



Citrix Workspace app for Mac

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About Citrix Workspace app for Mac

April 3, 2024

Citrix Workspace app for Mac provides access to your applications and desktops from a remote client device using Citrix Virtual Apps and Desktops. Citrix Workspace app allows access from several locations: your desktop, Finder, Citrix Workspace user interface, or web browsers.

You can use Citrix Workspace app on domain and non-domain joined PCs, tablets, and thin clients. Using StoreFront with Citrix Workspace app, your organization can give you self-service access to your applications and desktops. The app shares a common user interface, regardless of the endpoint device hardware, operating system (32-bit and 64-bit editions), or form factor.

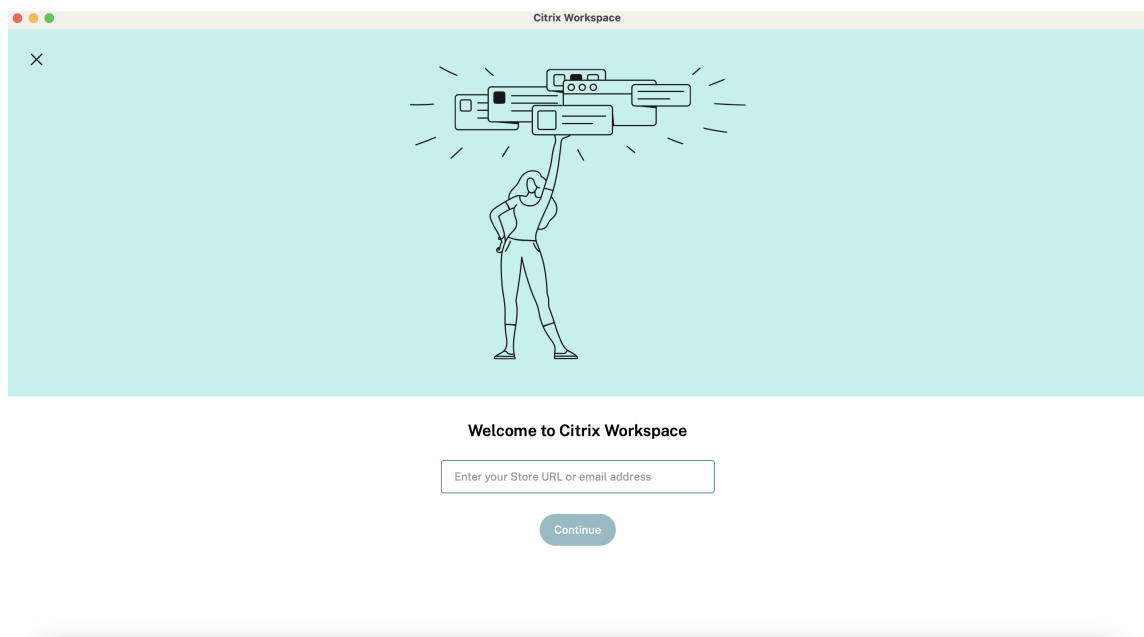
Add accounts

October 7, 2023

If your administrator asks you to add an account, follow these steps.

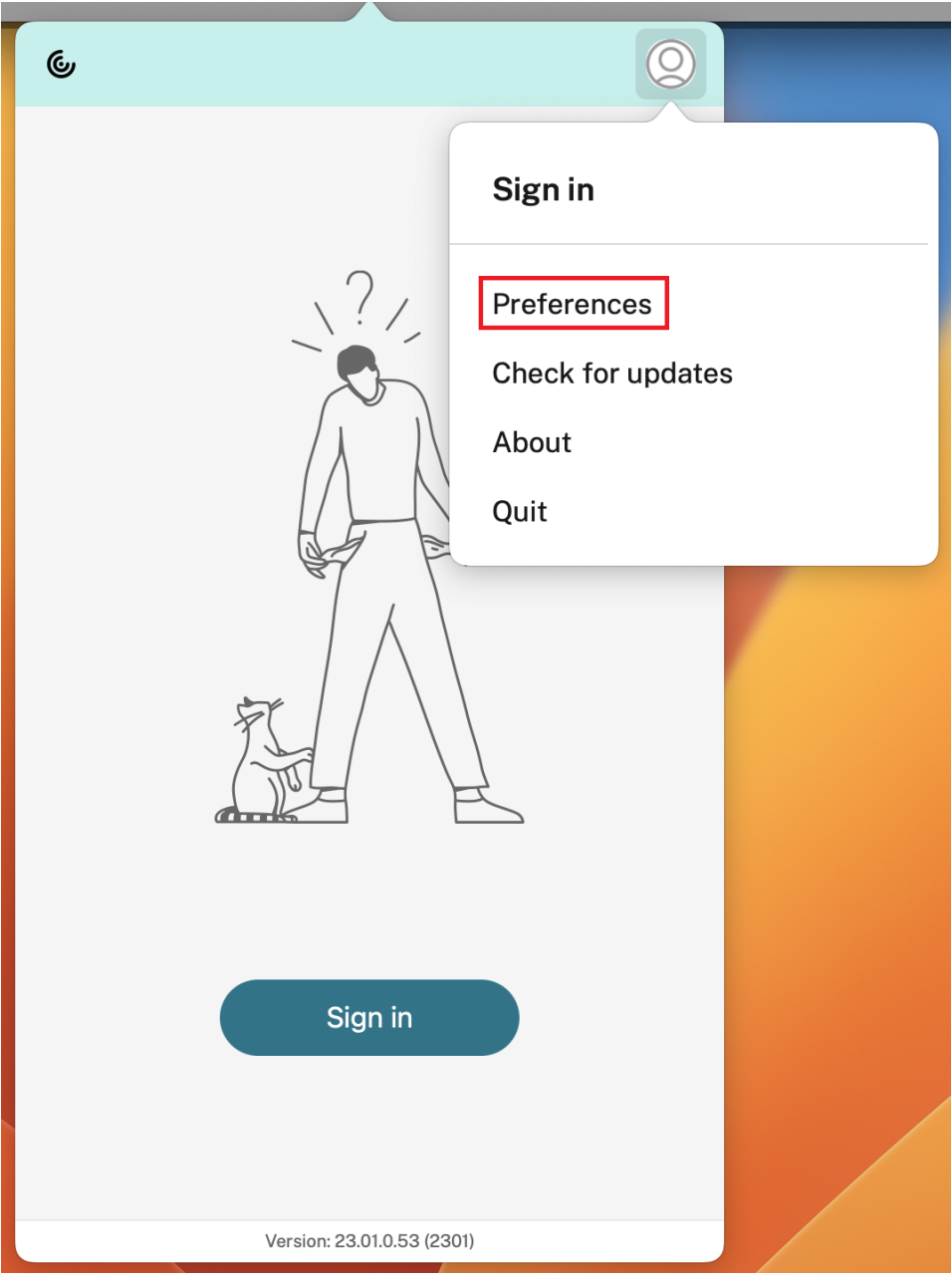
To add a Citrix Workspace app account

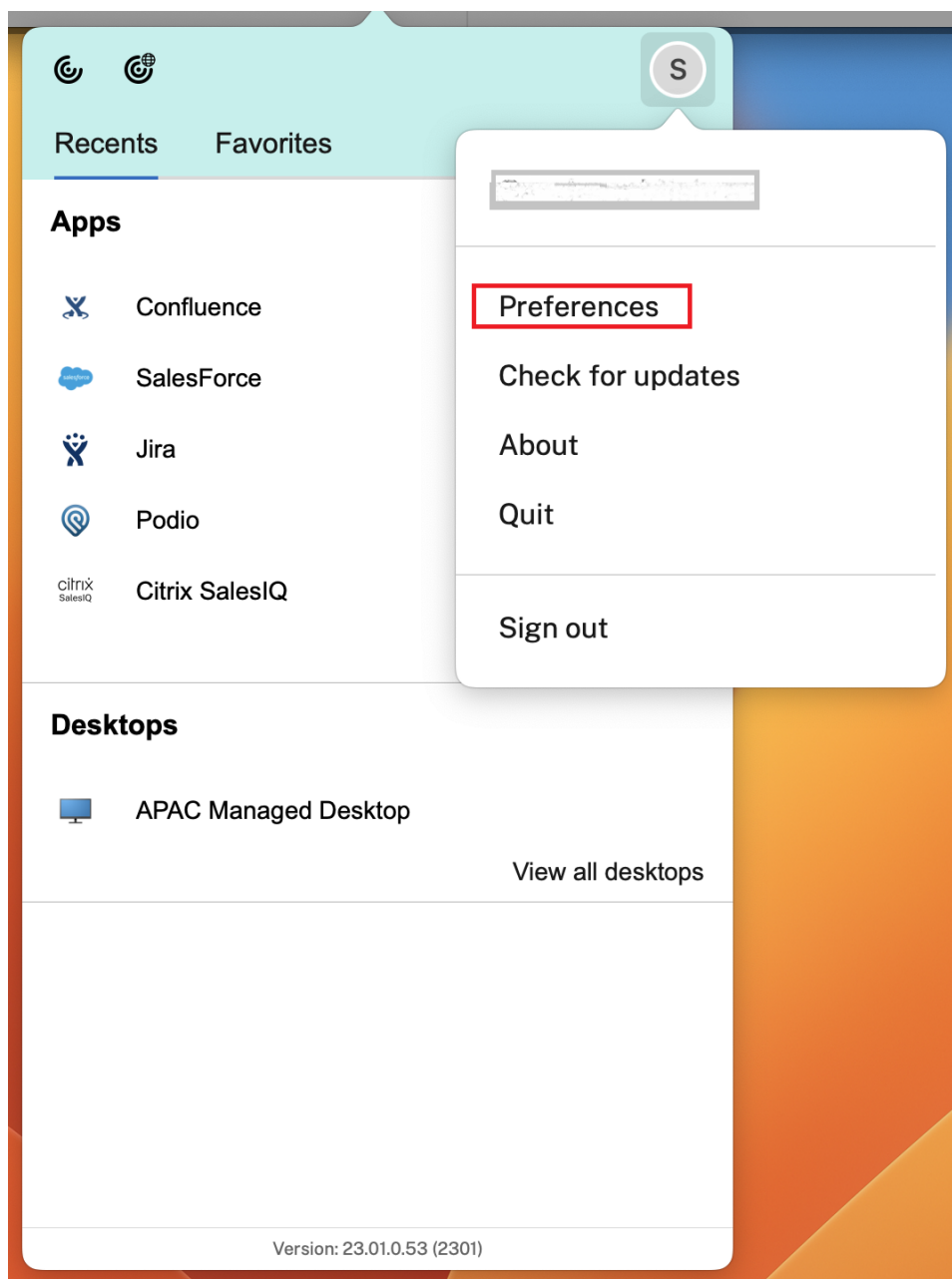
1. Open the Citrix Workspace app for Mac.
2. In the **Welcome to Citrix Workspace** screen, enter your details and click **Continue**.
3. Enter your credentials, if prompted.



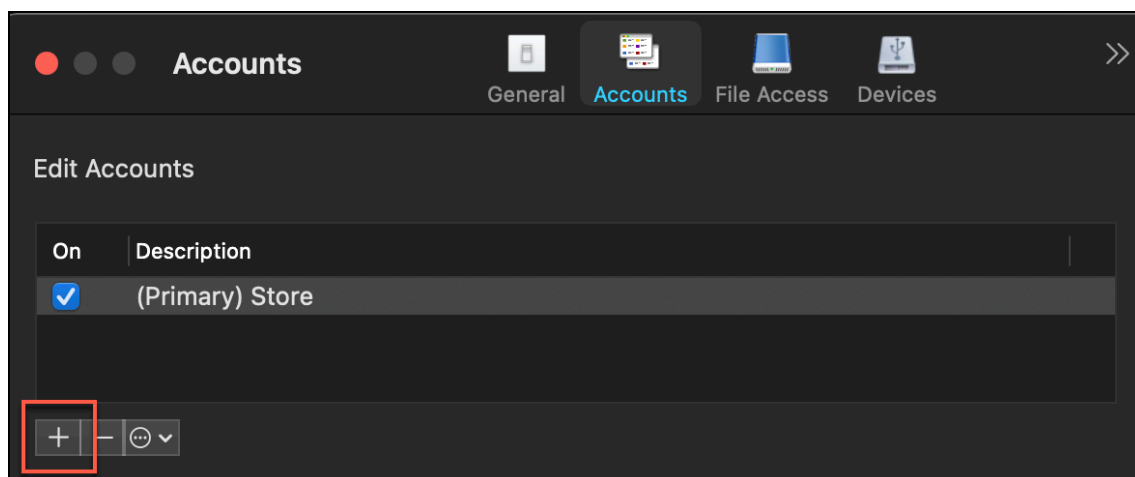
To add another account, do the following:

1. From the Citrix Workspace app, click the account icon in the top-right corner and navigate to **Preferences** window.





2. In the **Preferences** window, click the **Accounts** tab and click the “+” icon.
3. In the **Welcome to Citrix Workspace** screen, enter your details and click **Continue**.
4. Enter your credentials, if prompted.



