

## MyDesk Home Installation Guide (Mac Users)

### Supported Authentication option for CS colleagues.

UBS MobilePass OR UBS MobilePass + OTP OR Display Token

WITH

Network Virtual Smart Card (NVSC)

### Prerequisite Steps

1. Enroll your MobilePass and MobilePass OTP (please go to MyHub and follow the enrolment instructions).
2. Ensure you have a backup of your personal data on your Mac.
3. Uninstall HDX RealTime Media Engine for Microsoft Skype® for Business if you have it installed. Download the installer dmg [here](#). Double click on the downloaded dmg file and run the uninstaller.
4. Uninstall the ZoomVDI plugin if you have it installed. The uninstaller is called ZoomVDIUninstaller and can be found in your Applications folder. You may reinstall the ZoomVDI plugin after installing the new version of the Citrix Workspace App. Only do so if you have been granted permissions to make or join Zoom calls.
5. If you have never used UBS Remote Access or Credit Suisse MyDesk, please jump to the **Installing Citrix Workspace App** section of this document.
6. Uninstall the current version of the Citrix Workspace App if you have it installed (see step 3 in the next section: Installing the Citrix Workspace App).

### Installing the Citrix Workspace App

1. Download the "Citrix Workspace" app for Mac from the following page [here](#).
2. Open the downloaded Citrix Workspace installer file by double-clicking on it.



CitrixWorkspaceAppDisableUpdate.dmg

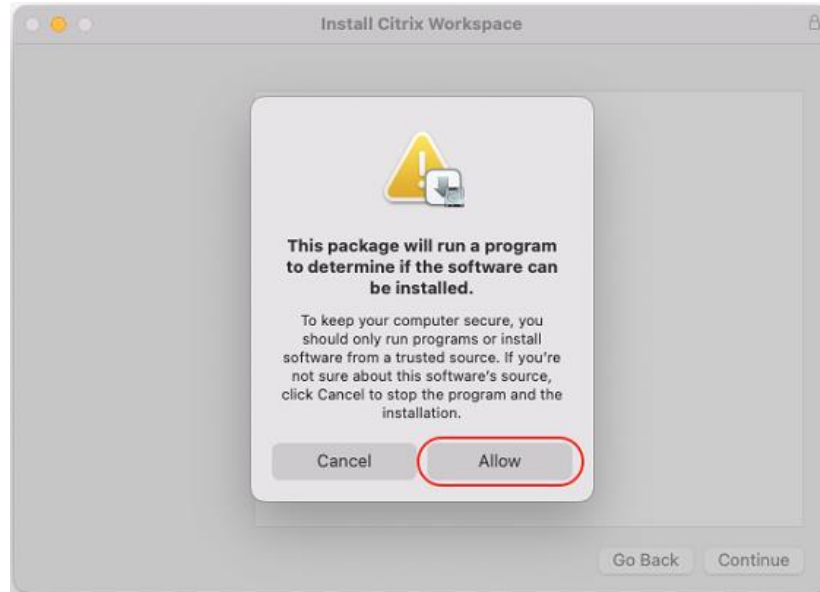
3. **You MUST uninstall any previous versions of Citrix Workspace by double clicking on the Uninstall Citrix Workspace app and following the instructions.**



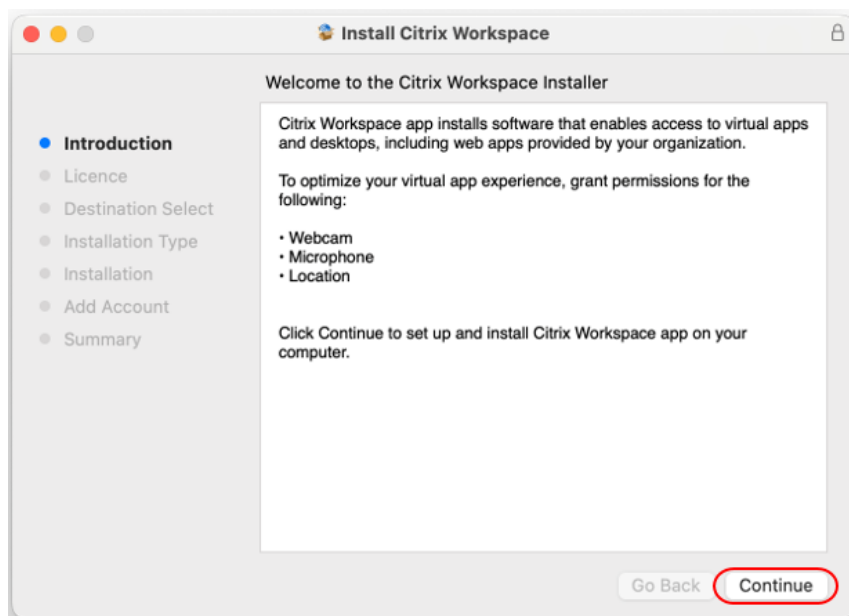
4. Double-click the "Install Citrix Workspace" icon to start the installation process.



