

TD Remote Access

How to Install or Uninstall Citrix Workspace App on a Personal Computer

Important*: The Citrix Workspace App should not be installed/uninstalled this way on a TD issued Windows 7/Windows 10 laptop or desktop, these instructions are only for installing or uninstalling on a **personal computer**. Please contact the Global Technology Service Desk for help with your TD issued laptop or desktop.

What you will need:

- A personal laptop or desktop
- Access to a wired or wireless connection

Prior to installation and configuration:

- Ensure that you have forwarded your TD email that has the RSA SecurID token file and password. If not, please contact the Global Technology Service Desk so that a new RSA token ID file and RSA ID file password can be redistributed and emailed to you.
- It is recommended that your device is up to date with the latest Windows or Mac OS updates and has either Internet Explorer 11 or Google Chrome browser installed

Install and Configuration:

Note: For instructions specific to Mac, go to Citrix Remote Access - Installing Applications on an Apple Mac

1. Using Internet Explorer 11 or Google Chrome, navigate to <https://www.citrix.com/downloads/>
2. Click the Download now button:



3. Click the Download for Windows button:

Download Citrix Workspace app

Everything you need—your apps, files and desktops—at your fingertips.

Citrix Workspace app is the easy-to-install client software that provides seamless, secure access to everything you need to get work done. With this free download, you easily and securely get instant access to all applications, desktops and data from any device, including smartphones, tablets, PCs and Macs.

