Arthur J. Gallagher & Co.

How To:

GIS Citrix – Mac OS X

Contents

Created By: Brad Brown

Installing Citrix on the Mac is slightly different than in Windows. The following instructions will provide details on how to successfully install Citrix on a Mac, as well as provide some basic troubleshooting.
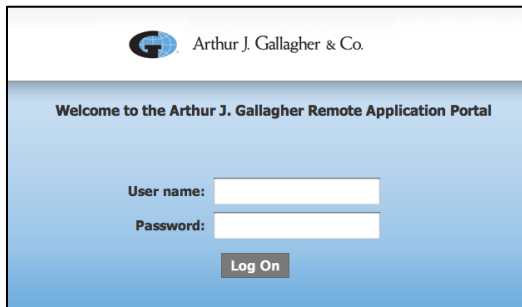
Install Citrix Plugin
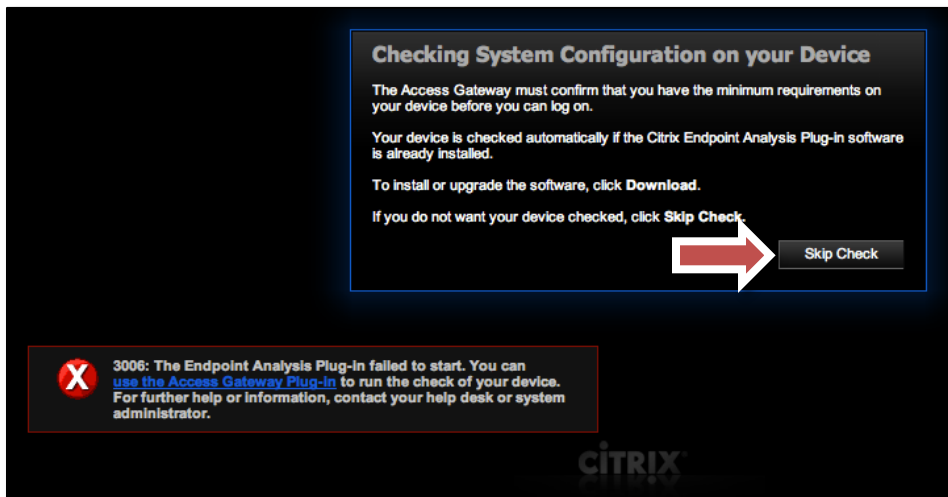
Download the Plug-in

1. Open **Safari**, and navigate to **gis.ajg.com**.

2. Login to the AJG Citrix website using your Network credentials (the same thing as on your computer at work, ex. fmlastname).
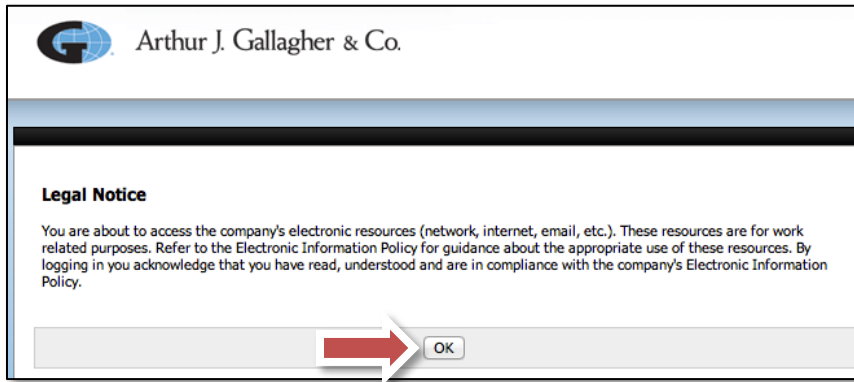

