



Citrix Workspace: Installation Guide for non-Roche managed devices

IMPORTANT!

This guide details the steps to install the **Citrix Workspace App** client on a **Windows** or **Mac** device.

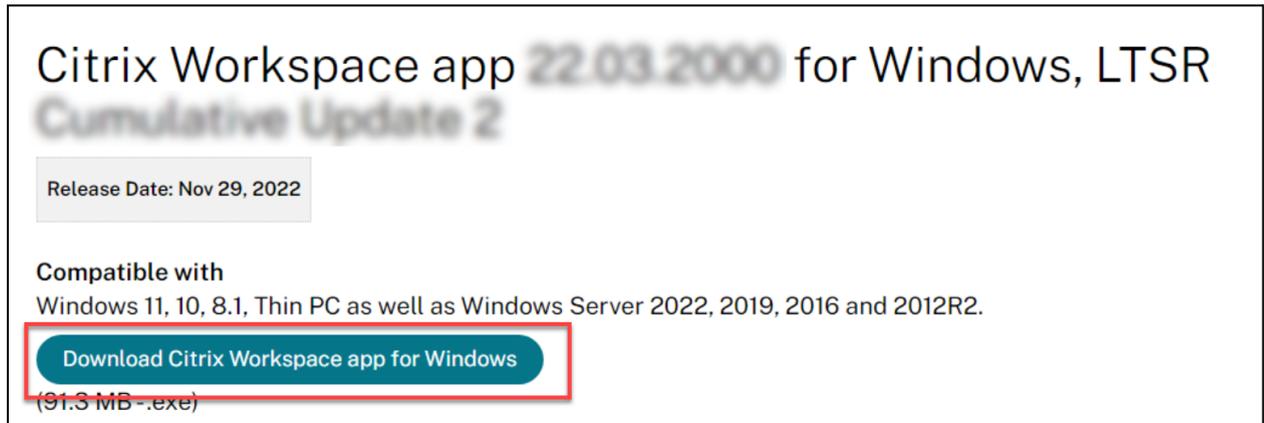
In case you have any issues with this software, you should report to your company Service Desk.

Installation instructions for Windows

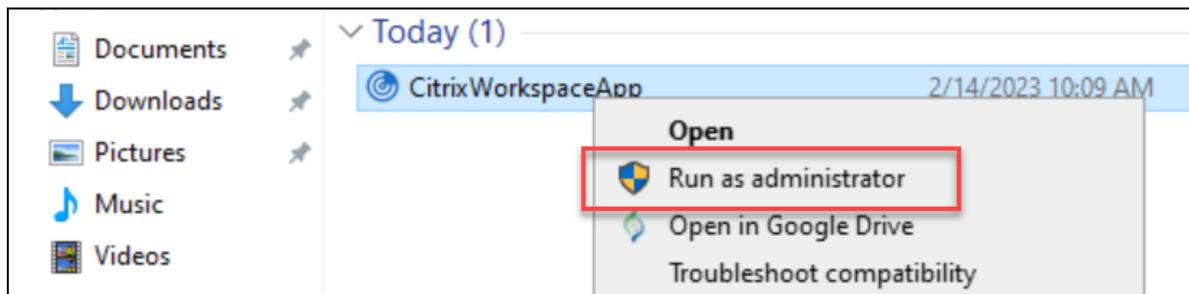
1. Access the following URL:
<https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html>

**This URL will automatically redirect to the download page for the latest available version of the Citrix Workspace LTSR app for Windows. Therefore, the displayed version might vary.*

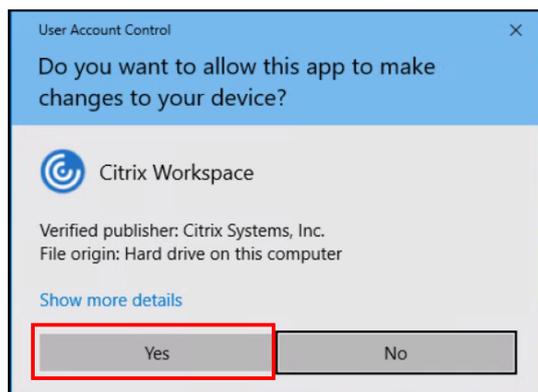
2. Select **Download Citrix Workspace app for Windows**.



