MyDesk Home Installation Guide (Mac Users)

Supported Authentication options for CS Staff

Option 1	UBS MobilePass
	AND
	Network Virtual Smart Card (NVSC)

Prerequisites

- 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 from 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 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 Citrix Workspace App (see the Installing Citrix Workspace App instructions)

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

Installing Citrix Workspace App

1. Download the Citrix Workspace app for Mac

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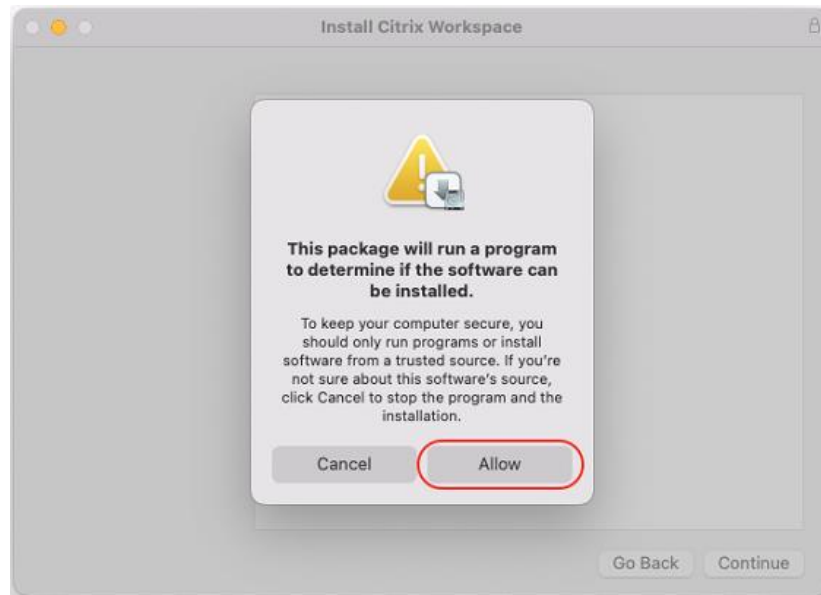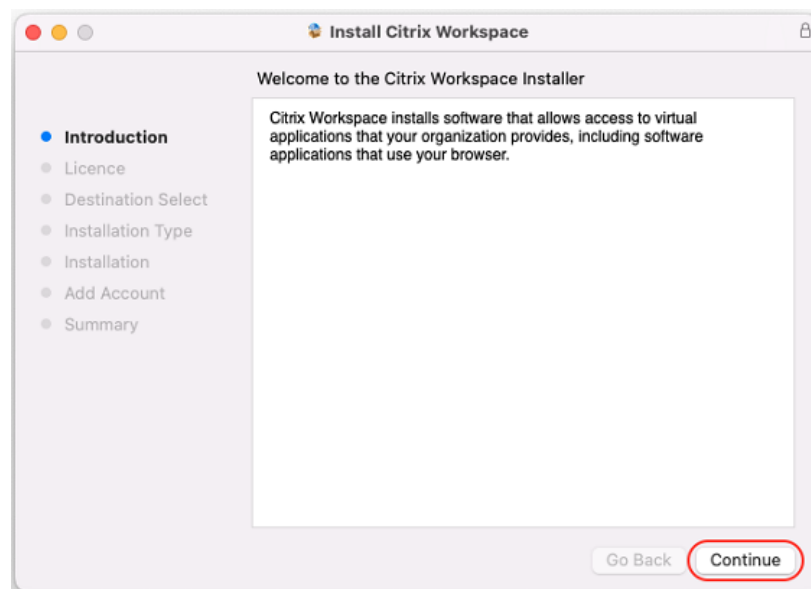

CitrixWorkspaceAppDisableUpdate.dmg

3. **You must uninstall previous versions of Citrix Workspace by double clicking on the Uninstall Citrix Workspace app and follow the instructions.**

