# Getting Started with myAccess – Mac

Part 1: Installing the Citrix Workspace app for Mac

To access the myAccess service, it is recommended that you use the latest version of the Citrix Workspace app (previously known as Citrix Receiver) that is compatible with your device.

It is also recommended that your Mac is running one of the three most recent versions of macOS. For more information, please see: [System requirements and compatibility | Citrix Workspace app for Mac](#)

As with installing most other apps on a Mac, you need to have [Administrator privileges](#) to install the Citrix Workspace app on your device.

1. Open a web browser and go to the following link:
   https://www.citrix.com/en-au/downloads/workspace-app/mac/workspace-app-for-mac-latest.html

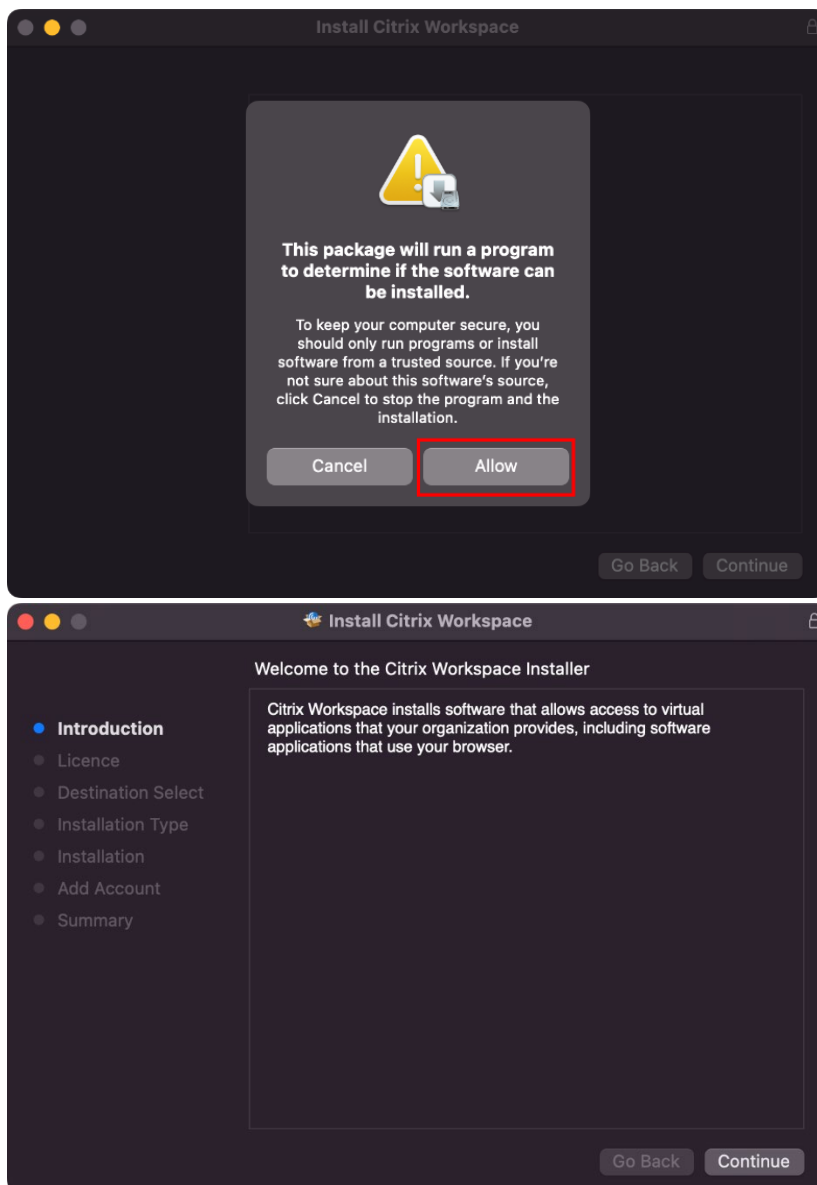2. Review the **Compatible with** section, then click **Download File**.
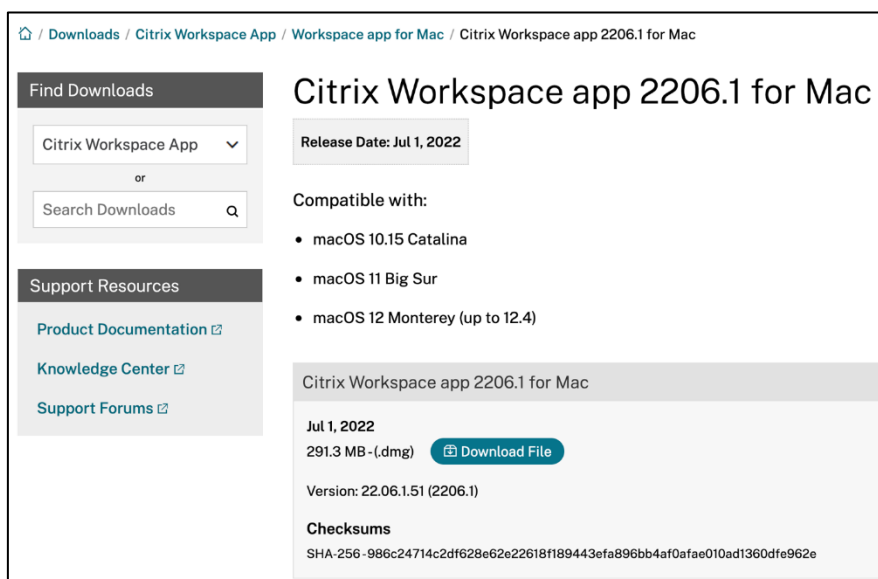
3. Your browser will download the Citrix Workspace app installer, normally to your Mac's Downloads folder.
   Open the **CitrixWorkspaceApp.dmg** file once it has finished downloading.
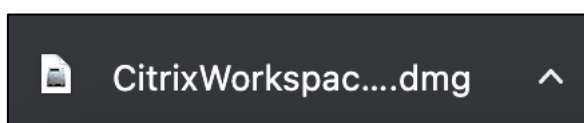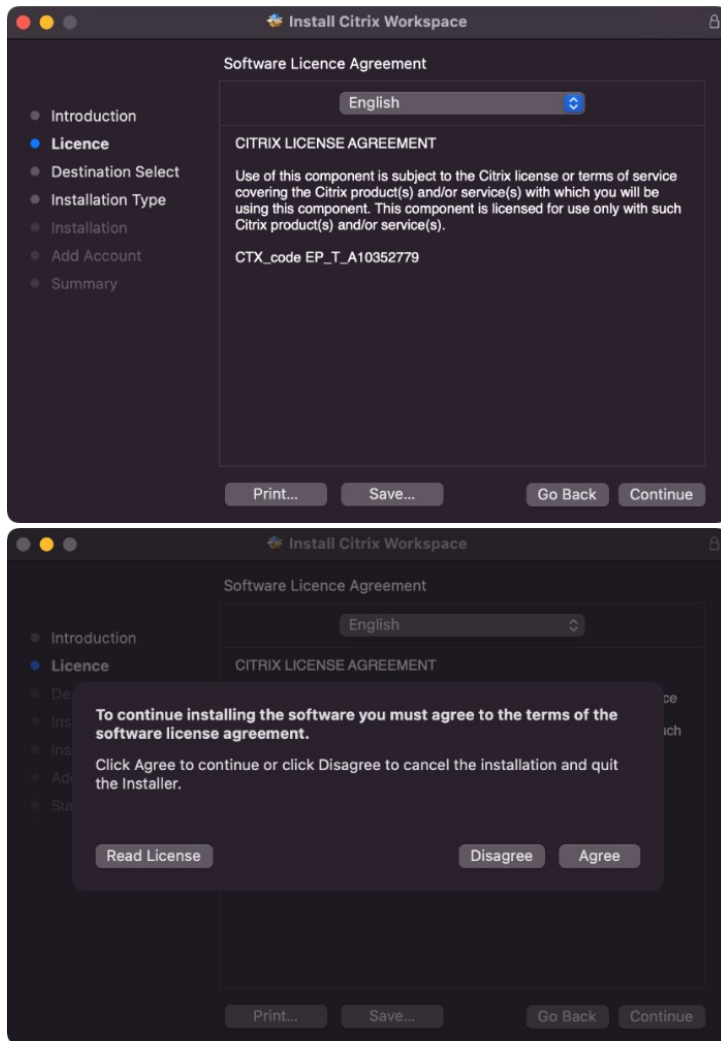
4. Double click on **Install Citrix Workspace** to begin the install process.
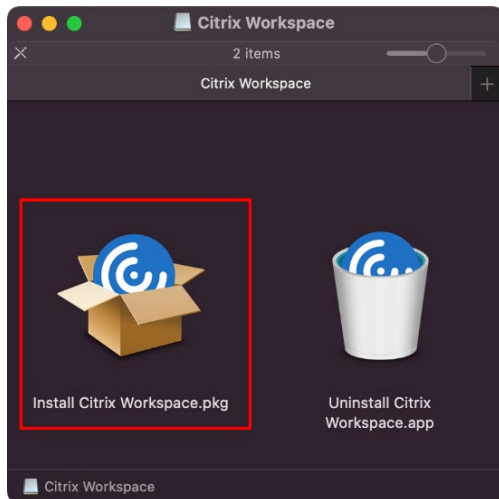
5. When prompted, click **Allow**, then **Continue**.