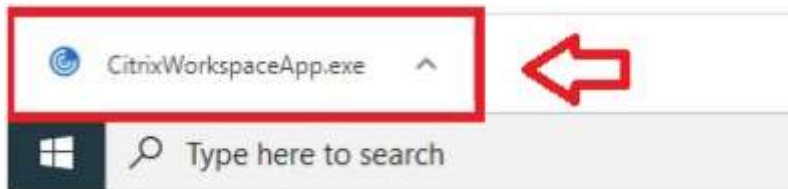


4. Click the Download Citrix Workspace app for Windows button

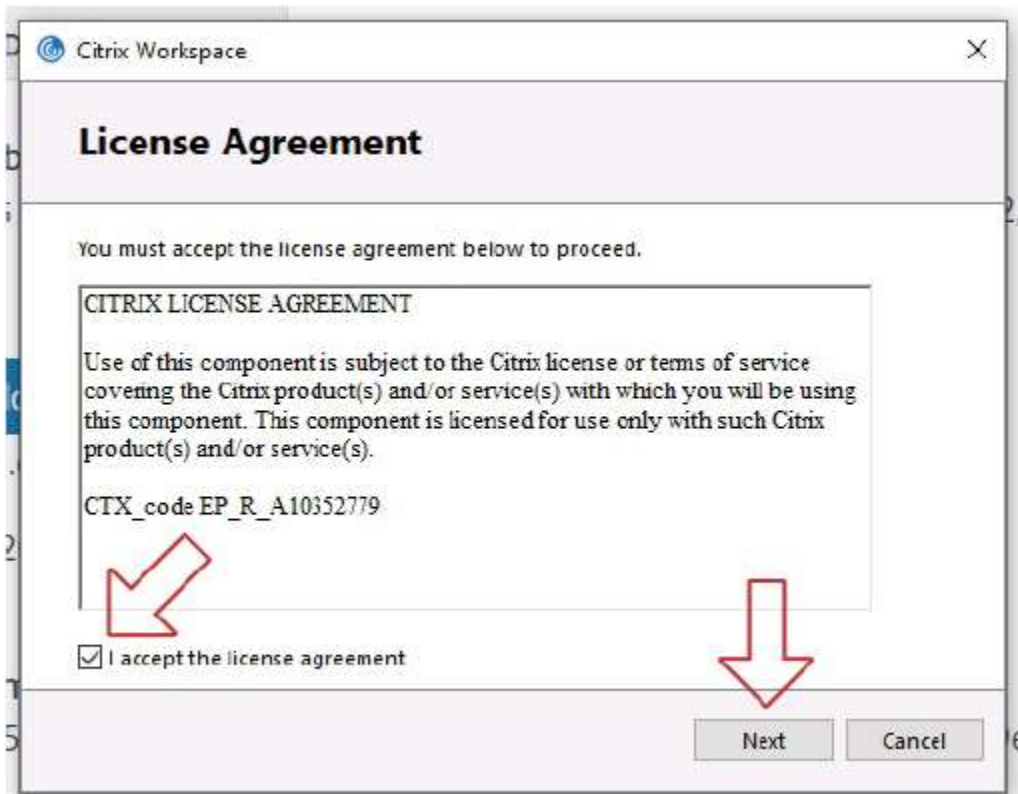
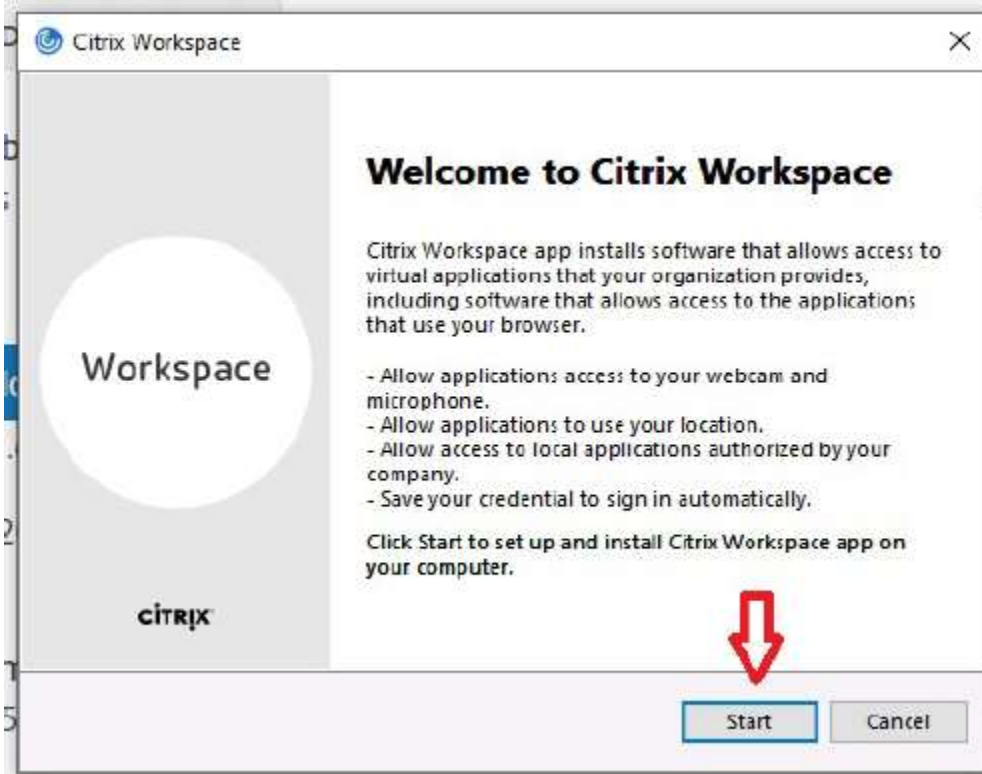
Home / Downloads / Citrix Workspace App / Workspace app for Windows / Citrix Workspace app 2002 for Windows