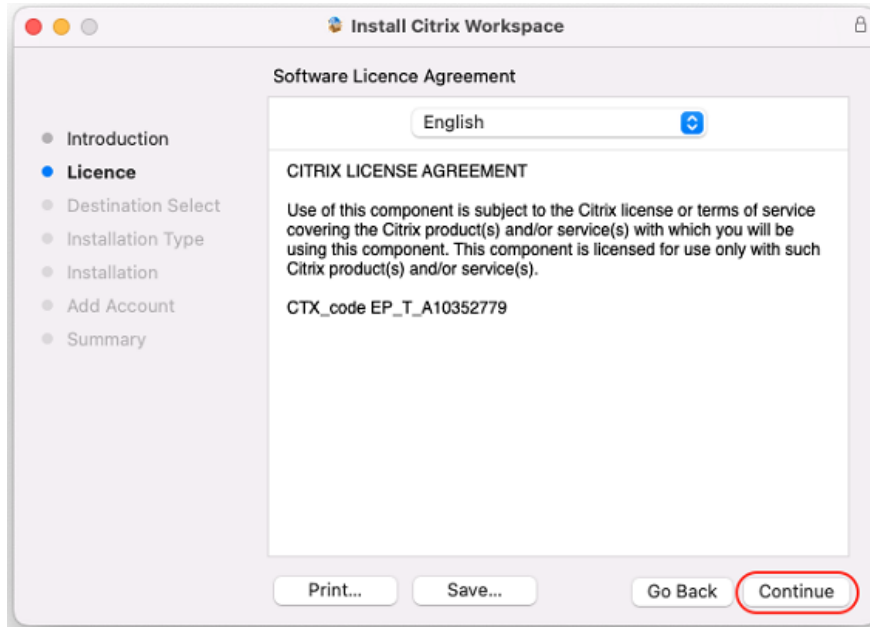
5. Click "Continue" at the top of the window to determine if the app can be installed on your computer, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.



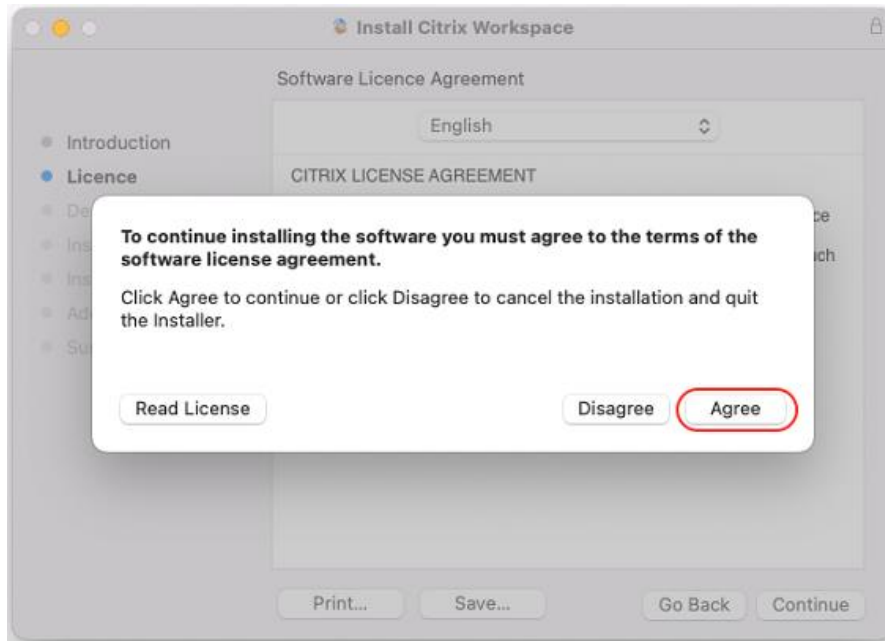
6. Read the Welcome message, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.