6. Accept the software license agreement by clicking on **Continue**, then click **Agree**.


7. Click on **Install**. At the Installer prompt, <u>enter in the login password for your Mac</u>, then click **Install Software**. Once you have authenticated successfully, installation will then proceed.
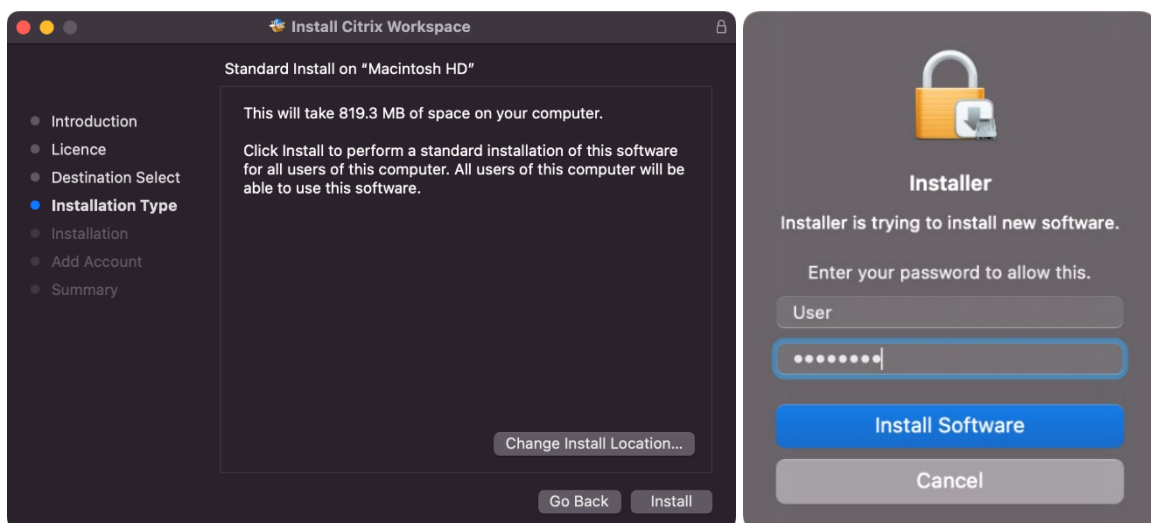
8. Once the installation process is completed, you may be prompted to add an account. <u>Do not add an account – leave Add Account unticked.</u> Click **Continue**.
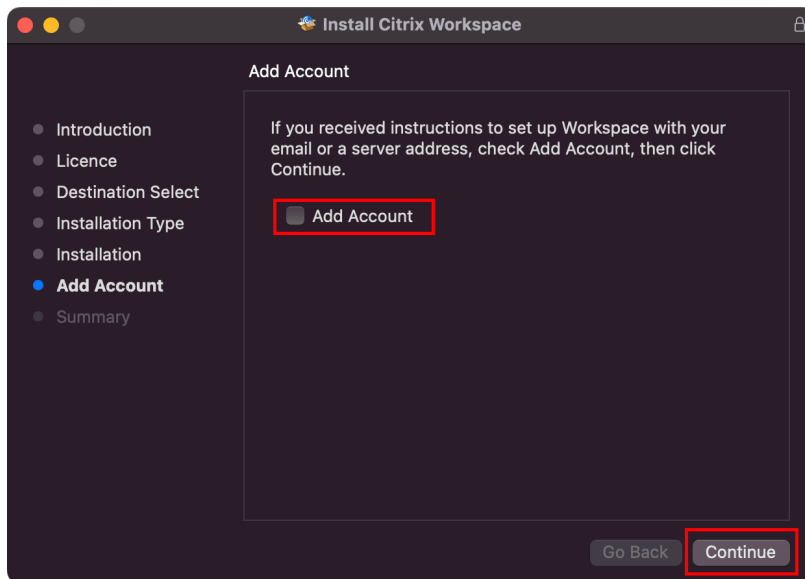
9. The Citrix Workspace app is now installed. Click **Close**.
You may choose to move the installer to the Bin if you wish.
