

Citrix: Netscaler Installation and Mac User Guide



This document outlines how to install and connect to Citrix on a Mac through the web address connect.burgess-salmon.com. This is an updated system and is to replace remote.burgess-salmon.com. This is for use on home systems only, please do not use this system on a Burgess Salmon laptop.

1 BURGESS SALMON REMOTE ACCESS PROCEDURE USING CONNECT

- 1.1 If you have connected to Citrix before please uninstall any versions of Citrix already installed on you Mac before proceeding.
- 1.2 In Safari type the following into the web address field at the top <https://connect.burgess-salmon.com>

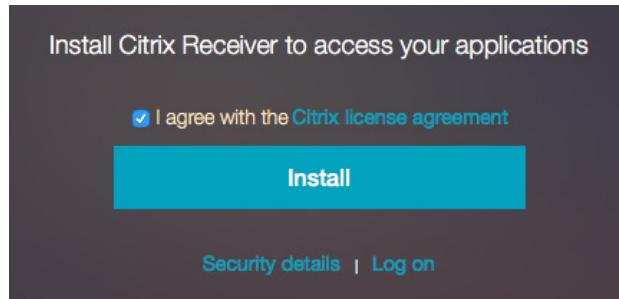
You will be presented with a **black logon** page.

A screenshot of the Burgess Salmon logon page. The page has a black background. On the left is the Burgess Salmon logo. On the right, the text "Please log on" is displayed in pink. Below this text are three white input fields: "User name", "Password", and "Secondary Password". At the bottom right is a blue "Log On" button.

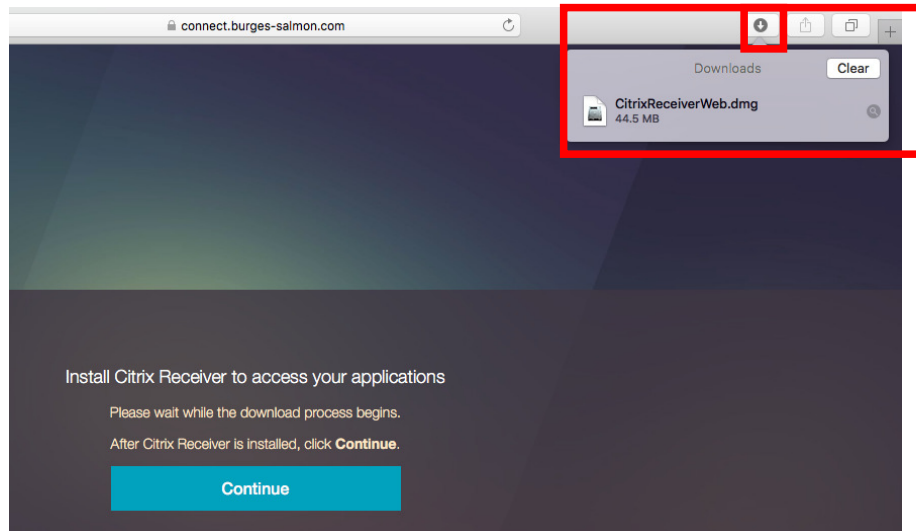
- (a) Enter your Burgess Salmon network Username into the field marked "Username:"
- (b) Enter your Burgess Salmon network password into the field marked "Password:"
- (c) In the "Secondary Password:" field you will need to enter your 4 digit pin code plus the 6 digit number from the Digipass app on your iPhone. For example, if your pin code is 1234 and the key fob number is 123456, enter this in the secondary password field with no spaces as shown: 1234123456.
- (d) Click the **Log On** button.