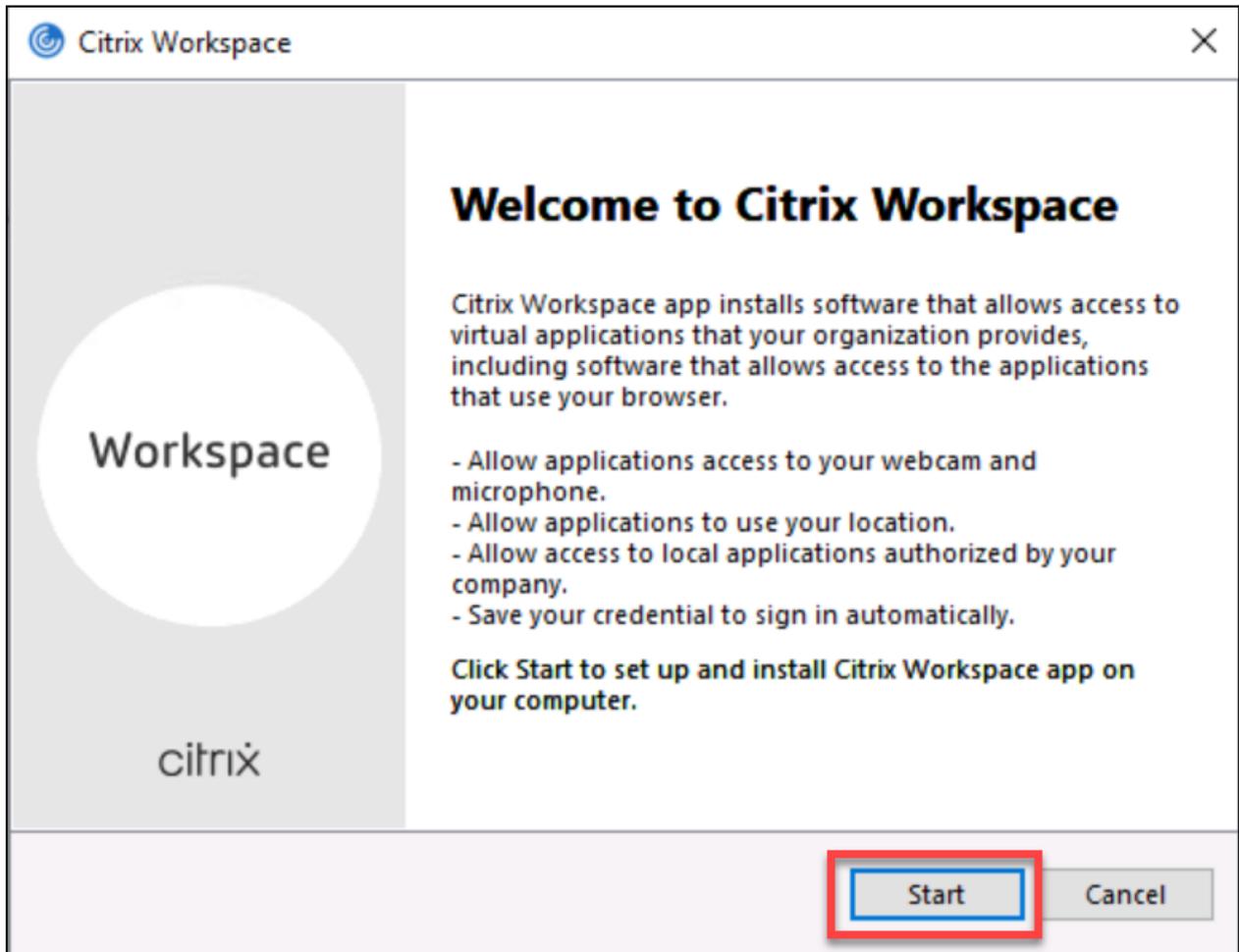
3. From the **Download** folder, right-click **CitrixWorkspaceApp.exe** file and select **Run as Administrator**.