Know your Citrix Workspace app

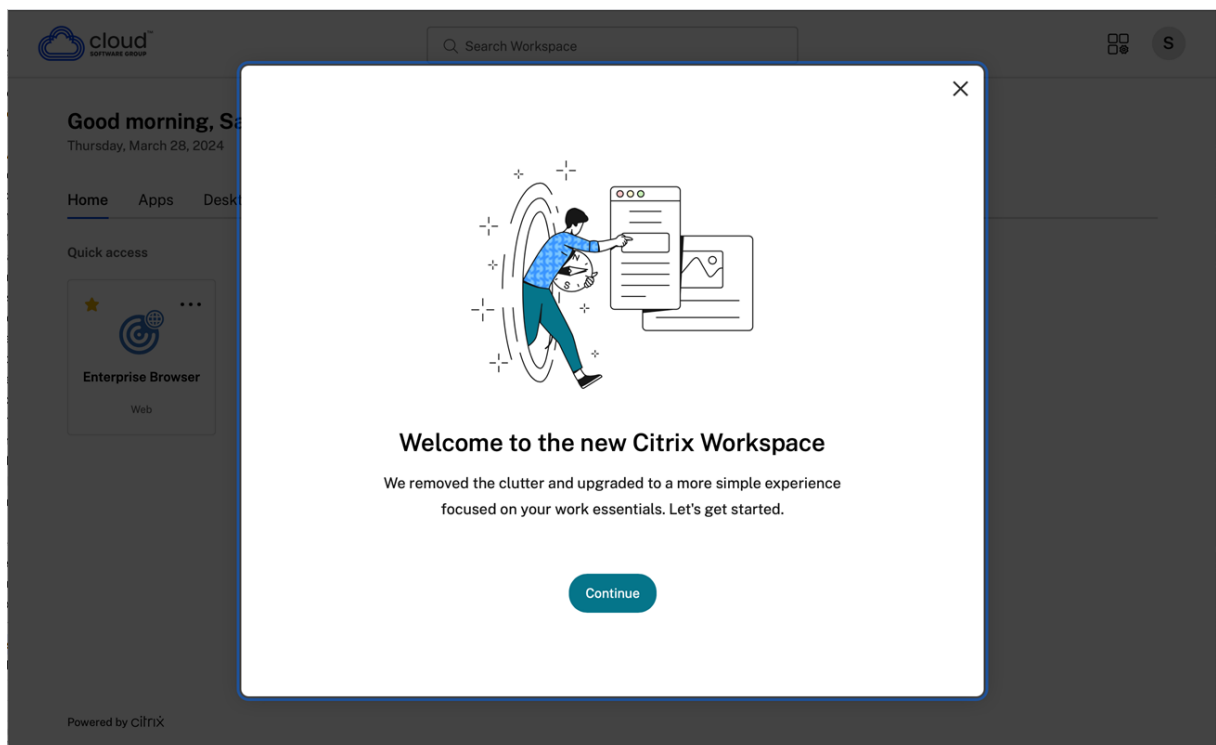
April 17, 2024

This section helps you become familiar with Citrix Workspace app. This page includes following sections:

- Introduction
- Home
- Apps
- Desktops
- Search Workspace
- Activity Manager

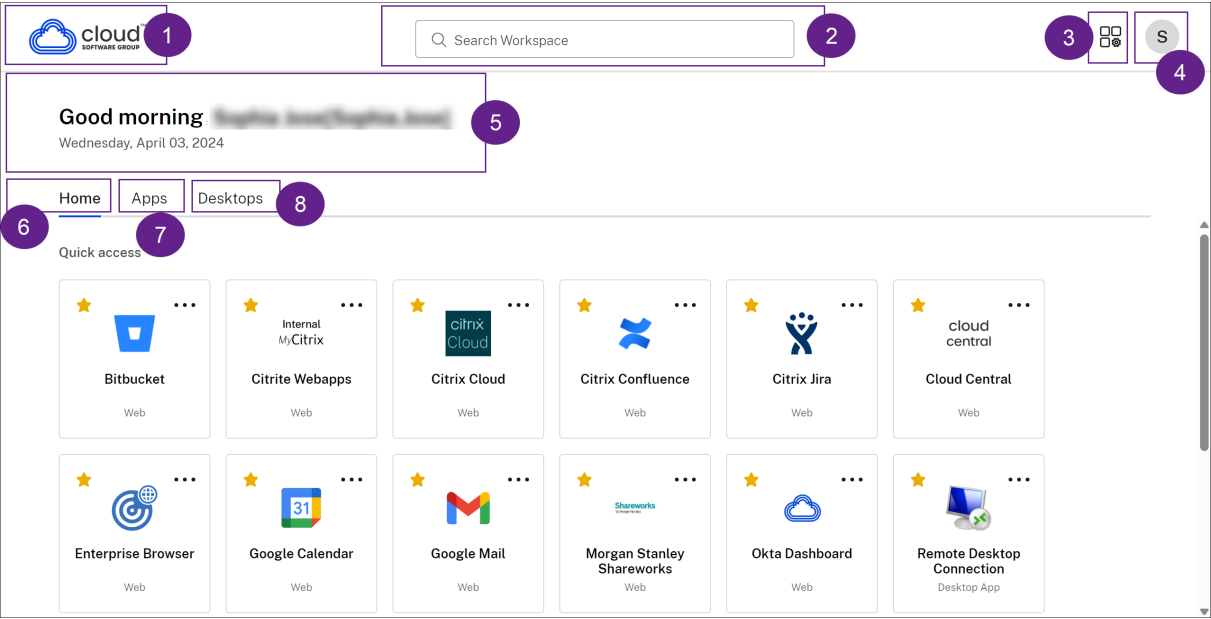
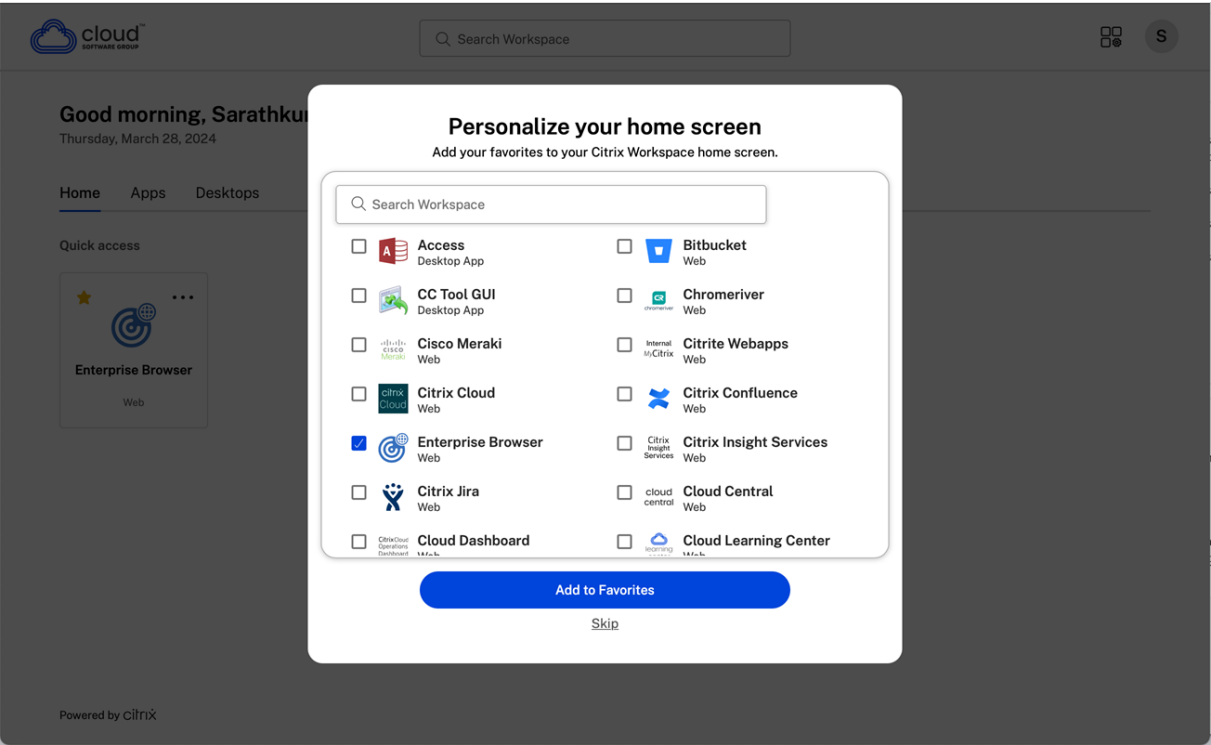
Introduction

The latest user interface (UI) of Citrix Workspace app enhances user experience by simplifying visual complexity, making key functions easily accessible, and fine-tuning Workspace app functionality as needed. This app experience is available only for customers on cloud stores. After successful authentication to Citrix Workspace app, the welcome screen appears for the first time. You can click **Continue** to enter the app.



Once you enter the app, **Personalize your home screen** appears for the first time. You can add apps and desktops to favorites for quick access using this screen. To add apps and desktops to favorites, select the apps and desktops as required and click **Add to favorites** on the **Personalize your home screen** or click **Skip** to add it later. This screen is visible only if you have more than 20 apps or desktops assigned to you.

Citrix Workspace app for Mac



The Citrix Workspace UI contains the following elements:

| Field | Description |
|-------------------------|--|
| 1 - Organization’s logo | It’s placed on the top-left corner of the screen. Click this logo to navigate to the home page. |

| Field | Description |
|---------------------------|---|
| 2 - Search Workspace | Type the search criteria in the text box. The results are populated as you type a search criteria. You can also find the results for apps or desktops for a fuzzy search with closely matching text and misspelled search terms. |
| 3 - Activity Manager icon | Click this icon to manage the running sessions. For apps, you have options to Log out or Disconnect from the activity manager. For desktops, you have power management options such as Disconnect , Log out , Shutdown , Restart , and Force quit . The Activity manager might not be visible to you based on the preference set by your admin. |
| 4 - Account icon | Click this icon to view the Account settings , Refresh , About Citrix Workspace , Accounts and the Log out options. |
| 5 - Greetings message | The greetings according to the time of the day, along with your name, appear. Your name is displayed as it exists in your administrator's records. |
| 6 - Home | Displays all favorites and five recent apps and desktops. The apps and desktops are arranged alphabetically, with favorites at first and then recents. |
| 7 - Apps | Displays all apps that are provided by your admin. The apps are arranged alphabetically, with favorites at first. The apps are categorized so you can find them quickly and easy. |
| 8 - Desktops | Displays all desktops that are provided by your admin. The desktops are arranged alphabetically, with favorites at first. |

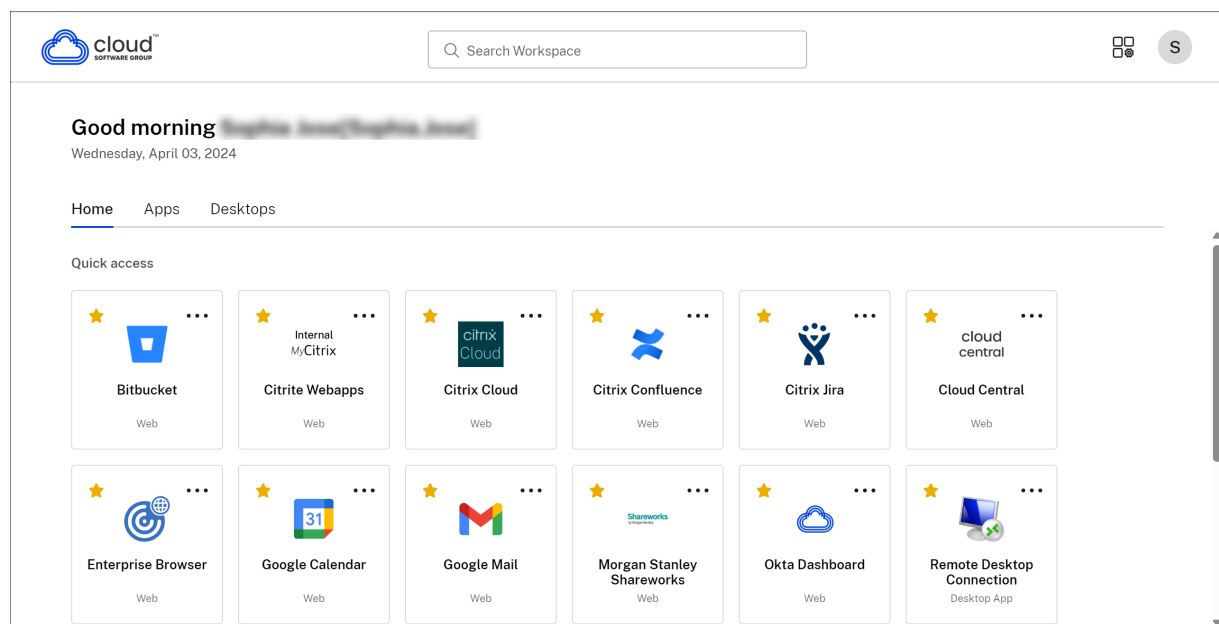
On each app and desktop tile, you have the star icon to mark it as a favorite. Also, you have a three-dot menu (...) on each app and desktop tile to open, add or remove favorites, and view details. Additionally, you have the restart option for desktops.

Home

The **Home** tab displays all favorites and five recent apps and desktops for quick access to them. You can access the **Home** by clicking the **Home** tab or by clicking the Organization logo at the upper-left corner.

Note

The **Home** tab might not be visible to you based on the preference set by your admin.

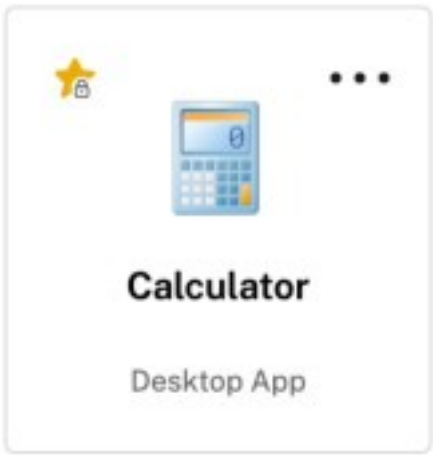


Apps

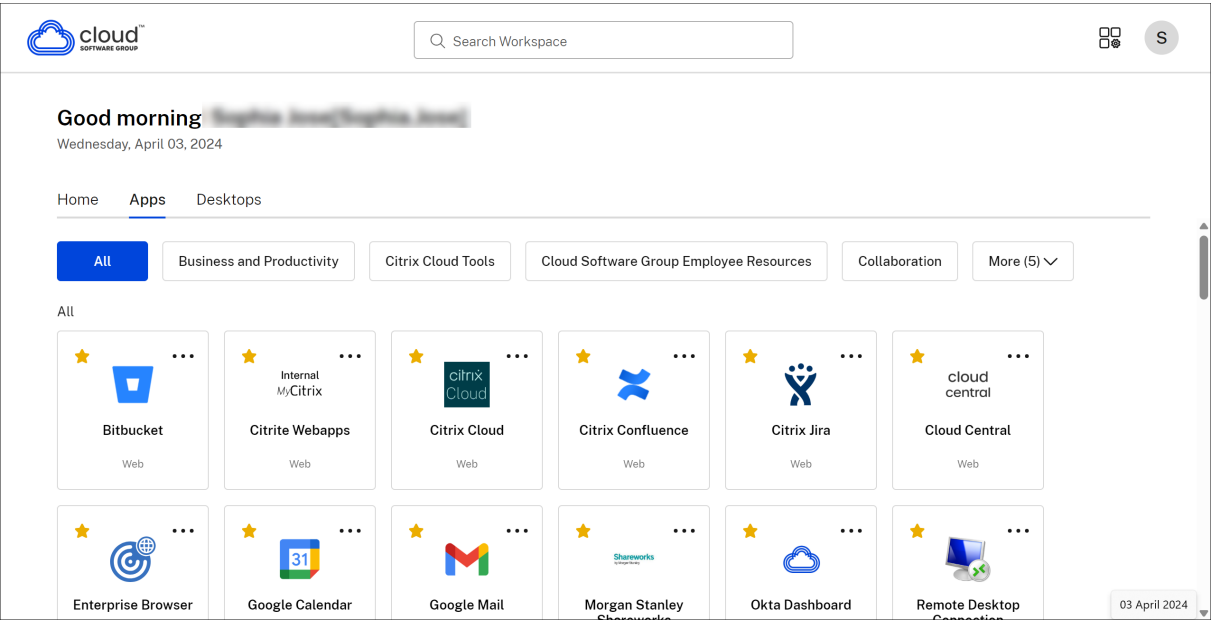
The **Apps** tab displays a list of all the apps that are assigned to you. You can access the **Apps** by clicking the **Apps** tab. By default, all the apps are arranged alphabetically, with favorites listed first.