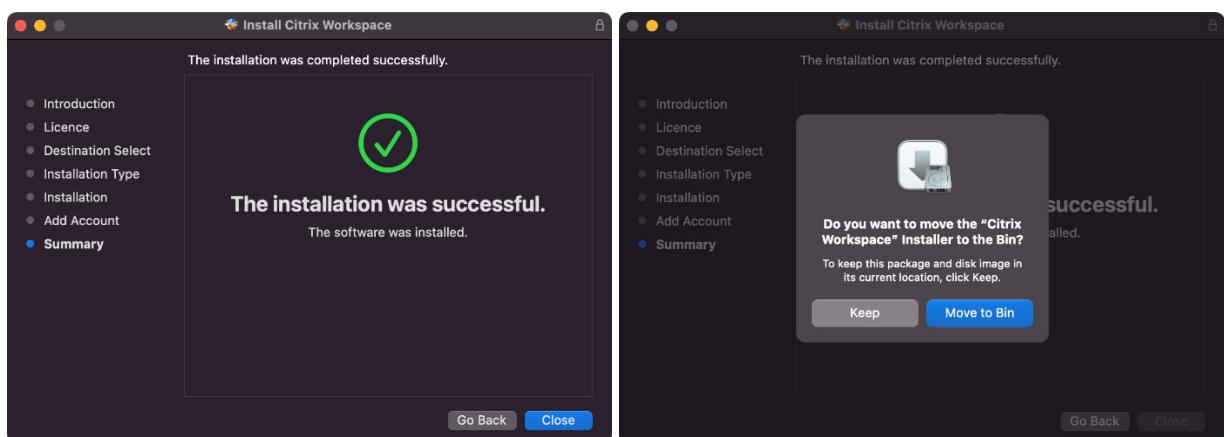
Tip: To avoid experiencing access issues, <u>always login to the myAccess service through your web browser</u>. We don't recommend attempting to sign in the Citrix Workspace app, or trying to launch the myAccess service and apps from within the Citrix Workspace app.

Part 2: Logging on to myAccess and web browser setup

1. Open a web browser and go to the myAccess website: https://www.myaccess.unsw.edu.au/
    Click on the **Access my apps** tab.
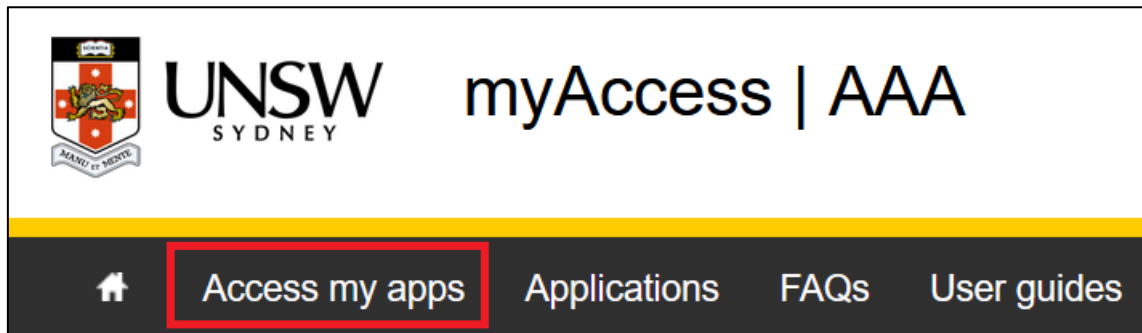
    Tip: You can also access the logon page directly at:
    https://myaccessunsw.cloud.com

