HUDMOBILE ON HOME MACS

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.

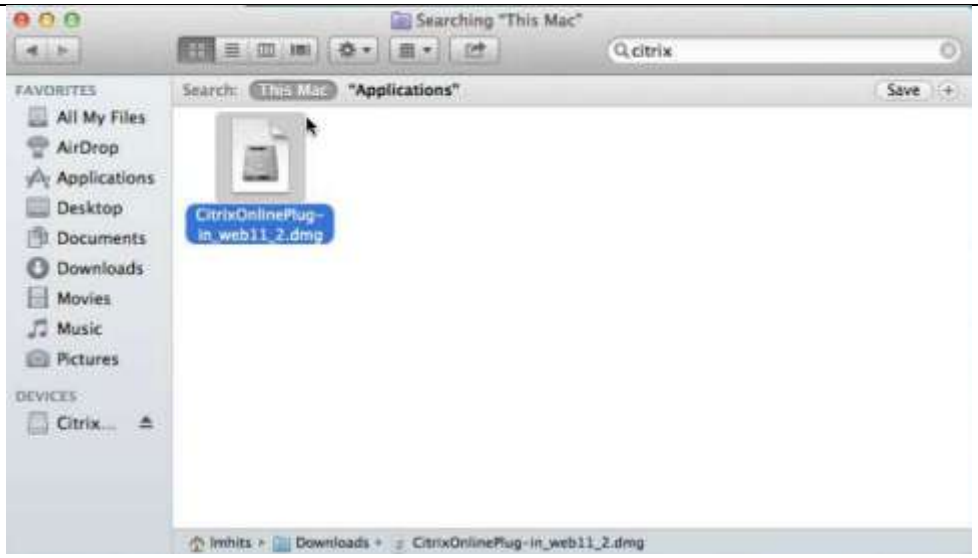
Remove older version of Citrix client

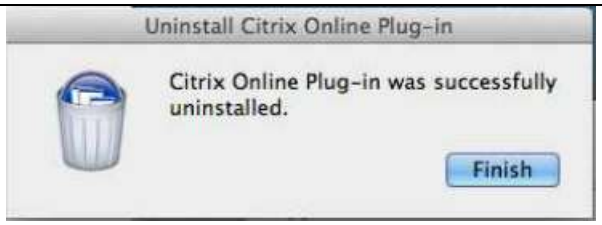
To ensure you do not have a duplicate or an older version of the Citrix client installed on your system, please follow these steps.

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.**



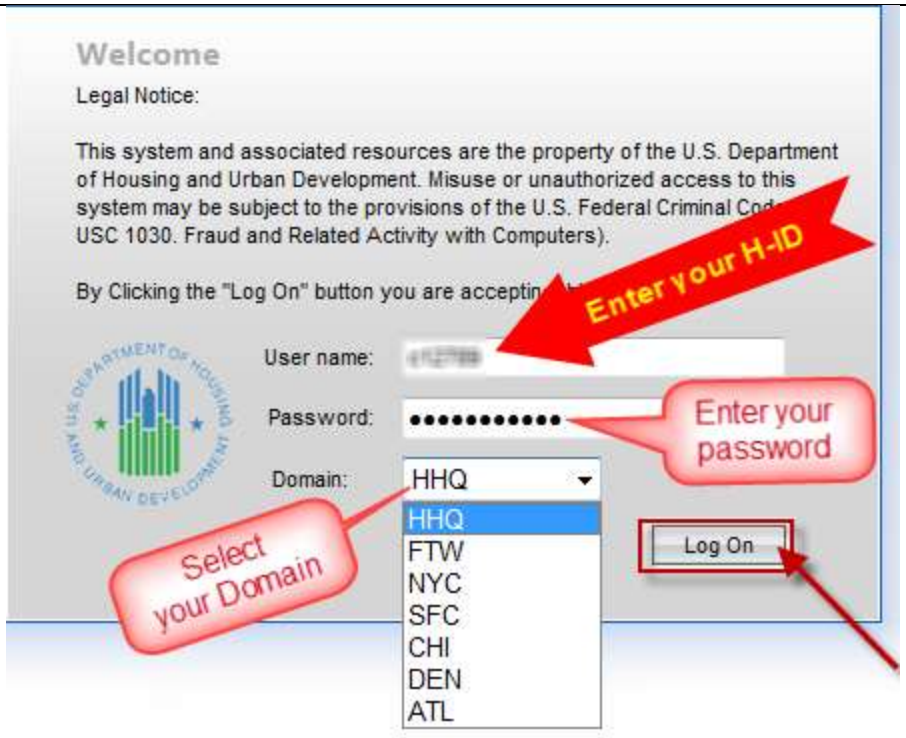
• **Confirm that the uninstallation is successful.**	

How to login to HUDMobile

Once the old Citrix client is uninstalled successfully, open your Safari browser and navigate to:

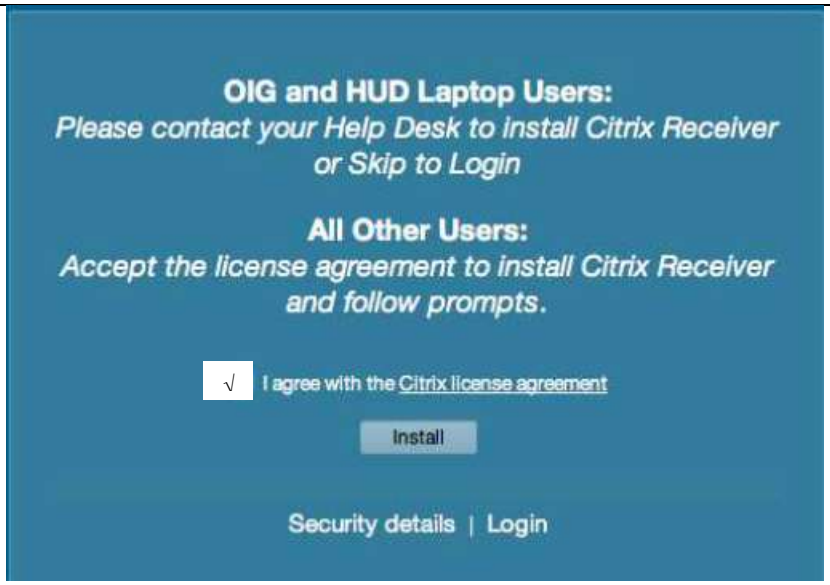
HUDMobile.hud.gov

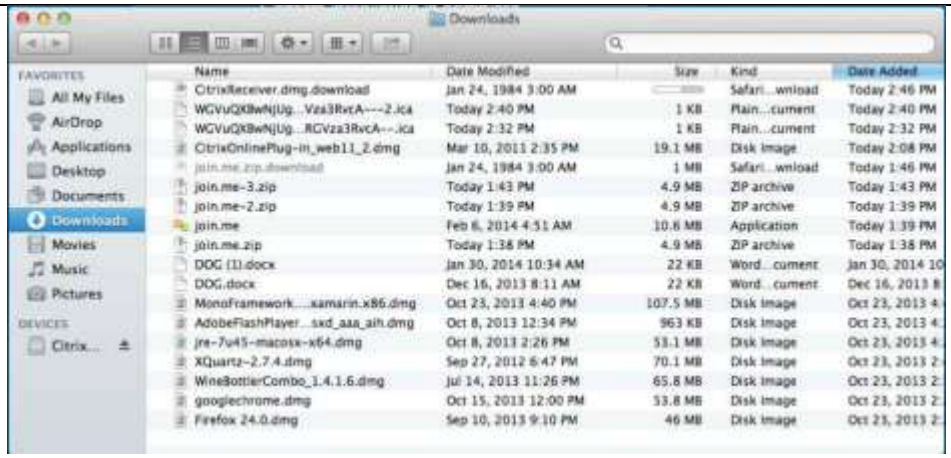
Enter your **Username/Password** and select your **domain**. Click the **Log On** button to continue.



Enter your grid card information and click **Submit** to continue.

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**.