The apps are grouped into different categories and sub-categories, as customized by your admin. You can click on a category to view the apps belonging to that category. You can find additional categories by clicking **More**. The apps that are not categorized are grouped under **Others**.

The apps with the lock icon are mandatory apps, and you can't remove those apps from the favorites.



The categories displayed in the preceding image are for representational purposes.

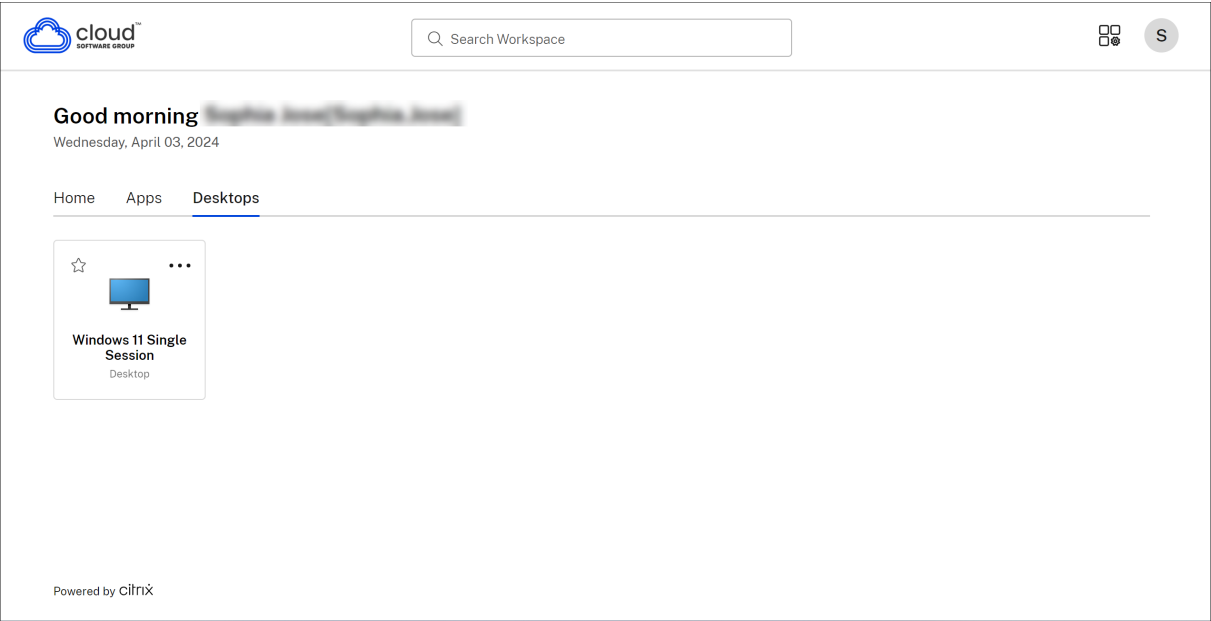


Note

If there are no apps assigned to you, then the **Apps** tab isn't visible.
If there are no categories configured by your admin, then **Categories** aren't visible in the **Apps** tab.

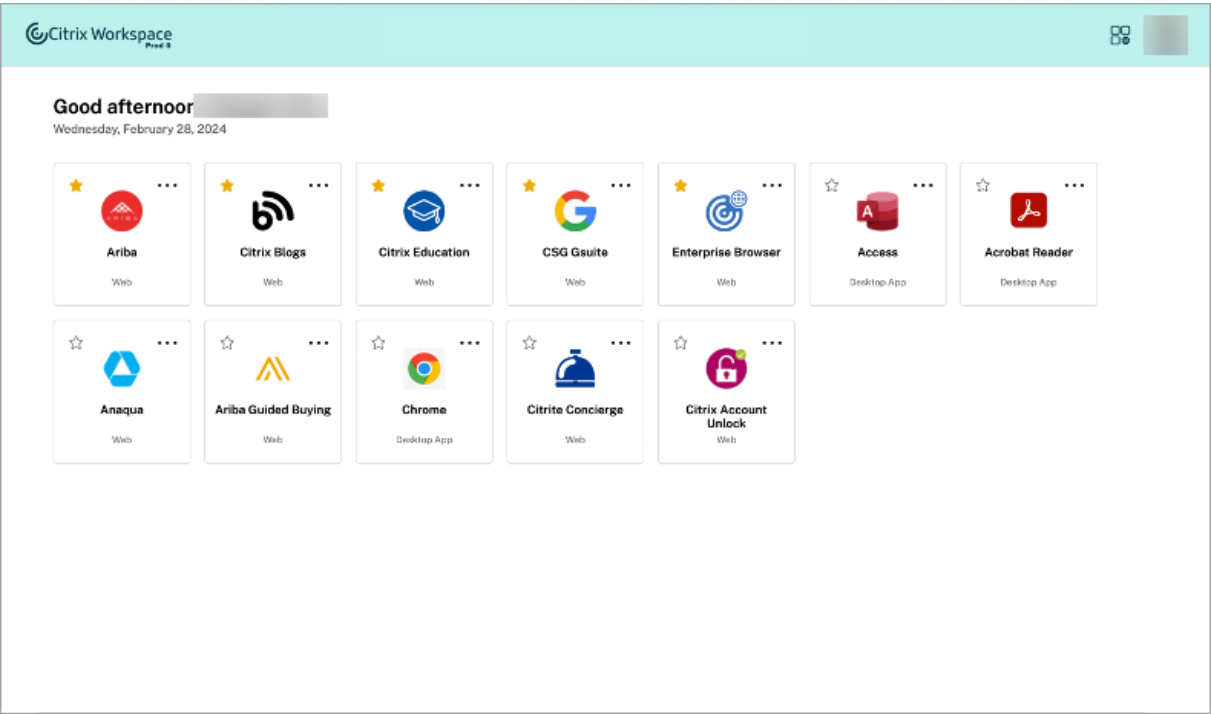
Desktops

The **Desktops** tab displays a list of all the desktops that are assigned to you. You can access the desktop by clicking the **Desktops** tab. By default, all the desktops are arranged alphabetically, with favorites listed first.



Simple view UI experience

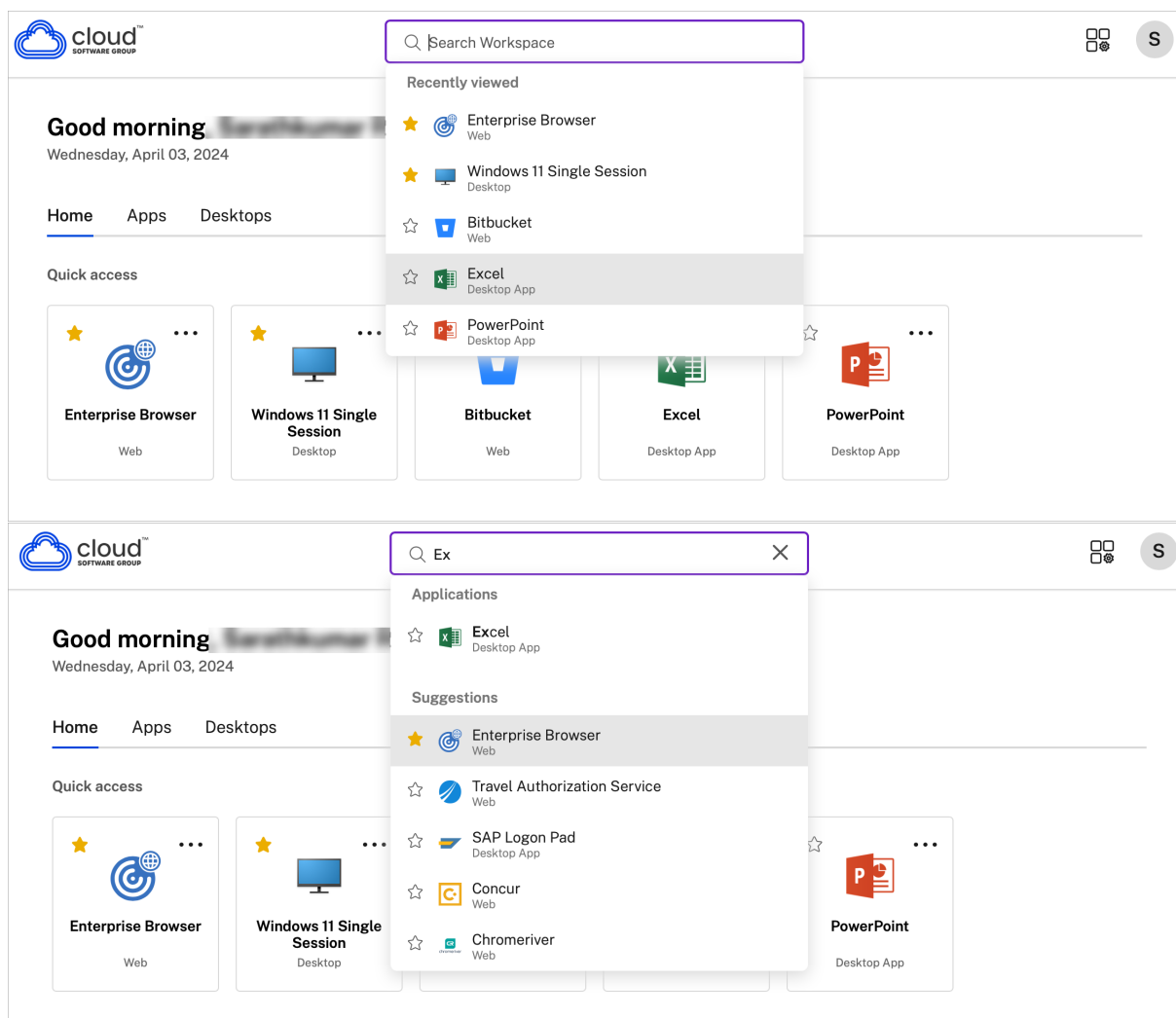
If you have fewer than 20 resources, by default, you land on the screen with a simple view UI that doesn't have any tabs or categories. All the apps and desktops appear on the same page. On this screen, your favorites show up first, followed by all the other apps in alphabetical order. All the apps have a star icon that you can use to favorite or unfavorite them. You experience this simple view of the Workspace app, depending on the number of apps you have and preferences set by your admin.



Search Workspace

The **Search Workspace** bar displays the faster results for quick access of apps and desktops. It allows you to do a quick and intuitive search within the Workspace app. When you click the **Search Workspace** bar, the five most recently used apps or desktops are displayed by default and as you type in the names of apps, desktops, more results appear. You can also search the names of the categories to find them quickly. The search result lists **Favorites** always at the top.

Searches are enabled with spell check, display results for fuzzy search with closely matching text or misspelled search terms, and display auto-complete results along with actual results and suggestions. It can display results of admin created categories in the **Apps** tab.



Activity Manager

Activity Manager helps you effectively manage your resources. You can seamlessly interact with their sessions, ending or disconnecting sessions that are no longer required, freeing up resources, and op-

timizing performance on the go.

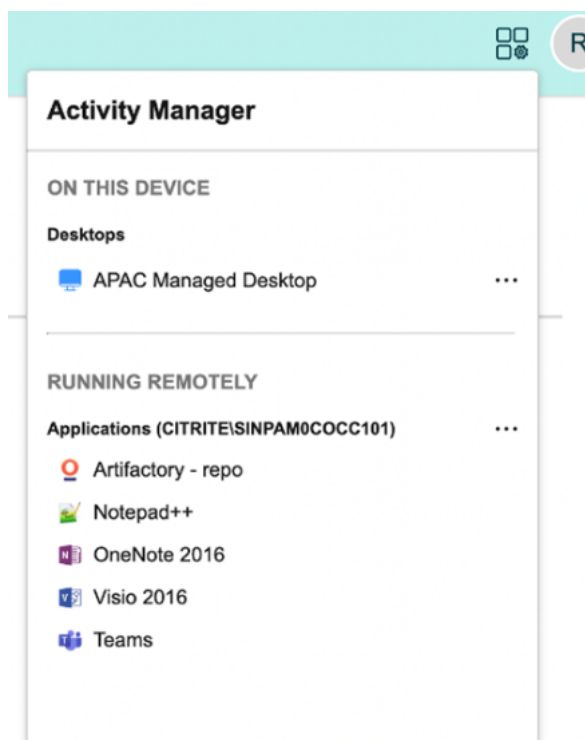
The Activity Manager panel displays a consolidated list of apps and desktops that are active not only on the current device but also on any remote device that has active sessions. You can view this list by clicking the Activity Manager icon located next to the profile icon on desktop and at the bottom of your screen on mobile devices.

Contact your administrator to configure Activity Manager.

Using Activity Manager

Active apps and desktops are grouped as follows in Activity Manager:

- A list of apps and desktops that are active on the current device is grouped under **On this device**.
- A list of apps and desktops that are active on other devices are grouped under **Running Remotely**.



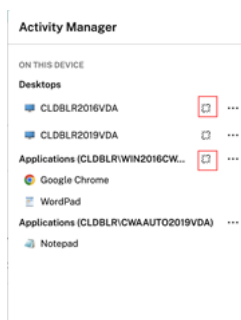
You can perform the following actions on an app or desktop by clicking the respective ellipsis(...) button.

- **Disconnect:** The remote session is disconnected, but the apps and desktops are active in the background.
- **Log out:** Logs out from the current session. All the apps in the sessions are closed, and any unsaved files are lost.