3. Click **Skip Check**. *Note that this step is crucial to making Citrix work correctly.*
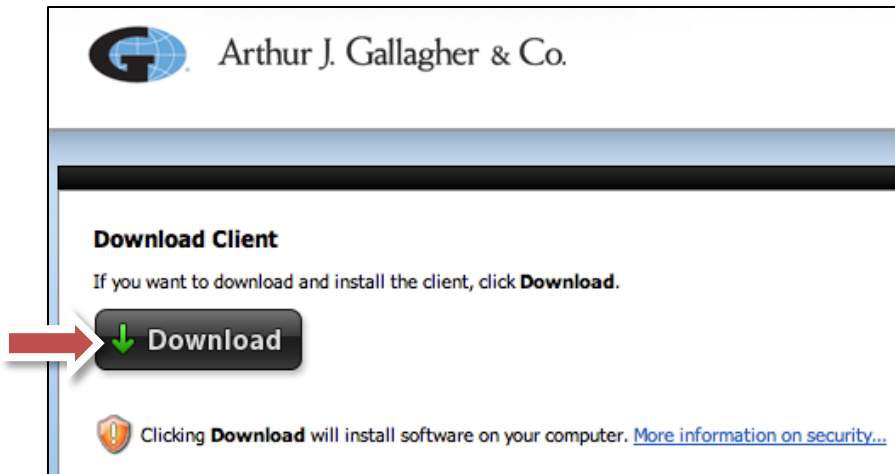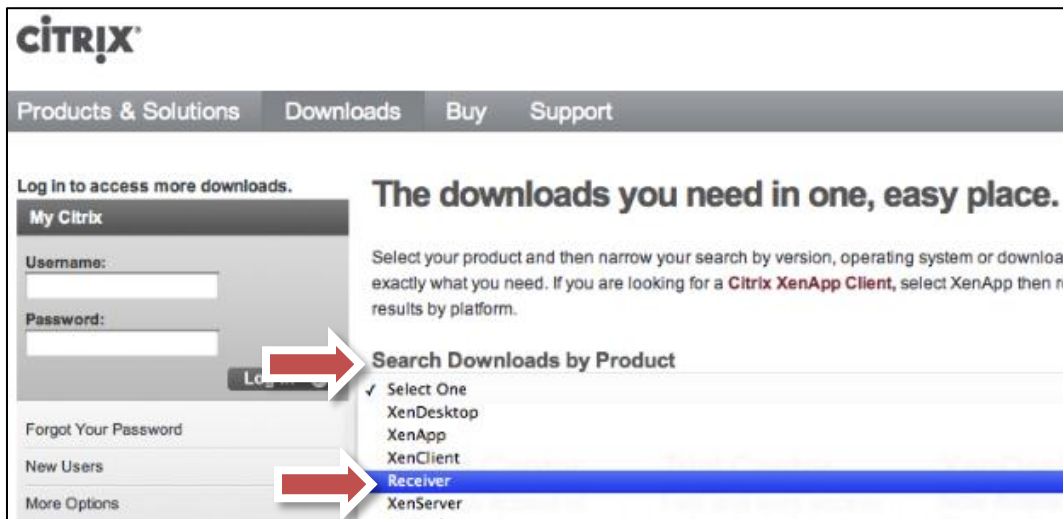
4. Click **OK** to accept the **Legal Notice**.

5. Click **Download**. This will launch a new window, and take you to the Citrix website.

6. Select the **Search Downloads by Product** dropdown menu, and click **Receiver**.

7. Click **Receiver for Mac (Online Plug-in)**.

8. Click **Download**. The **Citrix Download Manager** will open.

Created By: Brad Brown
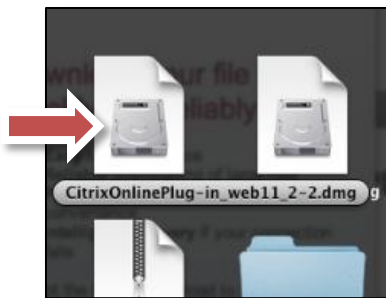
9. Click **Download Now**.

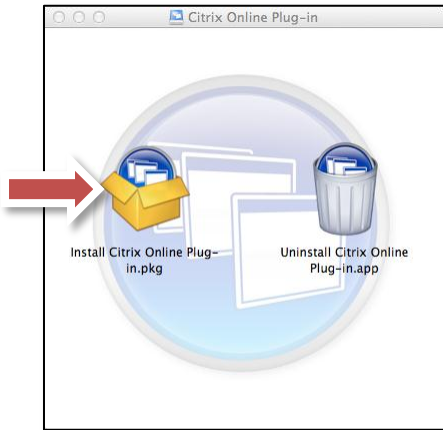10. The Citrix Online Plug-in will be downloaded and placed in your **Downloads** folder.
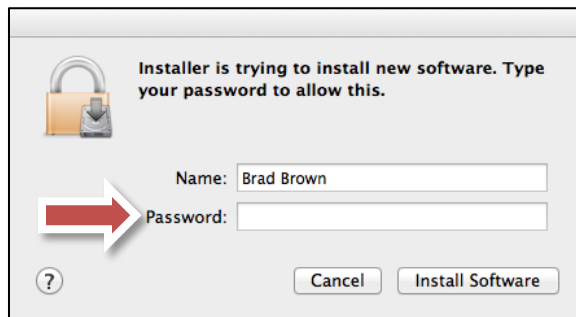

