

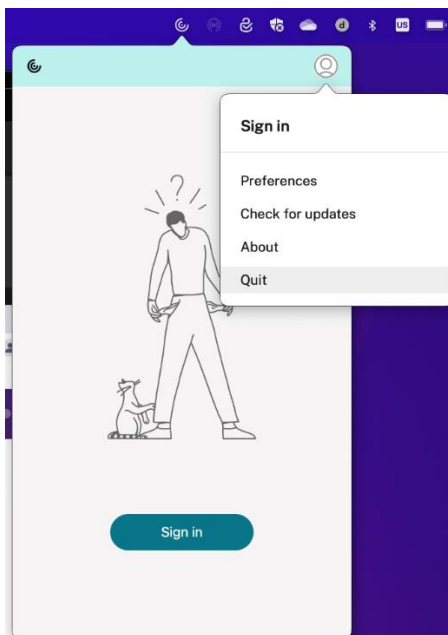
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Replace Citrix Workspace with Compatible Version for Mac

The instructions below are intended for CST users who are experiencing issues using personal Mac devices. Users should uninstall the current version of the Citrix Workspace and install a compatible version of the application.

Close the Citrix Workspace Application

1. Close the Citrix Workspace app if it is running.
 - a) Navigate to the quick access menu.
 - b) Click the **Account** icon in the top-right corner.



- c) Click **Quit** from the list of options.

Note: If the Citrix Workspace app is not closed, you may encounter the following error message when attempting to uninstall the application: *The item “Citrix Workspace” can’t be moved to the Trash because it’s open.*



Uninstall Current Citrix Workspace Application

1. Drag the Citrix Workspace app from the **Application** folder to the Trash Bin. Alternatively, you may right-click the Citrix Workspace app and select **Options > Move to Bin**.
2. Provide your system credentials when prompted.
3. Close all running apps (Citrix Workspace) and click **Continue** to confirm. The Citrix Workspace app and all its system files are deleted from your device.

Download and Install Compatible Citrix Workspace for Mac

1. Download version 2203 for Mac from the link below:

<https://www.citrix.com/downloads/workspace-app/legacy-receiver-for-mac/Workspace-app-2203-for-Mac.html>

2. Open the downloaded file.
3. On the Introduction page, click Continue.
4. On the License page, click Continue.
5. Click Agree to accept the terms of the License Agreement.
6. On the Installation Type page, click Install.
7. On the Add Account page, click Continue to skip this step.
8. Enter the user name and password of an administrator on the local device.