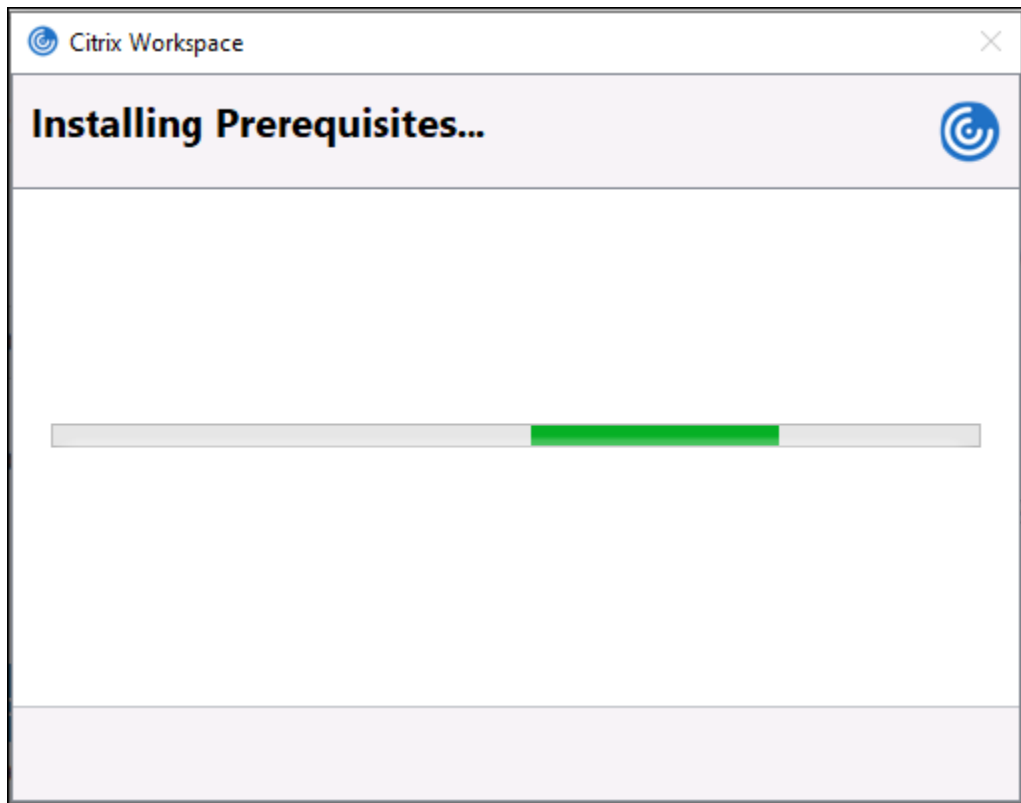
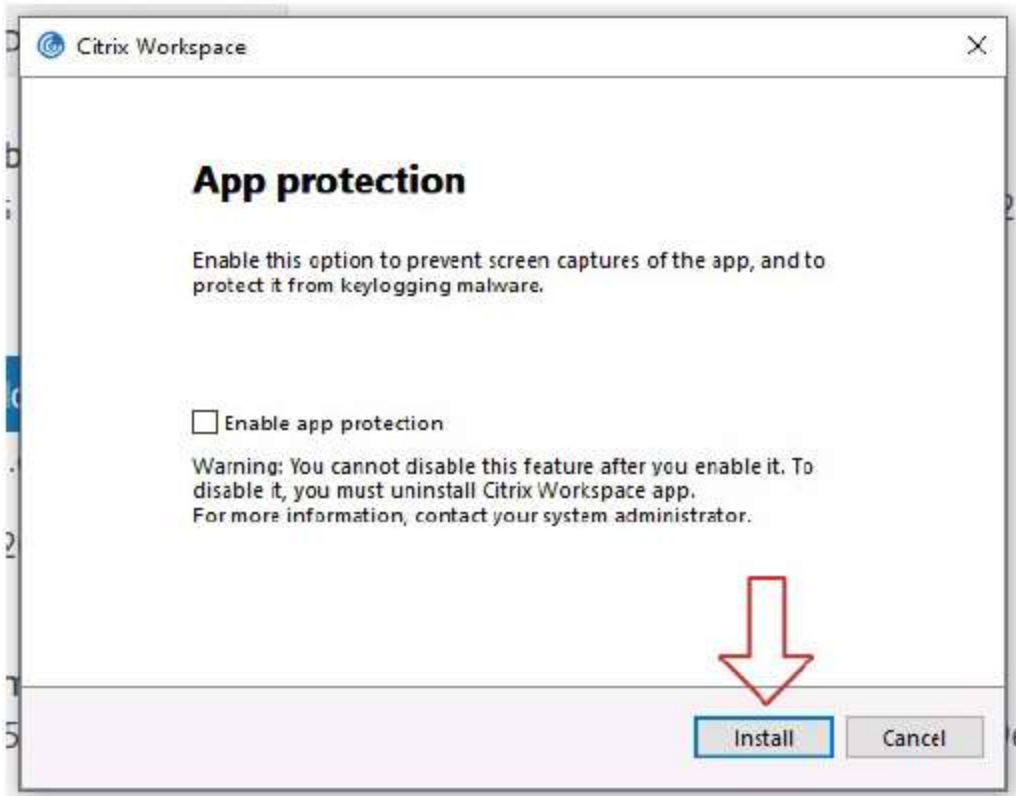
A screenshot of a web page for downloading the Citrix Workspace app. On the left, there is a "Find Downloads" section with a dropdown menu set to "Citrix Workspace App" and a search bar. Below that is a "Support Resources" section with links for "FAQs", "Product Documentation", and "Export or import". The main content area features the title "Citrix Workspace app 2002 for Windows" with a "Release Date: Mar 24, 2020" box. Below the title, it says "Compatible with Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, 2012R2 and 2019." A blue button labeled "Download Citrix Workspace app for Windows" is highlighted with a red box, and a red arrow points to it from the right. Below the button, the file size "(128 MB - .exe)" and "Version: 20.2.0.25 (2002)" are listed.

