# MyDesk Home Installation Guide (Mac Users)

**Supported Authentication options for CS colleagues.**

- UBS MobilePass, UBS MobilePass + OTP or Display Token
  AND
- Network Virtual Smart Card (NVSC)

**Prerequisites**

- Enroll your MobilePass and MobilePass OTP (please go to MyHub on your CS Workspace and follow the enrolment instructions).

- Ensure you have a backup of your personal data on your Mac.

- 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.

- 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.

- If you have never used UBS Remote Access or Credit Suisse MyDesk, please jump to the **Installing Citrix Workspace App** section of this document.

- **MyDesk Standard Users** MUST uninstall the current version of the Citrix Workspace App (see step 3 in the next section: Installing the Citrix Workspace App.

- **MyDesk Shield Users** MUST uninstall MyDesk Shield by running the **Uninstall MyDesk** application in your Mac's Application folder.

**Installing the Citrix Workspace App**

1. Download the "Citrix Workspace" app for Mac from here.

2. Open the downloaded Citrix Workspace installer file by double-clicking on it.



CitrixWorkspaceAppDisableUpdate.dmg

3. **If you are a MyDesk Standard User, you must uninstall 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.
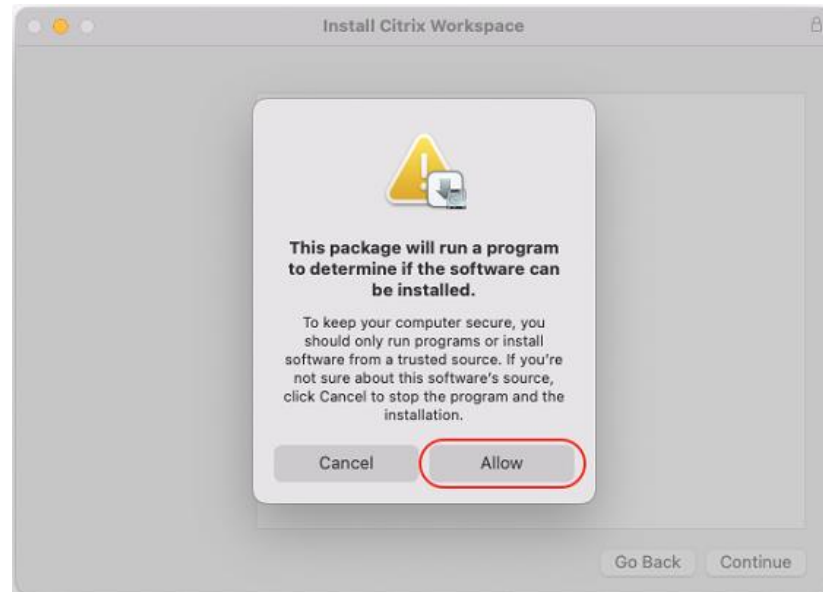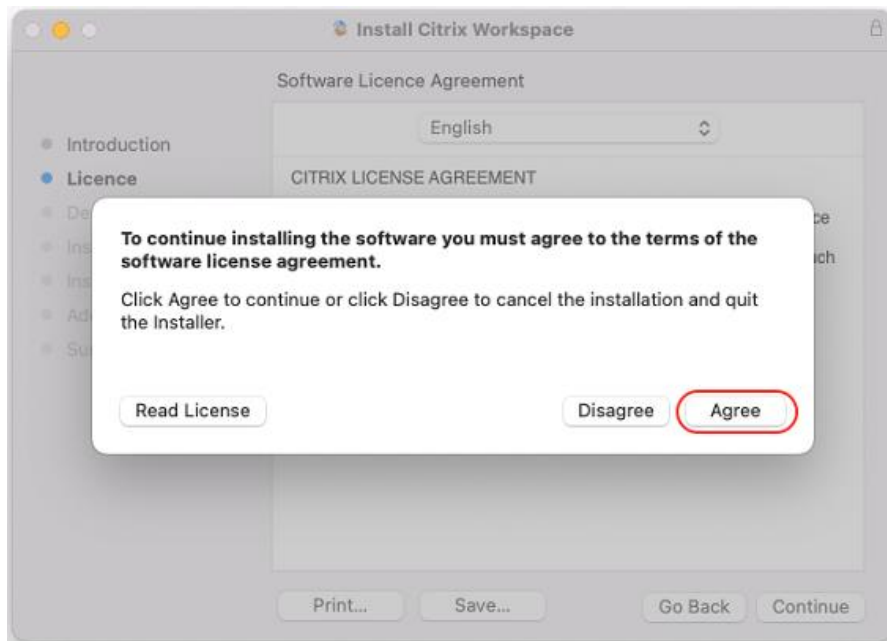