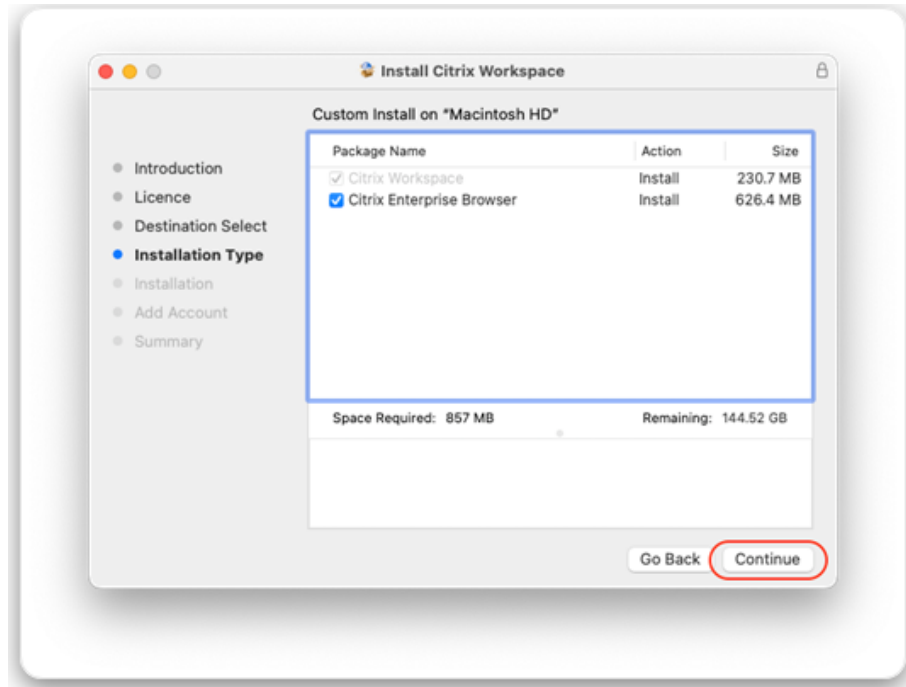
7. Read the message regarding the Software License Agreement, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.



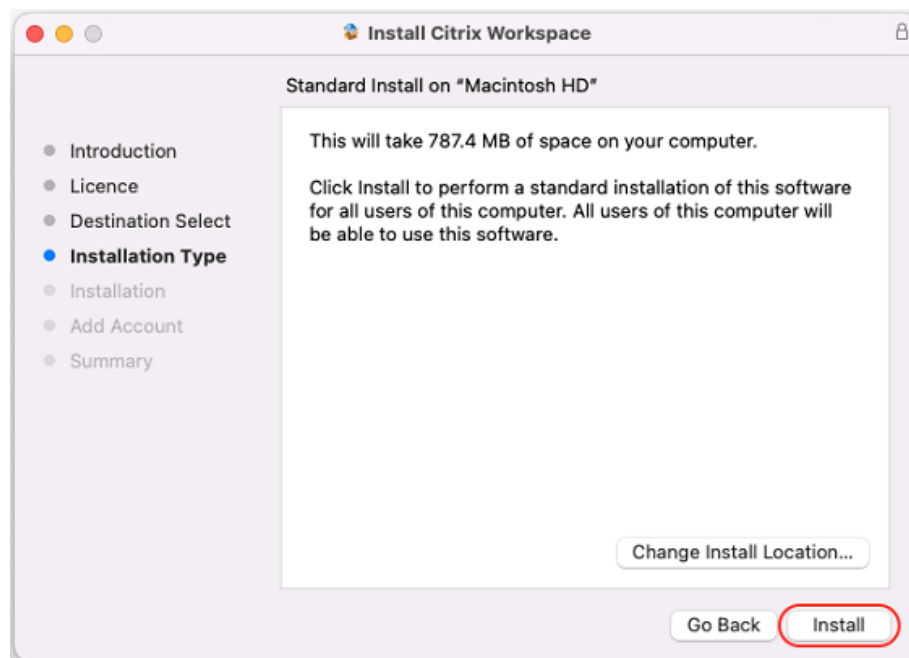
8. Click the "Agree" button to accept the software license agreement.



9. Tick the check box "Citrix Enterprise Browser" and then click the "Continue" button in the bottom-right corner of the window to proceed with the installation.