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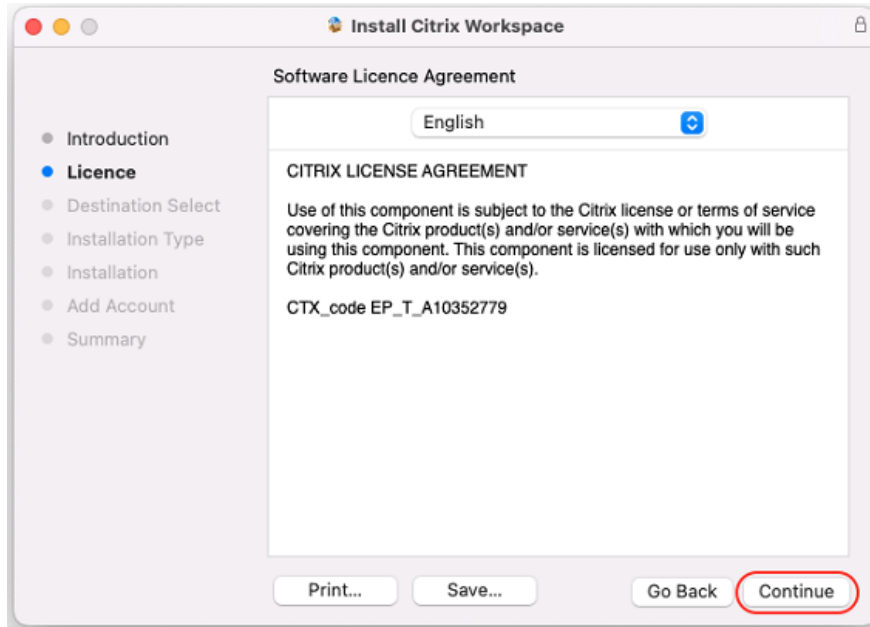
5. Click "Continue" at the top of the window to determine if the app can be installed on your computer, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.
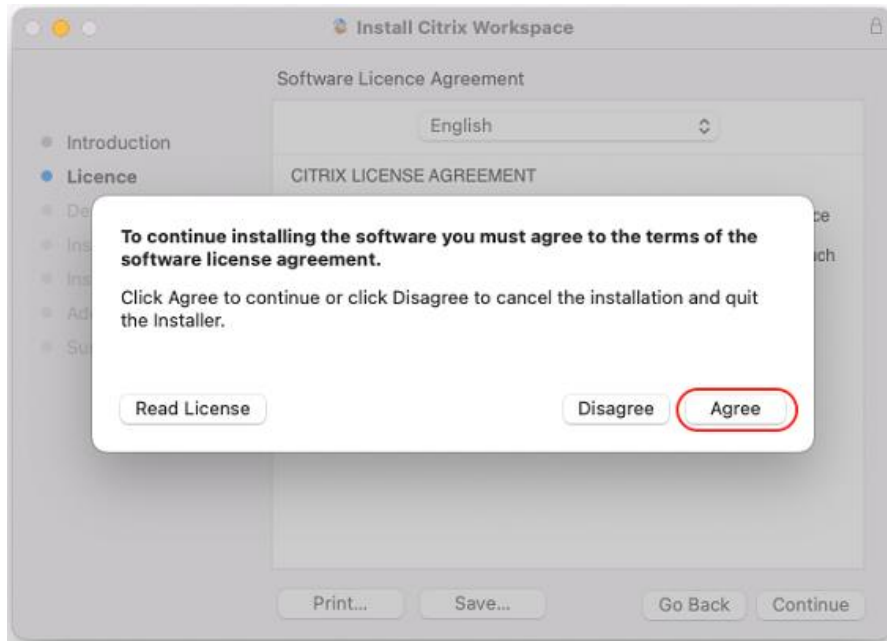

