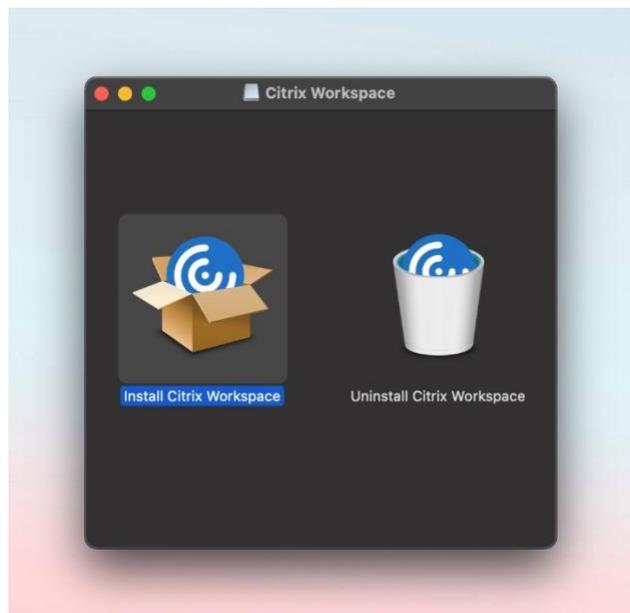


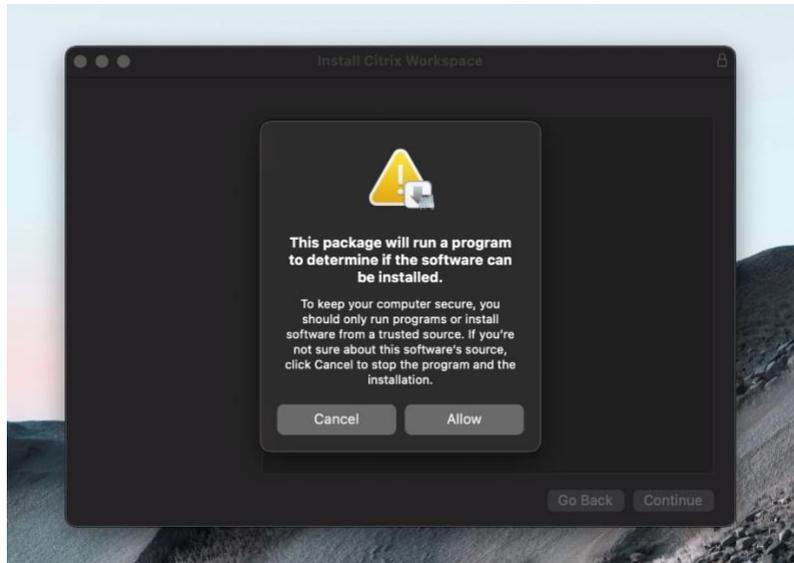
Connecting to a St. Luke's Citrix Virtual Application or Virtual Desktop from a macOS Personal Computer

Steps

1. Download the most recent version of Citrix Workspace App for macOS from the following link:
<https://www.citrix.com/downloads/workspace-app/>
2. Open the downloaded **CitrixWorkspaceApp.dmg** file, then double-click **Install Citrix Workspace**.