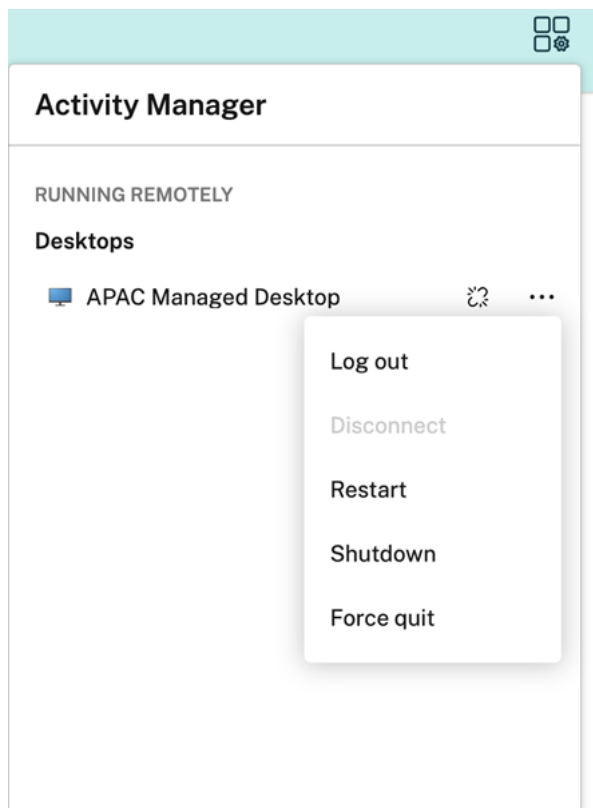
- **Shut Down:** Closes your disconnected desktops.
- **Force Quit:** Forcefully powers off your desktop in case of a technical issue.
- **Restart:** Shut down your desktop and start it again.

Disconnected apps and desktops

Activity Manager enables you to view and take actions on apps and desktops that are running in disconnected mode, locally or remotely. Sessions can be managed from mobile or desktop devices, enabling you to take action on the go. Taking action on disconnected sessions, such as logging out or shutting down, promotes optimized use of resources and reduces energy consumption.



- The disconnected apps and desktops are displayed on the Activity Manager panel and are indicated by a disconnected icon.
- The disconnected apps are grouped under the respective sessions, and the sessions are indicated by a disconnected icon.



You can take the following actions on your disconnected desktops by clicking the ellipses button:

- **Log out:** use this to log out from your disconnected desktop. All the apps in the session are closed, and any unsaved files are lost.
- **Shut Down:** use this option to close your disconnected desktops.
- **Power off:** use this option to forcefully power off your disconnected desktops in case of a technical issue.
- **Restart:** use this option to shutdown and start the disconnected desktop again.

The behavior of disconnected sessions on Activity Manager differs as follows:

- If you are signed into Citrix workspace through a browser, and disconnect a local session, the session is first displayed under On this device. However, once you close and reopen Activity Manager, the disconnected session is moved under Running Remotely.
- If you are signed into Citrix Workspace app through a native device, and disconnect a local session, the disconnected session disappears from the list. However, once you close and reopen Activity Manager again, the disconnected session is moved under Running Remotely.

Customer Experience Improvement Program (CEIP)

October 7, 2023

| Data collected | Description | What we use it for |
|------------------------------|---|---|
| Configuration and usage data | The Citrix Customer Experience Improvement Program (CEIP) gathers configuration and usage data from Citrix Workspace app for Mac and automatically sends the data to Citrix and Google Analytics. | This data helps Citrix improve the quality, reliability, and performance of Citrix Workspace app. |

Additional information

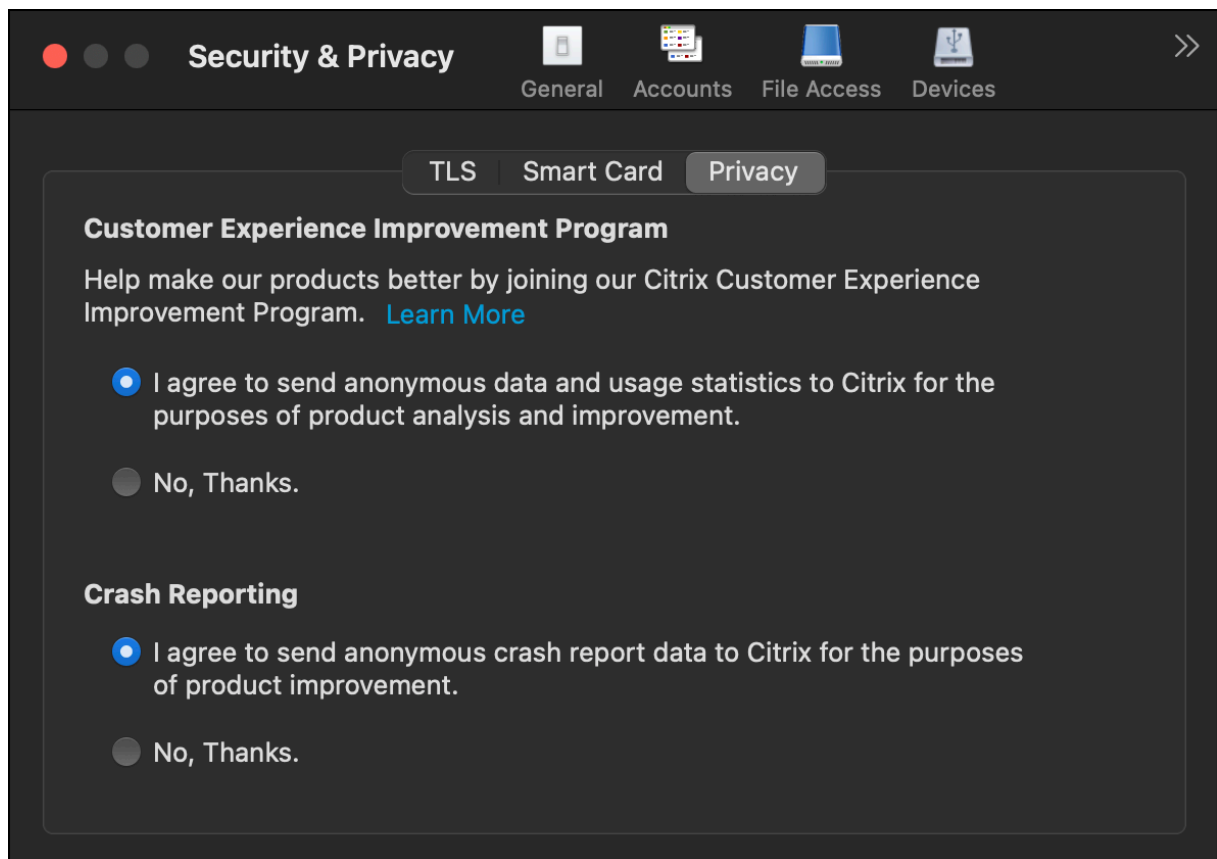
Citrix handles your data based on the terms of your contract with Citrix and protects it as per the Citrix Services Security Exhibit. See [Citrix Services Security Exhibit](#) available on the [Citrix Trust Center](#).

Citrix also uses Google Analytics to collect certain data from Citrix Workspace app as part of CEIP. Review how Google handles [data collected for Google Analytics](#).

CEIP is enabled by default.

To disable sending CEIP data to Citrix and Google Analytics, do the following:

1. In the **Preferences** window, select **Security and Privacy**.
2. Select the **Privacy** tab.
3. Select **No, Thanks** to disable CEIP or to forego participation.



You can also disable CEIP by running the following command in the terminal:

```
defaults write com.citrix.receiver.nomas "CEIPEnabled"-bool NO
```

Crash reporting

Crash reporting enables you to report instances of app unresponsiveness or app crashes. Crash reporting is disabled by default.

To disable crash reporting, do the following:

1. In the **Preferences** window, select **Security and Privacy**.
2. Select the **Privacy** tab.
3. Select **No, Thanks** to disable crash reporting.

Configure Citrix Workspace updates

October 7, 2023

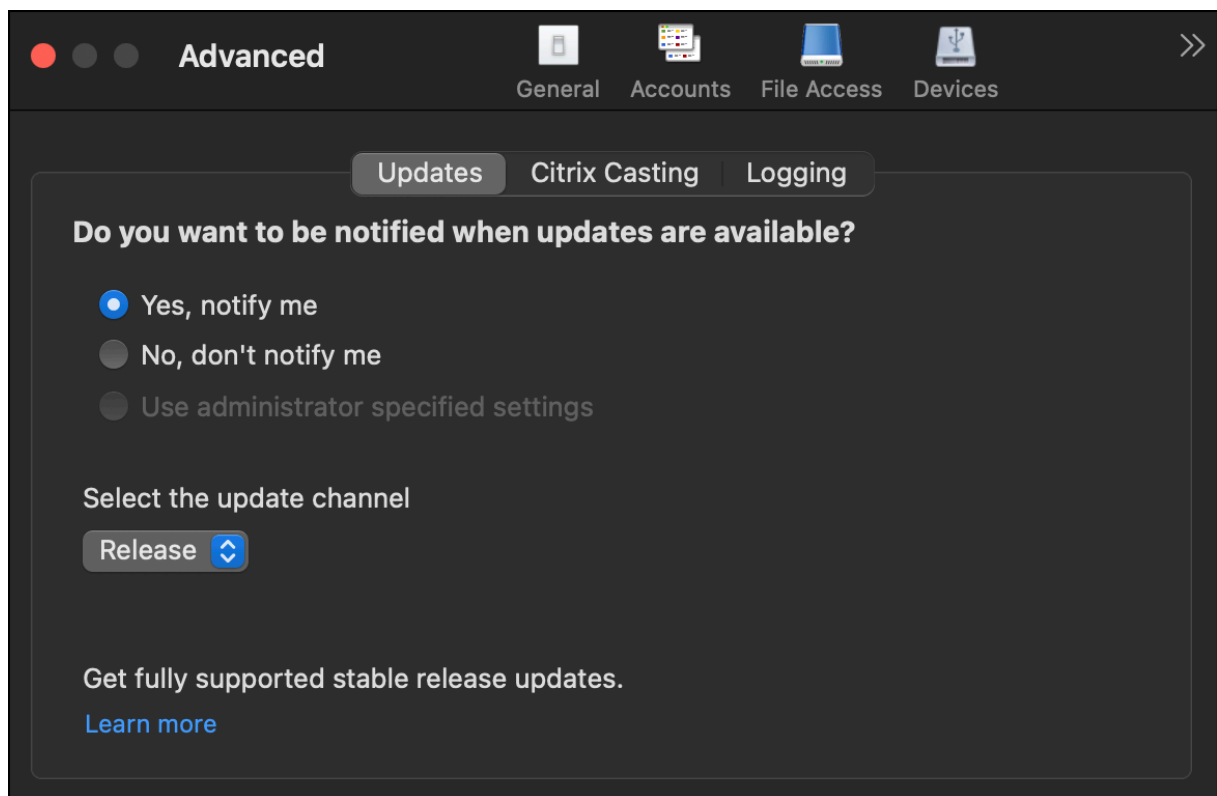
Citrix Workspace app for Mac sends you notifications when there is an update available for an existing version or an upgrade to a newer version.

You can override the Citrix Workspace updates setting using the **Advanced** preferences dialog, which is a per-user configuration and the settings apply only to the current user. You can configure Citrix Workspace updates using the GUI.

Configure updates using the GUI

To configure the update using the GUI, perform the following steps:

1. Select the Citrix Workspace app helper icon on your Mac.
2. From the drop-down list, select **Preferences > Advanced**.
3. Select the notification preference in the **Updates** tab, and close the window.



Citrix Workspace app Beta program

October 7, 2023

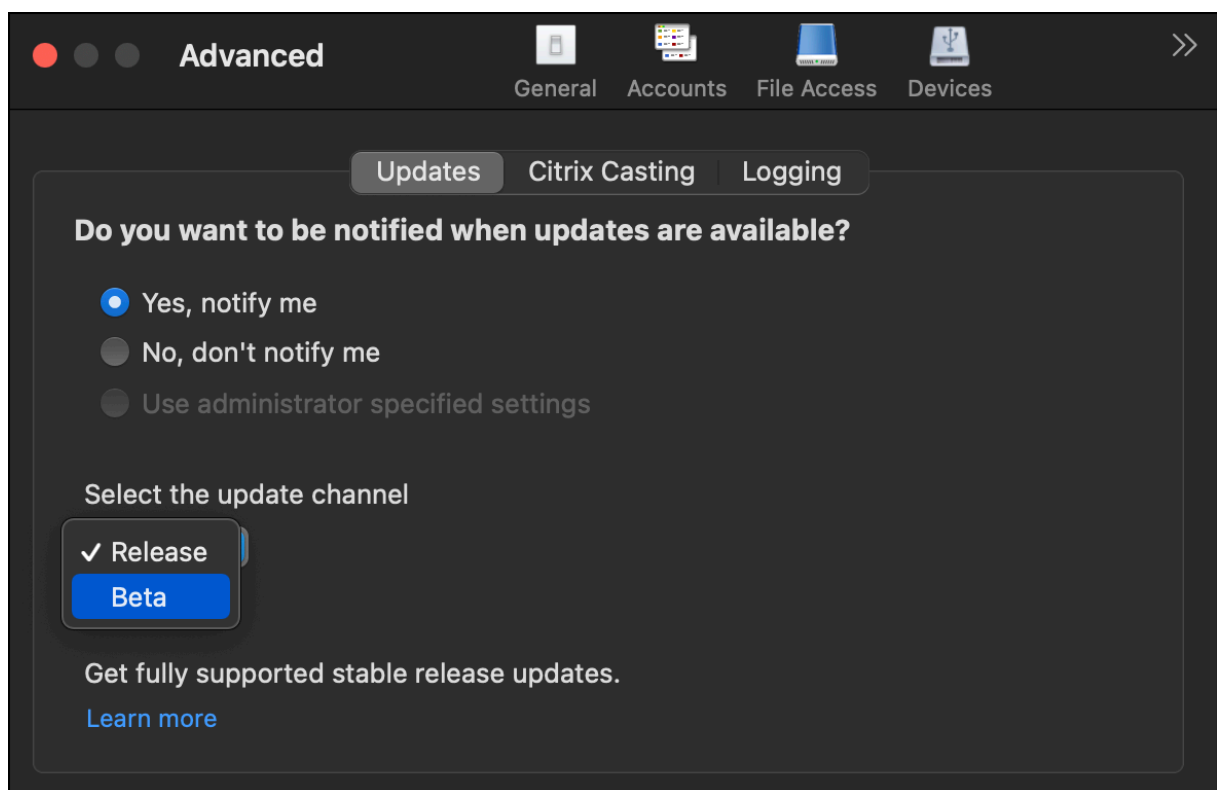
The Beta program gives you access to Citrix Workspace app for Mac builds before the general availability of a fully supported stable release update. The program also offers you an opportunity to provide your feedback on upcoming features.

Once a public release is available, the beta build automatically upgrades to the public version of the app. When the next beta is released, you are upgraded to the beta build. You receive the beta or public build sequentially, depending on the date of the release. We recommend that you use the beta build in your testing environment and send us your feedback.

To install the Beta build on your system, perform the following steps:

1. Open Citrix Workspace app.
2. Right-click on Citrix Workspace in the toolbar and click **Preferences > Advanced**.
3. Select **Beta** from the drop-down list, when the Beta build is available.