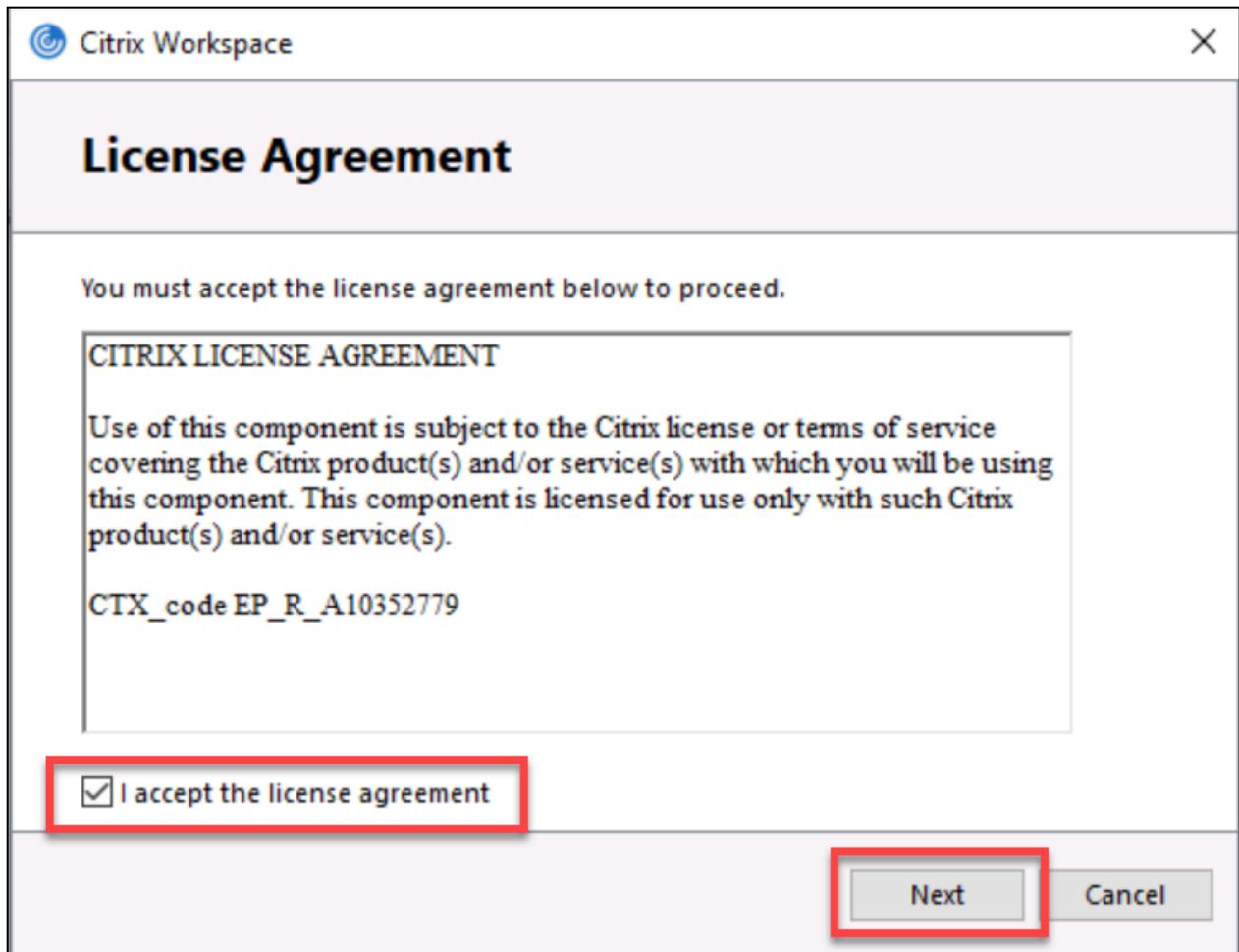
4. The following message might appear **Only if User Account Control is enabled**. Click **Yes**.



