



Information Technology & Digital Services

Installing Citrix Workspace Windows

Introduction

This guide will assist you in setting up the required software for ADAPT. This will only need to be done once per computer.

Requirements

The “Citrix Workspace app” client install must be completed. Citrix Workspace app enables full functionality, including printer and local drive pass-through into ADAPT.

Recommended web browsers:

Edge  and Internet Explorer  (latest version)

It is recommended you use the above when accessing ADAPT. These web browsers have historically proven to be the most reliable for full functionality and compatibility with the Citrix Workspace app.

Non-recommended web browsers:

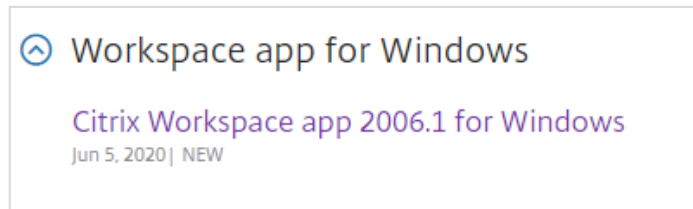
Firefox and Chrome, historically have been regularly changed and updated by the software vendors. These changes often result in incompatibilities, including the inability to launch/leverage Citrix Workspace. If the web browser fails to leverage Citrix Workspace when launching your session, the following may apply to your experience:

- Session falls back to html5 mode, where the web browser renders the session instead of Citrix Workspace
- The ADAPT session is rendered within the web browser tab, instead of performing like a free floating windows application.
- Drive pass through may not be available
- Printer pass through may not be available
- Reduced graphics performance
- You may be prompted to install Citrix Workspace whenever you logon to adapt, even if you have it installed.

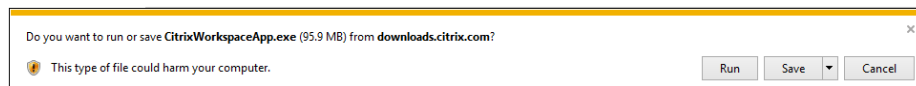
Procedure

Installation of Citrix Workspace app

1. Open Internet explorer Desktop app and visit <https://www.citrix.com/downloads/workspace-app/>
2. Select Citrix Workspace app for Windows

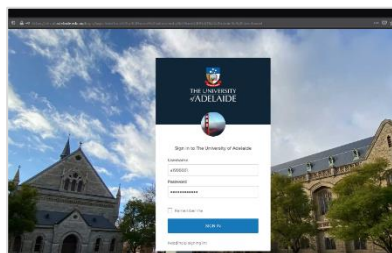


3. Download and save the "Citrix Workspace app #### for Windows" file (latest version ####)

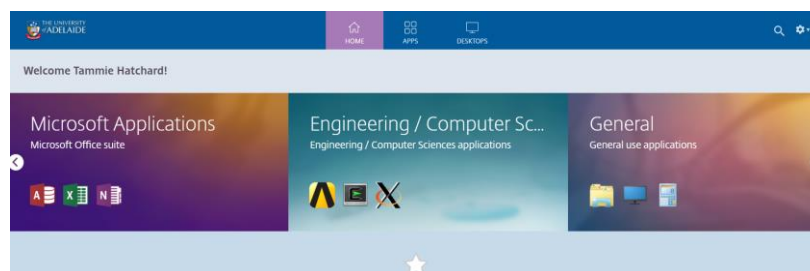


4. When the download completes, Open/Run the Installer and accept all defaults to complete installation, and click 'finish' at the end
5. Close and re-open Internet explorer Desktop app
6. Navigate to <https://adaptstaff.adelaide.edu.au>, add this page to your favourites for easy access next time
7. You will automatically be taken to the Multi-Factor Authentication (MFA) Okta to log in and authenticate. If you have not yet registered for MFA, registration instructions are available in the [MFA guide](#) or on the [MFA Webpage](#)

Enter your university Username eg: a1234567, your Password and click Sign in



8. After authenticating, you will return to the ADAPT desktop page where you can access University systems, data and your desktop

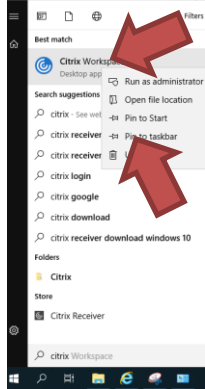


9. For future access you can open ADAPT via Internet Explorer by clicking on it in your favourites or through <https://adaptstaff.adelaide.edu.au>

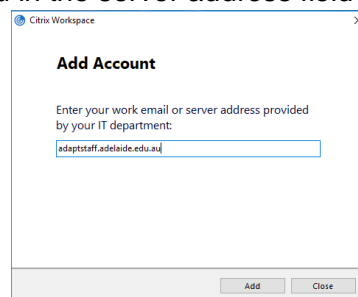
Optional configuration (non-university SOE desktop only)

Pin Citrix Workspace to your taskbar

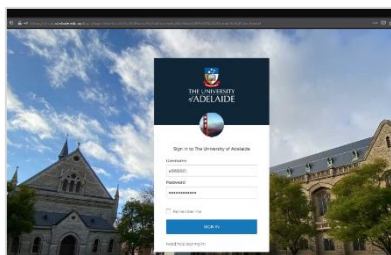
1. Click start
2. Type Citrix
3. Right click Citrix Workspace and select pin to taskbar




4. Open Citrix Workspace from the new task bar shortcut
5. Enter `adaptstaff.adelaide.edu.au` in the server address field



10. You will automatically be taken to the Multi-Factor Authentication (MFA) – Okta to log in and authenticate. If you have not yet registered for MFA, registration instructions are available in the [MFA guide](#) or on the [MFA Webpage](#)
11. Enter your university Username eg: a1234567, your Password and click Sign in



12. After authenticating, you will return to the ADAPT desktop page where you can access University systems, data and your desktop
6. For future access, you can open and run ADAPT via the Citrix Workspace application by clicking on the Citrix Icon  on your taskbar

Contact Us

For further support or questions, please contact the ITDS Service Desk on +61 8 8313 3000 or servicedesk@adelaide.edu.au

<http://www.adelaide.edu.au/technology/yourservices/learning-teaching/adapt/>