If you have logged in before from the same computer, skip to step 2. If you have not used Citrix before you will need to download an application onto your computer by completing the following steps:

- (e) The following window will appear, click to check '**I agree with the Citrix licence agreement**', then click **Install**



- (f) Wait for the download to complete then click the downloads icon at the top right and double click **CitrixReceiverWeb.dmg**



- (g) Double click **Install Citrix Receiver**

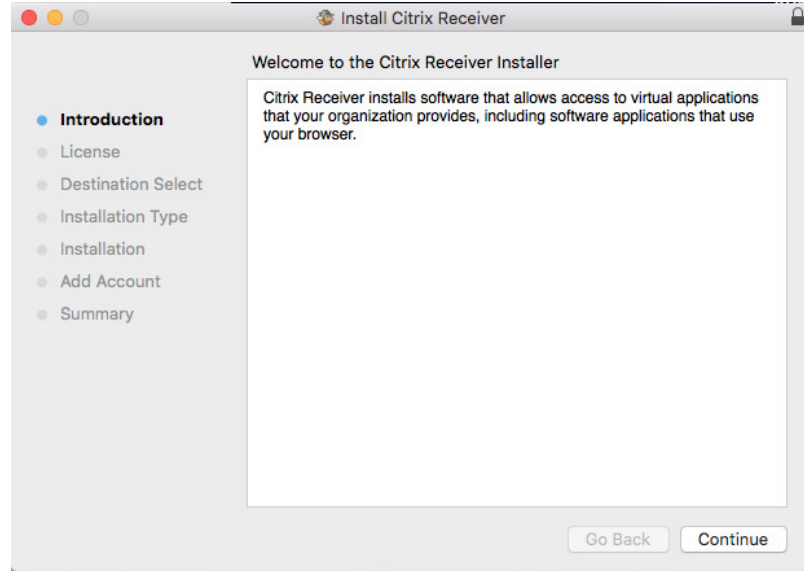


Install Citrix Receiver



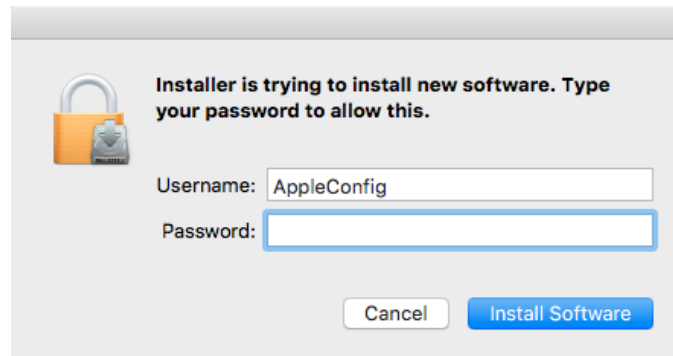
Uninstall Citrix Receiver

(h) Click **Continue**

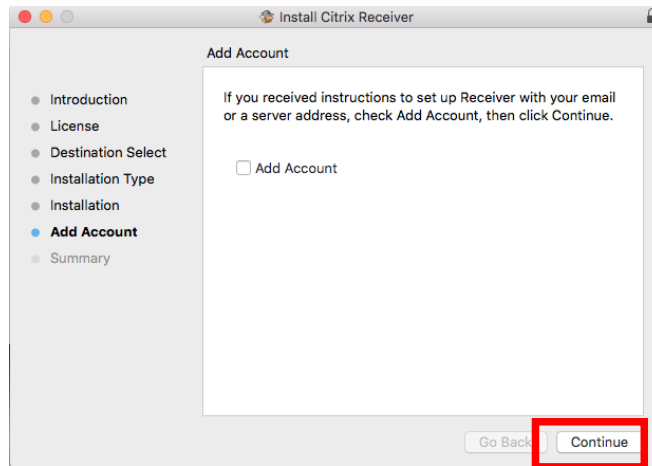


(i) Then click on **Continue, Agree, Install.**

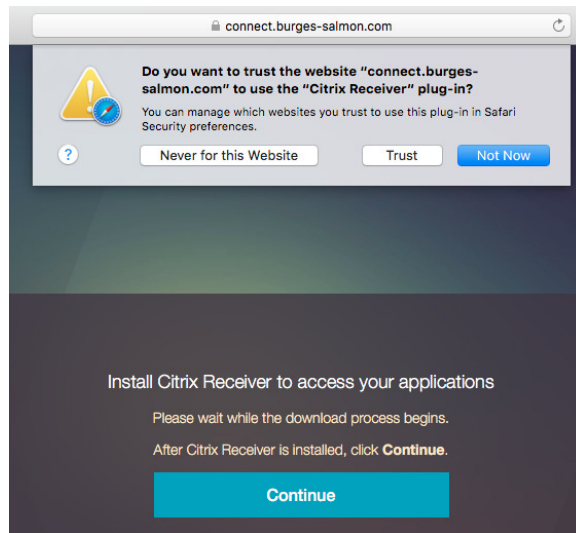
(j) If prompted enter your Mac logon password then click **Install Software.**



- (k) After the install is complete do not check Add Account, simply click **Continue** as shown below:



- (l) Click Close and go back into **Safari**.
- (m) If prompted by the following message, click **Trust** then click **Continue**.