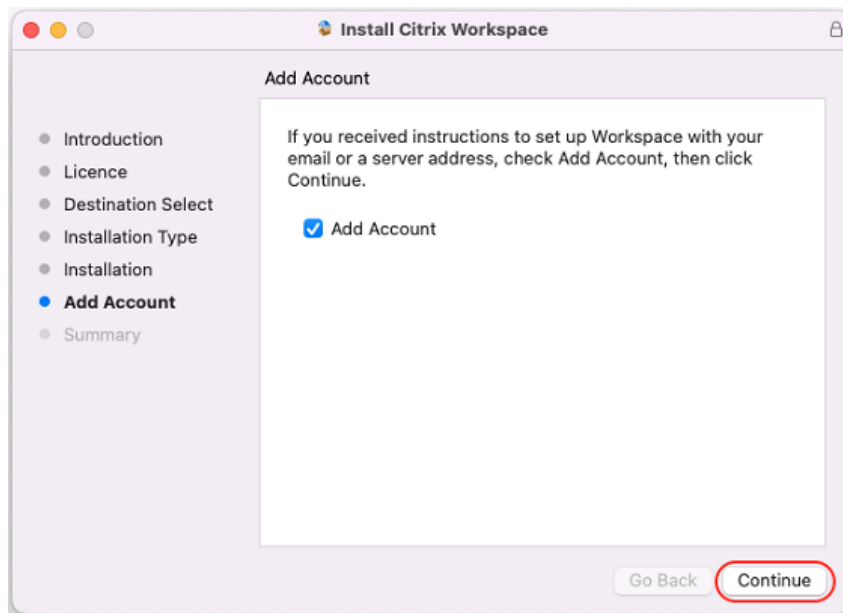
10. Click the "Install" button in the bottom-right corner of the window to proceed with the installation.



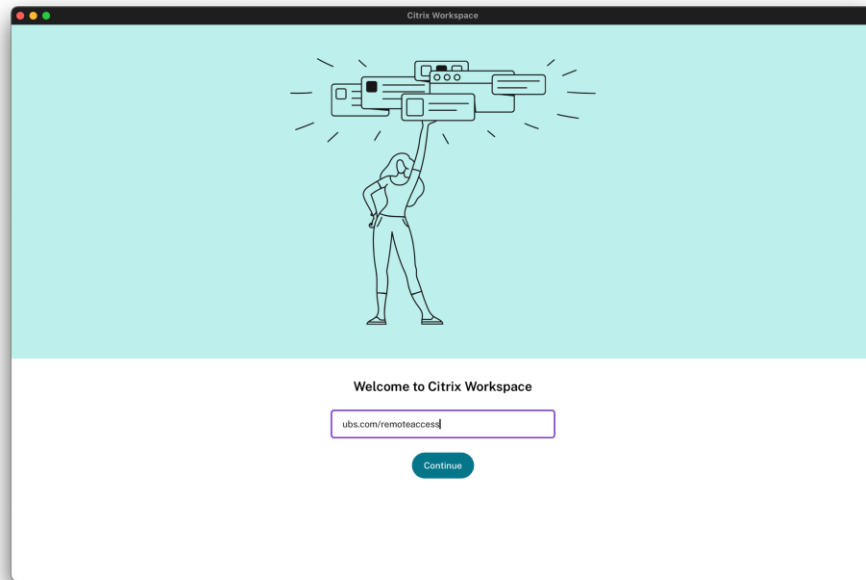
11. To give the software permission to be installed on your Mac, use Touch ID (if your Mac supports it) or click "Use Password" and enter your Mac password.



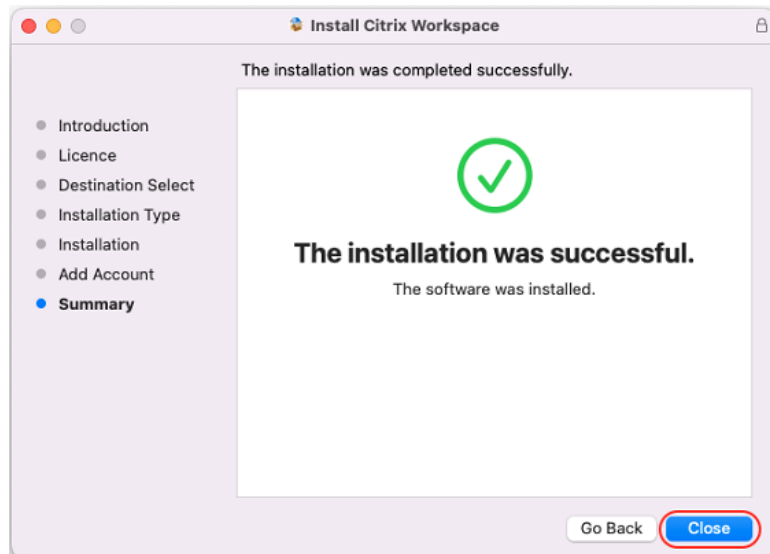
12. Select "Add Account" checkbox if available and click "Continue".



