

Citrix Workspace Application and HDX Installation

In order for you to get the optimum user experience from the eVDI Citrix platform, it is recommended that you install the Citrix Workspace application and HDX Realtime Media Engine onto your computer prior to logging in. This will also optimise Teams and Skype for Business for the best user experience.

Before logging in to Citrix, please complete the following steps..

Visit this location... www.deloitte.co.uk/citrix

Please use the links below to download and install the correct software to access Desktop Anywhere.

These should only be installed on your **personal** device.

Citrix Workspace (formerly Receiver)
[Citrix Workspace App for Windows](#)
[Citrix Workspace App for Mac](#)

Citrix HDX Realtime Media Engine
[HDX RealTime Media Engine 2.9 for Windows and Mac](#)

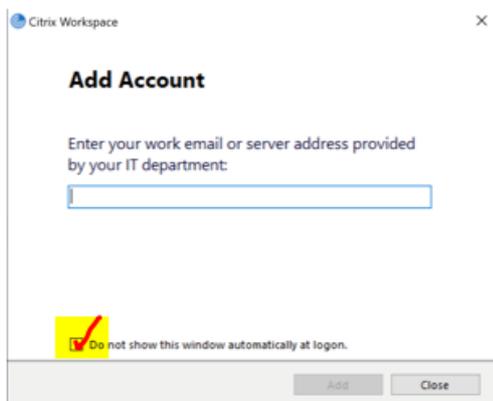
[Zoom Plug in for Citrix](#)
[Zoom Plug in for Mac](#)

[Additional files for use by Deloitte system administrators can be found here.](#)

The files are zipped and should be unzipped before installation.

[Download a Citrix connection guide \(PDF, 242Kb\)](#)

When you install the Citrix Workspace application if you are prompted to “Enter your work email or server address”. At this point, you should tick the box next to “Do not show this window automatically at logon” and click Close



These are stored on the website as zip files, so you will need to unzip these first then install as an admin on the laptop.

This should all be completed on the laptop, and not within the citrix session

Once this has been completed, login to <https://deloittecloud.com>

When it asks about detecting the Citrix Workspace make sure you complete this so it detects it. Then launch a desktop icon to start the session