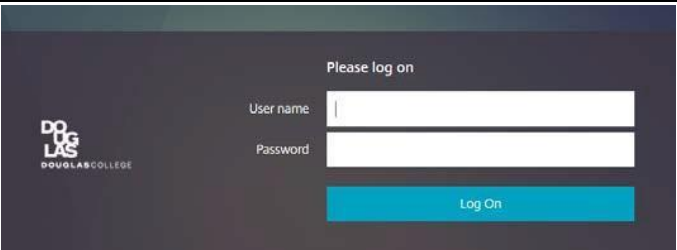
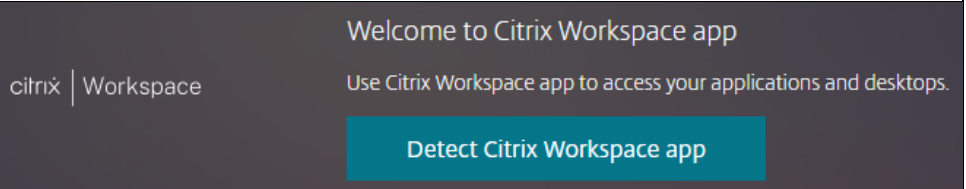
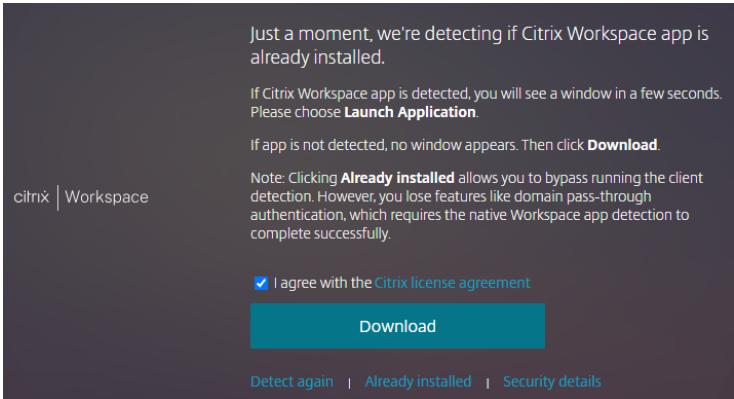
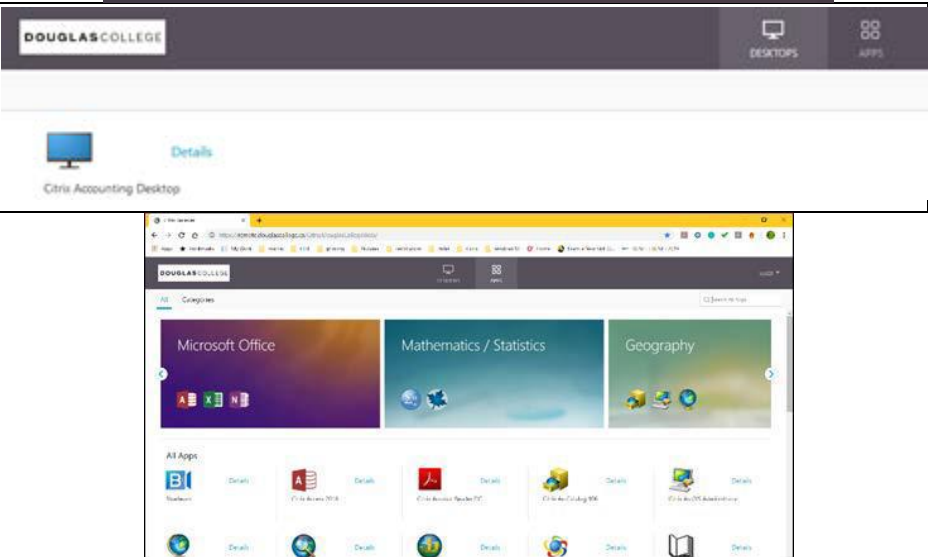
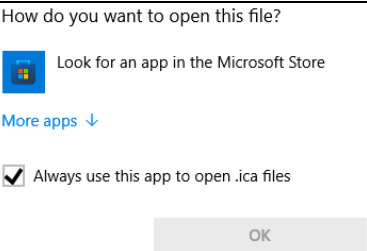
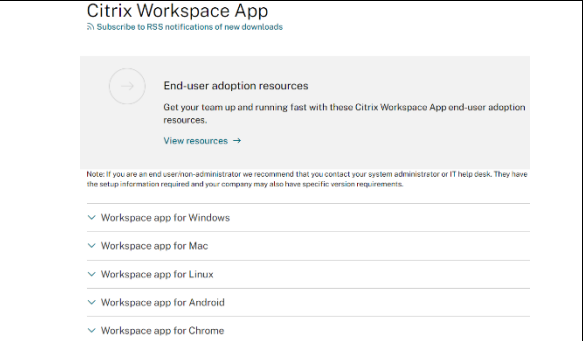
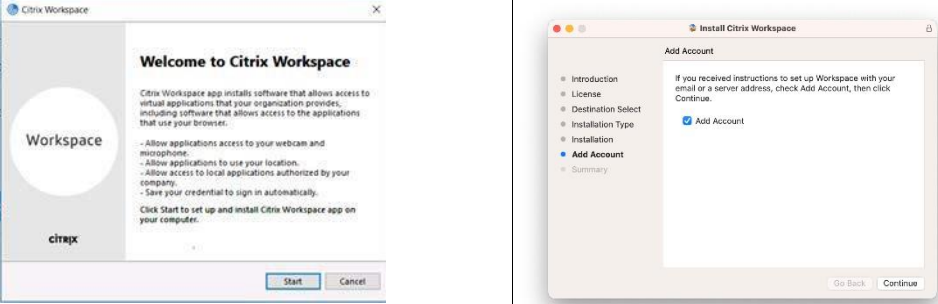
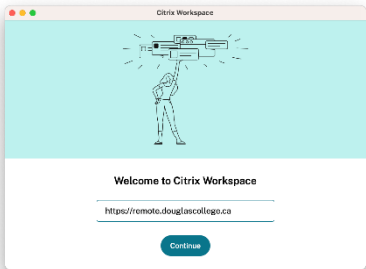
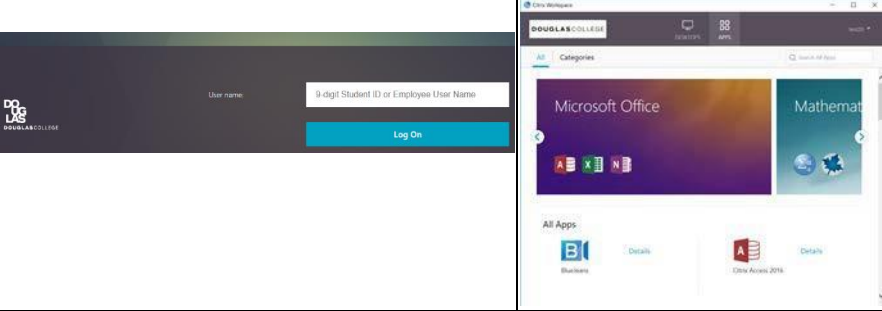