6. Read the Welcome message, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.
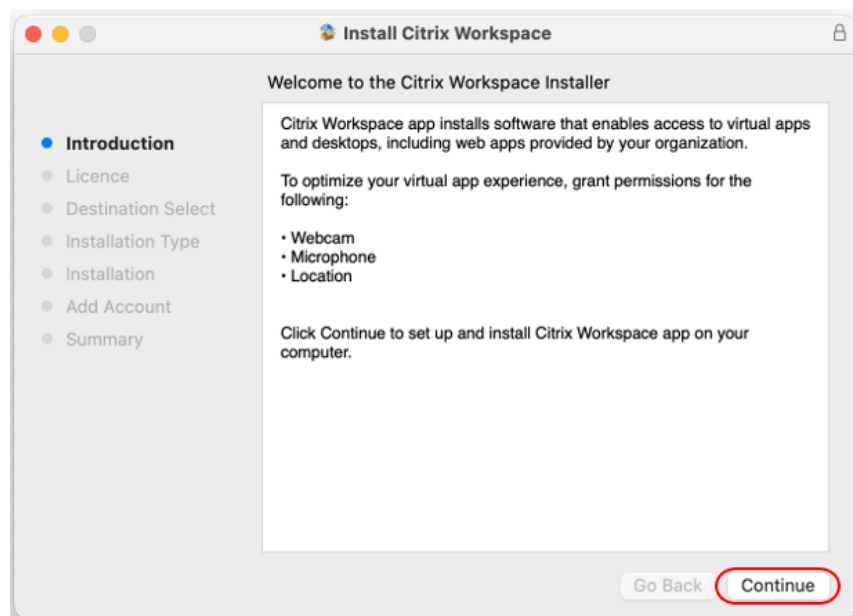
7. Read the message regarding the Software License Agreement, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.
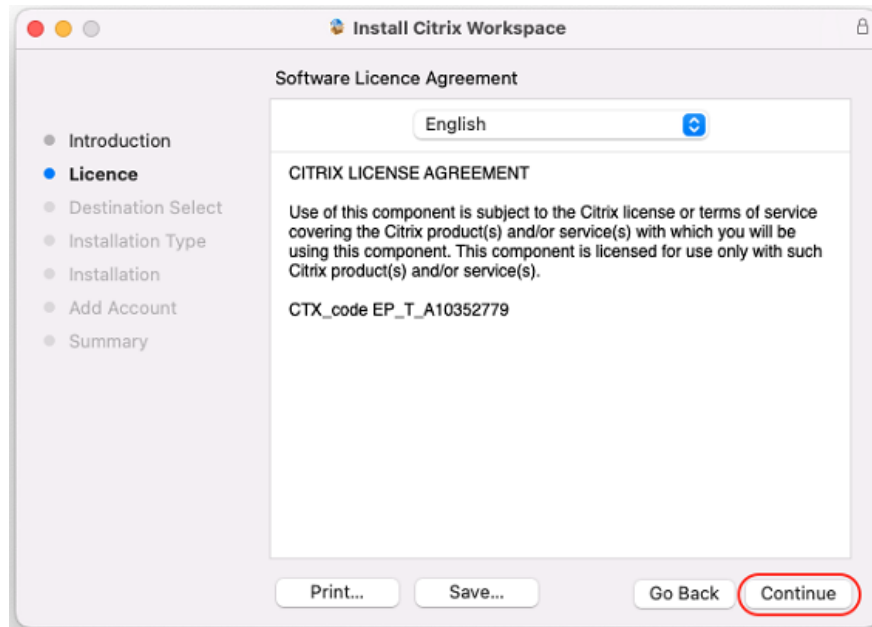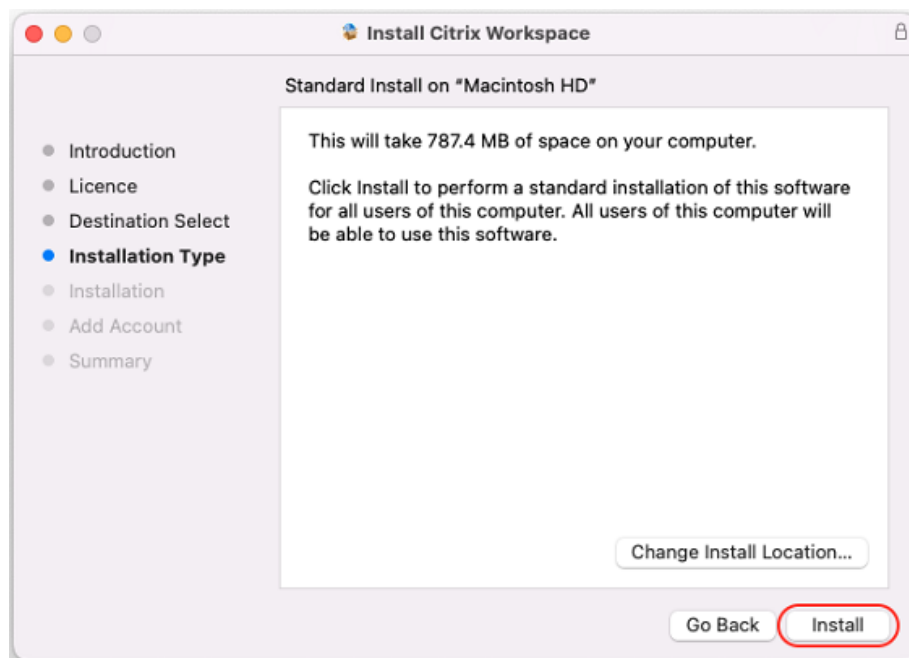