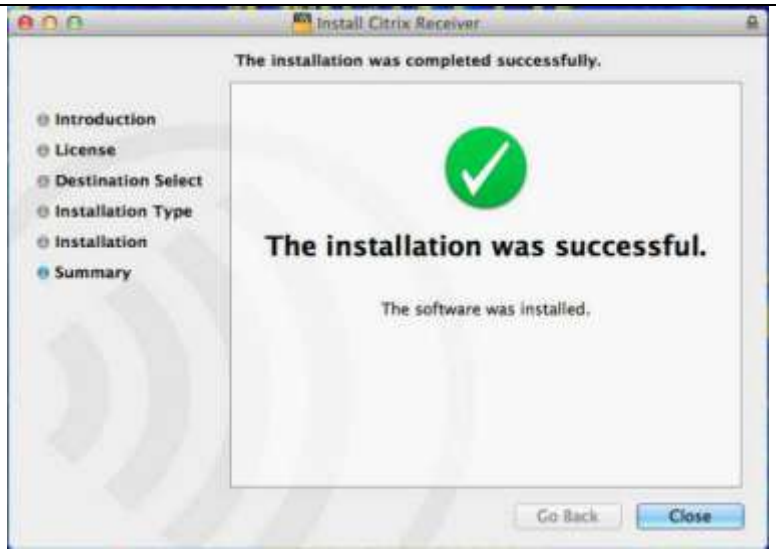


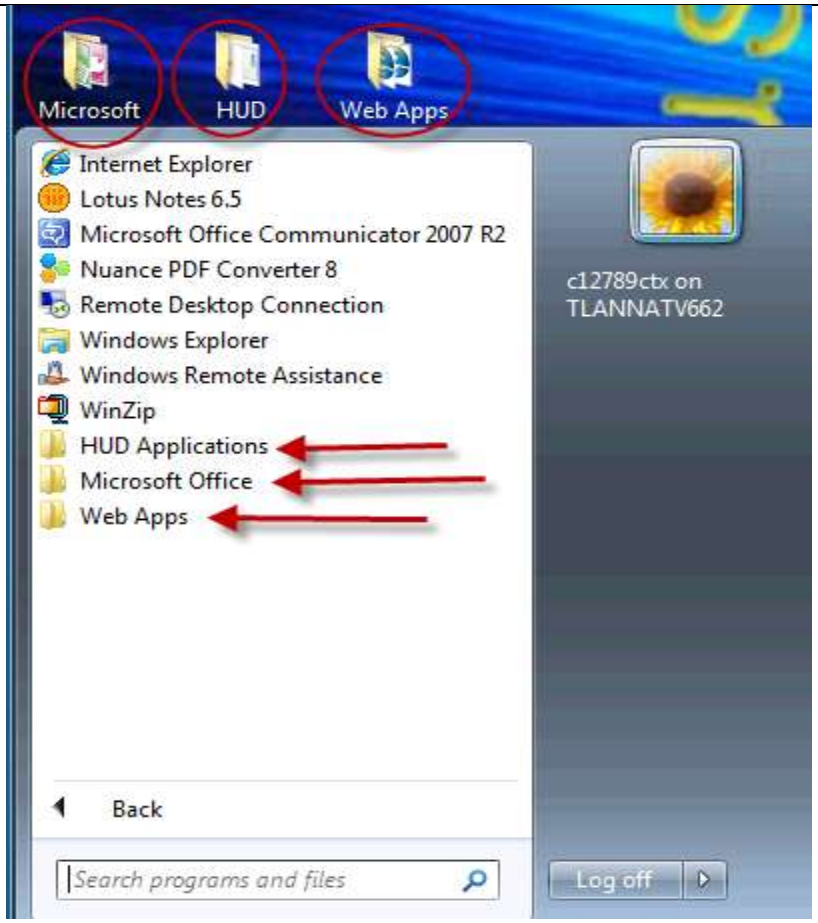
Open the Downloads folder then wait for the CitrixReceiver.dmg.download to complete. When the download is completed, double-click the CitrixReceiver.dmg file.	
Double-click on Install Citrix Receiver then follow the instructions on the screen to install the new Citrix client.	

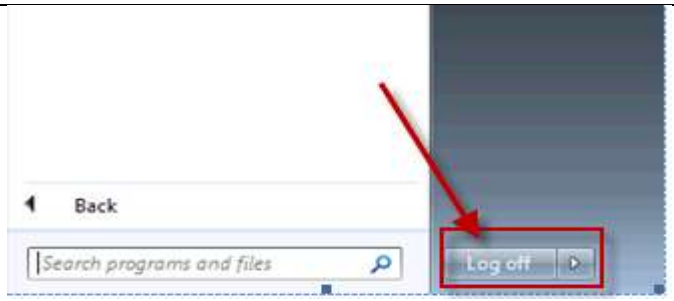
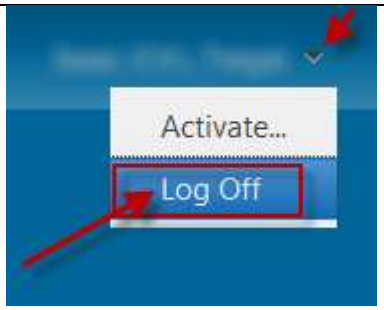
Install Citrix Receiver
Software License Agreement
Introduction
License
Destination Select
Installation Type
Installation
Summary
English
CITRIX LICENSE AGREEMENT
Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will 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).
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.citrix.com.
Citrix and Citrix Receiver are trademarks and/or registered trademarks of Citrix Systems, Inc. in the U.S. and other countries.
CTX_code: CRM_R_A121142
Print...
Save...
Go Back
Continue

To continue installing the software you must agree to the terms of the software license agreement.
Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
Read License
Disagree
Agree

Install Citrix Receiver
Standard Install on "Macintosh HD"
Introduction
License
Destination Select
Installation Type
Installation
Summary
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.
Change Install Location...
Go Back
Install

Confirm that the installation is successful. Click Close on the Installed successfully page. Citrix Receiver installation completes.	
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.	

The HUDMobile Desktop displays all published applications. Double-click on the icon you wish to launch.	
To access Microsoft Office Suite applications, open the "**Microsoft Office**" folder and click on the application icon to launch. To access HUD applications, open the "**HUD Applications**" folder and click on the application icon to launch. To access Web based, open the "**Web Apps**" folder and click on the application icon to launch. **Please note:** The published applications can be accessed from the desktop **or** from the **Start** menu.	

To close out your HUDMobile session, click the "**Logoff**" button from the HUDMobile desktop Start Menu.	
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.	
To logoff from HUDMobile, click the drop-down arrow where your name is displayed on the right corner and click on "**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	

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 HUDMobile Desktop.

Preferences: To access more customized settings.

Windowed: To display the HUDMobile Desktop in Window mode.

Disconnect: To disconnect from HUDMobile Desktop.