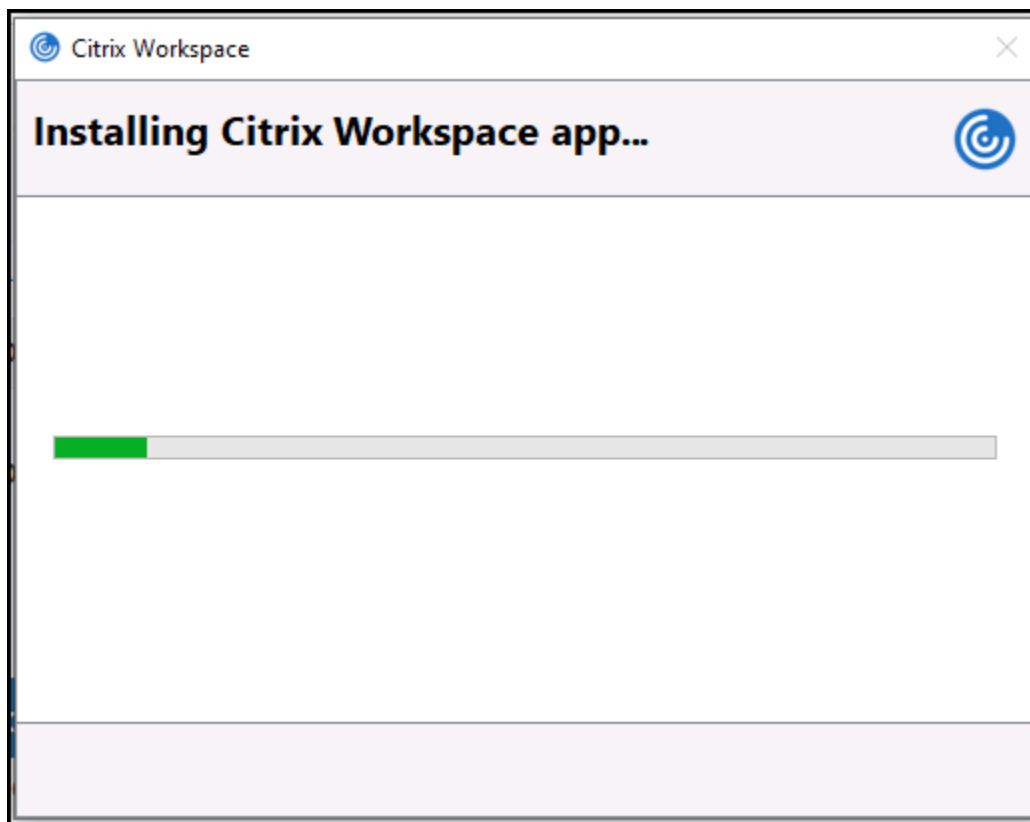
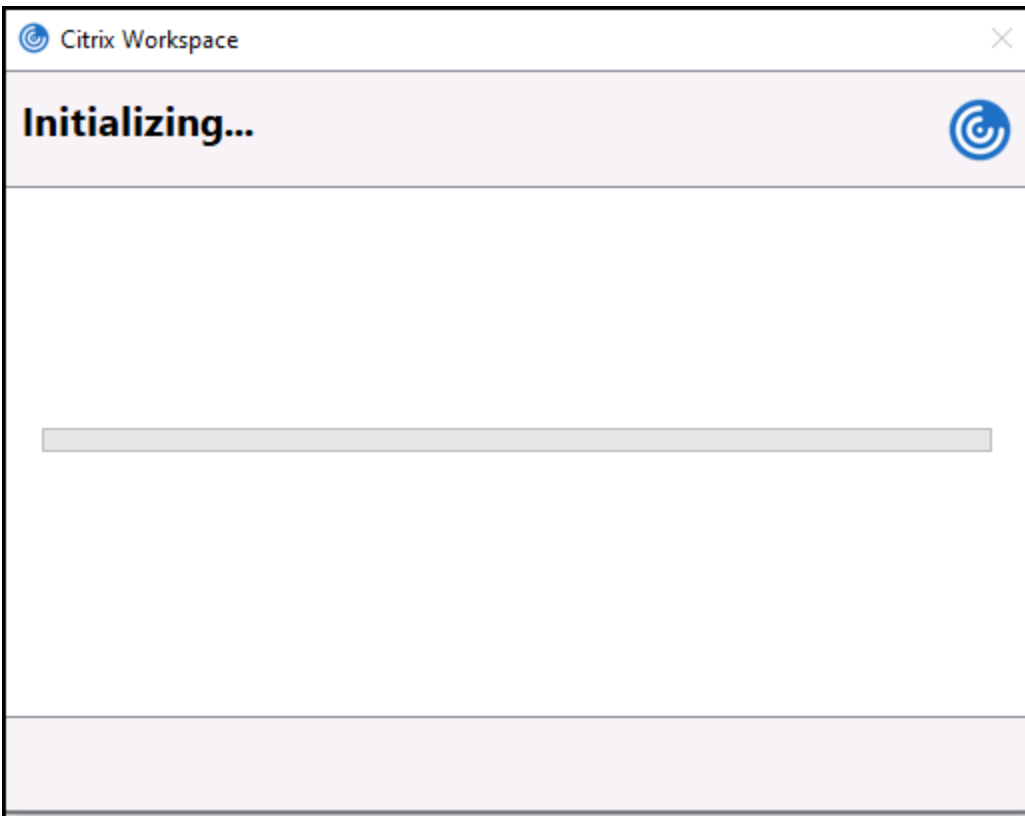
5. The file will start to download and a download progress will show **on bottom left-hand corner of your browser**. Once complete, click on the **drop-down menu** and select "**Open or Run to install**"