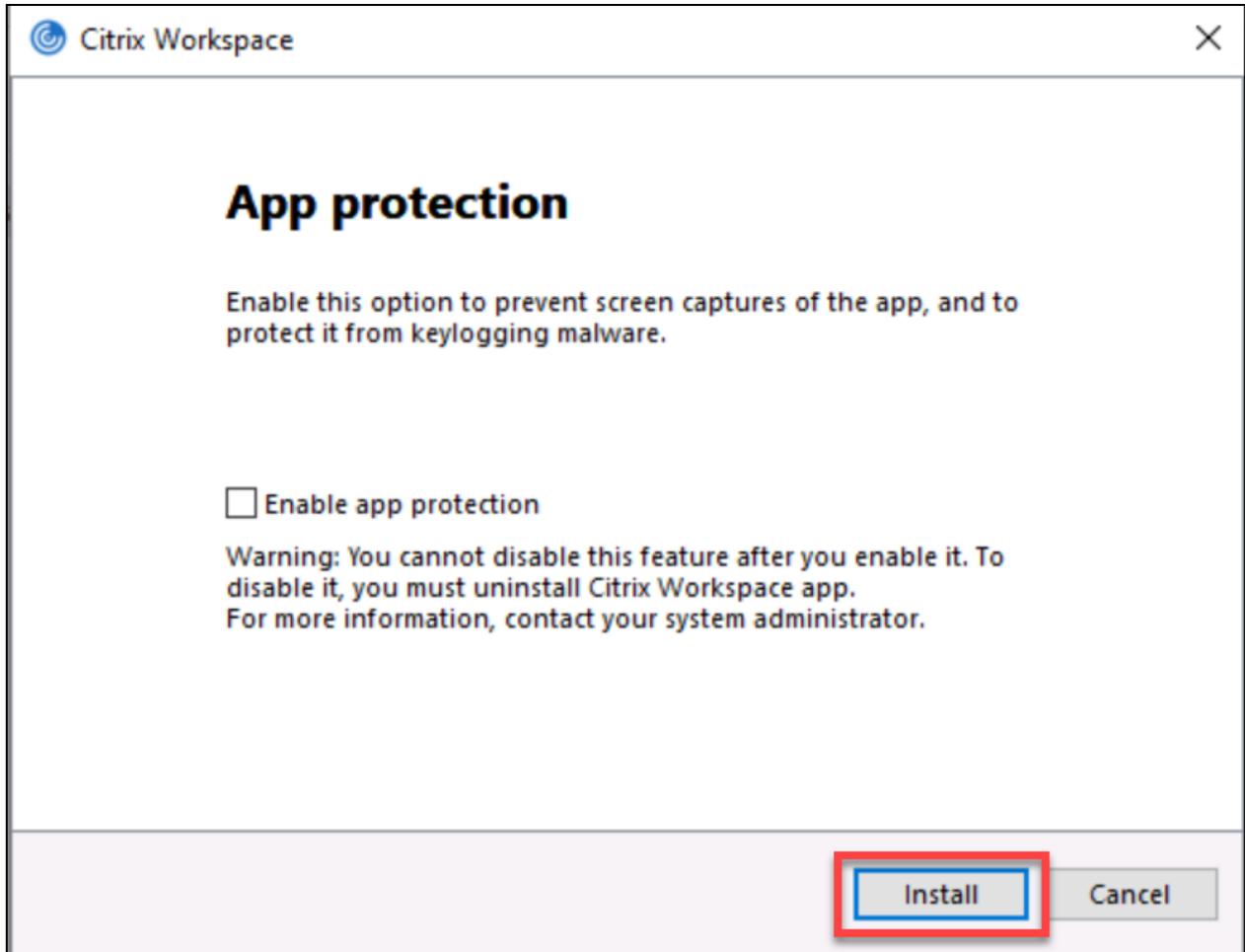
5. On the **Welcome Wizard** page, click **Start**.



