Division of Technology Services

Remote Desktop via Citrix (Mac)

February 2022

Use these instructions to connect remotely to a DOR Computer using Citrix. The screenshots used in the following instructions were taken from MacOS 10.15 (Catalina) using Safari. Citrix is compatible with Chrome, Firefox and Safari.

*Note: Your DOR computer will need to be powered on to connect to it remotely. Make note of your computer name, **DORD####** (yellow & black label affixed to your workstation/laptop), before leaving the office.*

Additionally, YubiKeys must be plugged into a USB-A port. If you have a Mac computer without USB-A then you will need to plug in an adapter to use Citrix.

Download and Install Citrix Workspace

1. Download Citrix Workspace from the following URL:

   https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html
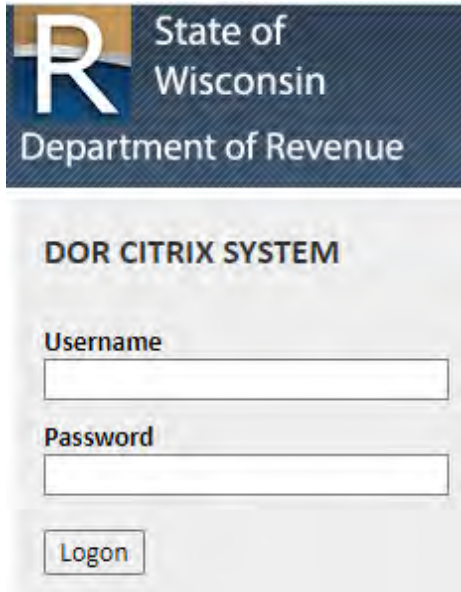
2. Click on **Download Citrix Workspace App for Mac**

3. When the download finishes, click on the down arrow in the top-right corner. You should see the file you just downloaded there – **CitrixWorkspaceApp.dmg**. Double-click it to begin the installation

   *Important: While installing, when it asks you if you would like to **Add Account**, do **not** check the box*
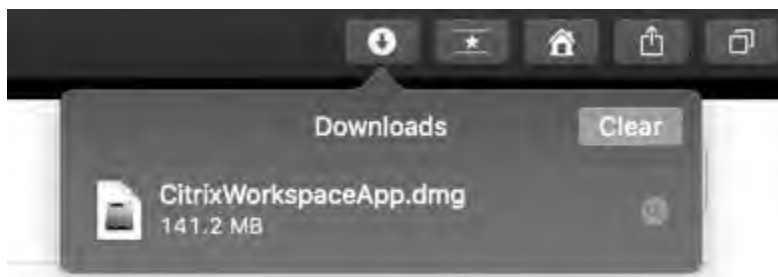
Connect to your DOR Computer

1. Access Citrix by opening the Safari web browser and go to https://citrix.revenue.wi.gov

2. Plug your YubiKey into a USB port on your personal computer so that the gold button is facing up

3. If, after plugging in your YubiKey, you see a screen titled *Keyboard Setup Assistant*, you can close it

4. Enter your **Enterprise ID** and **Password**. *Note: don't hit Enter or Login yet*

5. Leave your cursor at the end of your password and press the **gold button** on your YubiKey
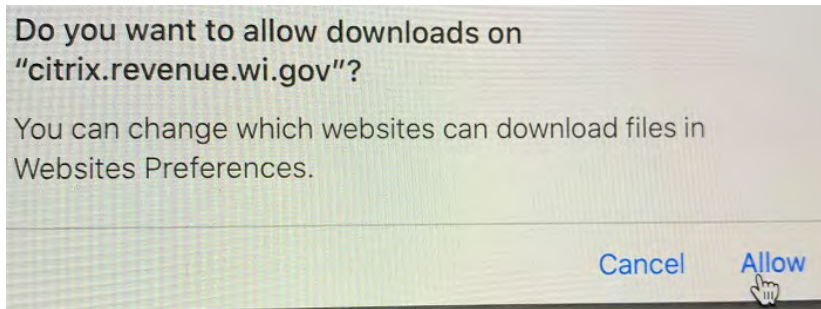

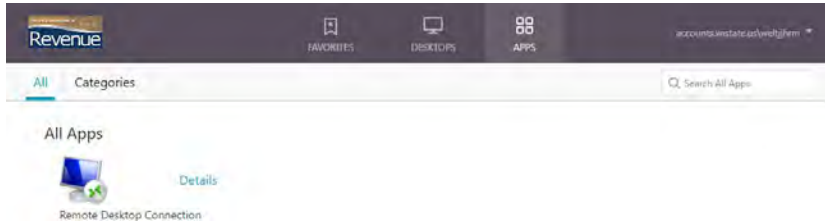6. Click **Detect Citrix Workspace app** when prompted
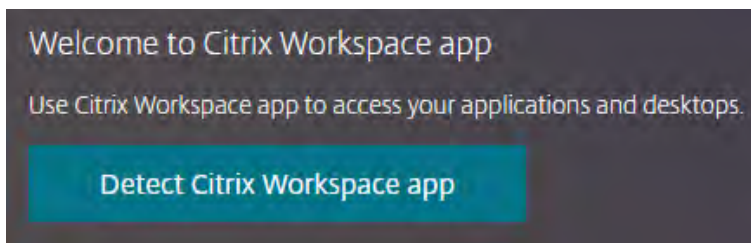
7. If you see a screen asking you to Install: this is not necessary, click **Log on** below the Install button