- Once initiated, an installation wizard prompt will appear. Select the default options and click on **Next**









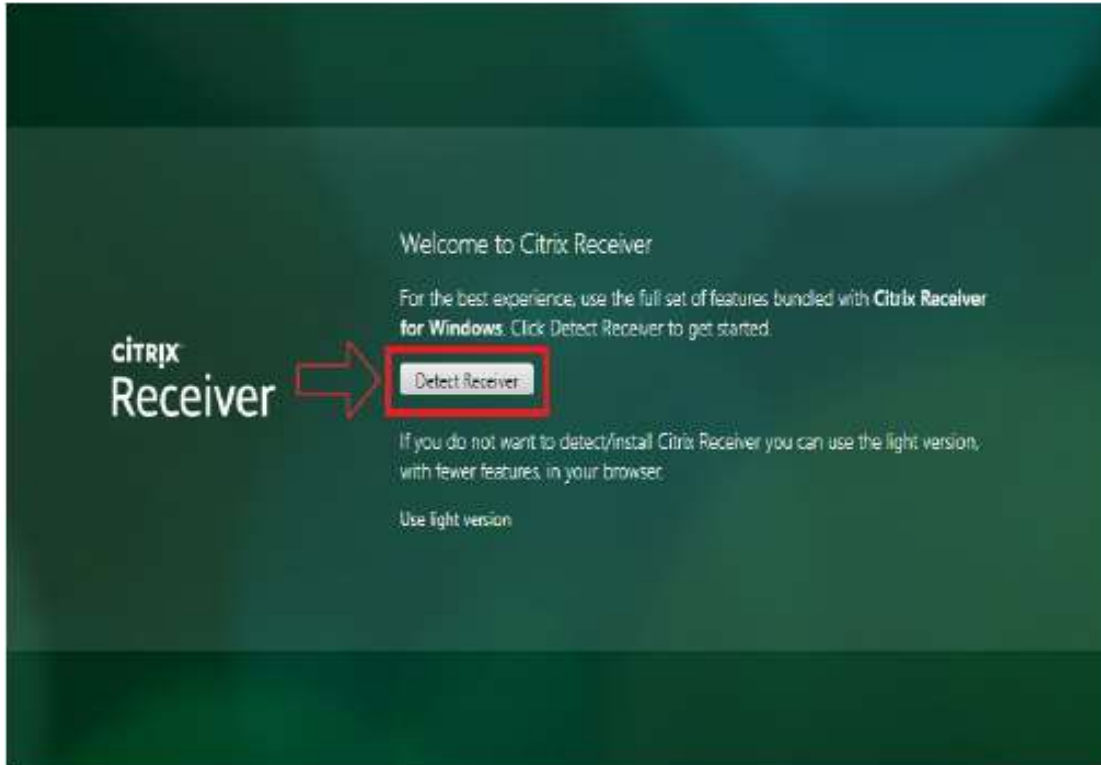
7. Click **Finish**

Note: Do **NOT** click "Add an Account". When you reset your device, you will get a prompt to add email account again, disregard this as well. Select the option that says "**Do not show again**" and click on close.

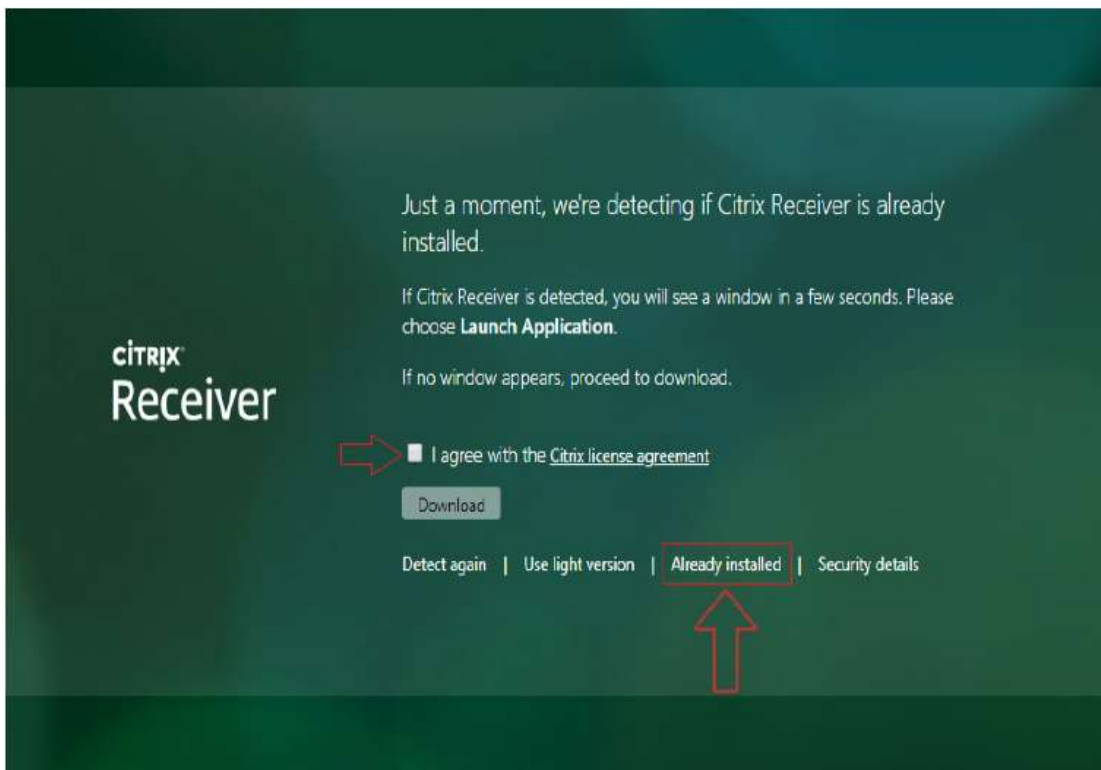
Proceed to the Installation and Configuration Part 2.