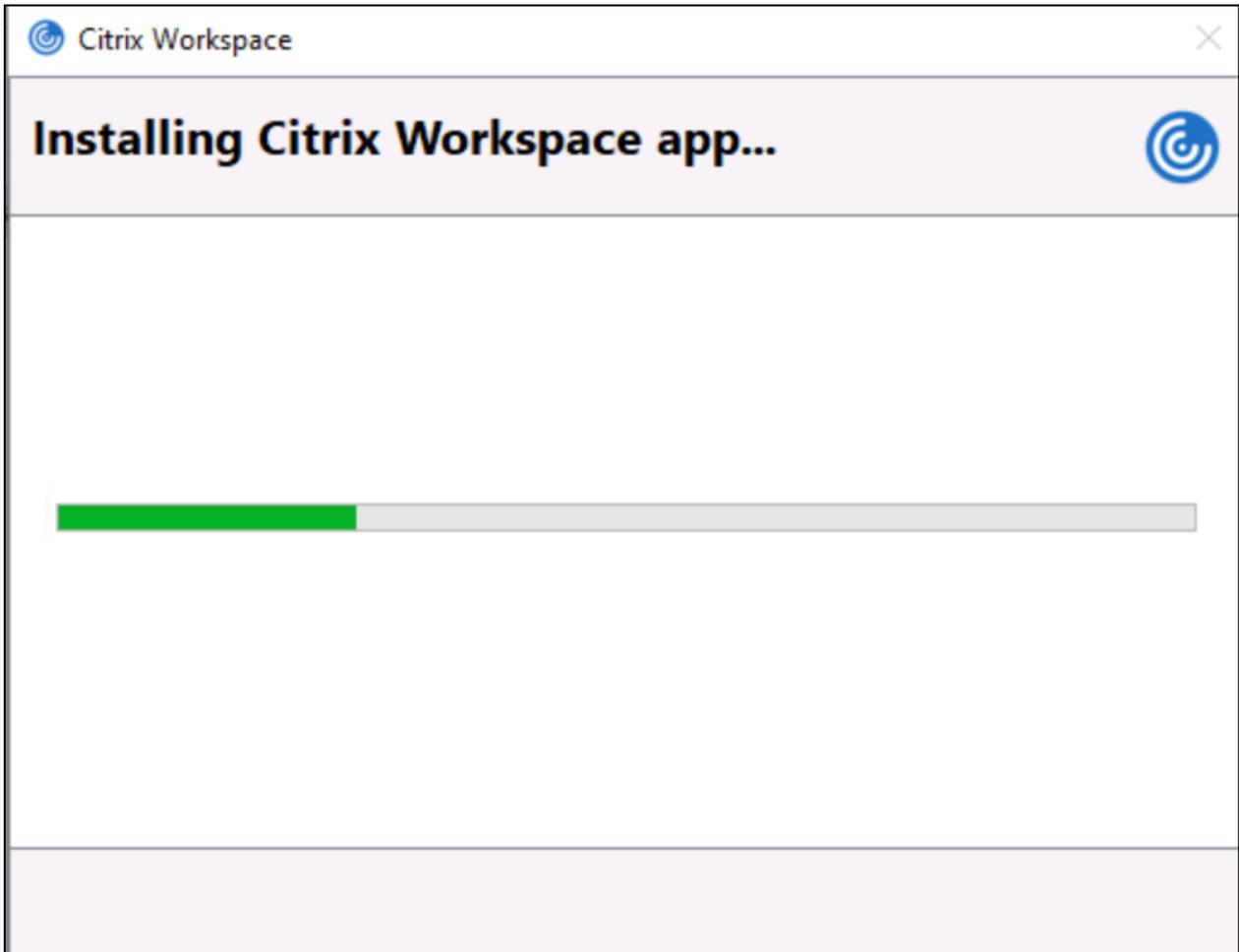
6. On the **License Agreement** page, check **I Accept the license agreement** and click **Next**.



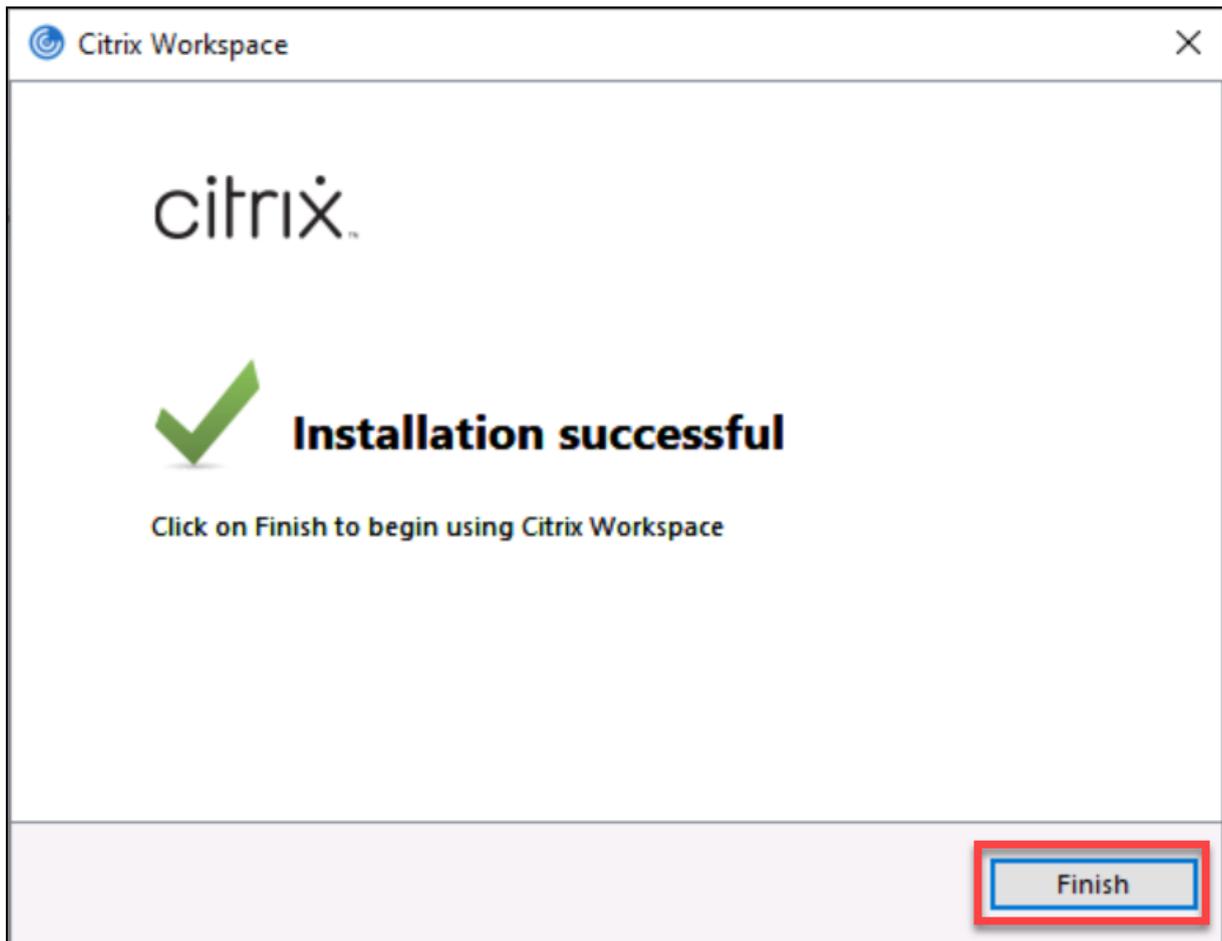
7. On the **App protection** page, ensure **App protection** is **Disabled** and click **Install**.