8. Click the "Agree" button to accept the software license agreement.

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.
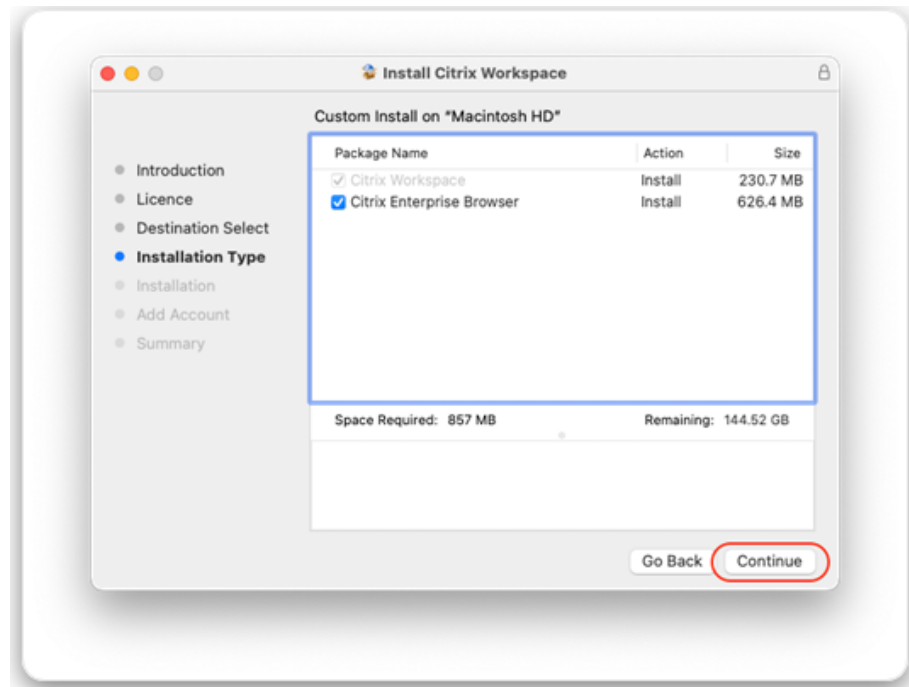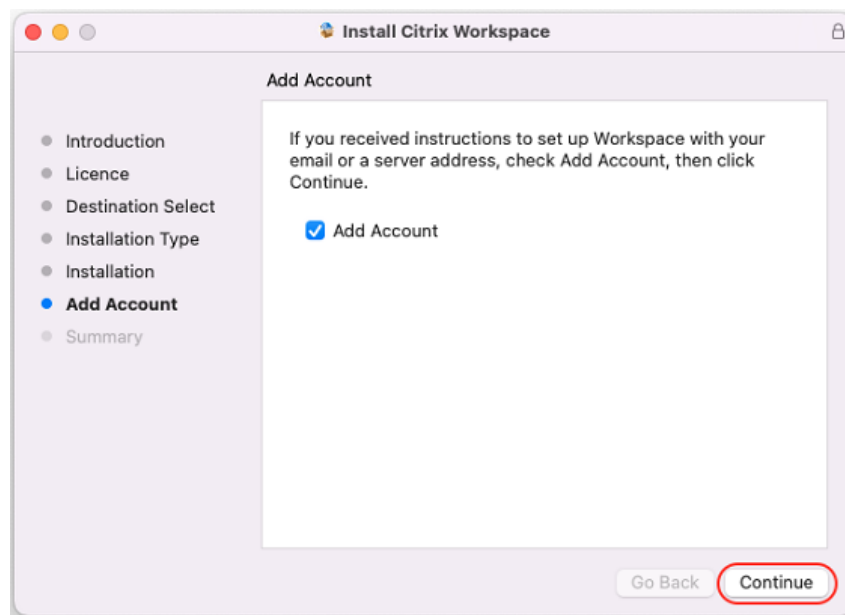