To switch from a Beta build to a Release build, simply select **Release** from the **Select the update channel** drop-down list.



Note:

You can switch from a Beta build to a Release build only when the release build is of a higher version than the installed beta build. You can switch to an older Release build by uninstalling the beta build and reinstalling the release build.

Multiple monitors

December 13, 2023

Note:

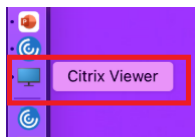
You can enable full-screen mode across multiple monitors only in desktop sessions. This feature is not supported for seamless app sessions.

Users can set Citrix Workspace app for Mac to work in full-screen mode across multiple monitors.

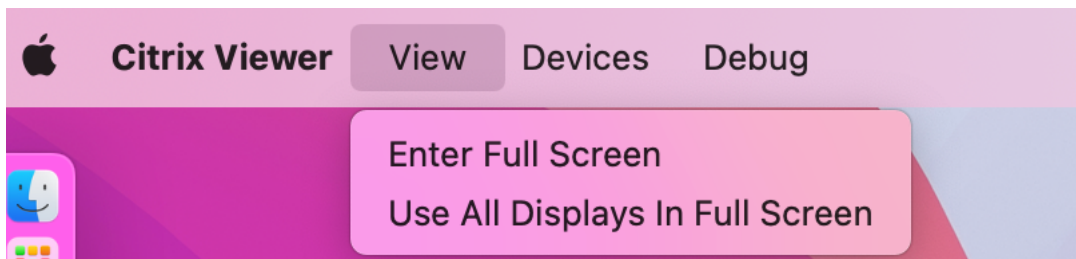
1. Open the Citrix Viewer.

Note:

The Citrix Viewer is visible only when you open a virtual desktop from the Citrix Workspace app.



2. From the menu bar, click **View**.



3. Select one of the following options, based on your requirement:
 - **Enter Full Screen** - Full screen on the primary monitor only.
 - **Use All Displays In Full Screen** - Full screen on all connected monitors.
4. Drag the Citrix Virtual Desktops screen between the monitors.
The screen is now extended to all monitors.

Note:

Ensure that the **Displays have separate Spaces** option is enabled in your device's system preferences.

Extend multiple monitors in full-screen mode

Starting with the 2311 version, you can now use full-screen mode on up to five monitors, including the primary monitor, at the same time.

Note

The number of external monitors you can use with your mac is always limited by the Mac model, as well as the resolution and refresh rate of each display. Refer to the technical specifications of your Mac to find out the supported number of external monitors. For more information, see [Connect one or more external displays with your Mac](#) in the Apple support article.

You can extend multiple monitors in full-screen mode in the following two ways:

- **Using the menu bar**

1. Open the **Citrix Viewer**.
2. From the menu bar, click **View** and select **Enter Full Screen** to extend full screen.

Note:

You can extend the screen to full-screen mode in all connected displays at once by enabling **Use All Displays In Full Screen** and then selecting **Enter Full Screen** from the **View** menu.

- **Using the green button in the app window**

1. Open the **Citrix Viewer**.
2. Drag or resize the Citrix Viewer window to make it spread on the monitors that you want to use in full-screen mode.
3. Move the pointer to the green button in the upper-left corner of the window, then select **Enter Full Screen** from the menu that appears or click the green button. The screen is now extended to monitors that have an intersection with the window.

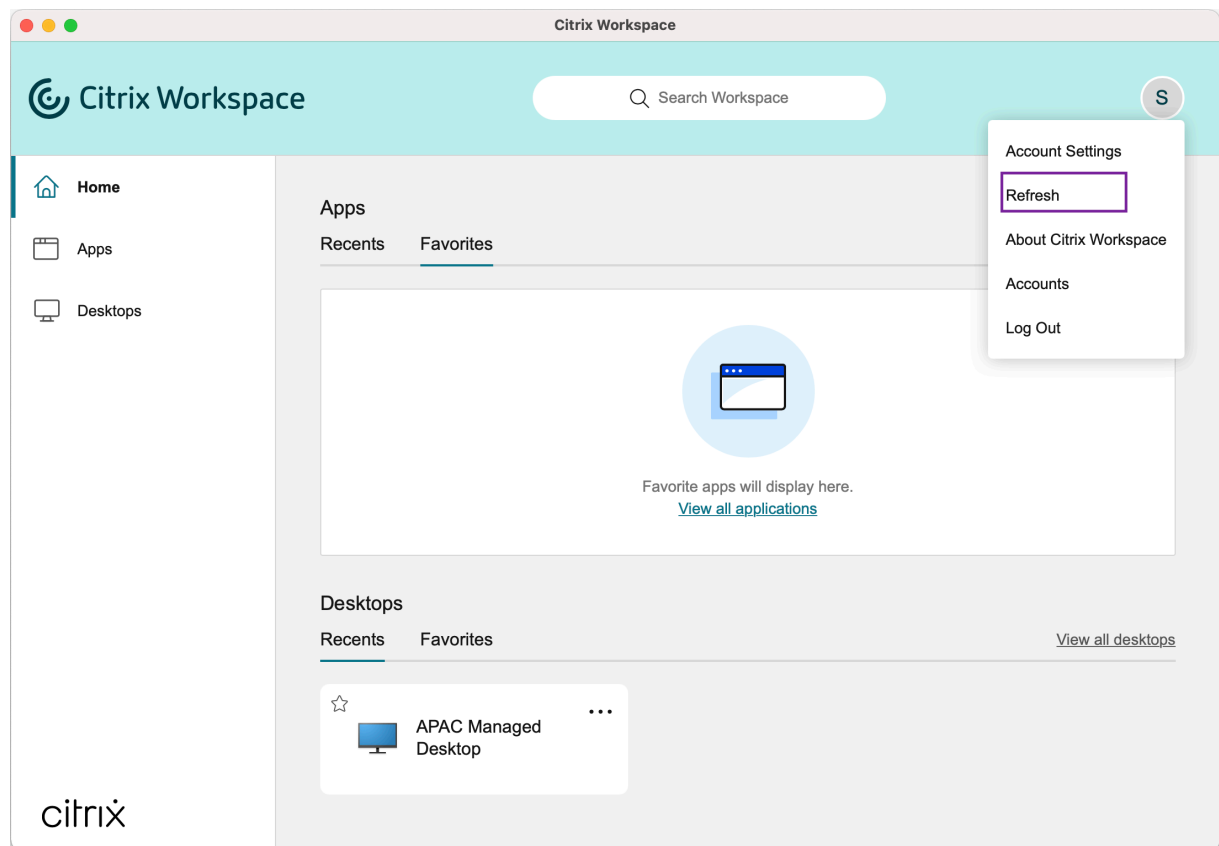
It is recommended that you use a maximum of 5 monitors, including the primary monitor. Full-screen mode is only supported on one monitor or all monitors, which are configurable through a menu item.

Refresh apps

October 7, 2023

To check that you have the latest apps and resources made available by your administrator, refresh your apps.

To refresh apps, click the **Accounts** icon within Citrix Workspace app and then click **Refresh**.



When you sign out from your computer or exit Citrix Workspace app, your apps stay active. You can reconnect to these active apps when you start Citrix Workspace app from any device the next time.

To reconnect, click the icon of the active app.

Regional settings

October 7, 2023

Citrix Workspace app supports various languages, and time and date formats for the countries and regions that use those languages.

Regional settings allow you to customize the time, date, and number formats.

NOTE:

This option is available only on Cloud deployments.

To apply a custom format, do the following:

1. On the Citrix Workspace app home page, click **Account** and select **Account Settings**.
2. In the **Account Settings** dialog, select **Regional Settings**.

The **Regional Settings** window appears.



3. Select the required **Time Format**, **Date Format**, and **Number Format**.
4. Click **Save**.

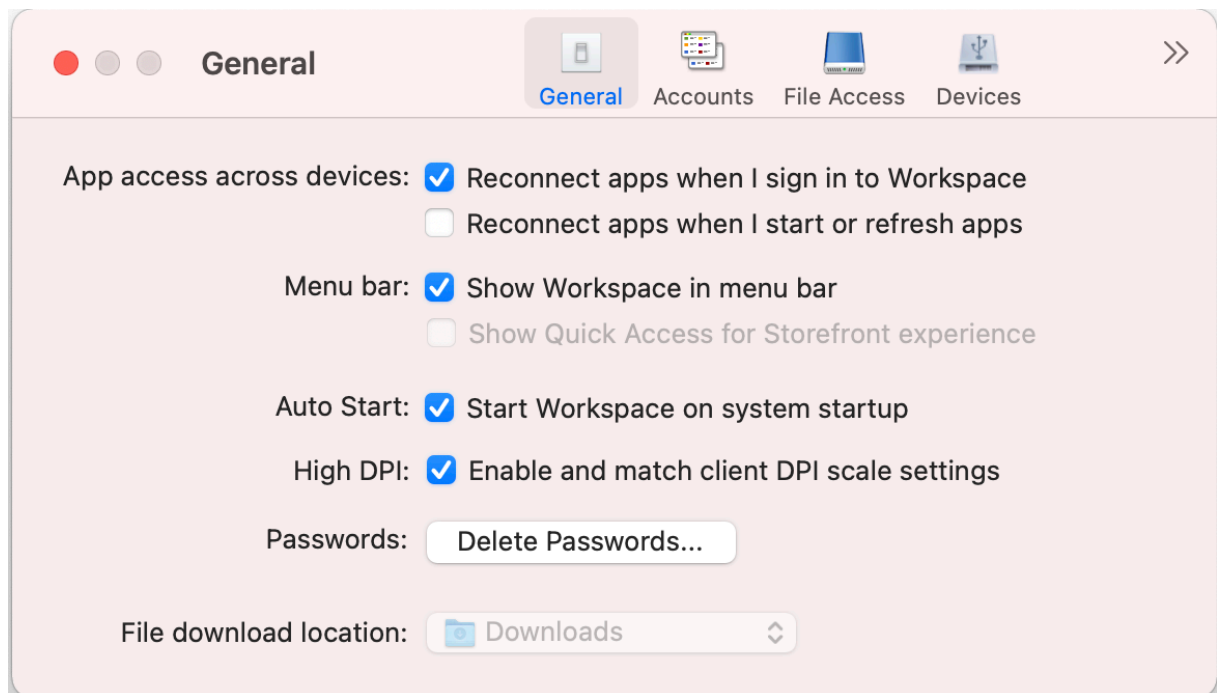
General settings

October 7, 2023

You can use general settings to customize the Citrix Workspace app for app access across devices, menu bar, auto start, high DPI, passwords, and file download location.

You can access the **General** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account > Accounts** and click **General**.
- From the quick access menu of Citrix Workspace app, click the **Preferences** icon  and then click **General**.
- For the virtual desktop session, go to **Show toolbar > Preferences** icon  and click **General**.
- For the seamless app session, go to **Citrix viewer > Preferences** in the menu bar and click **General**.



App access across devices

You can enable or disable apps to reconnect automatically when you sign in, start, or refresh across devices.

To reconnect apps when you sign in to Citrix Workspace app, select **Reconnect apps when I sign in to Workspace**.

To reconnect apps when you start or refresh apps, select **Reconnect apps when I start or refresh apps**.

Menu bar

You can customize how the Citrix Workspace app must appear in the menu bar.

To show Citrix Workspace app in the menu bar, select **Show Workspace in menu bar**.

To show the quick access menu for StoreFront, select **Show Quick Access for Storefront experience**.

Autostart

You can enable or disable auto start of Citrix Workspace app on system startup.

To enable auto start of Citrix Workspace app, select **Start Workspace on system startup**.

High DPI

Citrix Workspace app supports high DPI monitors with resolution greater than 4k. The text, images, and other graphical elements appear in a size that can be viewed comfortably on these high-resolution monitors for the desktop and app sessions.

To enable high DPI scaling, select **Enable and match client DPI scale settings**. Restart the application for the changes to take effect.

Passwords

You can delete the passwords saved at Workspace sign-in.

To delete the saved passwords, click **Delete Passwords...** and then click **Delete** in the resulting dialog.

File download location

You can choose the folder location to save the downloaded files from your applications.


To choose the file download location on your computer, browse and select the folder from the **File download location** drop-down menu.

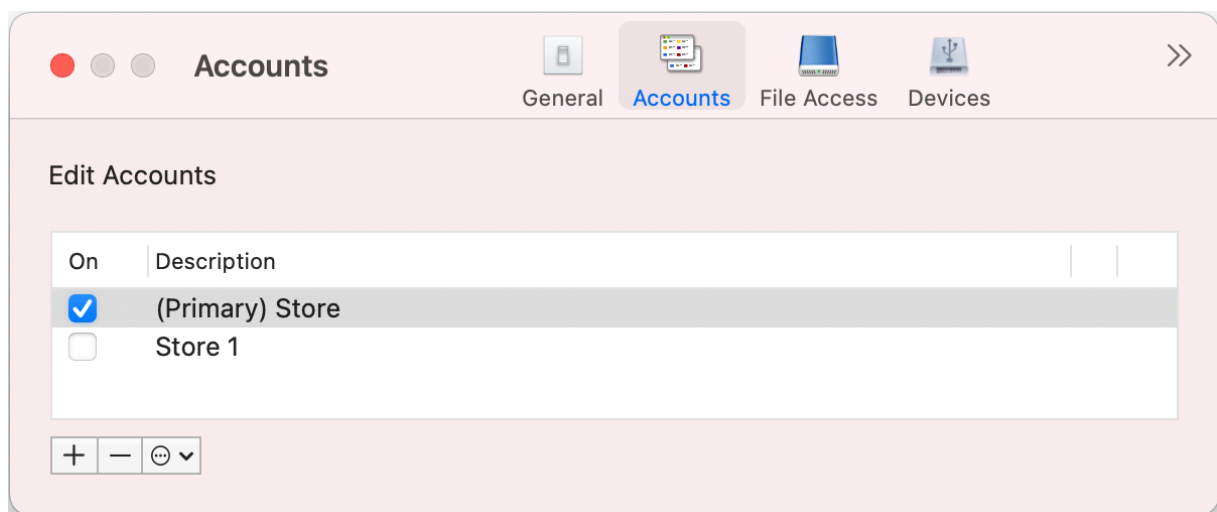
Manage accounts

October 7, 2023

You can add, remove, and configure your accounts using the account settings.

You can access the **Accounts** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account > Accounts** and click **Accounts**.
- From the quick access menu of Citrix Workspace app, click the **Preferences** icon  and then click **Accounts**.



Add or remove accounts

To add an account, do the following:

1. On the **Accounts** tab, click **+**.
2. Enter your store url or email address that your organization provided.
3. Click **Continue**.
4. Enter your login credentials and complete authentication as required by your organization. Your account is added on successful authentication.