Installation and Configuration Part 2:

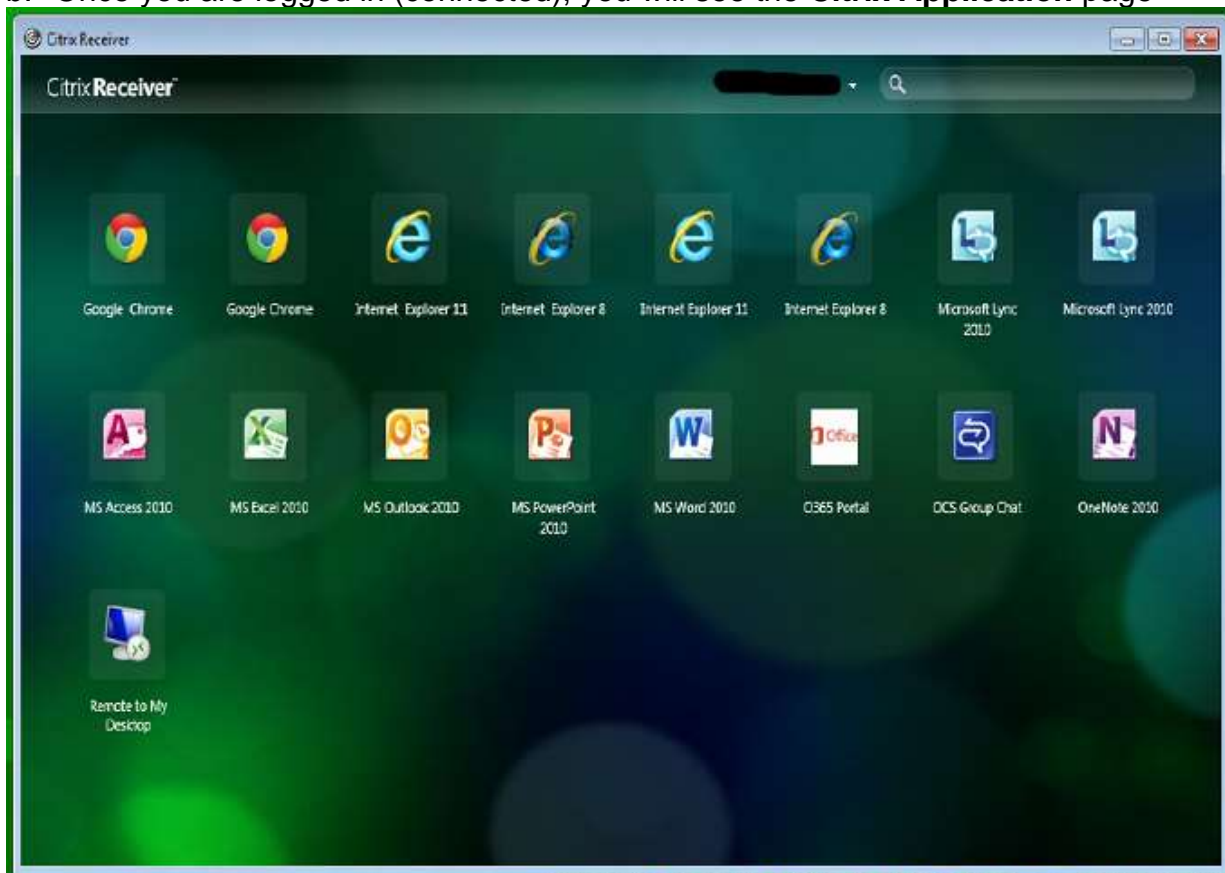
1. Go to <https://ras.tdbank.ca> and select **"Virtual Desktop"**. You will receive a prompt to **"Detect Receiver"**. Click on **"Detect Receiver"**