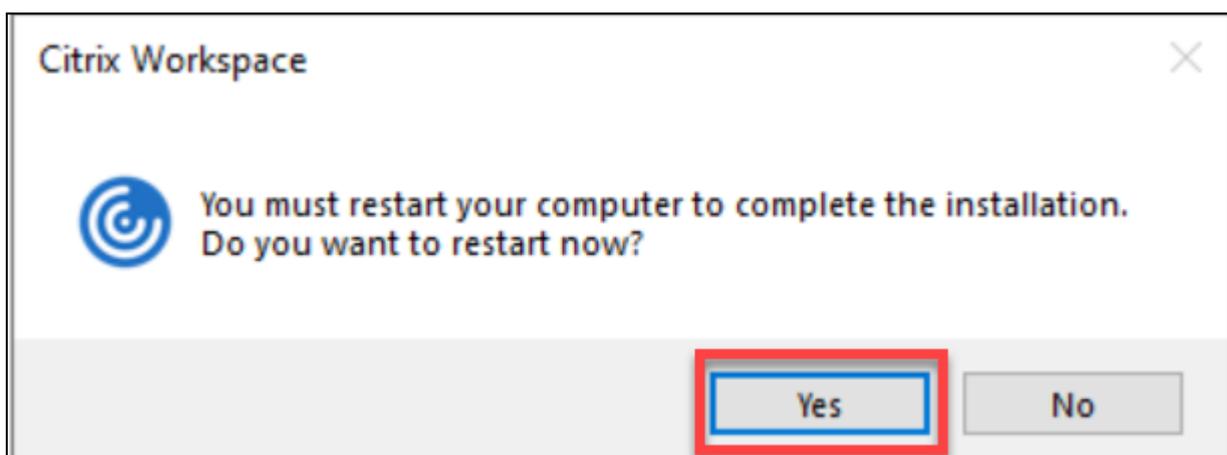
8. The installation process will take a while...