To remove an account, do the following:

1. On the **Accounts** tab, select the account to remove.
2. Click **-**. The account is removed.


Manage file access


October 7, 2023

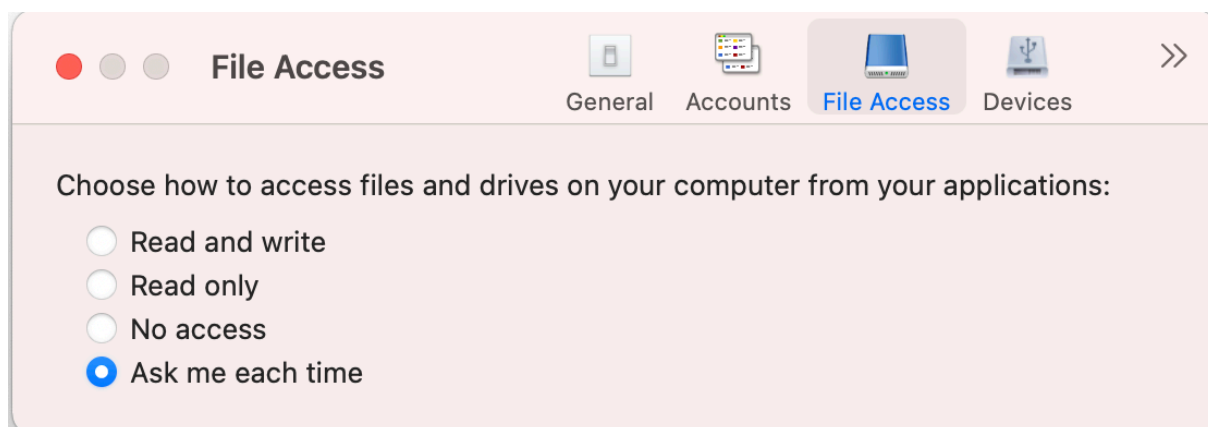
You can choose how to access files and drives on your computer from the virtual desktop and app sessions.

You can access the **File Access** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account > Accounts** and click **File Access**.

- From the quick access menu of Citrix Workspace app, click the **Preferences** icon  and then click **File Access**.

- For the virtual desktop session, go to **Show toolbar > Preferences** icon  and click **File Access**.
- For the seamless app session, go to **Citrix viewer > Preferences** in the menu bar and click **File Access**.



To enable file access, select the type of access that is required for your account on the **File Access** tab.

You can choose any of the following types of access for files and drives on your computer:

- **Read and write:** Provides read and write access to files and drives for the selected store.
- **Read only:** Provides read only access to files and drives for the selected store.
- **No access:** Restrict access to files and drives for the selected store.
- **Ask me each time:** Request permission to access files and drives each time when read or write access is required for the selected store.


Devices


October 7, 2023

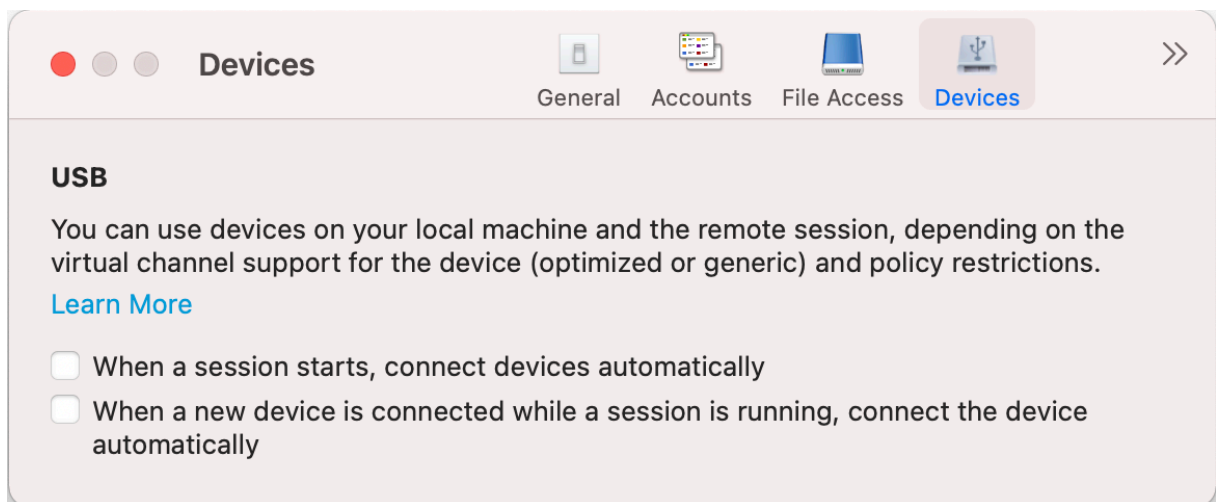
HDX USB device redirection enables redirection of USB devices to and from a user device. A user can connect a flash drive to a local computer and access it remotely from a virtual desktop or a desktop hosted application.

You can access the **Devices** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account > Accounts** and click **Devices**.

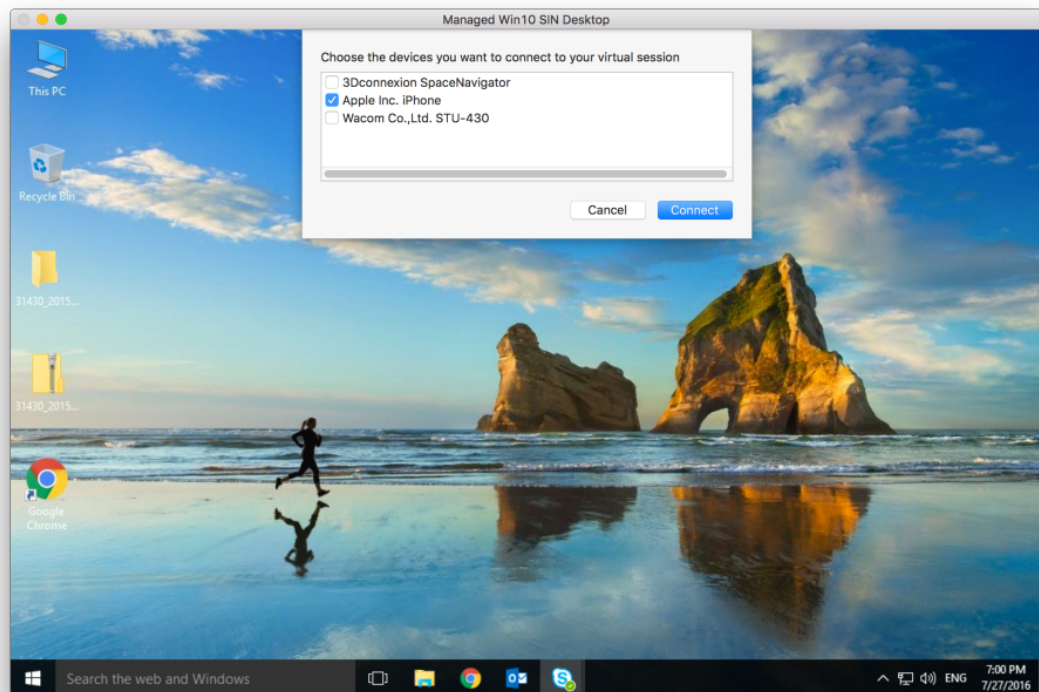
- From the quick access menu of Citrix Workspace app, click the **Preferences** icon  and then click **Devices**.

- For the virtual desktop session, go to **Show toolbar > Preferences** icon  and click **Devices**.
- For the seamless app session, go to **Citrix viewer > Preferences** in the menu bar and click **Devices**.

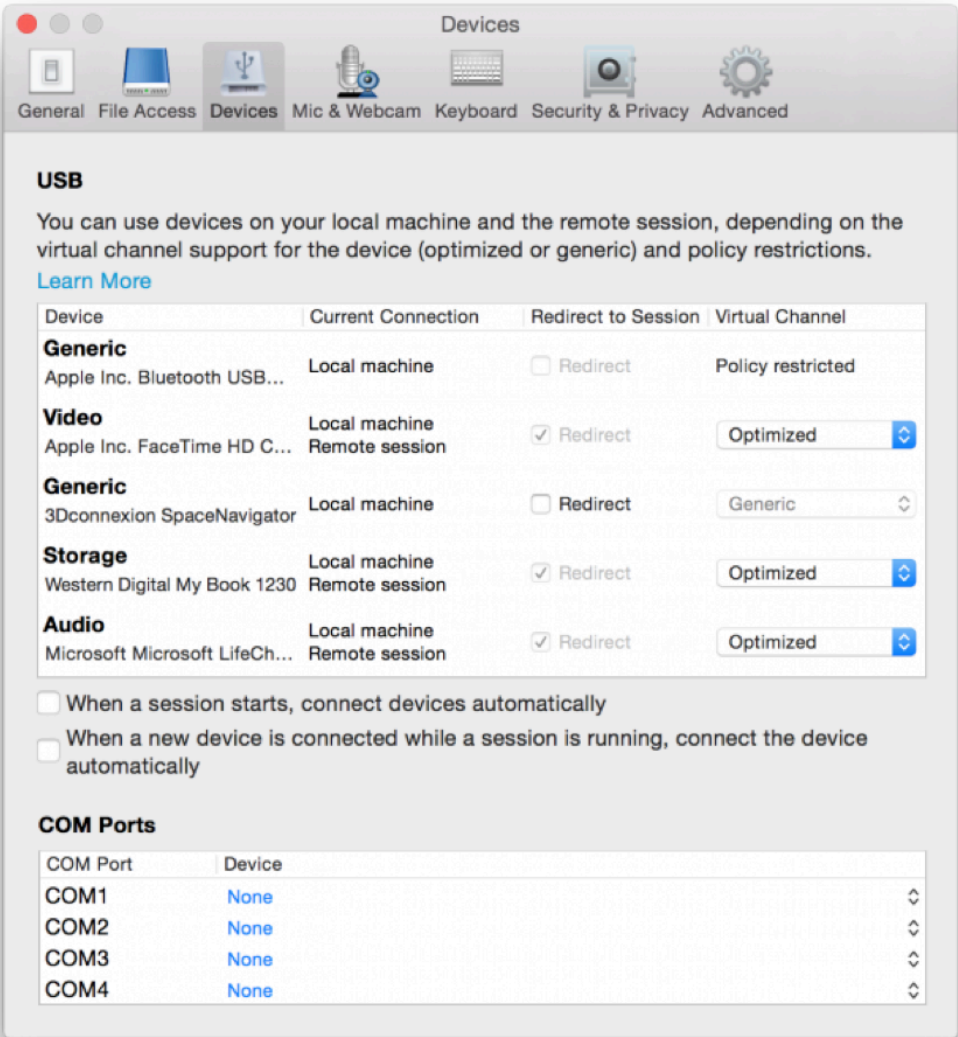


To use USB redirection:

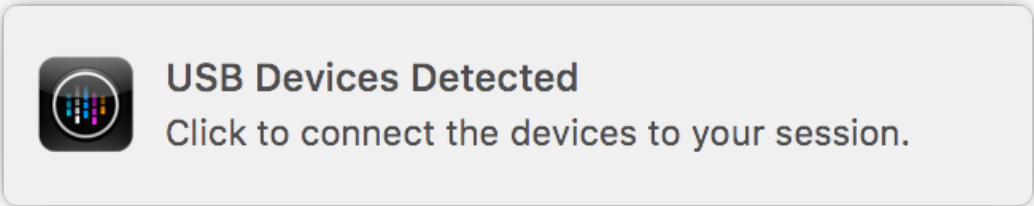
1. Connect the USB device to the device where Citrix Workspace app for Mac is installed.
2. You are prompted to select the available USB devices on your local system.



3. Select the device that you want to connect and click **Connect**. If the connection fails, an error message appears.
4. On the **Devices** tab, the connected USB device is listed in the USB panel.



- 5. Select the type of virtual channel (Generic or Optimized) for the USB device.
- 6. On successful USB detection, the **Click to connect the USB device to your session** message is displayed on the upper-left of the screen.






Microphone and Webcam


October 7, 2023

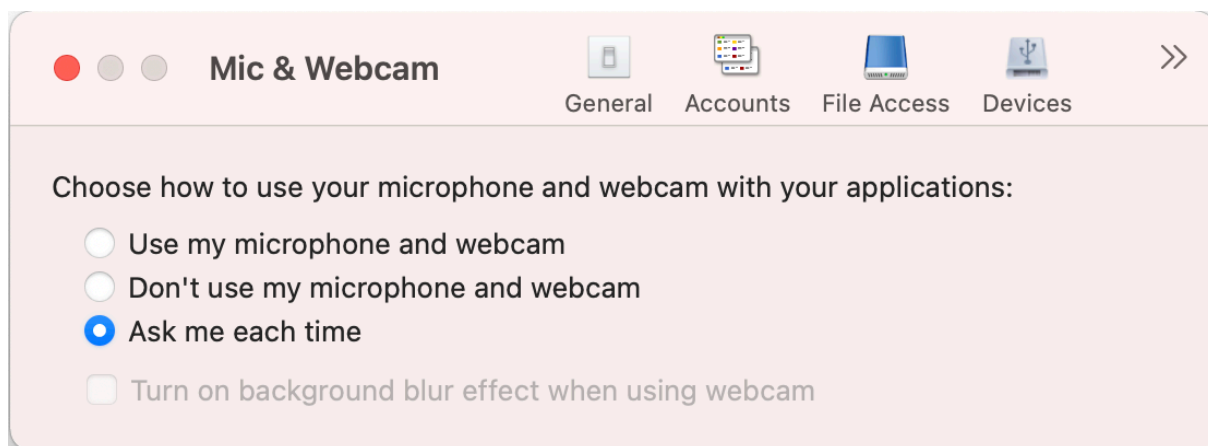
You can choose how to use your microphone and webcam with the virtual app and desktop sessions.

You can access the **Mic & Webcam** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account** icon > **Accounts** > angle brackets  and then click **Mic & Webcam**.

- From the quick access menu of Citrix Workspace app, go to the **Preferences** icon  > angle brackets  and click **Mic & Webcam**.

- For the virtual desktop session, go to **Show toolbar** > **Preferences** icon  and click **Mic & Webcam**.
- For the seamless app session, go to **Citrix viewer** > **Preferences** in the menu bar and click **Mic & Webcam**.



To apply access type to your microphone and webcam, select any of the following access types as per your requirement on the **Mic & Webcam** tab:

- **Use my microphone and webcam** - Provides access to microphone and webcam when it is connected.
- **Don't use my microphone and webcam** - No access to microphone and webcam.
- **Ask me each time** - Request permission each time when microphone and webcam access is required.