2. Read the **Terms and Conditions**. To confirm your acceptance of the Terms and Conditions, click on the **Accept Terms and Conditions** button to proceed.
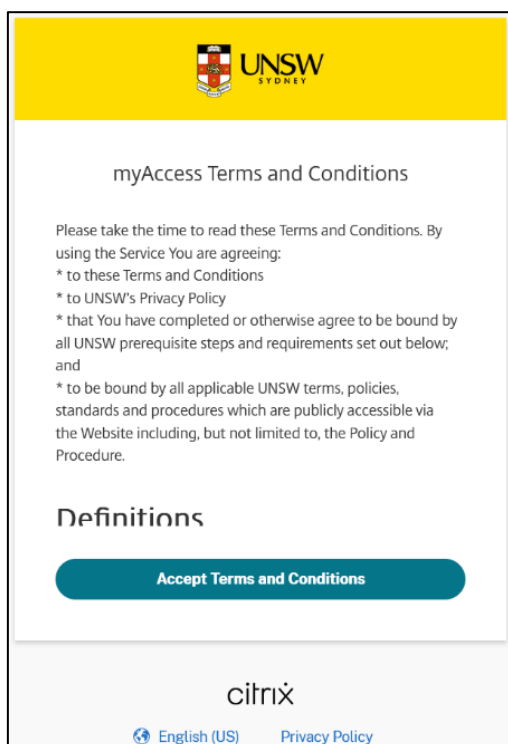
3. myAccess uses **Single Sign-On (SSO)**: when prompted, enter in your full **zID@ad.unsw.edu.au** username (for example, z1234567@ad.unsw.edu.au), click on **Next**, then enter your **UNSW password** and click on **Sign In**.
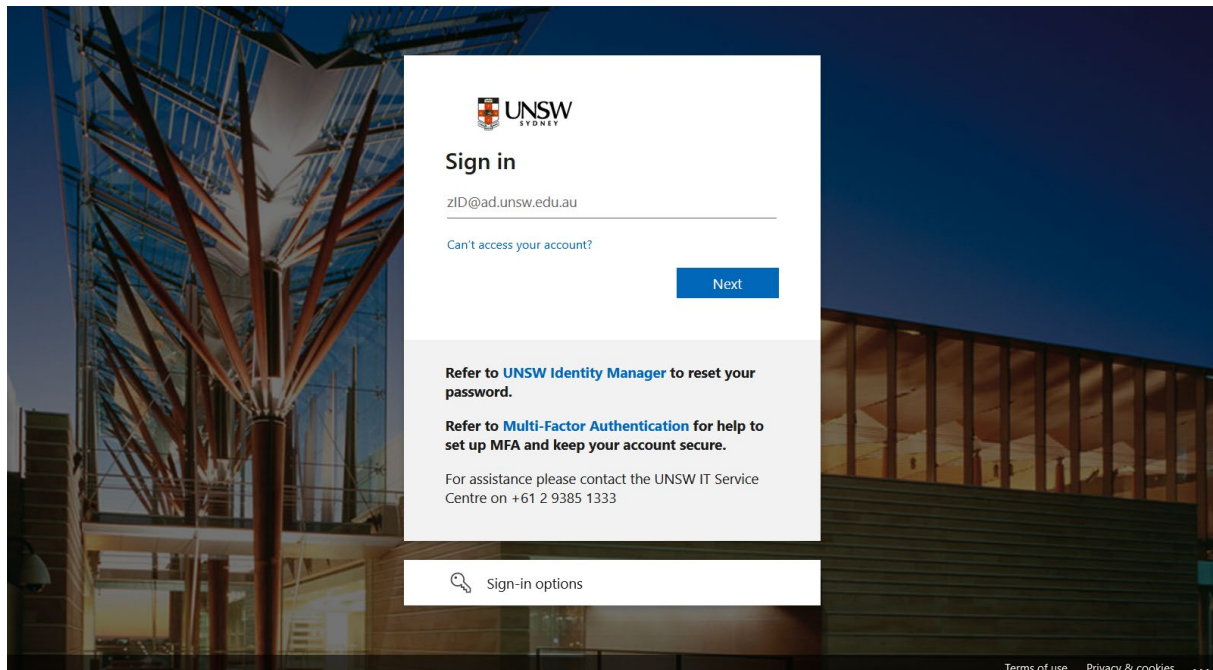
You may also receive a Multi-Factor Authentication (MFA) prompt which you will need to approve to complete the login process.

