Install the Citrix Client on your device.

**IMPORTANT:** Citrix Receiver **DOES NOT** work with Google Chrome & Microsoft Edge.

Browse to [https://receiver.citrix.com](https://receiver.citrix.com) and download and install the citrix receiver. The site will auto detect the operating system you are using and provide a link to the appropriate download.

![Citrix Receiver](image)

Once the file finishes downloading, go ahead and run it to begin installation. Afterwards, you should see an icon that looks like this.
For Mac Users:

After you click on the download button, you will get redirected to a page that looks like this.

Receiver 12.1 for Mac

Release Date: Oct 28, 2015

High performance web and self-services access to virtual apps and desktops. Configure for anywhere access from your desktop or web access with Safari, Chrome or Firefox.

For Mac OS X 10.8, 10.9, 10.10, 10.11

Available in English, German, French, Spanish, Japanese and Simplified Chinese.

Ask your help desk for set-up instructions.

Known Issue: Please note that an issue has been reported that causes a disconnect when the Session Reliability feature is disabled. Details can be found here. We are actively working to address the issue. This should affect a small number of customers, but if you believe you are impacted, please contact your help desk or consider installing Citrix Receiver 12.0 for Mac.

If you've previously installed Citrix Receiver 12.1 for Mac and experience this issue, please uninstall 12.1 and reinstall the 12.0 Mac Receiver.

Go to the bottom of the page and look for the “Download File” option. Once the file finishes downloading, go ahead and run it to begin installation.

Receiver 12.1 for Mac
Oct 28, 2015
42.4MB - (.DMG) Download File

Checksums
MD5 - 8e360adaa443551cddb89bf1df20e7c46
Activating Citrix Plugins in Safari

1. Open **Preferences**
2. Click on **Security**
3. Click on **Internet Plug-ins - Website Settings**

4. Select first Citrix Plug-in
5. Change setting to **Allow Always**
   Repeat for all Citrix plugins
6. Click **Done**
Plugins to make modifications.

Then click "Always Activate" the Clixix plugin to "Always Activate" cleanest solution that I've seen it to set happen on Clixix App pages. The proceed. For some reason this doesn't notification bar asking it's okay to an alert should show up on the that when you click on your Clixix App, "Ask to Activate" mode. This means plugins including Clixix now default to manager changed such that most of all with the update to FF 30+, the plugin.
1. Try the MyApps application again.
2. Go to Options.
3. Look for Citrix ICA Client or for an ICA Extension.
4. Go to the drop down menu next to that listing.
5. It should say, "Use Citrix Connection Manager (Default)."
6. If it doesn't, then use the drop box to change it.
7. Try the MyApps application again.