Citrix Workspace App - Home Instructions

1. Open your internet browser (i.e., Chrome, Firefox, Opera, Safari) if Citrix Workspace App is installed. If not, skip to step 6 to do this.			
2. Go to: https://remote.douglascollege.ca The Citrix Receiver log on window will appear.			
3. Use your CNA credentials to log on. You will get prompted for MFA authentication.			
4. If you get this message, you may need to install the Citrix Workspace App. Click Detect Receiver and check “I agree...”, then Download and follow install prompts to install.			
5. After logging in, click on either the Citrix Accounting Desktop icon, or Apps near the top right corner, to locate the application you wish to open.			
6. If you see a prompt asking how to open file, then the Citrix Workspace App needs to be installed first. Download the installer from: https://www.citrix.com/downloads/workspace-app/			
7. Choose Windows, MacOS or Linux depending on your personal device.			
8. Click “Start” to run the installation. Accept all default settings. Check the “Add Account” box if prompted. Once install is complete, open the Citrix Workspace App again.			
9. The following image should appear. In the empty field, type in: https://remote.douglascollege.ca			
10. Use your CNA credentials in the fields and click “Log On”. After logging in, your applications and desktop will appear.			

In case you have a different operating system or any browser issues, we strongly recommend visiting <http://www.citrix.com/go/receiver.html>. For further assistance with Citrix, please contact the CEIT Service Desk at 604 527 5330 or servicedesk@douglascollege.ca