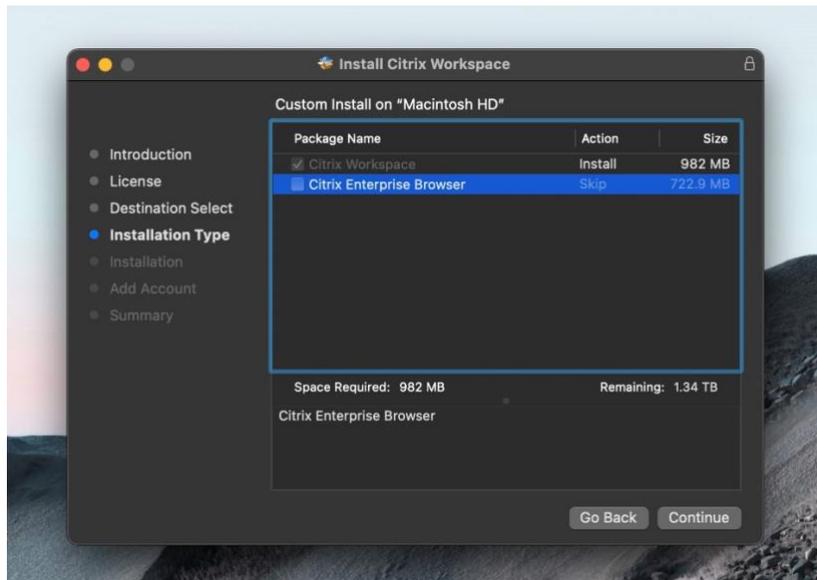


3. If prompted, select **Allow** upon the installer opening.

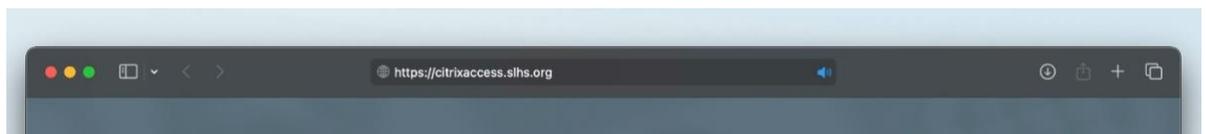


4. Follow the on-screen instructions to complete the installation.

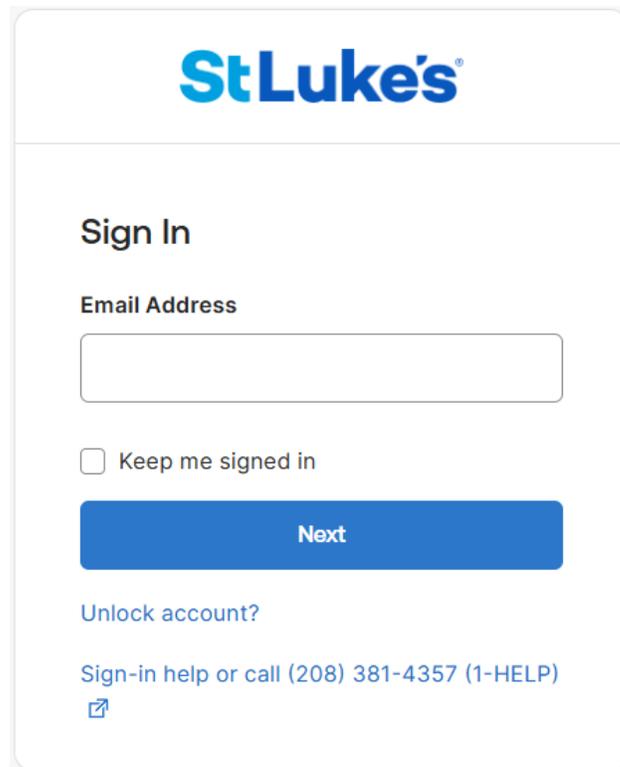
Note: If prompted, uncheck the **Citrix Enterprise Browser** package. This is not necessary.



5. Once installed, open this link or enter <https://citrixaccess.slhs.org> in your web browser (e.g., Safari).



6. Enter your email address when prompted.

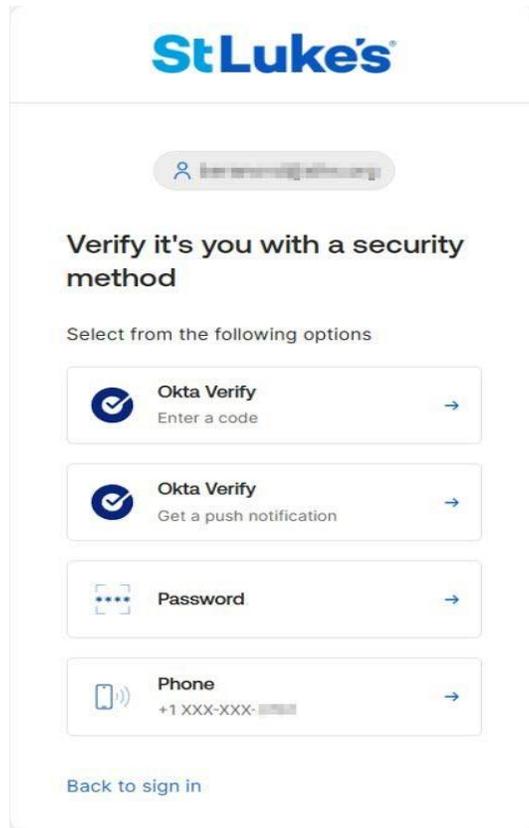


The image shows a sign-in form for St. Luke's. At the top is the St. Luke's logo in blue. Below the logo is the heading "Sign In". Underneath is the label "Email Address" followed by a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button with the text "Next" is positioned below the checkbox. At the bottom of the form, there are two links: "Unlock account?" and "Sign-in help or call (208) 381-4357 (1-HELP)", with a small external link icon next to the second link.