If you can't log on, go to the UNSW Identity Manager website to change or reset your UNSW password and review the Multi-Factor Authentication (MFA) information page.

4. If it is the first time you're accessing myAccess in the web browser you're using, you'll see the below screen. Click on **Detect Workspace**.
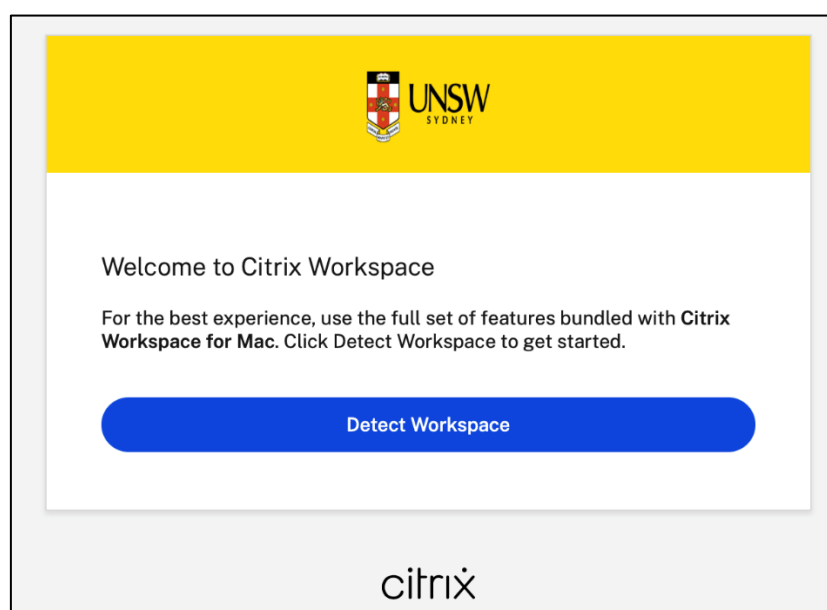
5. Your web browser will attempt to detect if the Citrix Workspace app is already installed. For a seamless experience, please follow these steps for the web browser that you are using:
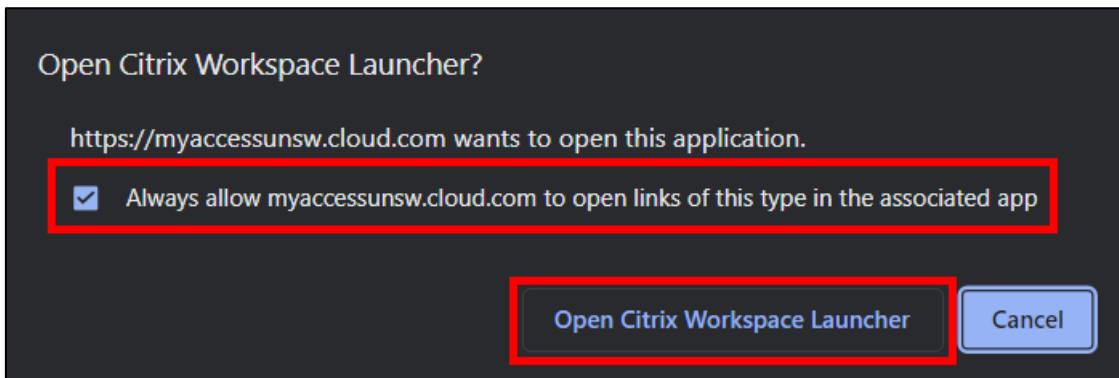
For Safari:

When you see the following prompt, click on **Allow**.

Do you want to allow this page to open "Citrix Workspace Launcher.app"?

