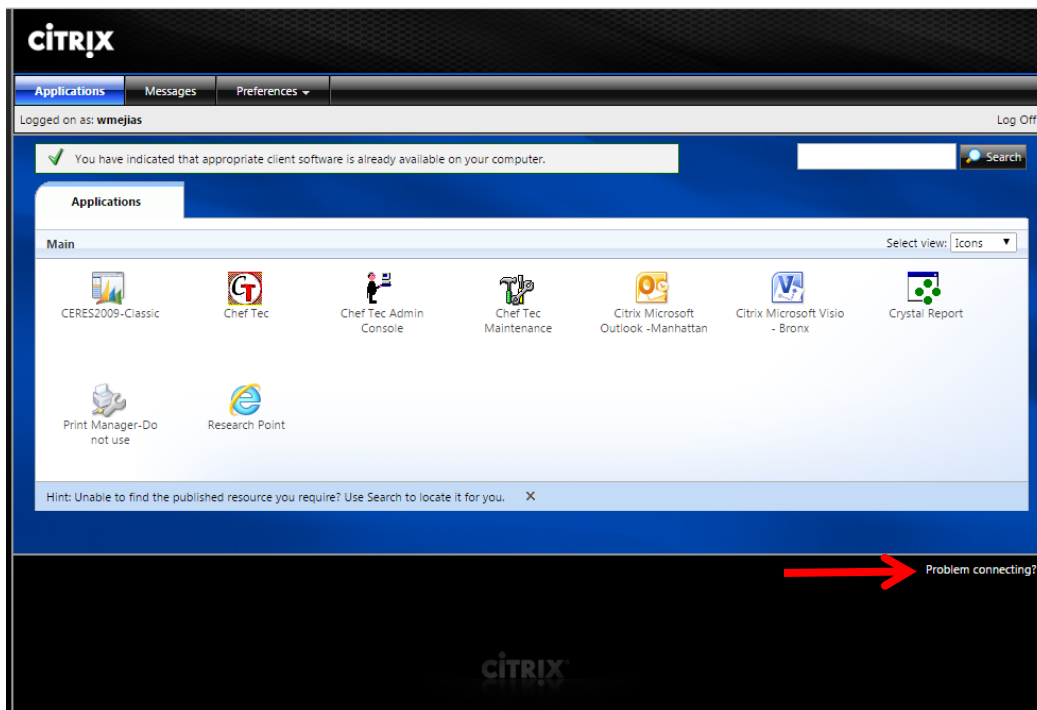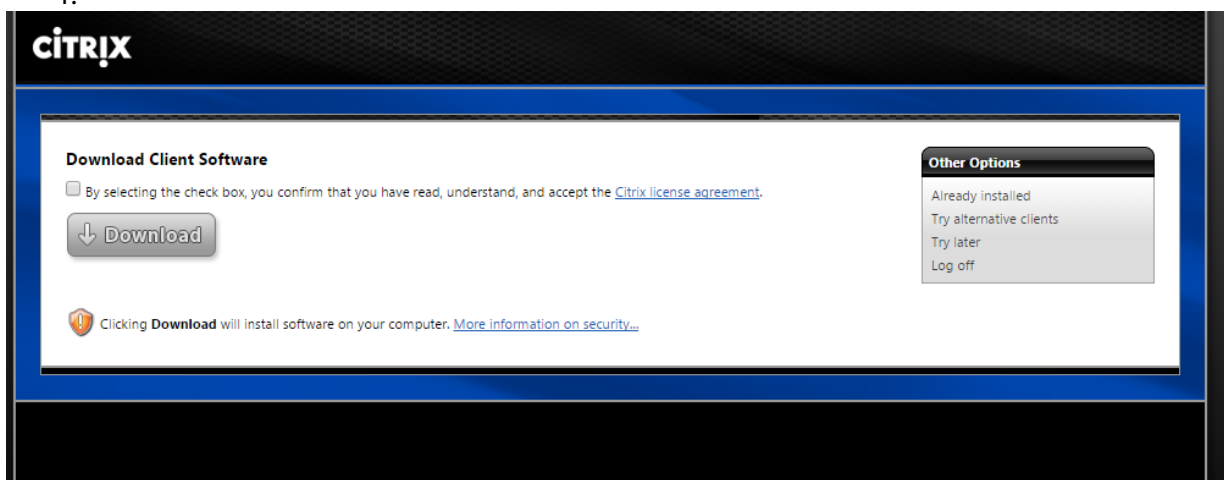# Citrix Update for Windows

In order to access the remote Citrix system, you must download a required web plugin update to logon.

1. Using your prefer web browse visit the resource page at http://support.foodbanknyc.org. Click on the remote service link

2. Logon to Citrix normally using your network credentials. Once you login, click on the link "Problem Connecting" in the bottom right corner.

3. Here download updated Citrix Web Plugin as seen in the next image. Once it has finished downloading. Install\Run it and you will be able to login to your Citrix applications.
4.

Citrix For Mac?

Mac:
(Google chrome) + (Safari)
If this is the first time using Citrix, try the same instructions above. Otherwise, manually download and update plugin using this link.

https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-11-9.html

The download button is on the lower right corner of the screen.

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Receiver 11.9.15 for Mac
Release Date: Apr 3, 2015

High performance web and self-services access to virtual apps and desktops. Configure for anywhere access from your desktop or web access with Safari, Chrome or Firefox.

For Mac OS X 10.7, 10.8 (32- and 64-bit), 10.9, and 10.10..2.

Available in English, German, French, Spanish, Japanese and Simplified Chinese.

Ask your help desk for set-up instructions.

Support Resources
◇ eDocs
◇ Knowledge Center
◇ Support Forums
◇ More...

New features in this release
- Support for Mac OS X 10.10
- Native Full-Screen and Spaces Support. Enables use of multiple monitors without the need to disable "Displays have separate Spaces"
- Simplified Citrix Viewer
- Improved logging

Review the Receiver for Mac 11.9 documentation for more complete list of fixes.

View the list of countries that may have export or import restrictions for products containing strong (128-bit or greater) encryption.

Receiver for Mac 11.9.15
MD5 = a89fc3cebb0f078188f449c3a6598d9b
Apr 3, 2015

Download
File Size: 34.5MB
File Type: .dmg

Another options is to install the Citrix Receiver
The Citrix Receiver works on Windows, Mac and Mobile devices such as Ipads

Visit the Citrix website using the link below.
http://www.citrix.com/content/citrix/en_us/downloads/citrix-receiver.html

Download and install the receiver that corresponds to your device environment.

The first time you use the receiver application you will have to configure the connection.

Server address   https://remote1.foodbanknyc.org
Domain\Username: ffsbrx\username