8. If you see a pop-up regarding **Allow Downloads**, please click **Allow**
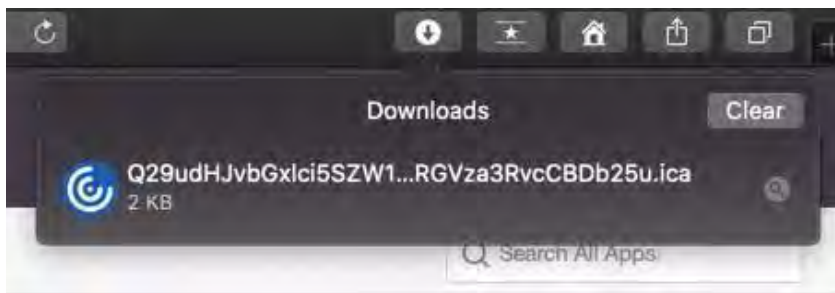

9. Click **Apps** at the top of the web page, then click on **Remote Desktop Connection**



10. A Citrix connection link will then be downloaded

11. When the download finishes, click on the down arrow in the top-right corner. The downloaded file will look similar to the image below. Double-click it to open
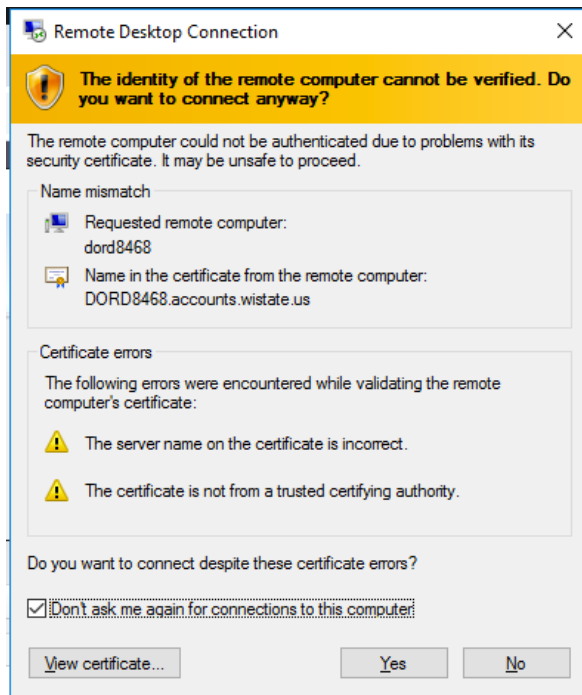

12. On the *Remote Desktop Connection* screen, in the Computer field, type in your Work Computer Name (**DORD####**) and click **Connect**

13. An *Unknown Publisher* message window may appear. If so, check **Don't ask me again...** and click **Connect**
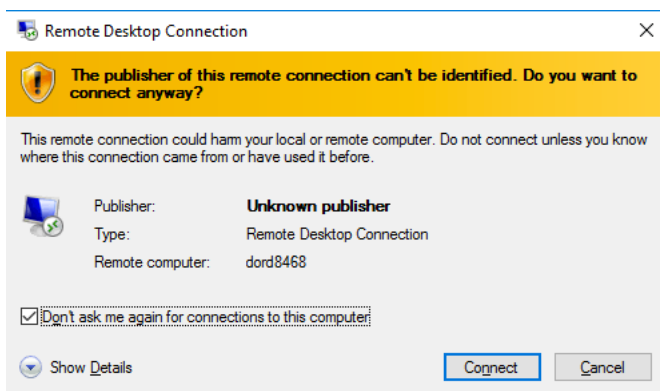
14. A *Name Mismatch* message window may appear. If so, check **Don't ask me again...** and click **Yes**

15. Your connection will finish and display your DOR computer. Click through the **Legal Notice** to get to the login screen

16. Enter your **Enterprise ID** and **Password** (same as your STAR login)

17. Click on the blank **OTP** field

18. Plug your YubiKey into a USB port on your computer so that the gold button is facing up

19. When the green light turns on, press the **gold button** on the YubiKey. This will fill in the OTP field

20. YubiKey will complete the login process and bring you to your DOR computer's desktop

Disconnecting from Citrix

1. Click on your Work Computer's **Start button**, then click the person icon and select **Sign out**

2. Close your web browser