Accessing Basware Admin and Research Master from Citrix Workspace on macOS

Introduction

This guide will assist you in accessing Basware Admin and Research Master via the Citrix Workspace App. You will need the Citrix Workspace App installed, please refer to the Quick Links on the Citrix Workspace webpage - https://staff.flinders.edu.au/workplace-support/digital-services/virtualapps for more information.

Procedure

1. Open Citrix Workspace from Applications.
2. In the top right corner of the Citrix Workspace App window click the arrow next to your name and select Preferences.
3. Click on the Accounts tab
4. Click the + button below the list of accounts
5. Enter `xenapp.flinders.edu.au` then click **Add**

6. Enter your **FAN** and **password** when prompted (you may be prompted twice)

7. Ensure both accounts are enabled and close **Preferences**

8. To ensure all applications are accessible, click the arrow next to your name and select **Switch Account**. Then select **All Accounts**.