

This document is a step-by-step instruction to check or remove duplicate or older versions of the Citrix client. It provides instructions to download, install, and configure Citrix Receiver 11.8.2 for Mac on the following machines:

- Mac OS X 10.6
- Mac OS X 10.7
- Mac OS X 10.8
- Mac OS X 10.9

This document also includes steps on how to login into HUDMobile with a grid card and launch published applications.

Please note:

• The Mac OS used on this document is Mac OS X 10.8.5. If your OS version is not 10.8.5, some of the displays in these steps may appear different.

• You need to use the HUD issued grid card to access HUDMobile.hud.gov.

If you experience any issues with access to HUDMobile.hud.gov, or require assistance, please contact the HITS Help Desk at 1-888-297-8689 option 9. Steps:

- Remove or uninstall duplicate or older versions of the Citrix client.
- Login to HUDMobile.hud.gov.
- Download, install and configure your Citrix Receiver 11.8.2 for Mac.

Remove older version of Citrix client

To ensure you do not have a duplicate or an older version of the Citrix client installed on your system, please follow these steps.

Log on to your system as the user with **administrative** rights.

Uninstall or remove any existing installations of online plug-in or Citrix receiver from the client machine **before** starting the installation process.

- From Finder > Select Applications > Type Citrix in the search field > Enter.
- If there is none showing, proceed to the next step.
- Double-click the Citrix Online Plug-in web11.2.dmg (or any other versions).
- Double-click Uninstall Citrix Online Plug-in and follow the instructions to the screen to uninstall the old version of the client.
- Enter the Admin credentials when prompted.



	Installer is trying to install new software. Type your password to allow this. Name: Password: Cancel Install Software
Confirm that the uninstallation is successful.	Uninstall Citrix Online Plug-in Citrix Online Plug-in was successfully uninstalled. Finish

How to login to

How to login to	Welcome
HUDMobile	Legal Notice:
Once the old Citrix client is uninstalled successfully, open your Safari browser and navigate to: <u>HUDMobile.hud.gov</u> Enter your Username/Password and select your domain . Click the Log On button to continue.	This system and associated resources are the property of the U.S. Department of Housing and Urban Development. Misuse or unauthorized access to this system may be subject to the provisions of the U.S. Federal Criminal Code USC 1030. Fraud and Related Activity with Computers). By Clicking the "Log On" button you are accepting the <u>Enter vour H-ID</u> User name: Password: Domain: HHQ HHQ FTW NYC SFC CHI DEN ATL
Enter your grid card information and click Submit to continue.	Additional Information Required Please type your response below. Enter a response to the grid challenge [B5] [11] [14] using a card with serial number
You will be prompted to install Citrix receiver from the HUDMobile site. Select the license agreement by checking "I agree with the Citrix license agreement" and click Install .	OIG and HUD Laptop Users: Please contact your Help Desk to install Citrix Receiver or Skip to Login All Other Users: Accept the license agreement to install Citrix Receiver and follow prompts. I agree with the <u>Citrix license agreement</u> Install Security details Login

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	Software License Agreement
8 Introduction	English 2)
e License	CITRIX LICENSE AGREEMENT
Destination Select	Use of this Citrix Receiver software is subject to the Citrix license
Installation Type Installation	covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s).
e Summary	Certain third-party software may be provided with this software that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.cbtk.com.
	Citrix and Citrix Receiver are trademarks and/or registered trademarks of Citrix Systems, inc. in the U.S. and other countries.
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Click Agree to con and quit the Insta Read License Introduction License Destination Select Installation Type Installation Summary	ntinue or click Disagree to cancel the installation iller. Disagree Agree Install Citris Receiver Standard Install on "Macintosh HD" This will take 79.7 MB of space on your computer. Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.
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Click Agree to con and quit the Insta Read License Introduction License Destination Select Installation Summary	Install Citrix Receiver

	Installer is trying to install new software. Type your password to allow this. Name: Password: Cancel Install Software				
Confirm that the installation is successful. Click Close on the Installed successfully page.	 Introduction License Destination Select Installation Type Installation Summary 	The install Citrix Receiver (a) The installation was completed successfully. The installation was successful. The software was installed.			
Citrix Receiver installation completes.		Go Back Close			
The " HUDMobile Desktop " icon will be displayed. The desktop will be displayed automatically. If this does not occur within 5 seconds, then click on the "HUDMobile Desktop" icon.		HUDMobile Desktop			



To close out your HUDMobile session, click the " Logoff " button from the HUDMobile desktop Start Menu.	Back Search programs and files
 The Citrix Application Portal will timeout after 30 minutes of inactivity. It will display a 5-minute countdown warning prior to logging you off. You can ignore this warning since it will NOT impact the HUDMobile Desktop session. You only need to relogin to the Application Portal if the HUDMobile Desktop session was terminated. 	Citrie Receiver will time out in 4 minutes and 39 seconds due to inactivity.
To logoff from HUDMobile, click the drop-down arrow where your name is displayed on the right corner and click on " Log off ".	Activate Log Off
To display the HUDMobile Desktop in Full Screen, click the View Pull down menu then select Full Screen Once in Full Screen Mode, click the down arrow key to access the Citrix Viewer and its features, click the down arrow again will hide	Citrix Viewer View Keyboard Webcam Full Screen Show Dock and Menu Bar Automatically Fill Apple iCloud Facebook: Twitter Wikipedia Yahoo News *

the feature icons.

For the icon description and its function see below:

Home: To switch to your home Mac desktop.



To switch back to the HUDMobile desktop click the Citrix Viewer icon in the taskbar.



Ctrl+Alt+Del: To send the key sequence to the <u>HUDMobile</u> Desktop.



Preferences: To access more customized settings.



Windowed: To display the HUDMobile Desktop in Window mode.



Disconnect: To disconnect <u>from HUD</u>Mobile Desktop.

