

## <http://vpn.uws.edu.au> Installing software for Mac access

This fact sheet has been written for Mac users wanting to connect to UWS VPN. Fact sheets on using the VPN are available at: <http://www.uws.edu.au/itfactsheets#vpn>. The browser used is Safari. Other browsers should work, but there may be minor differences in appearance and behaviour.

### Software installation

Open Safari and **enter the following address** into Safari's address bar (or just click the link if viewing this fact sheet online):

<http://www.citrix.com/English/ss/downloads/results.asp?productID=186&c1=ost12726>

When the Citrix downloads page opens, select **Online Plug-in for Mac 11.2**:

The screenshot shows the Citrix download page with the following elements:

- Find all the downloads you need—fast.**
- Switch Product:** A dropdown menu with "XenApp" selected.
- Or Refine Your Results:**
  - Select Product Version (optional):** A dropdown menu with "--Select a Product Version--" selected.
  - Select OS/Hardware (optional):** A dropdown menu with "Mac" selected.
  - Select Download Category (optional):** A dropdown menu with "--Select a Category--" selected.
- Results for:** XenApp > Mac
- Legend:** A small icon indicates restricted access. Text: "Indicates restricted access. For further assistance, please contact **Customer Service**."
- Receivers:** A section with a "Hide Downloads" link. It contains:
  - XenApp (all product versions)
  - Receiver for Mac 11.4 NEW!** (This item is circled in red in the original image)
- Legacy Clients:** A section with a "Hide Downloads" link. It contains:
  - XenApp (all product versions)
  - Receiver for Mac 11.2 (Online Plug-in )

Select Receiver for Mac 11.4

The Online Plug-in for Mac 11.2 download page opens.

Log in to access more downloads.

**My Citrix**

Username:  
Password:

Log In

Forgot Your Password  
New Users  
More Options

## Receiver for Mac 11.4 NEW!

Release Date: 8/27/2011

Back to results

Replaces the Online Plug-in for Mac. Contains all of the Online Plug-in functions.

Use for on-demand access to Windows, Web, and SaaS applications using Safari or Firefox with Mac OS X 10.6 or 10.7 (32- and 64-bit). No set up is required.

Ask your help desk for the URL to set up Receiver to access your apps and desktops directly from your desktop.

Review the **Receiver for Mac 11.4 documentation**.

View the list of countries that may have **export or import restrictions** for products containing strong (128-bit or greater) encryption.

Receiver	All Languages	8/24/11	5.49 MB	.dmg	Download
----------	---------------	---------	---------	------	----------

Press the download button

Press the **download button** to download **Receiver for Mac** as shown below.

The Download Manager window will open.

Press the **Download Now** button.

## Citrix Download Manager

Download your file quickly and reliably

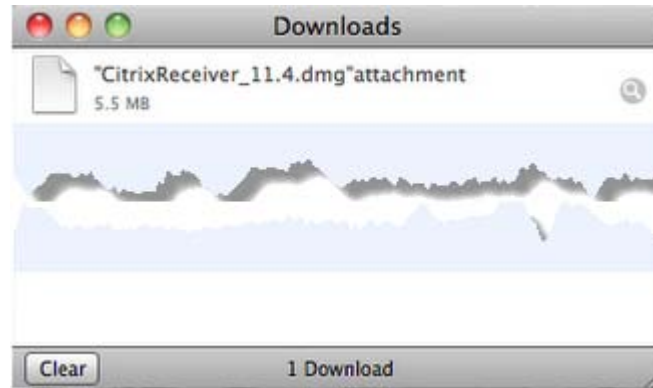
- Easy to use interface
- Reliable downloading of large files
- Pause and restart at your convenience
- Intelligent recovery if your connection fails

Accept the secure download to install Download Manager and begin downloading your selected file automatically.

Download Now

Click the link to download the file

The download displays as shown below:



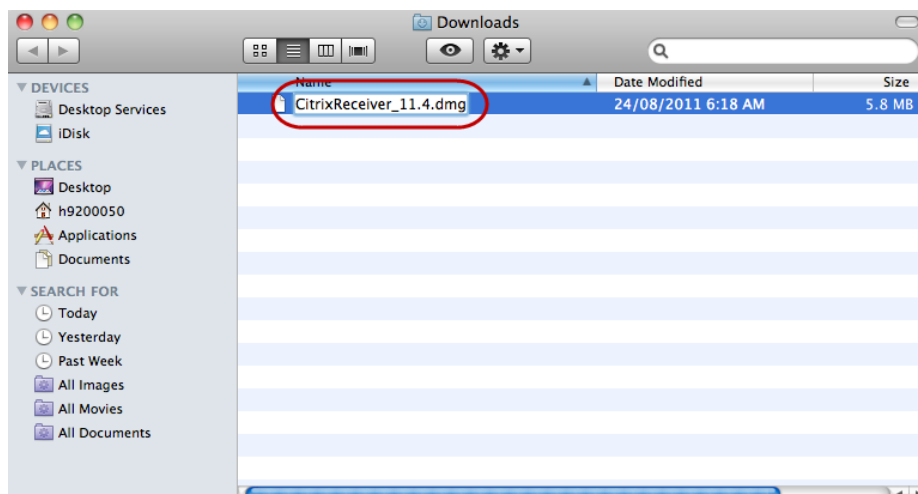
Downloads window

If you try to open the file, an error occurs. Safari is not be able to open the file because it is downloaded and renamed incorrectly. An error message is displayed. Press **OK**.