Cancel   Allow
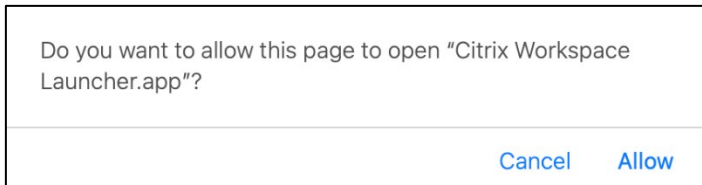
Note: When launching an App or Desktop on myAccess, you will also need to click on **Allow** when prompted.
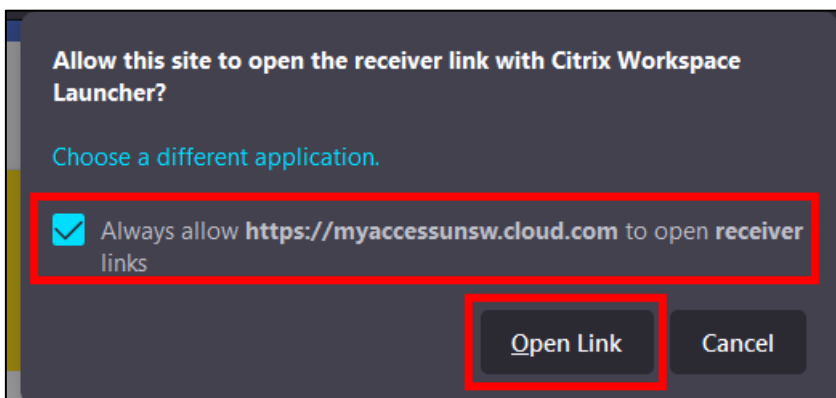
For Microsoft Edge and Google Chrome:

When you see the following prompt, tick the **Always allow** checkbox and then click **Open Citrix Workspace Launcher**.

Open Citrix Workspace Launcher?

https://myaccessunsw.cloud.com wants to open this application.

☑ Always allow myaccessunsw.cloud.com to open links of this type in the associated app

Open Citrix Workspace Launcher   Cancel

For Mozilla Firefox:

When you see the following prompt, tick the **Always allow** checkbox, then click **Open Link**.

Allow this site to open the receiver link with Citrix Workspace Launcher?

Choose a different application.

☑ Always allow **https://myaccessunsw.cloud.com** to open **receiver** links

Open Link   Cancel

Tip: If you click on Cancel, you can click on **Detect Again** to receive the prompt again.

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6. Once you have completed the previous steps successfully, you'll now be able to access Apps and Desktops published on the myAccess service.
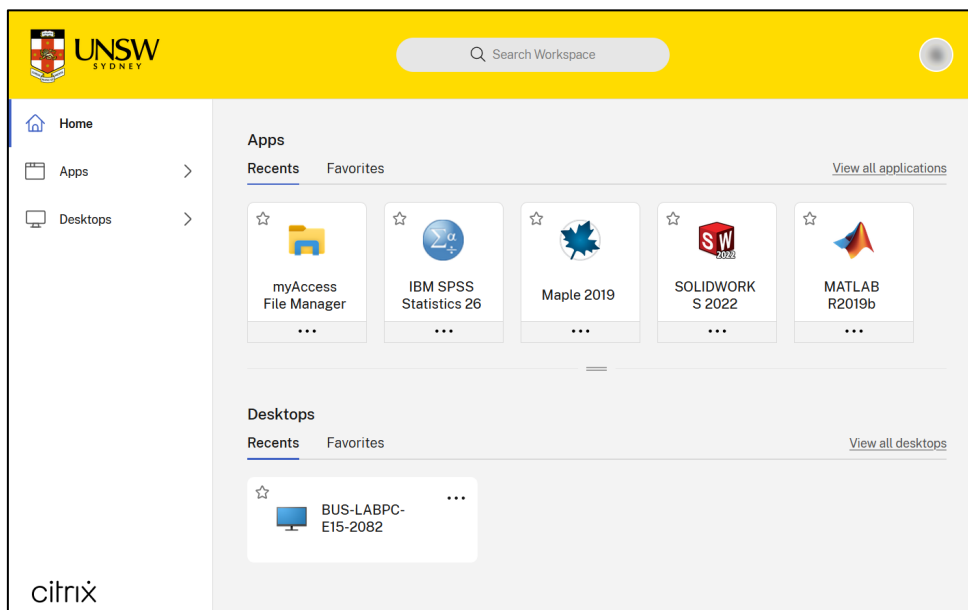
You can use the **Search Workspace** box to search for an App or Desktop to access. Alternatively, you can select **Apps** or **Desktops** on the left side of the window. You'll then be able to click on **All Apps** or **All Desktops** and this will show you all Apps or Desktops that you have access to.