10. Click the "Install" button in the bottom-right corner of the window to proceed with the installation.

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 'mydesk.credit-suisse.com' and click "Continue".

Options for Dual hatted/Seconded users who require access to both CS and UBS Workspaces

i. **Side-by-side access:** If you are an existing user of UBS Remote Access, you will not be able to add the "mydesk.credit-suisse.com" account into the Citrix Workspace App due to restrictions imposed by Citrix. You may delete the "ubs.com" entry and then add "mydesk.credit-suisse.com". A link is available in the top right corner on the MyDesk Home landing page (prior to authentication) that will allow you to jump onto the UBS Remote Access portal. If the link does not load, you may need to press the refresh button on the Citrix Workspace App.

ii. **Windowed or Double-hop access:** If you are an existing user of UBS Remote Access and you do not wish to change the account configuration with Citrix Workspace App, you can launch a browser window on your UBS Workspace to https://mydesk.credit-suisse.com and logon to the CS Workspace. The CS Workspace will behave like an application window running on your UBS Workspace – this is known as double hopping. The reverse of this also works; on your CS Workspace, you can open a browser to https://ubs.com/remoteaccess and access your assigned UBS Workspace. Do note that we recommend that you only run Microsoft Teams on the first Workspace that you logon to i.e., do not run Microsoft Teams on the double hopped workspace.
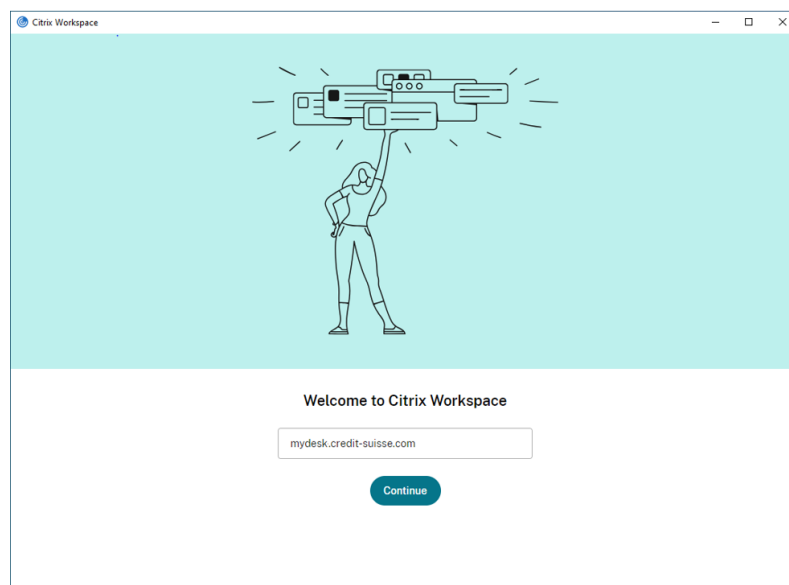
14. You have successfully installed the Citrix Workspace on your Mac. Click the Close button to close the installation window.
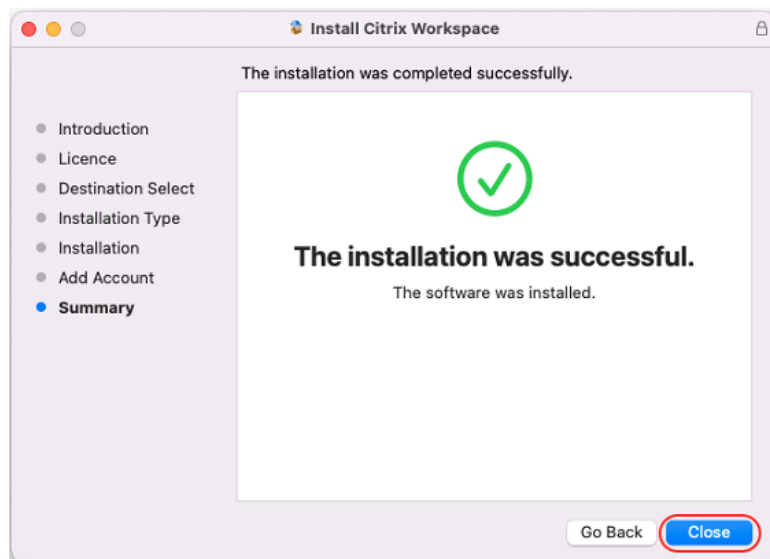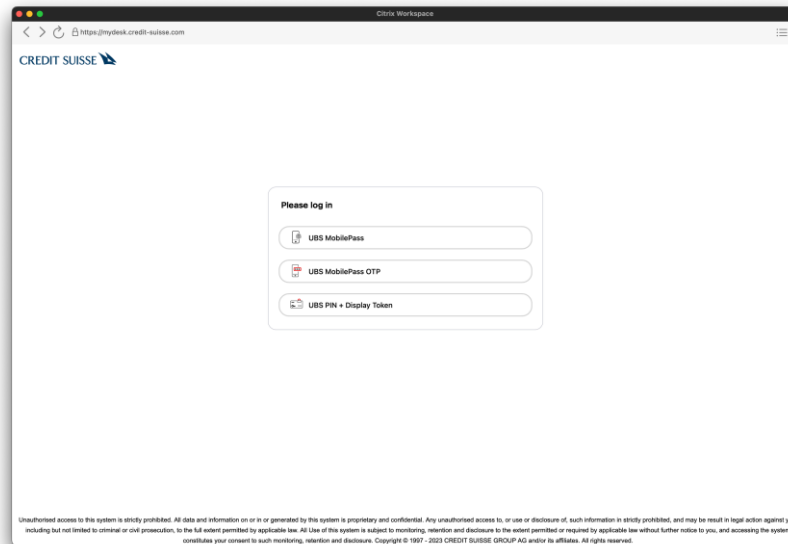