Install the Plug-in

1. Open your **Downloads** folder.
2. Click the **CitrixOnlinePlug-in_web.dmg** file that appears.
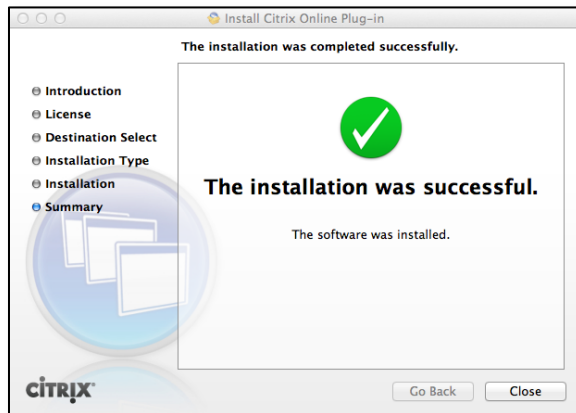
Created By: Brad Brown

3. A popup window will appear with two options. Double-click **Install Citrix Plug-in.pkg.**

4. The **Citrix Online Plug-in Installer** screen will appear. Click **Continue**.
5. Click **Continue** at the **Software License Agreement** screen.
6. Click **Agree** to accept the **Software License Agreement**.
7. Click **Install** to accept the default location, or change to your preferred location.
8. When prompted, enter the password for *your computer*. This is required to complete installation of software on Mac OS X. *(If you do not know this password, you will not be able to install the Citrix software on your computer.)*
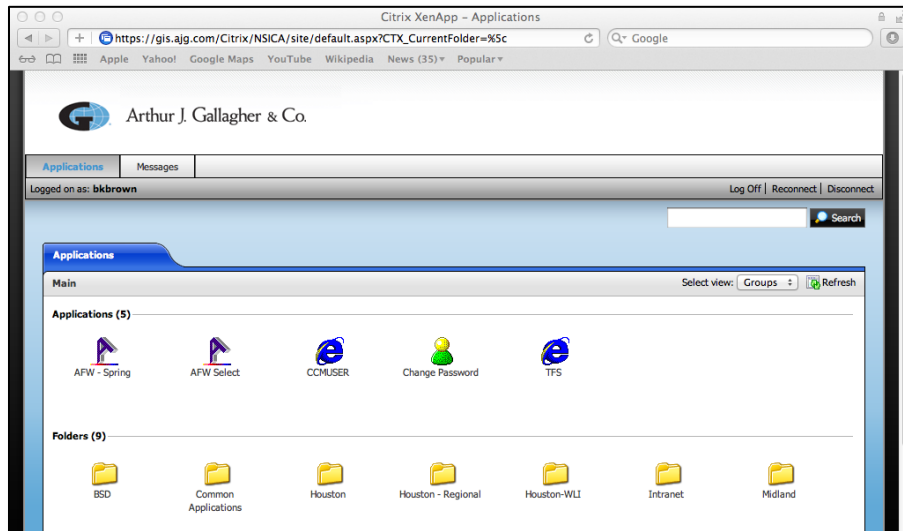

9. The installation will continue. When finished, click **Close**.

10. Installation complete.

Created By: Brad Brown
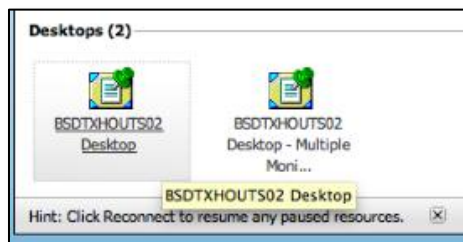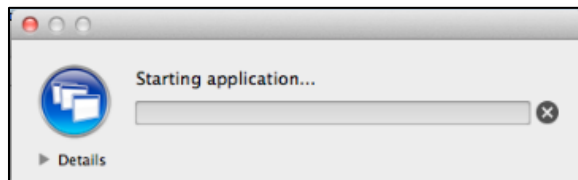
Accessing Citrix

1. Return to **Safari**, and the **Citrix website** *(login again, if necessary).*
2. Choose the **[specific folder]**.

3. Click the icon named **[Enter the icon name here]**
   (note that it may appear differently than below).

4. **Citrix** will launch.

5. Your desktop or application will be loaded.

Created By: Brad Brown

Troubleshooting

Mac App Store

The version of Citrix Receiver available in the Mac App Store is not compatible with Gallagher's current Citrix environment.

If you have already installed it, it is not necessary to remove it, but you will still need to follow the instructions above in order to access Citrix successfully.

Citrix Access Gateway Plug-in

If you installed the Access Gateway Plug-in, you must uninstall it in order to use Citrix.

To Uninstall:

1. Locate the **Access Gateway** app in your **Programs** > **Citrix** folder.

2. Click and drag the **Access Gateway** icon to your **trash can** in the Dock.

3. The program has been **uninstalled**. You may now proceed with installing/accessing Citrix.

Created By: Brad Brown