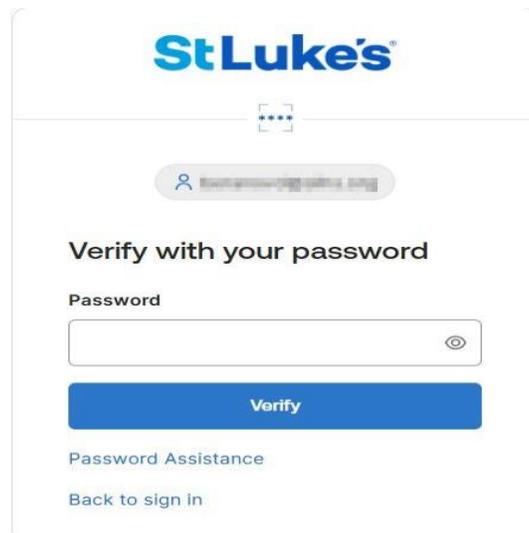
Important Note: Access to Citrix when off the St. Luke's corporate network, requires Multi-Factor Authentication (MFA). If assistance is needed with MFA, please contact the IHT Service Desk at (208) 381-4357.

7. If prompted to verify with a security method, pick from the options presented.

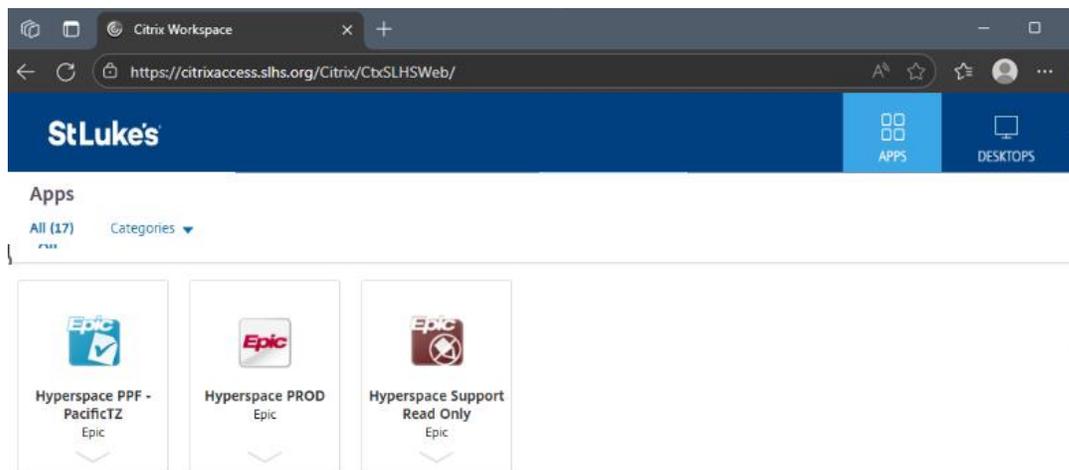
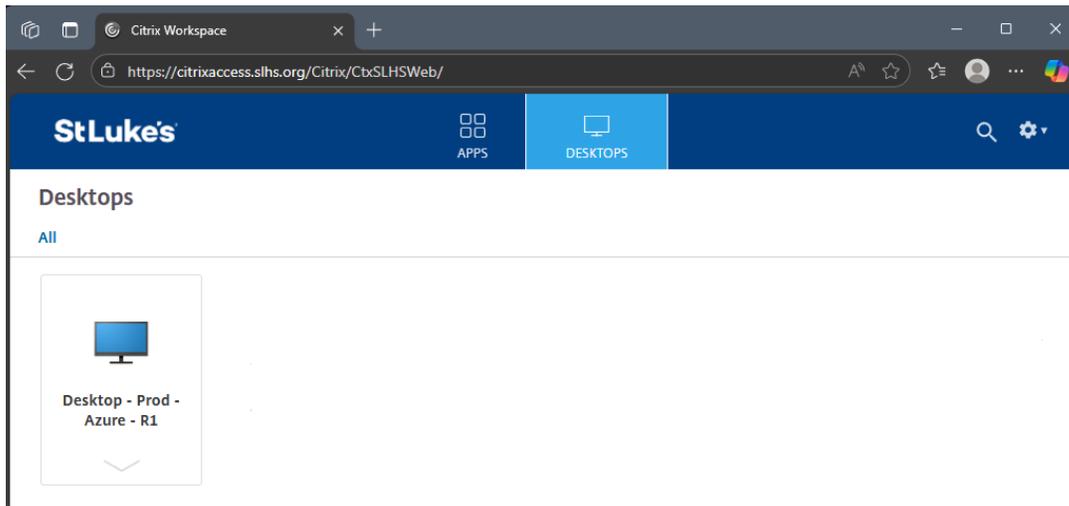
Note: You may be prompted to enter your password first, then verify using an available method.



8. Next, enter your password and click **Verify**.



9. Once connected, use the “**DESKTOPS**” tab to access your virtual desktop and the “**APPS**” to access your virtual applications.



Printing

Important Note: Printing to a home printer from a virtual desktop is **NOT** available.

Support

For general support, please contact the St. Luke's IHT Service Desk at (208) 381-4357.