15. Launch the Citrix Workspace App from your Applications folder. Alternatively, you can launch the application by choosing the "Open Citrix Workspace" option when clicking on the Citrix icon in Finder menu bar.
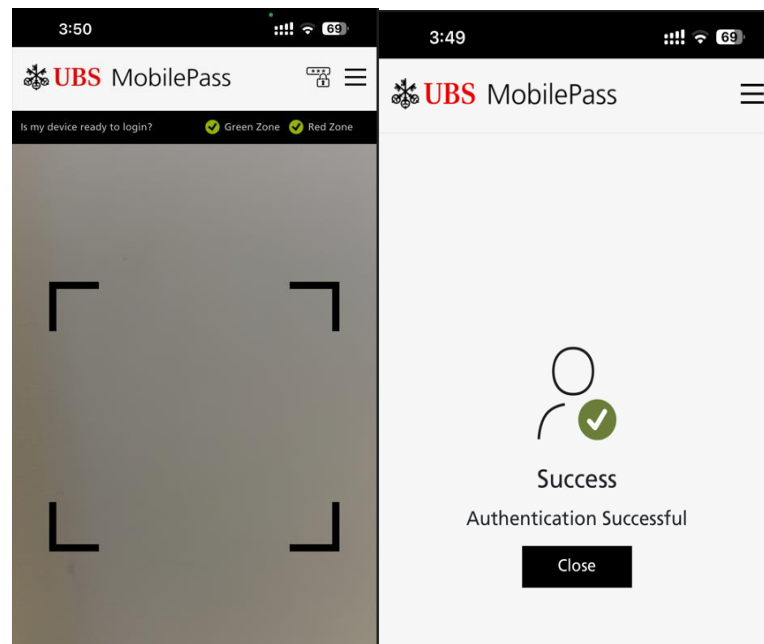
    The Credit Suisse MyDesk Landing page will be displayed in the Citrix Workspace App. Select the region closest to you and click Log On.
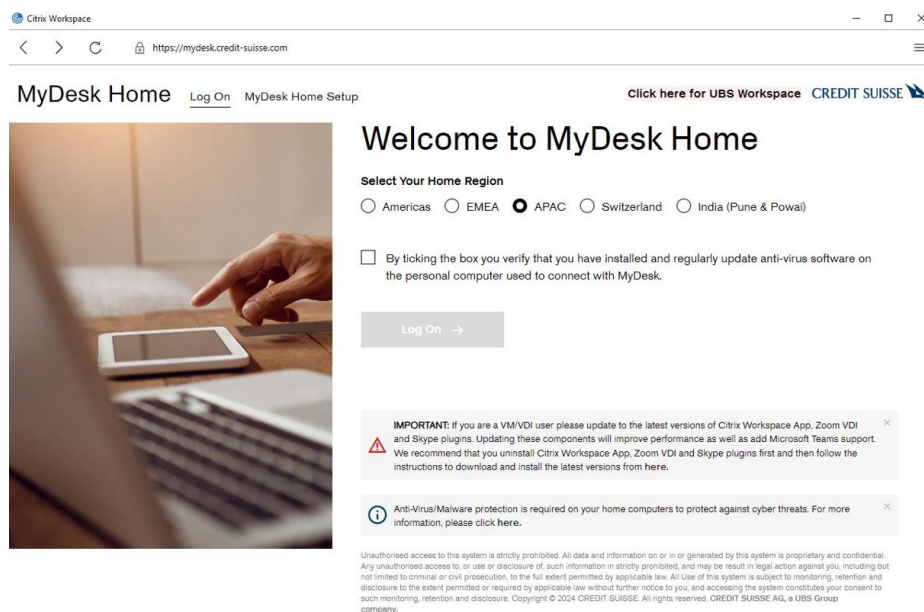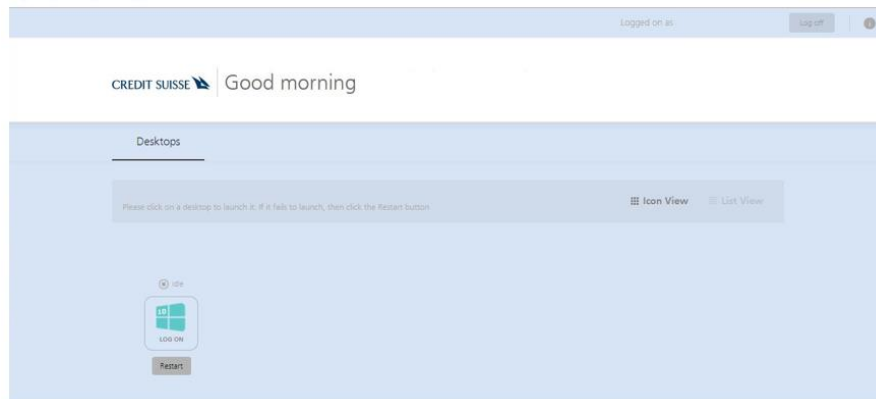
16. Select the MobilePass authentication method that you want to use.



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.