How to Install and Use the Citrix Receiver—Mac

This procedure supersedes all other job aids, instructions, desk guides, or any other documentation that may have been previously issued for using the Citrix Receiver. Any earlier documentation should be immediately discarded.

Issue

When logging in to Persimmony, you may receive an error message stating that the application is unable to start. This error may occur because the Citrix Receiver is not installed or is not installed correctly.

Solutions

Some users' machines may have an older version of the Citrix Receiver or On-line Plugin. If your machine has such utilities installed, follow Steps 1 – 3 to uninstall these older utilities. If your machine does not have them installed, proceed to Step 4 to install the latest version of the Citrix Receiver.

1. Navigate to: https://www.citrix.com/downloads/citrix-receiver/mac.html

   The screen shown in Figure 1 will appear.

Figure 1: Citrix Website Download Page

Persimmony International, Inc.
● 33 Endless Vista ● Aliso Viejo, California 92656
● Phone: 949-770-5550 ● Fax: 949-770-5550

www.persimmony.com

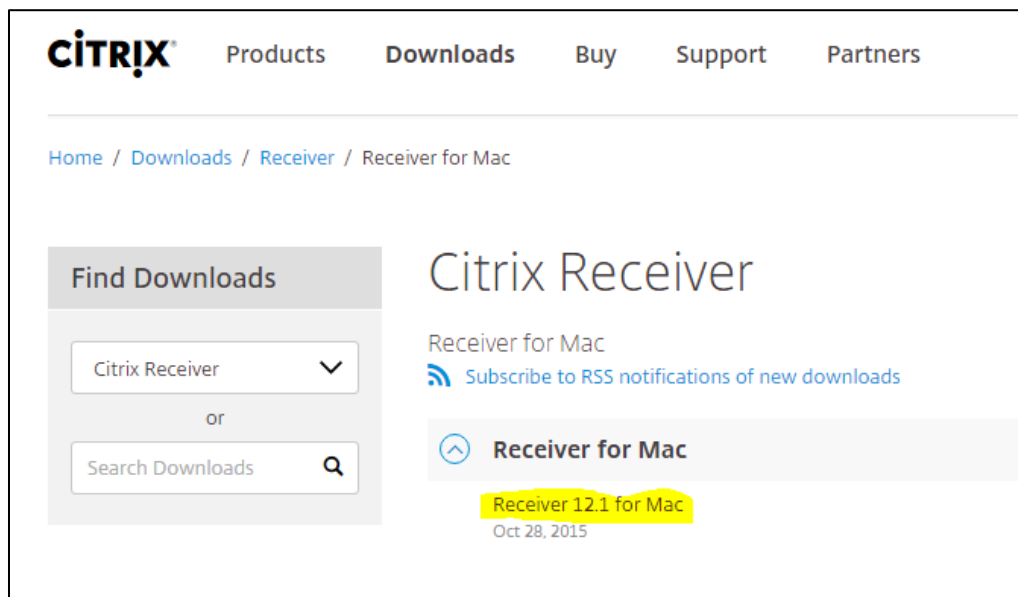Page 1 of 3

2. Click **Receiver 12.1 for Mac** (shown highlighted in Figure 1). You will see the screen shown in Figure 2.