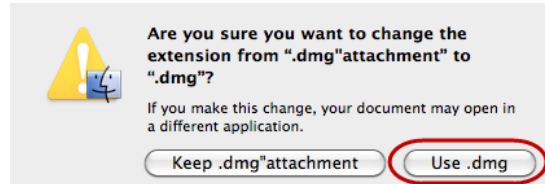
Error message

To fix this problem, open your Downloads folder and rename the file as **CitrixReceiver\_11.4.dmg**. Remove the **quotation marks** and **“attachment”**, which are causing the error.



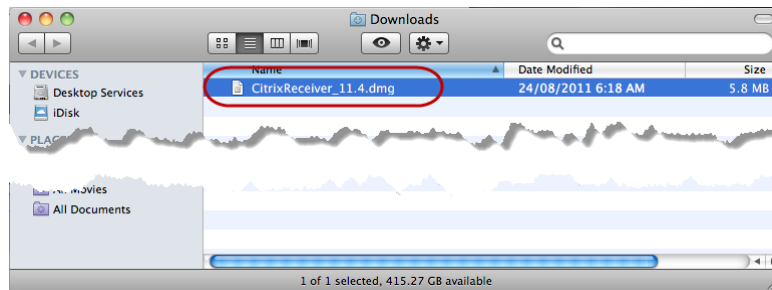
Rename the file as CitrixReceiver\_11.4.dmg

When you rename the file, a warning will appear. Press the **Use .dmg** button.



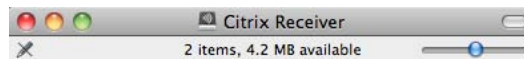
*Press Use .dmg*

Now you will be able to double click the **CitrixReceiver\_11.4.dmg** file.



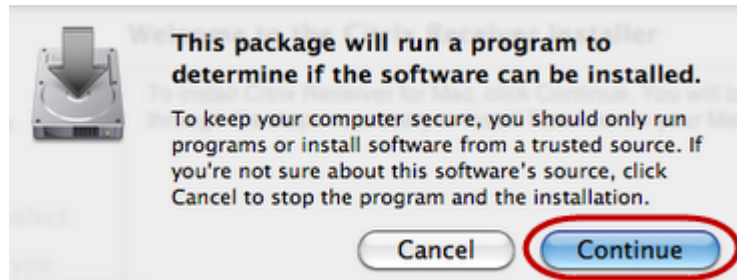
*Double click the renamed file*

Double click the installer icon and follow the on-screen instructions.



*Double click the installer icon*

The installer starts. Press **Continue** on the two following screens.

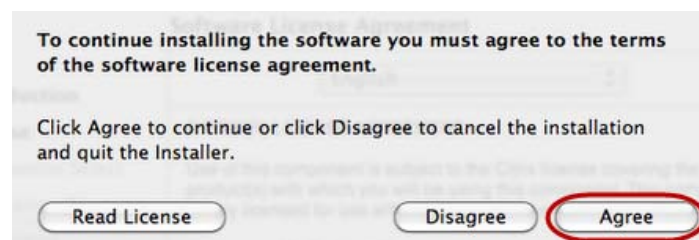


*Press Continue*



*Press Continue*

You must agree to the licence agreement. Press **Agree**.



*Press Agree*

The Licence Agreement appears. Read the licence. Press **Continue**.



*Read the licence agreement and press Continue*

You may be asked for an installation location - press **Continue** to accept the default. Press **Install**



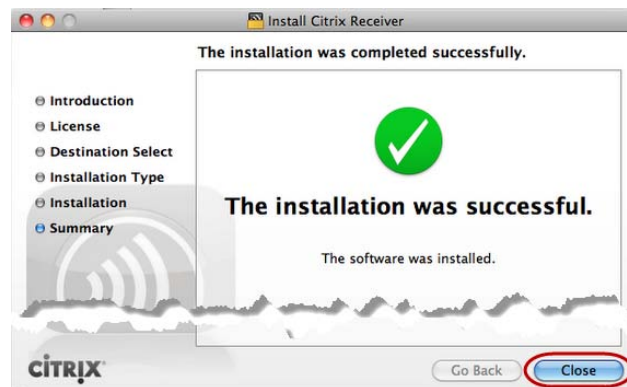
*Press Continue*

If required, enter your **Mac's admin user credentials**, and press **OK**. Normally, these are not your MyUWSAccount credentials.