6. Read the Welcome message, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.
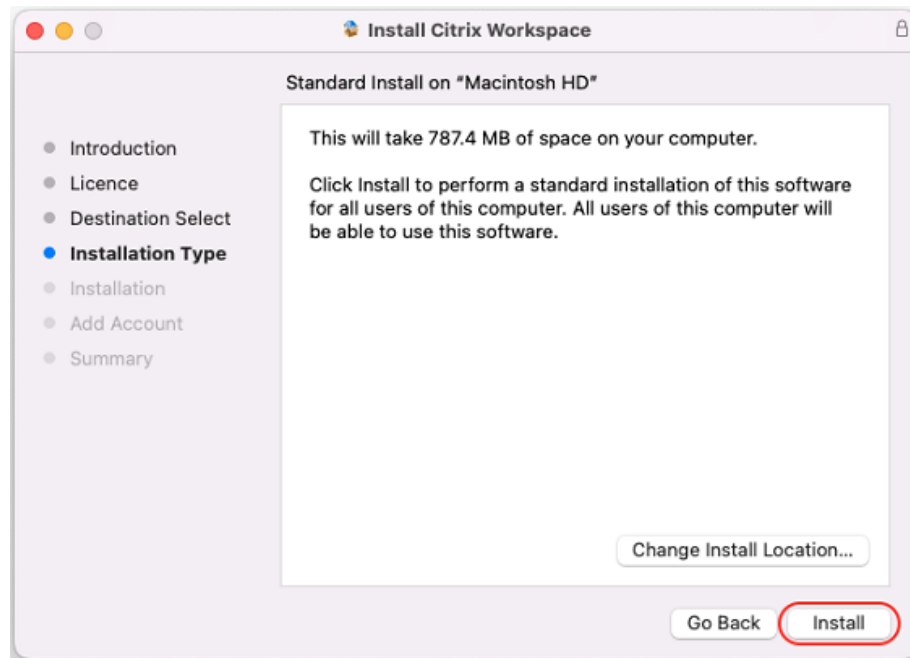
7. Read the message regarding the Software License Agreement, and then click "Continue" in the bottom-right corner of the window to proceed with the installation.

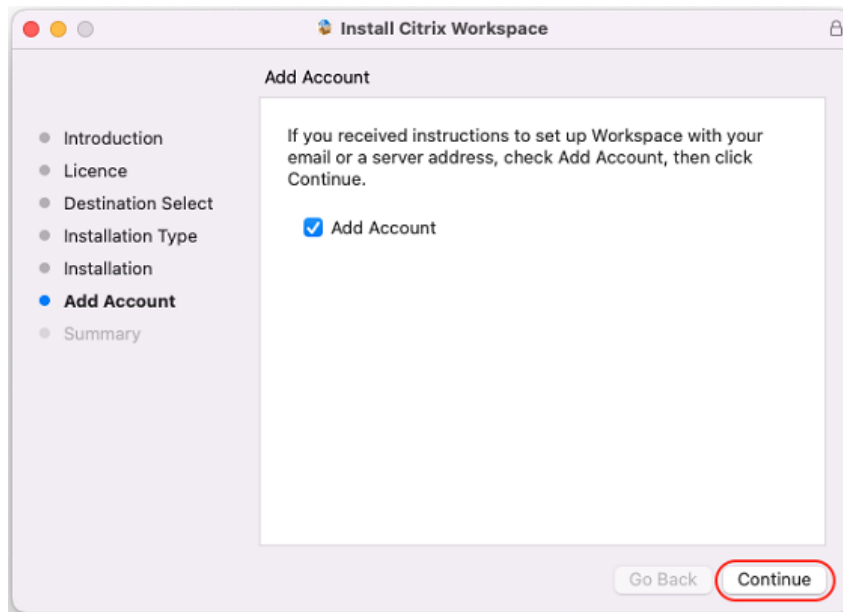8. Click the "Agree" button to accept the software license agreement.

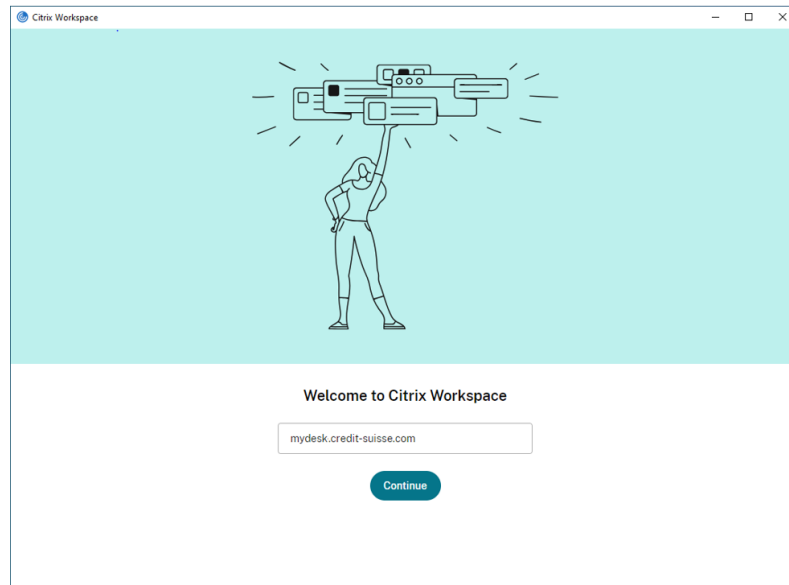9. Click the "Install" button in the bottom-right corner of the window to proceed with the installation.