To apply a background blur effect when using the webcam, select **Turn on background blur effect when using webcam**.

Keyboard

October 7, 2023

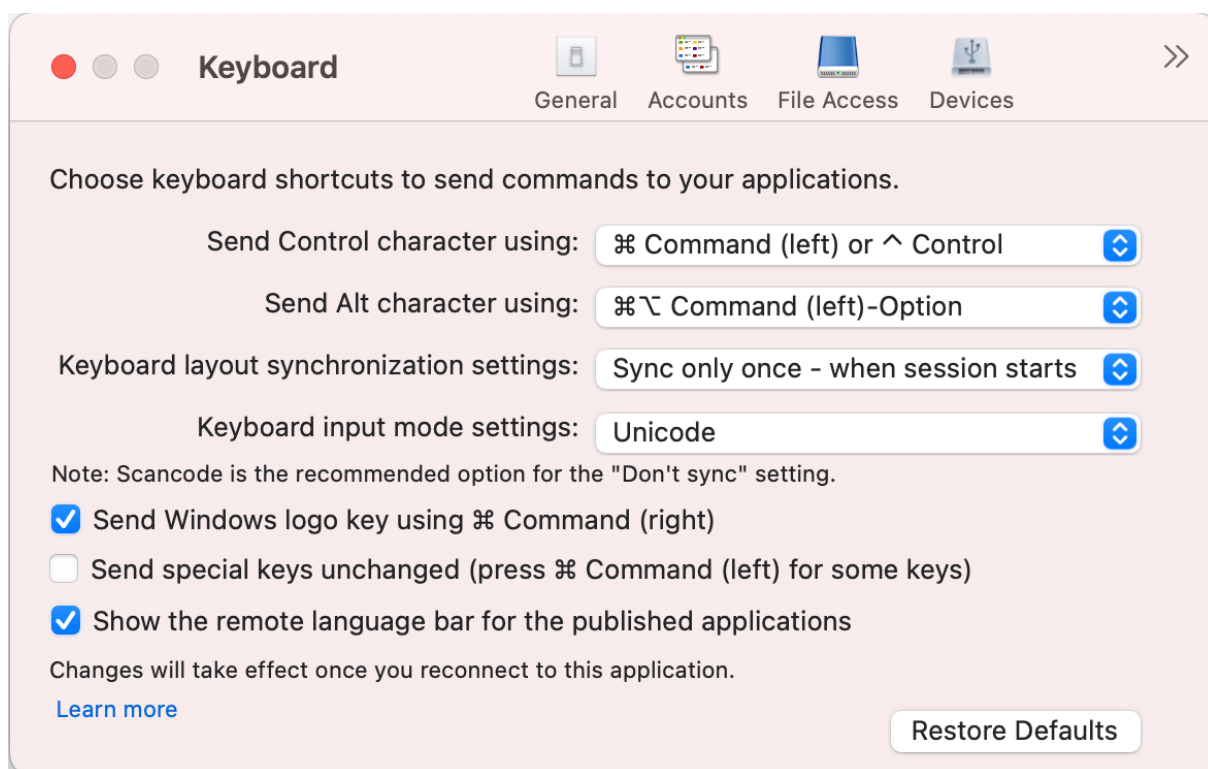
Keyboard settings allow you to customize the keyboard shortcuts, layout, and input mode settings.

You can access the **Keyboard** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account** icon > **Accounts** > angle brackets  and click **Keyboard**.
- From the quick access menu of Citrix Workspace app, go to the **Preferences** icon  > angle brackets  and click **Keyboard**.
- For the virtual desktop session, go to **Show toolbar** > **Preferences** icon  > angle brackets  and click **Keyboard**.
- For the seamless app session, go to **Citrix viewer** > **Preferences** in the menu bar. Click angle brackets  and then click **Keyboard**.

Note

Keyboard settings require a restart of the application for the changes to take effect.



Keyboard shortcuts

You can choose the preferred key on your Mac keyboard for the virtual sessions.

To set a preferred key for the control character, select any of the following options from the **Send Control character using** drop-down menu:

- **^ control**
- **command (left) or ^ control**

To set a preferred key for the alt character, select any of the following options from the **Send Alt character using** drop-down menu:

- **command (left)**
- **command (left) or - option**

To send the **Windows logo** key using a **command (Right)** key on your Mac, enable **Send Windows logo key using Command (right)**.

You can send special keys unchanged by pressing a **command (Left)** key with special keys. To enable this feature, select **Send special keys unchanged (press Command (left) for some keys)**.

Keyboard layout

To apply keyboard layout synchronization settings, select any of the following options from the **Keyboard layout synchronization settings** drop-down menu:

- **Sync only once - when session starts**
- **Allow dynamic sync**
- **Don't sync**

To show the remote language bar for the published application, select **Show the remote language bar for the published applications**.

Keyboard input mode

To choose keyboard input mode, select any of the following modes from the **Keyboard input mode settings** drop-down menu:

- **Unicode**
- **Scancode**

Note

The Scan code input mode is the recommended option for the **Don't sync** setting.

Restore defaults

To restore to the default settings, click **Restore Defaults** at the bottom.

Security and Privacy






October 7, 2023

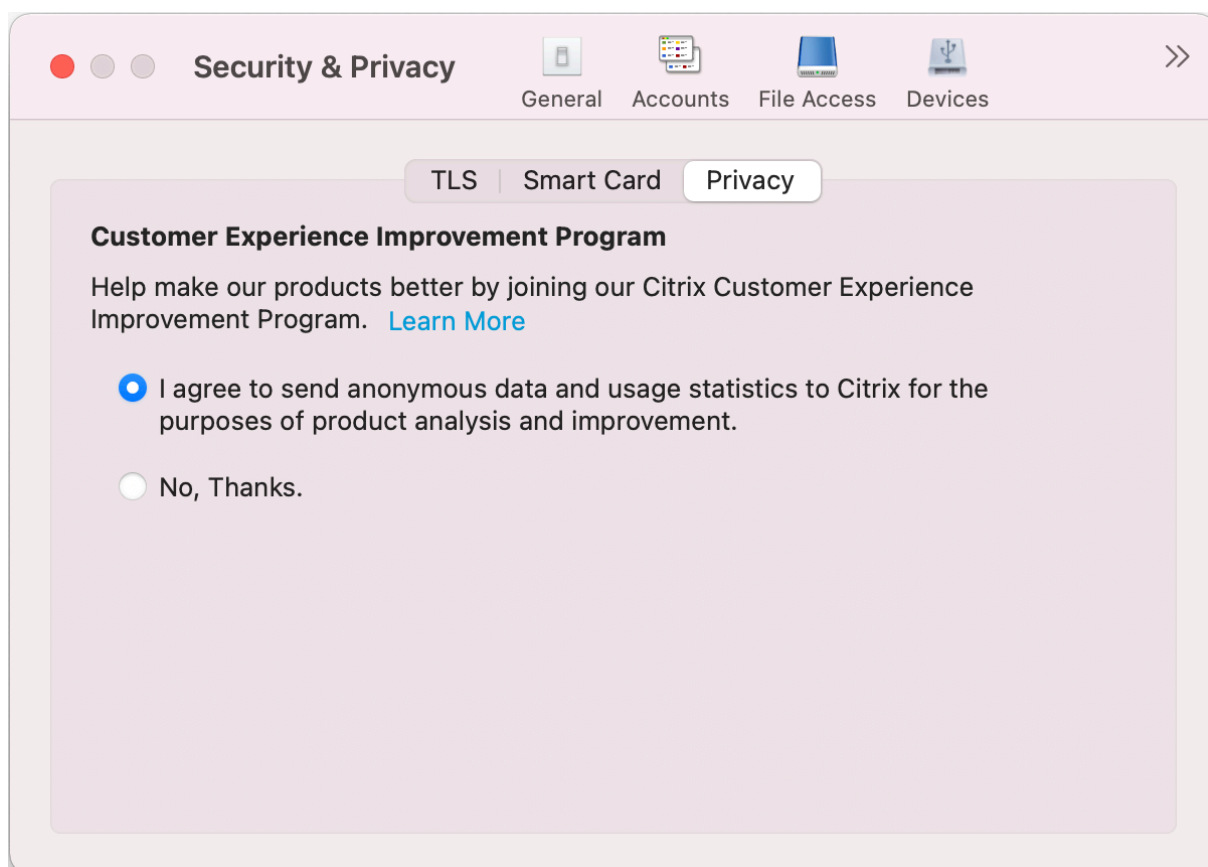
The security and privacy settings allow you to configure the Transport Layer Security (TLS), Smart Card, and Privacy settings.

You can access the **Security & Privacy** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account** icon > **Accounts** > angle brackets and click **Security & Privacy**.



- From the quick access menu of Citrix Workspace app, go to the **Preferences** icon  > angle brackets  and click **Security & Privacy**.
- For the virtual desktop session, go to **Show toolbar** > **Preferences** icon  > angle brackets  and click **Security & Privacy**.
- For the seamless app session, go to **Citrix viewer** > **Preferences** in the menu bar. Click angle brackets  and then click **Security & Privacy**.



TLS

To configure TLS for secure HDX connections, do the following steps:

1. On the **Security & Privacy** tab, click **TLS**.
2. Select any of the following **Compliance mode**:

- None
 - SP800-52
3. Select any of the following **Crypto module**:
 - Standard
 - FIPS
 4. Select any of the following **TLS versions**:
 - TLSv1.0, TLSv1.1, and TLSv1.2
 - TLSv1.1 and TLSv1.2
 - TLSv1.2
 - TLSv1.0, TLSv1.1, TLSv1.2, and TLSv1.3
 5. Select any of the following option for **Certificate revocation list**:
 - Off
 - Attempt local cache check
 - Attempt local cache and network check
 - Require for all certificates except root
 - Require for all certificates
 6. If the TLS is required for all connections, select **Require TLS for all connections**.

Smart Card

To specify the PKCS#11 module for smart card authentication:

1. On the **Security & Privacy** tab, click **Smart Card**.
2. In the **PKCS#11** field, select the appropriate module. Click **Other** to browse to the location of the PKCS#11 module if the required one is not listed.
3. After selecting the appropriate module, click **Add**.

Note

Installing the PKCS#11 module is not mandatory. This section only applies to ICA sessions. It does not apply to Citrix Workspace access to Citrix Gateway or StoreFront where a smart card is required.

Privacy

Customer Experience Improvement Program (CEIP)

The Citrix Customer Experience Improvement Program (CEIP) gathers configuration and usage data from Citrix Workspace app for Mac and automatically sends the data to Citrix and Google Analytics.

This data helps Citrix improve the quality, reliability, and performance of the Citrix Workspace app. CEIP is enabled by default.

To disable sending CEIP data to Citrix and Google Analytics, do the following:







1. On the **Security & Privacy** tab, click **Privacy**.
2. Select **No, Thanks** to disable CEIP.

Advanced settings

October 7, 2023

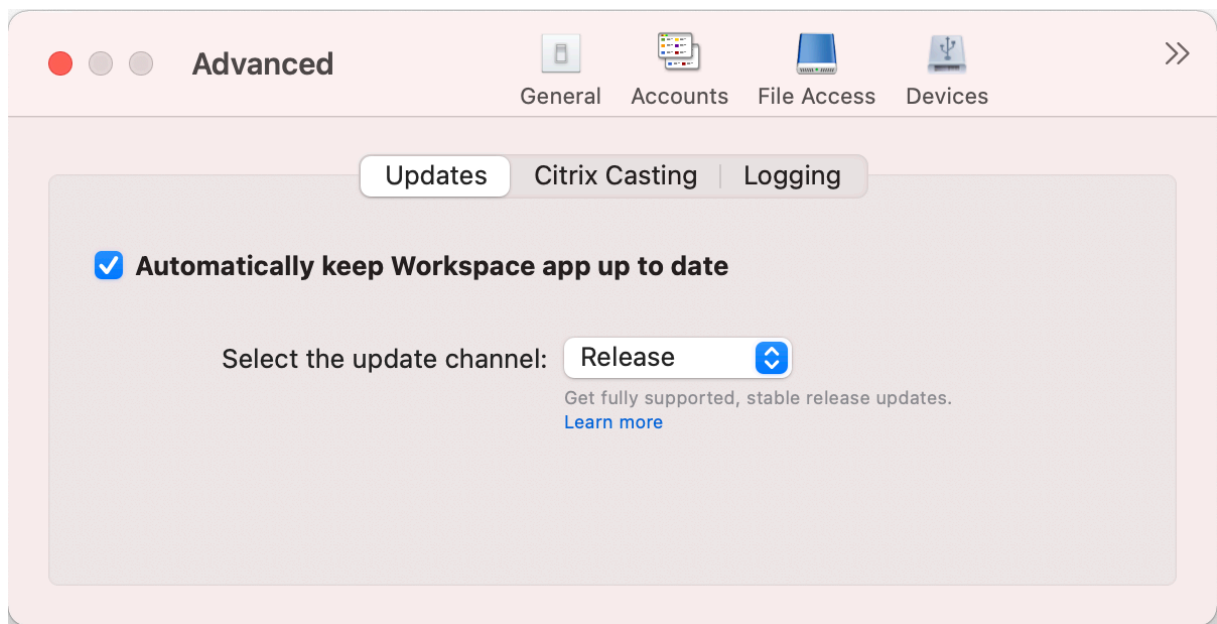
You can customize the auto updates, Citrix casting, and Log file collections using the advance settings.

You can access the **Advanced** settings in the following ways:

- On the Citrix Workspace app home page, go to **Account** icon > **Accounts** > angle brackets  and click **Advanced**.
- From the quick access menu of Citrix Workspace app, go to the **Preferences** icon  > angle brackets  and click **Advanced**.
- For the virtual desktop session, go to **Show toolbar** > **Preferences** icon  > angle brackets  and click **Advanced**.
- For the seamless app session, go to **Citrix viewer** > **Preferences** in the menu bar. Click angle brackets  and then click **Advanced**.

Updates

You can keep Citrix Workspace app up to date by enabling the auto update feature. Also, you can switch to a beta or a release build version of Citrix Workspace app as per your requirement.



To enable auto update, do the following:

1. On the **Advanced** tab, click **Updates**.
2. Select **Automatically keep Workspace app up to date**.

To install the beta build on your system, do the following:

1. On the **Advanced** tab, click updates.
2. Select **Beta** from the **Select the update channel** drop-down list, when the Beta build is available.