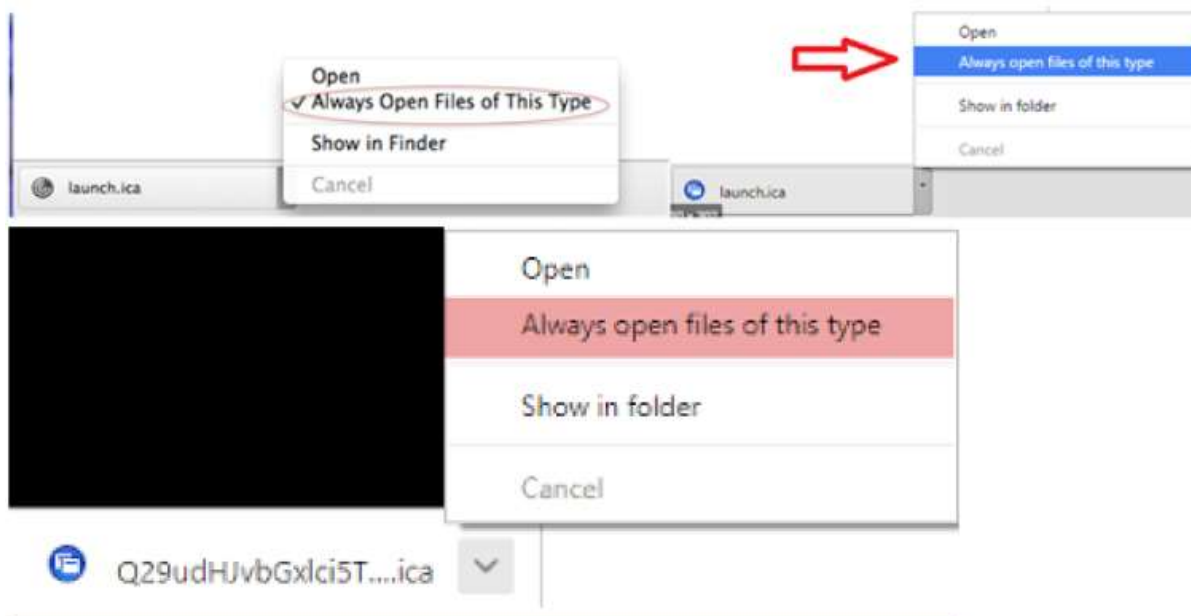
2. Check the box next to **"I agree with the Citrix license agreement"** and then click on the **"Already Installed"**



3. You will receive a prompt to **click on Open Citrix Launcher**. From there, you will be directed to the **Remote Access login page**.
 - a. Enter your credentials to log into Citrix Remote Access
 - b. Once you are logged in (connected), you will see the **Citrix Application** page



4. Click on any of the Citrix application icons to launch them (Ex: **Internet Explorer 11** or **O365 Portal**)
5. A Citrix *.ica file will pop-up on bottom left-hand corner of your browser
6. Click on the arrow for drop-down menu and select option to "**Always open this file type**", then click on drop-down menu again and click on Open



How to Uninstall

Windows 7

1. Navigate to Start Menu--Control Panel
2. Depending on the view, select either Uninstall a program or Programs and Features
3. Once the list populates, locate Citrix Workspace and remove/uninstall

Windows 10

1. Type Control Panel in the Find/Cortana field beside the Windows Start button
2. Click on Control Panel, then depending on the view, select either Uninstall a program or Programs and Features
3. Once the list populates, locate Citrix Workspace and remove/uninstall it.

Need more help?

For additional assistance, please call the Global Employee Service Desk at 866-523-HELP (4357).