9. Click on **Finish** when completed.

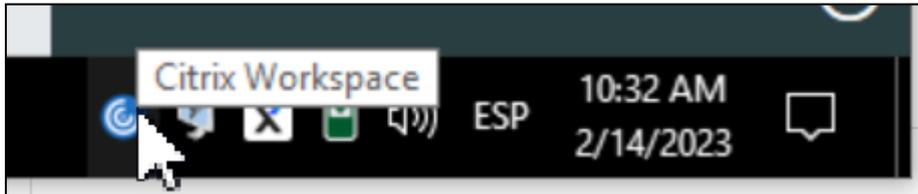


10. If prompted, **Restart** the computer to complete the installation .

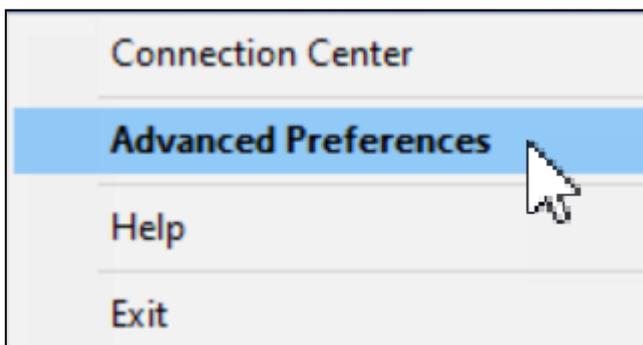


Configure client updates

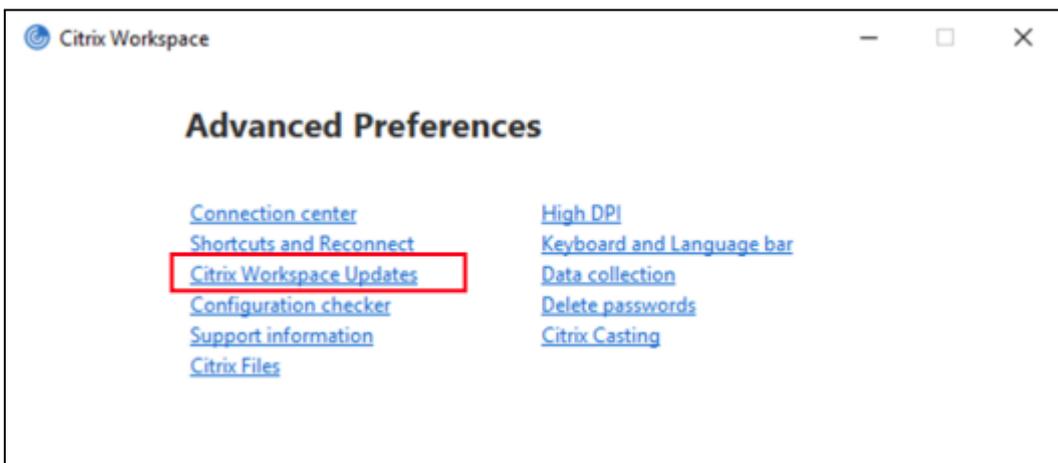
The Citrix Workspace icon will be available at the desktop taskbar down-right corner.



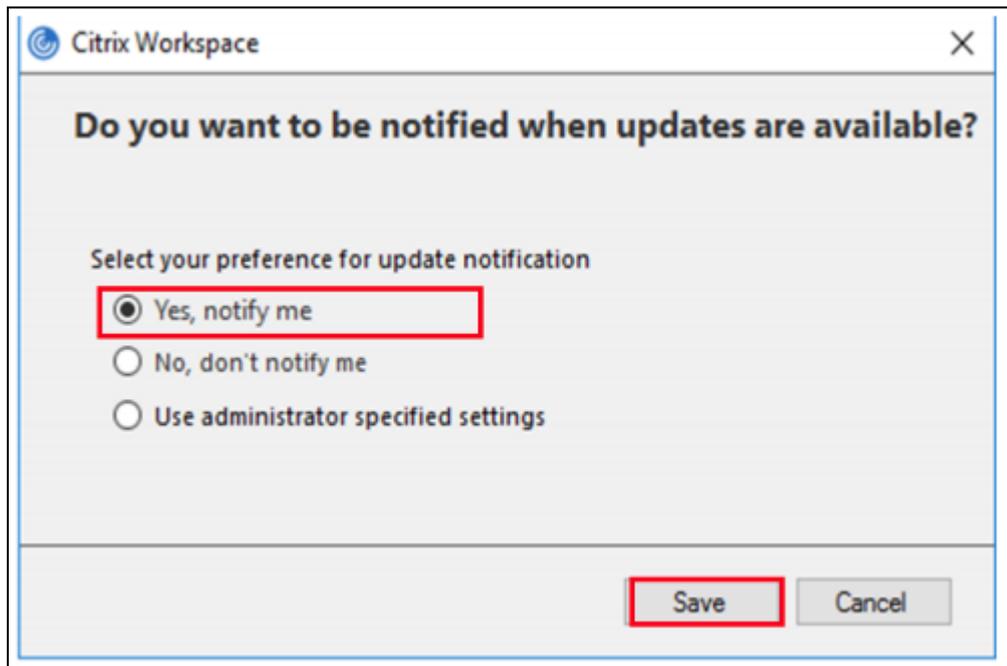
1. *Right-click* Citrix Workspace icon and select **Advanced Preferences**