To switch from a beta build to a release build, do the following:

1. On the **Advanced** tab, click updates.
2. Select **Release** from the **Select the update channel** drop-down list.

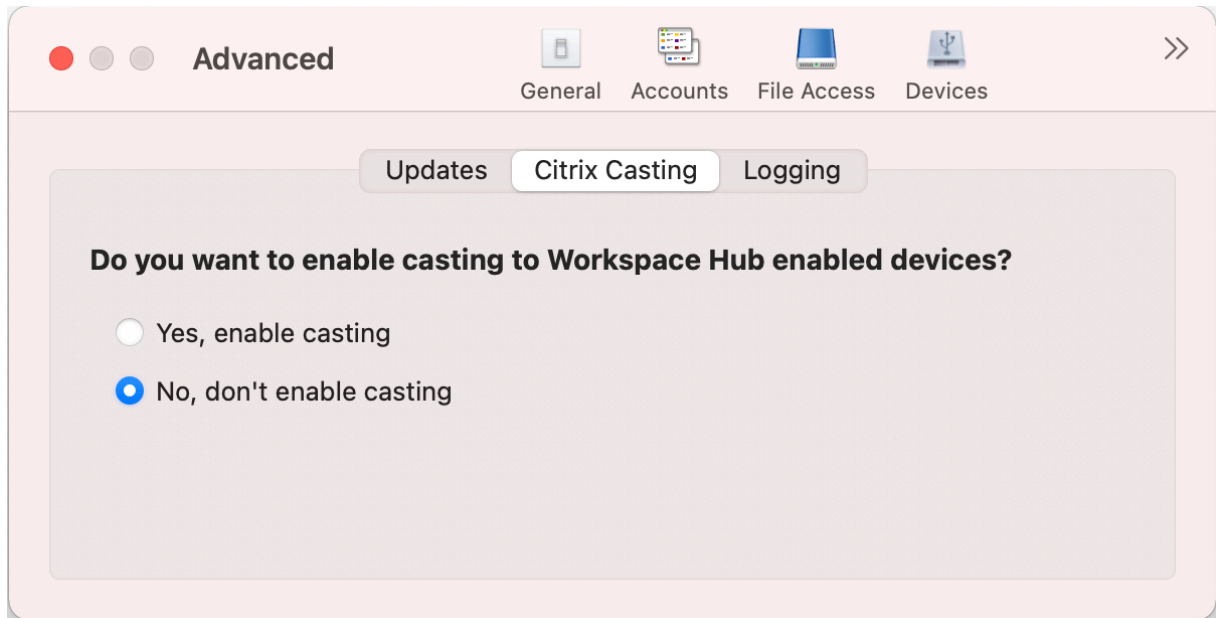
Citrix Casting

Citrix Casting is used to cast your Mac screen to nearby Citrix Ready workspace hub devices.

Prerequisites

- Latest supported version of Citrix Workspace app.
- Bluetooth is enabled on the device for hub discovery.
- Both Citrix Ready workspace hub and Citrix Workspace app must be on the same network.
- Ensure Port 55555 isn't blocked between the device running Citrix Workspace app and the Citrix Ready workspace hub.

- Port 55556 is the default port for SSL connections between mobile devices and the Citrix Ready workspace hub. You can configure a different SSL port on the Raspberry Pi's settings page. If the SSL port is blocked, users cannot establish SSL connections to the workspace hub.
- For Citrix Casting, ensure port 1494 isn't blocked.



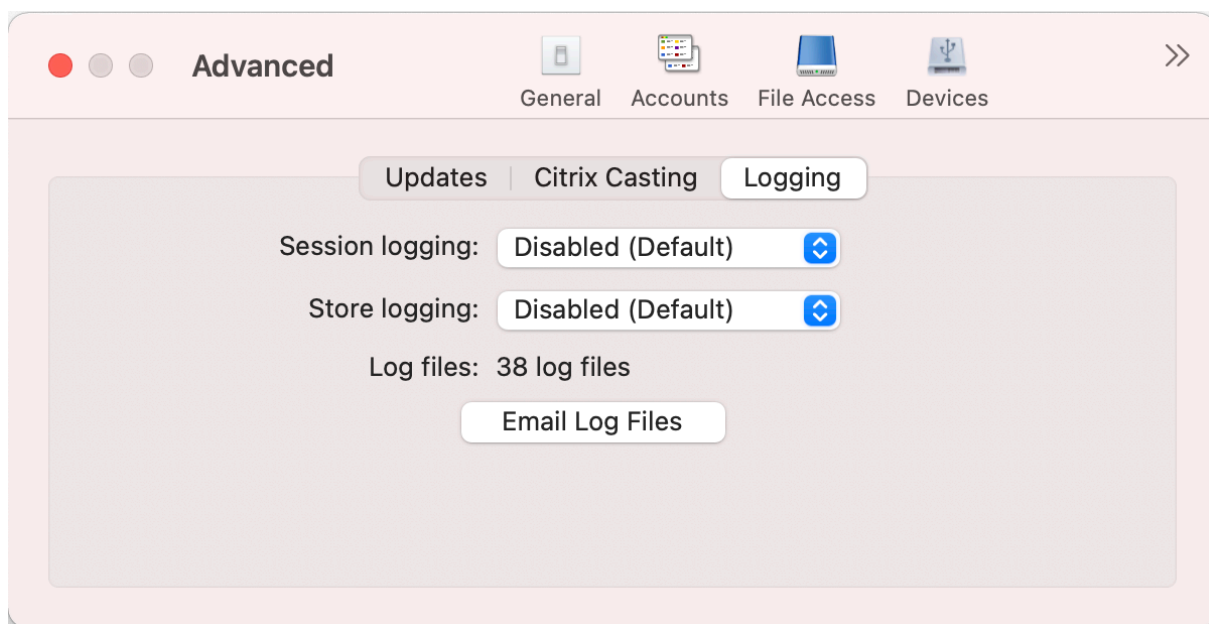
Enable Citrix Casting

Citrix Casting is disabled by default. To enable Citrix Casting, do the following steps:

- On the **Advanced** tab, click **Citrix Casting**.
- Select **Yes, enable casting**.

Logging

Log collection simplifies the process of collecting logs for the Citrix Workspace app. The logs help Citrix to troubleshoot, and, in cases of complicated issues, facilitate support.



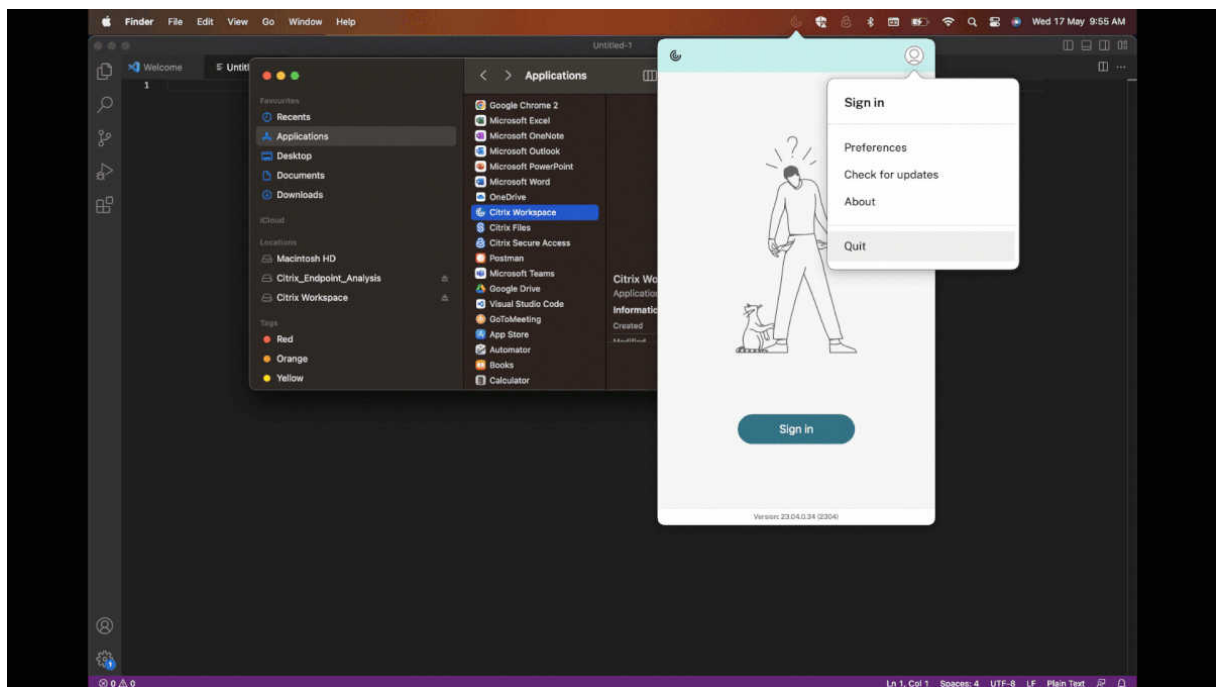
To collect log files, do the following:

1. On the **Advanced** tab, click **Logging**.
2. Select any of the following options from the **Session logging** drop-down list:
 - **Disabled (Default)**: Minimum logs are collected for basic troubleshooting.
 - **Connection Diagnostics**: Identifies errors while connecting. All logging is enabled up until the point when the session is deemed successful.
 - **Full**: Captures everything including the connection diagnostics. For full session logs, the Citrix Workspace app will store up to 10 session logs after which they are deleted starting with the oldest to maintain 10 logs.
3. Select any of the following options from the **Store logging** drop-down list:
 - **Disabled (Default)**: Minimum logs are collected for basic troubleshooting.
 - **Normal**: Only store communication logs are collected.
 - **Verbose**: Detailed authentication and store communication logs are collected.
4. Click **Email Log Files** to collect and share logs as a .zip file.

Uninstall Citrix Workspace app for Mac

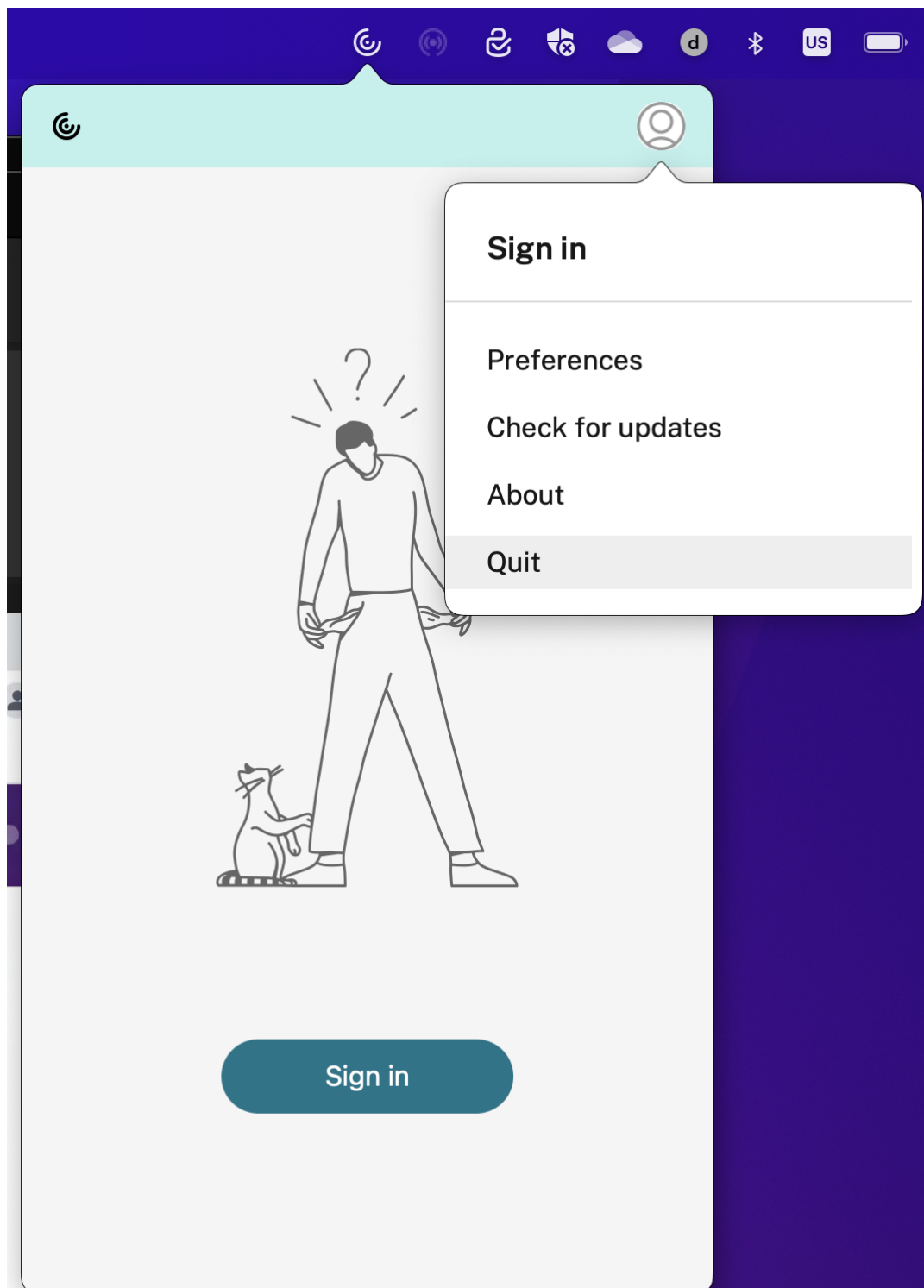
December 1, 2023

You can now simply drag or move the Citrix Workspace app icon into the bin to completely uninstall the Citrix Workspace app for Mac.



To uninstall the Citrix Workspace app, do the following:

1. Close the Citrix Workspace app, if it's running.
To close the Citrix Workspace app, do the following:
 - a) Navigate to the quick access menu.
 - b) Click the **Account** icon in the top-right corner.



c) Click **Quit** from the list of options.

Note:

If you don't close the Citrix Workspace app as per the preceding steps, you might get the

following error message after performing the next step:

The item “Citrix Workspace” can’t be moved to the Trash because it’s open.

2. Drag the Citrix Workspace app from the **Applications** folder to the bin.
Alternatively, you can right-click the Citrix Workspace app and select **Options > Move to Bin**.
3. Provide your system credentials when prompted.
4. Close all running apps (Citrix Workspace) and click **Continue** to confirm.
The Citrix Workspace app and all its system files are deleted from your device.

You can also uninstall Citrix Workspace app for Mac by opening the .dmg file that you downloaded to install the app. If the [CitrixWorkspaceApp.dmg](#) file is no longer on your computer, download the file again from [Citrix Downloads](#).

To uninstall the app, open the [CitrixWorkspaceApp.dmg](#) file, select **Uninstall Citrix Workspace app**, and follow the on-screen instructions.



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