13. When the option to add an account is displayed in the "Welcome to Citrix Workspace" window, type 'ubs.com/remoteaccess' and click "Continue".

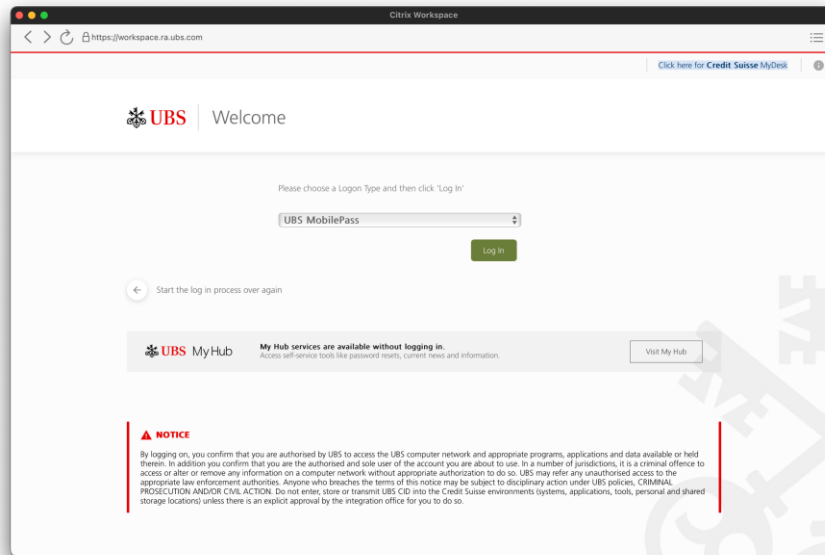


14. You have successfully installed the Citrix Workspace on your Mac. Click the Close button to close the installation window.



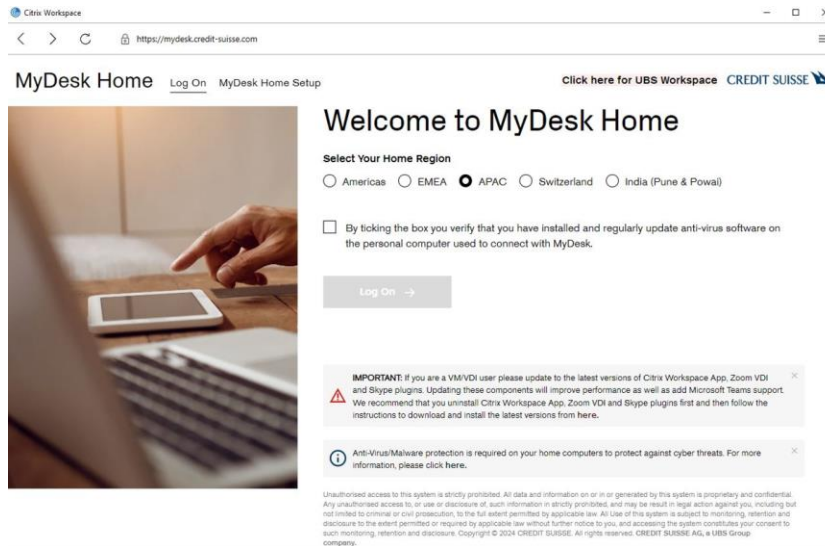
15. Launch the Citrix Workspace App from your Applications folder. Alternatively, you can launch the application by choosing the "Open Citrix Workspace" option when clicking on the Citrix icon in Finder menu bar.

If you have a UBS Workspace assigned and wish to connect to it, you may proceed to authenticate using UBS MobilePass.



