

Install Citrix Workspace

Installing “Citrix Workspace” is the first step to accessing many church applications including Shelby (membership and financial data), IFAS (world church finances), and many other applications. (Note: Before 2018, Citrix Workspace was called Citrix Receiver. Uninstall any old versions of Citrix Receiver.)

1. Visit the download page for Citrix Workspace app for Windows:
<https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html> (click on the blue underlined link to go directly to the page).
If you are on a Mac, see the “Mac OS” heading below.

2. Choose **Download Citrix Workspace app for Windows**

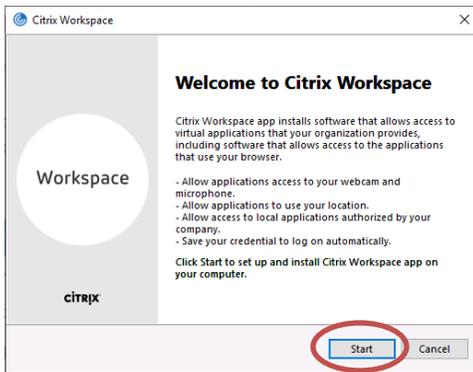
The screenshot shows the Citrix website's download page. At the top, there are navigation links for Products, Downloads, Support & Services, and Partners, along with a Sign In link. A banner message states, "We are making it easier to experience Citrix solutions. Learn more." Below this, the breadcrumb trail reads: "/ Downloads / Citrix Workspace app / Workspace app for Windows / Citrix Workspace app 1809 for Windows". On the left, there is a "Find Downloads" section with a dropdown menu set to "Citrix Workspace app" and a search bar. Below that is a "Support Resources" section with links for FAQs, Product Documentation, and Export or import. The main content area is titled "Citrix Workspace app 1809 for Windows" and includes the release date "Sep 12, 2018" and compatibility information: "Compatible with Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, and 2012R2." A large blue button labeled "Download Citrix Workspace app for Windows" is circled in red. Below the button, it shows the file size "(95.9 MB .exe)" and the version "Version: 18.9.0.19526 (1809)". At the bottom, there are checksums: "Checksums B66BFB3E5D09ED8D2EBE1B2E8A76CF29AD7FCA0689B24F9E9DC8BB81F40CI".

3. You may be asked to run or save “CitrixWorkspaceApp.exe”. Choose **Run**. (If you are using Chrome, wait for it to finish downloading, then click **CitrixWorkspaceApp.exe** at the bottom of the window. If you are using Firefox, wait for it to finish downloading, then select **CitrixWorkspaceApp.exe** from the downloads menu.)

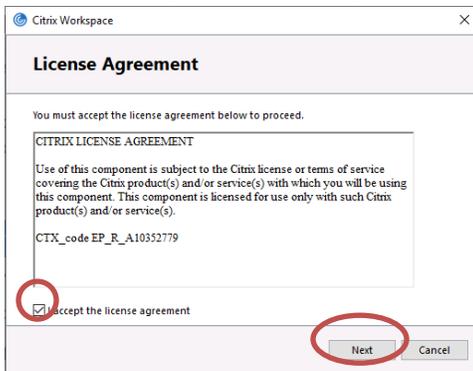
The screenshot shows a Windows file dialog box. The text inside the dialog reads: "What do you want to do with CitrixReceiver.exe (44.8 MB)? From: downloads.citrix.com". At the bottom of the dialog, there are four buttons: "Run", "Save", an upward-pointing arrow, and "Cancel". The "Run" button is circled in red.

4. When you get the message asking if you want to allow this app to make changes to your computer, choose **Yes**.

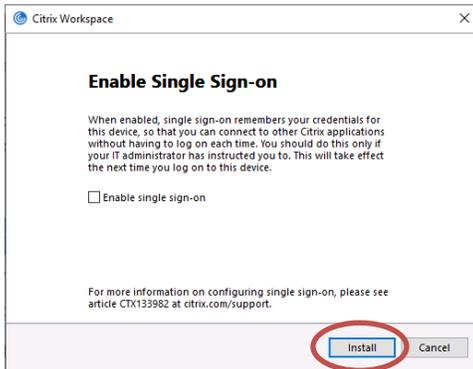
5. When the installer opens, choose **Start**



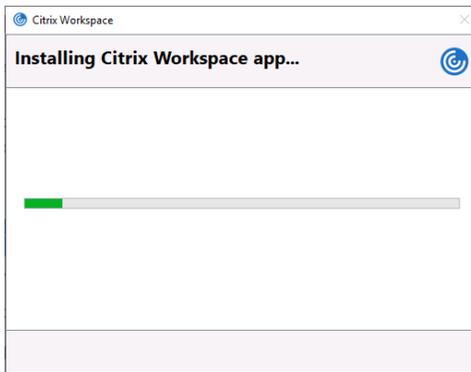
6. Choose **I accept the license agreement**, then choose **Next**



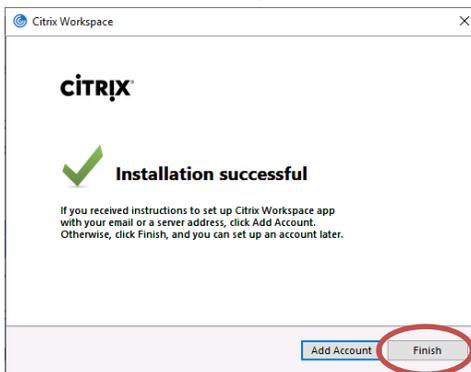
7. Choose **Next** (do *not* choose "Enable single sign-on")



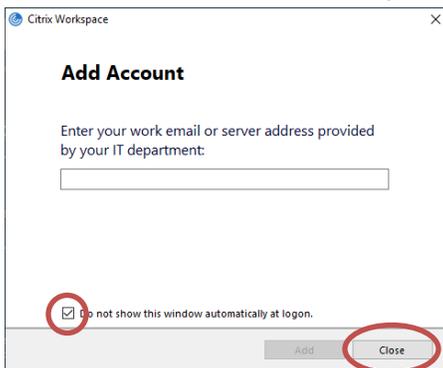
8. Wait for the install to complete



9. When the install completes, choose **Finish**



10. The next time you start your computer, Citrix asks you to add an account. Just choose **Do not show this window automatically at logon**, then choose **Close**.



Congratulations! You have now set up your computer. In the future, you only need to follow the log in steps for the application you need (such as Shelby). For help logging in to Shelby, see "[Shelby - Log In.pdf](#)."

Mac OS

Access to Citrix on Mac OS is not supported by the church. The legacy [Citrix Receiver 12.4](#) has worked in the past, but the latest [Citrix Workspace app](#) was not working for Mac users as of October 2018.

Help desk

If you are still having difficulties accessing Shelby, contact infosys@cofchrist.org or call 1-800-825-2806 ext. 1234. If you need direct assistance, mention times you are available for a phone call in your email or phone message.