Desktops on myAccess allows you to remotely connect and use an available PC within select computer labs on campus.

Upon selecting an App or Desktop, the Citrix Workspace app will then automatically start and connect to your myAccess session.

Note: After logging into myAccess, you will only see the Apps and Desktops you are eligible to use. Due to software licensing conditions and restrictions, some applications are only available to coursework students studying within a certain Course, School or Faculty, as well as the associated teaching staff from the relevant School or Faculty.

Important:
If you don't have the Citrix Workspace app installed, or you don't follow the above instructions correctly, your device will download ica files when you try to launch a myAccess App or Desktop.

You may occasionally be prompted to **Detect Workspace** again if you clear your web browser's cookies and cache, you use a different web browser, or you are using a private browsing window.

For further assistance, please review the FAQs and other User Guides on the myAccess website, or contact the UNSW IT Service Centre on +61 2 9385 1333 or https://www.myit.unsw.edu.au/contact-us

Part 3: Ending your myAccess session

Ending a myAccess App session

When you are finished with an app on myAccess, in most cases closing all windows related to the app will automatically end and sign you out of your myAccess session. You can also manually choose to **Disconnect** or **Sign Out** (log off).

Your myAccess session will automatically disconnect if it is idle for one hour.

When you disconnect from a myAccess session, your disconnected session will remain available to automatically reconnect to for one hour. Simply relaunch the same app in myAccess and you be reconnected to the same session.

Your disconnected session will automatically end and signed out if it has been disconnected for an additional hour (two hours total).
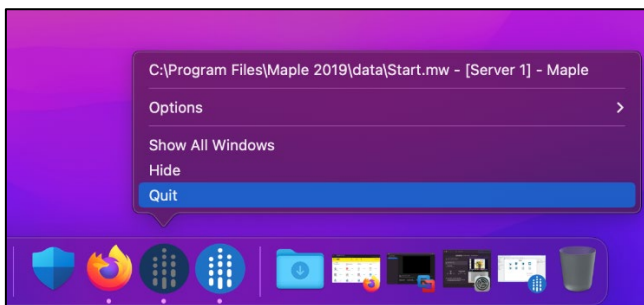
All unsaved data will be lost after being signed out.
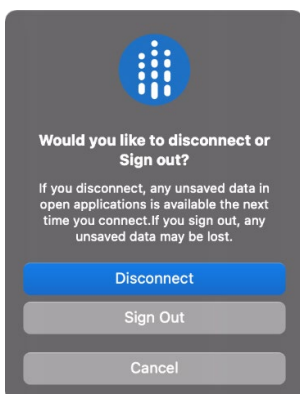
To manually end your myAccess session:

1. Locate the **Citrix Viewer** app in the Dock. Note that you may have multiple Citrix Viewer icons in the Dock if you have multiple myAccess apps running.
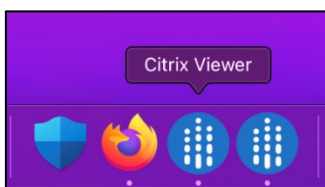
2. Right-click/Secondary click on the Citrix Viewer icon to bring up a menu. Click on **Quit**.

3. When prompted, click on **Disconnect** or **Sign Out**.

Ending a myAccess Desktop session

When you are finished using a Desktop on myAccess, you should **Sign out** (log off). As there are a limited number of PCs within a computer lab, signing out will ensure that another user is able to use the computer lab PC.

To sign out:

1. Click on **Start** ⊞.
2. On the left side of the Start menu, click on the **Accounts** ⼈ icon (or account picture).
3. Click on **Sign out**.