*Enter your Mac's admin user credentials and press OK*

When installation has completed, press **Close**.



*Press Close*

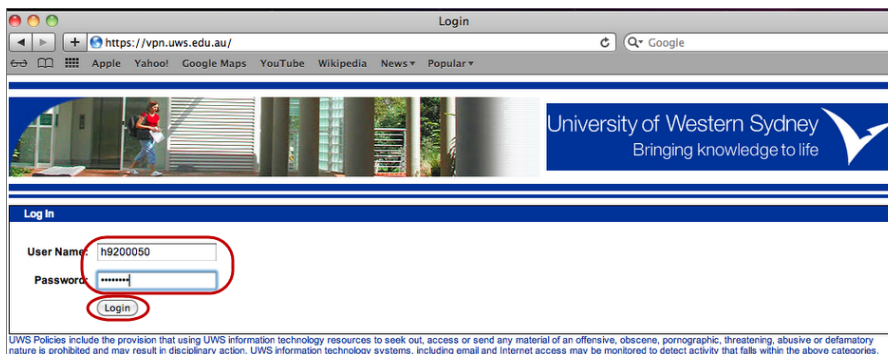
Now the software has been installed, you will be able to connect to UWS VPN.

## Connecting

Open Safari and enter the following web address into the address bar:

- <http://vpn.uws.edu.au>

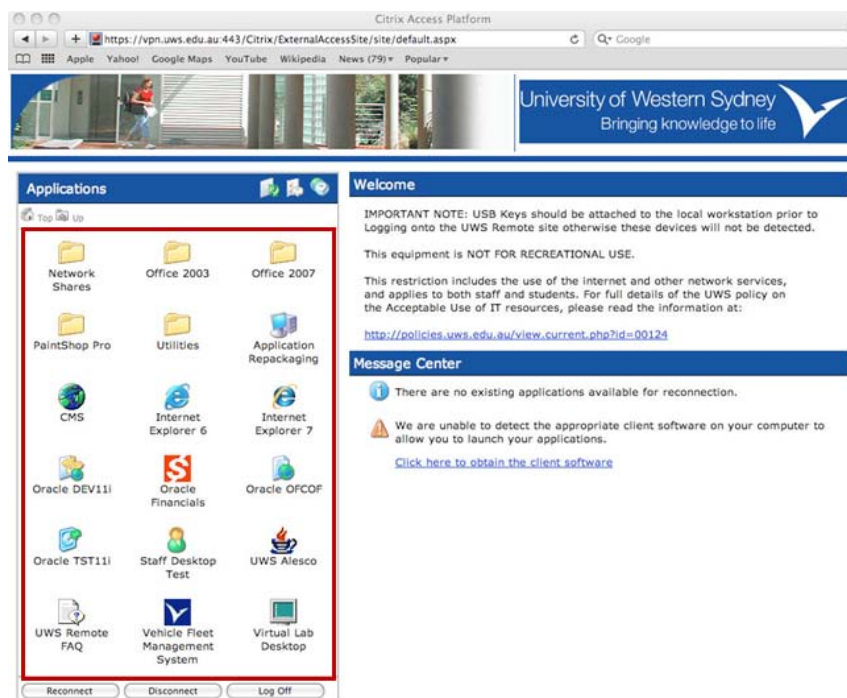
At the VPN login screen, enter your **MyUWSAccount credentials** and press the **Login** button.



*Enter your MyUWSAccount credentials and press Login*

The VPN welcome window opens.

Click (once only) the **icon for the application** you wish to use (or the folder and then the icon within). The application opens inside a Windows environment. Use applications normally.



*Click the icon to open the application*

**More information**

The latest version of this, and other ITS Fact Sheets related to UWS VPN can be found at:

- <http://www.uws.edu.au/itfactsheets#vpn>

Current VPN Fact Sheets include:

- Frequently Asked Questions (FAQ)
- Installing Software
- Accessing Applications and Printing
- Adding a Shared Drive



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	<a href="mailto:itservicedesk@uws.edu.au">itservicedesk@uws.edu.au</a>
Web:	<a href="http://www.uws.edu.au/itservicedesk">http://www.uws.edu.au/itservicedesk</a>
Self Service job logging:	<a href="http://itsm.uws.edu.au">http://itsm.uws.edu.au</a>
UWS IT Services Catalogue:	<a href="http://www.uws.edu.au/its">http://www.uws.edu.au/its</a>
ITS Fact Sheets	<a href="http://www.uws.edu.au/itfactsheets">http://www.uws.edu.au/itfactsheets</a>