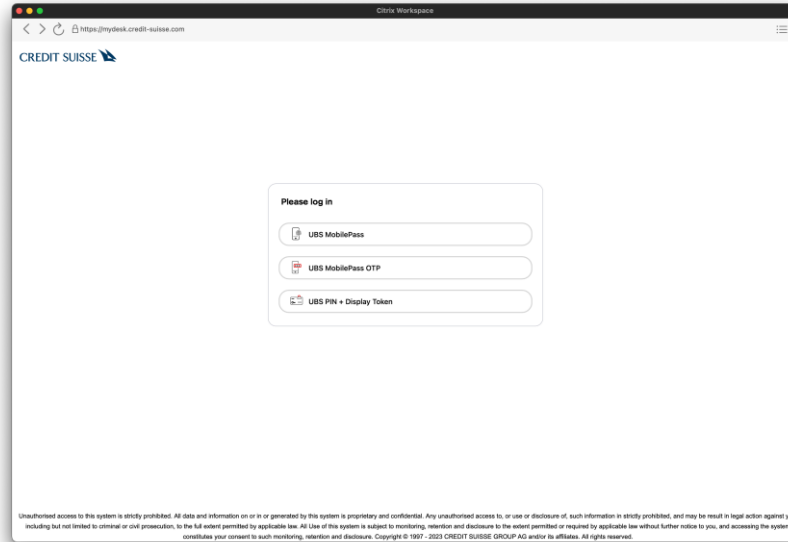
**MyDesk Users:** If you wish to connect to your CS desktop, the MyDesk Landing page is available by clicking on the "Click here for Credit Suisse MyDesk" link in the top left corner. Note, you can access both UBS Workspace and CS Desktops simultaneously by opening another Citrix Workspace session in the Finder menu.

Select the closest region and click Log On

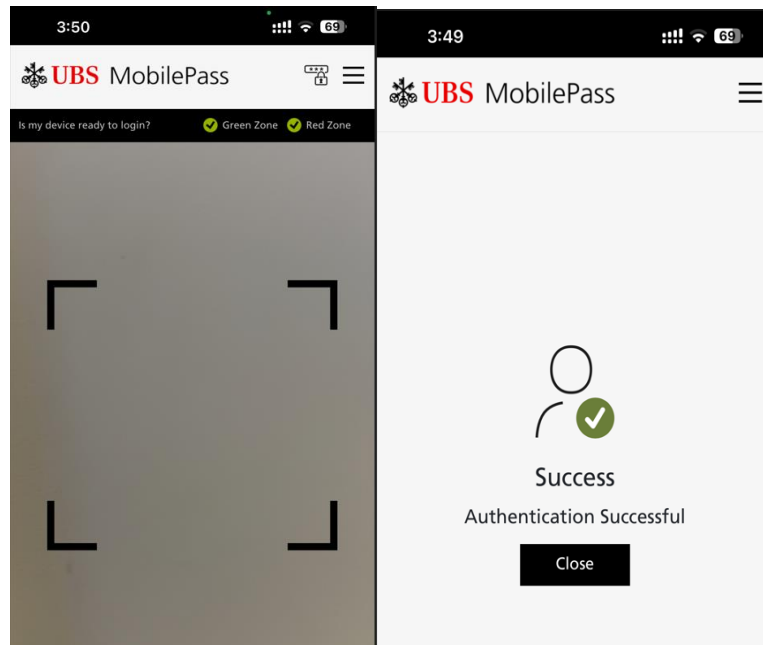




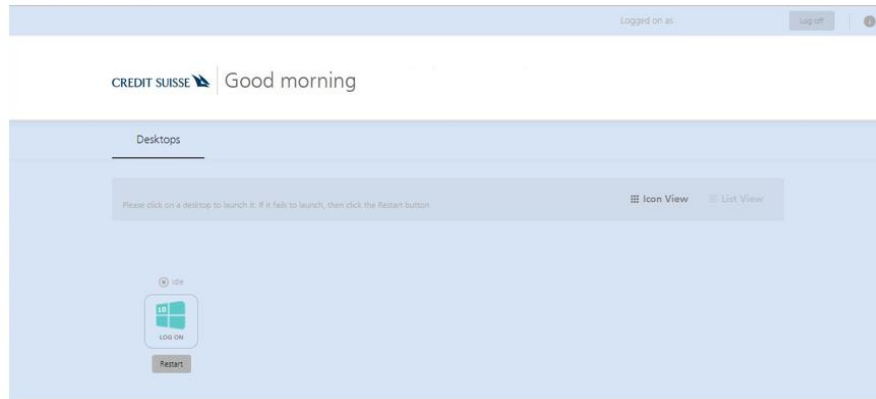
16. Select the MobilePass authentication method that you want to use.



17. For MobilePass authentication, scan the QR code using the MobilePass app on your mobile phone.



18. After a successful logon, you will see your assigned Credit Suisse Workspace. You can connect to it by clicking the icon.



19. For subsequent logons, the "Citrix Workspace" app can be launched from either your Applications folder or by choosing the "Open Citrix Workspace" option when clicking on the Citrix icon in Finder menu bar.