



Your Citrix desktop is being upgraded to Desktop2019. The new version includes additional security with Multifactor authentication (MFA) when working remotely, such as from home. The new version is also more stable for users, and streamlines your Citrix Storefront with a single Desktop2019 app to access your workspace.



## IT Helpdesk

We're here to help  
Mon-Fri 8am-6pm  
P 02 9890 0515



[FAQ Frequently Asked Questions](#)

## Citrix for Apple MacBook

Before you start - make sure your **Citrix Desktop** is **closed** and save any open files.

1. Open the **Citrix Workspace** app
2. Click on the **Citrix** icon and click **Preferences...**
3. Click on **Accounts** and click on **(-)**
4. Select **Primary (Northcott)** – and follow the onscreen prompts to remove the old Desktop App
5. Click on **(+)**
6. Type **staff.northcott.com.au**
7. Click on **Add**
8. Your done! You can now login to Citrix2019

**NB.** If you are connecting from home – you will be asked for your Google Authenticator token