2 USING CITRIX

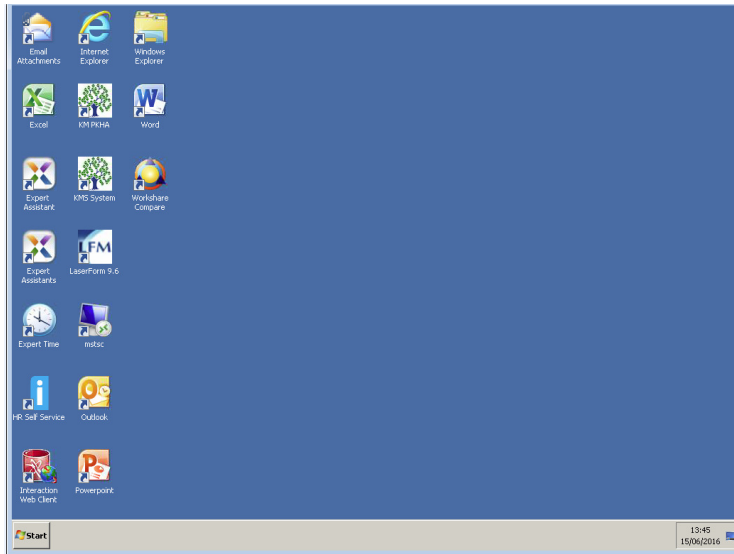
- 2.1 Click on the **BS XA Desktop FS** link.



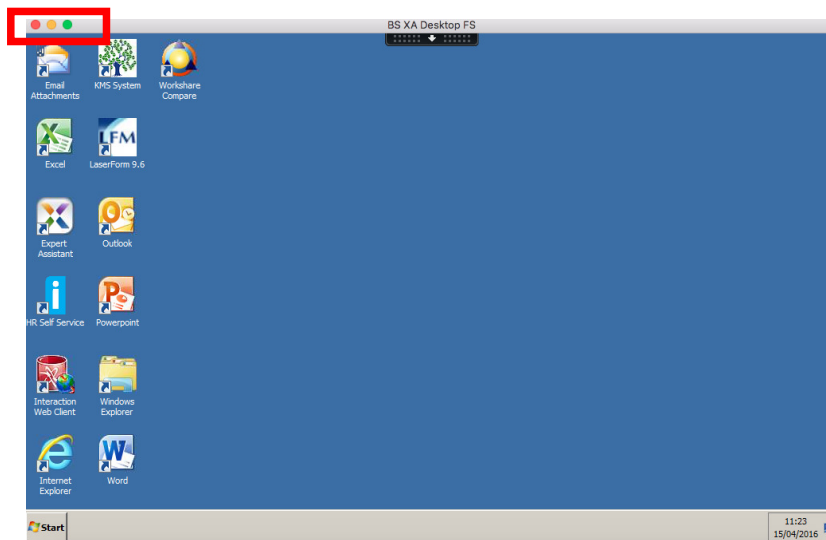
BS XA Desktop FS

[Details](#)

2.2 The Burges Salmon Desktop will automatically load in a window:



2.3 To change to full screen click on the Green icon at the top left shown in the screen shot below:



2.4 To exit full screen move your mouse pointer to the top of the screen and click the green icon again at the top left.

3 LOGGING OFF FROM CITRIX

3.1 Click on the **Start** button and select **Log Off**.

3.2 Once logged off you still need to disconnect your session by clicking on your name at the top right of the window then **Log Off**.

4 HELP & SUPPORT

5 For further help and support please contact IT on 0117 939 2260 or out of hours on 07968 729 224.