2. Click **Citrix Workspace Updates**.



3. Select **Yes, notify me** and click **Save**

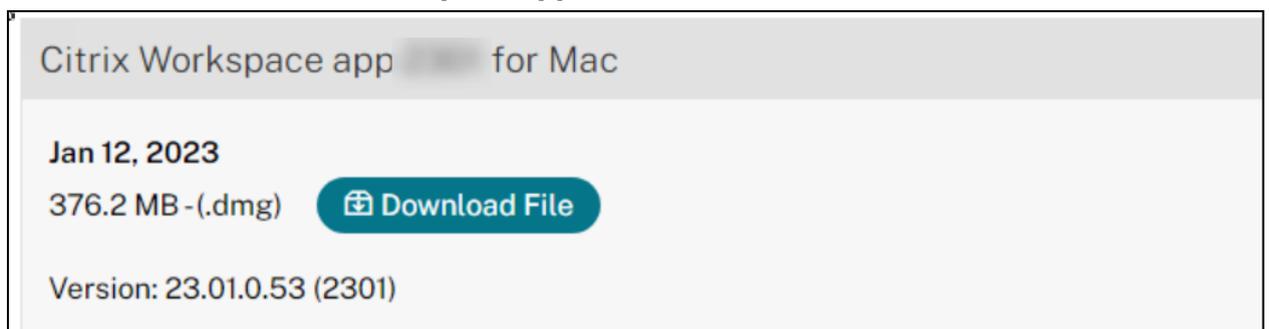


Installation instructions for MAC

1. Enter the following URL
<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

**This URL will automatically redirect to the download page for the latest available version of the Citrix Workspace app for Mac. Therefore, the displayed version might vary.*

2. Select **Download Citrix Workspace app for Mac.**



3. Open the downloaded file.

Confidentiality Note

This document is confidential and should not be distributed outside of Pharma Informacs or provided to any Regulatory Agency without express permission of the Document Owner.

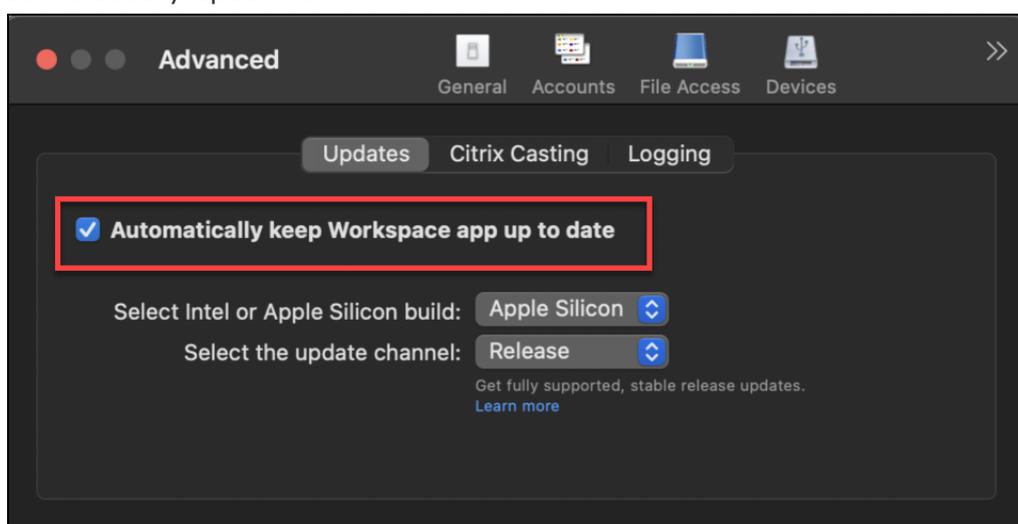
4. On the **Introduction** page, click **Continue**.
5. On the **License** page, click **Continue**.
6. Click **Agree** to accept the terms of the License Agreement.
7. On the **Installation Type** page, click **Install**.
8. On the **Add Account** page, select **Add Account** and then click **Continue**.
9. Enter the user name and password of an administrator on the local device.

Configure client updates

The new Citrix Workspace app icon will be available on your Mac.



1. From the drop-down list, select **Preferences > Advanced > Updates**.
2. Ensure **Automatically keep Workspace app up to date**, to ensure client will be automatically updated.



3. **Close**