10. 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.
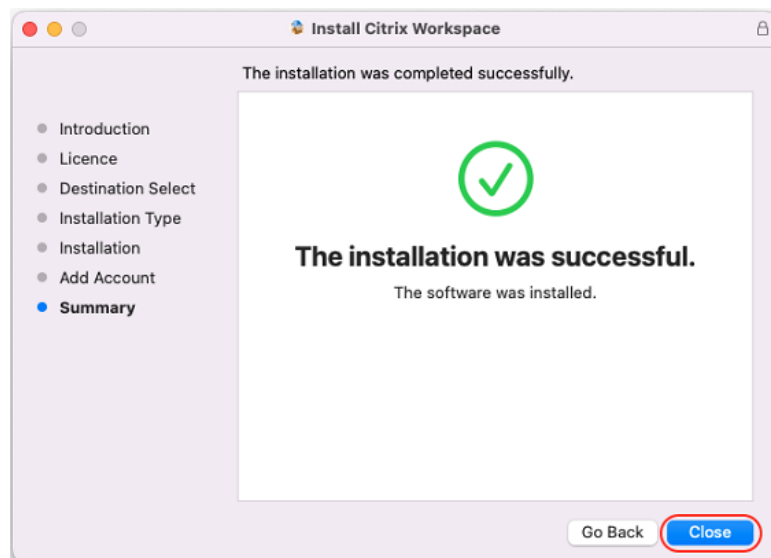
11. Select "Add Account" checkbox if available and click "Continue".

12. To add an account in the "Welcome to Citrix Workspace" window, type 'mydesk.credit-suisse.com' and click "Continue". If you are an existing user of UBS Remote Access, you will not be able to add the "mydesk.credit-suisse.com" account into Citrix Workspace App due to restrictions imposed by Citrix. Delete the ubs.com entry and then add "mydesk.credit-suisse.com". A link will be published in future to allow you to access UBS Remote Access. In the meantime, if you need to use the UBS Remote Access portal you will need to delete "mydesk.credit-suisse.com" and then add "ubs.com"
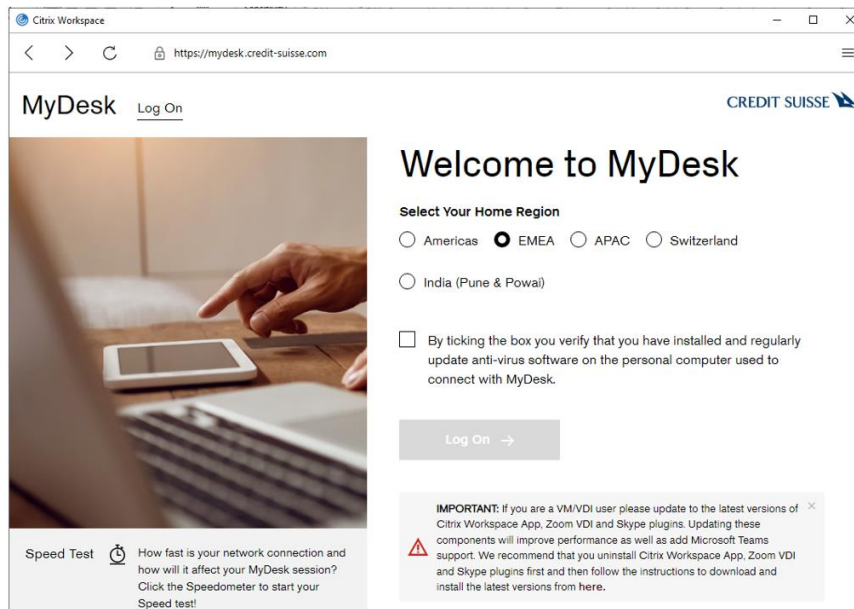

