspace launcher. Click Allow. The desktop session will now be initiated.



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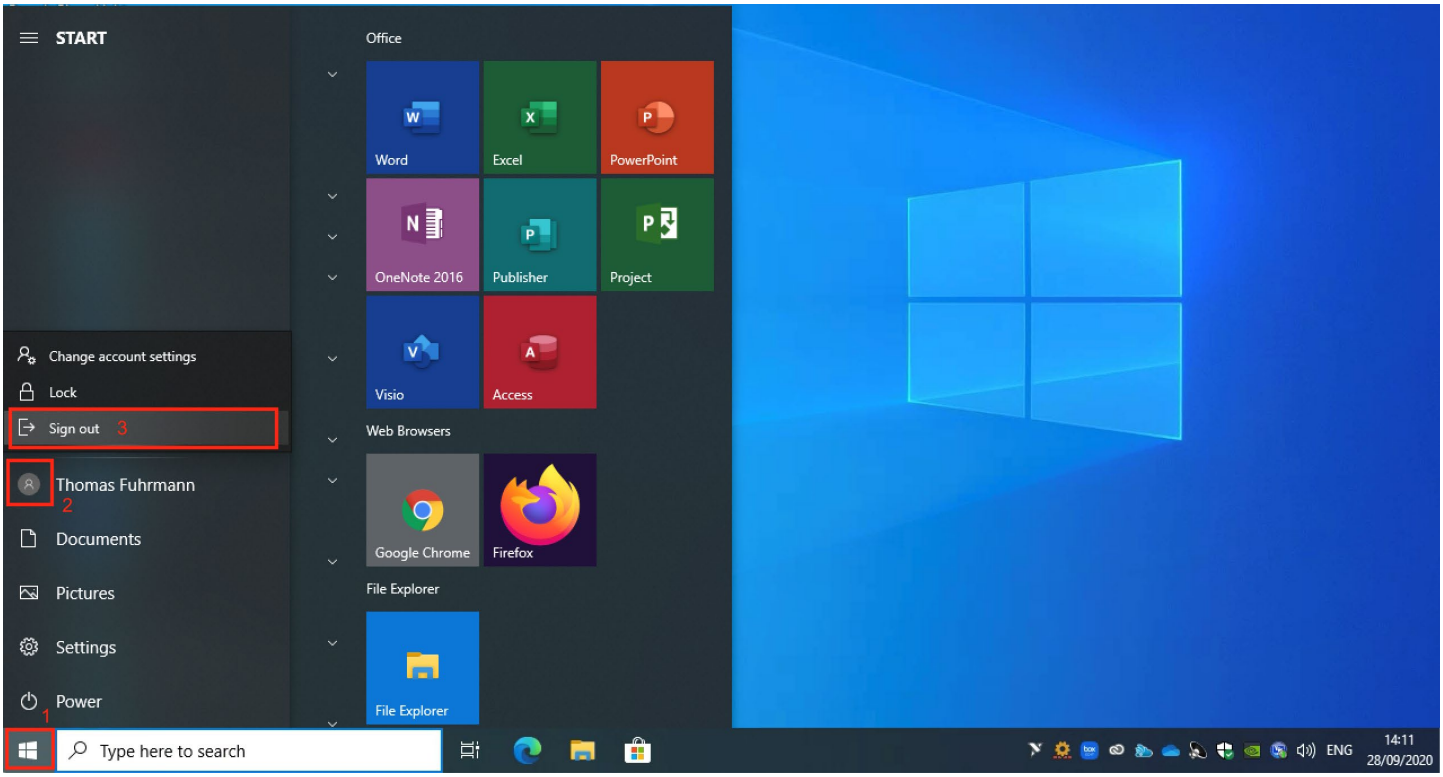
Logout or disconnect from your lab desktop

It is recommended that you always logout from your session via Windows to free up resources for other students when you have finished your work.

To logout:

1. Open the Windows 10 start menu (1) and click on the user account button (2). Additional options will appear on the menu, click on **Sign out (3)**



If you just close your Citrix connection by exiting the Citrix Workspace app or if it closed due to a network interruption, your remote Windows session will remain active in the background for a further 20 minutes. During this period, you can simply logon again to Citrix Workspace, click on the desktop icon and you will be reconnected to the Windows session you were using before. If you do not reconnect within 20 minutes, you will be logged out and the Windows session will end.

After 10 minutes of inactivity your Citrix connection will close automatically but, as above, your Windows session will remain available for 20 minutes if you wish to reconnect.

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