Figure 2: Download Information

3. Download the **.dmg file** located at the bottom of the Download Information page then select **Uninstall Citrix Receiver.app** (Figure 3).
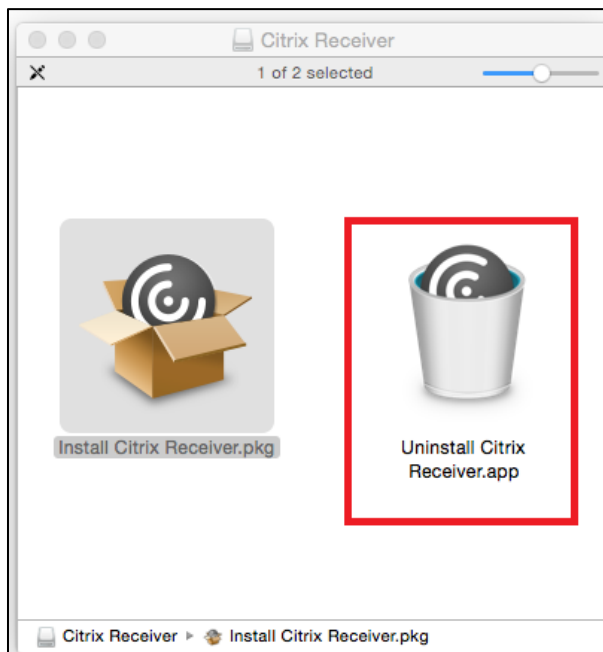

Figure 3: Uninstall Citrix Receiver.app Screen

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4. Install the latest version of the Receiver when the old instance of the Receiver is uninstalled. **Use the defaults during the install.**

5. At the end of the install, when you are prompted to enter an address, please select **Cancel**.
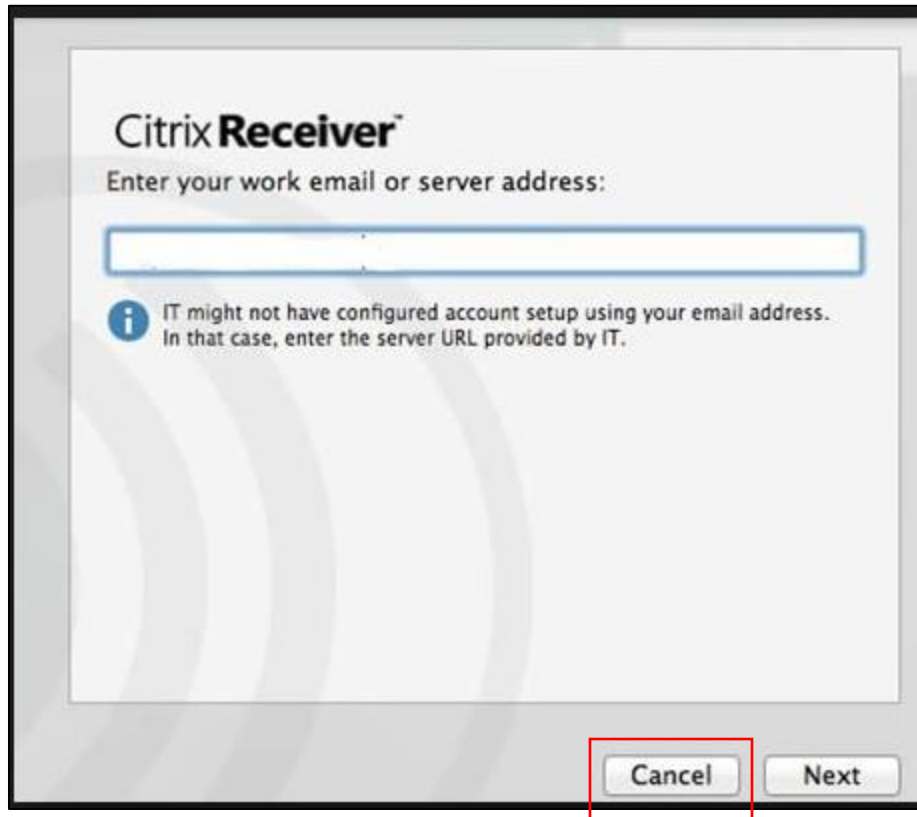

Figure 4: Citrix Request for Address--Choose Cancel

You should now be able to open the Persimmony application in your browser because you have the most current Citrix Receiver installed.

To Open the Persimmony Application in your Browser:

If you are a First 5 organization or funded partner, **browse** to: https://www.persimmony1.com and log on to Persimmony F5 using your user name and password.

If you are a county using Persimmony ECM, browse to: https://www.persimmony2.com and log on to Persimmony ECM using your user name and password.

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