13. You have successfully installed the Citrix Workspace on your Mac. Click the Close button to close the installation window.
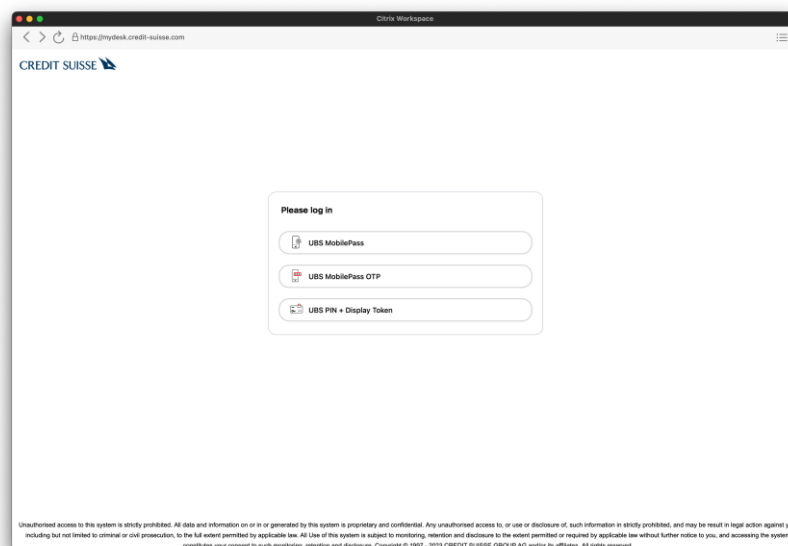
14. Launch the Citrix Workspace App in your Applications folder. Alternatively, you can launch the application by choosing the "Open Citrix Workspace" option when clicking on the Citrix icon in Finder menu bar.
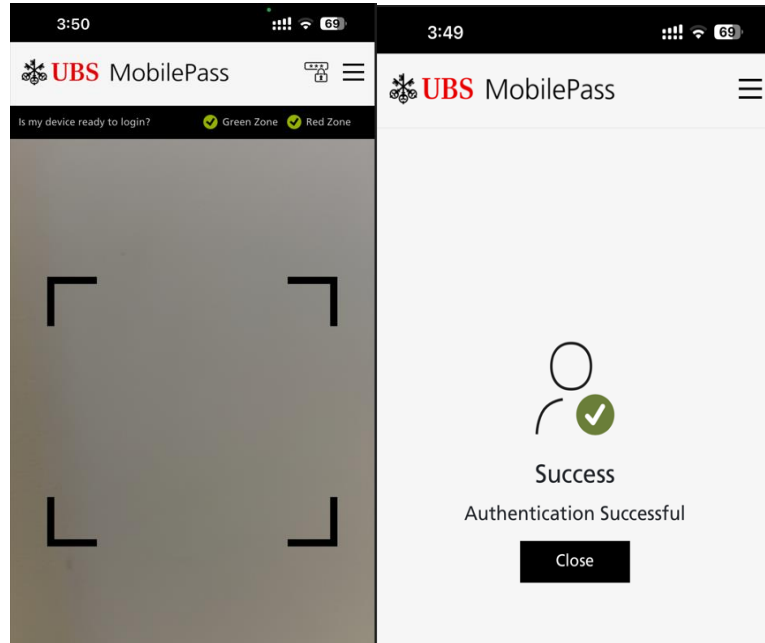
    Credit Suisse MyDesk Landing page will be displayed in the Citrix Workspace App. Select the region closest to you and click Log On.
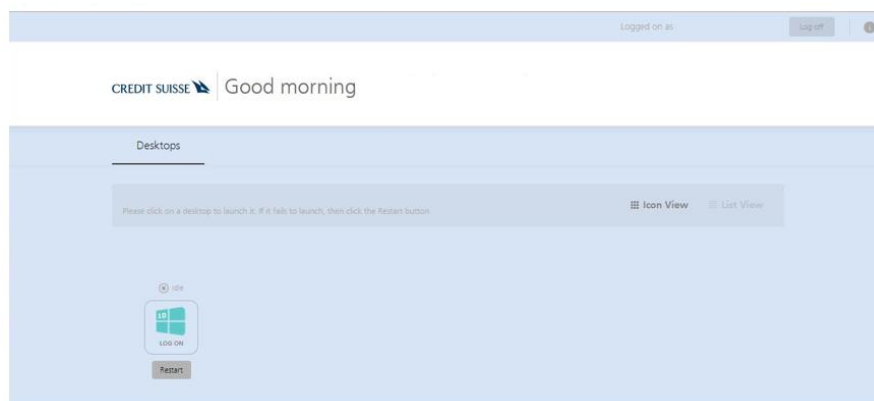

15. Select the MobilePass authentication method that you want to use.

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

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

18. For subsequent logons, 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.