

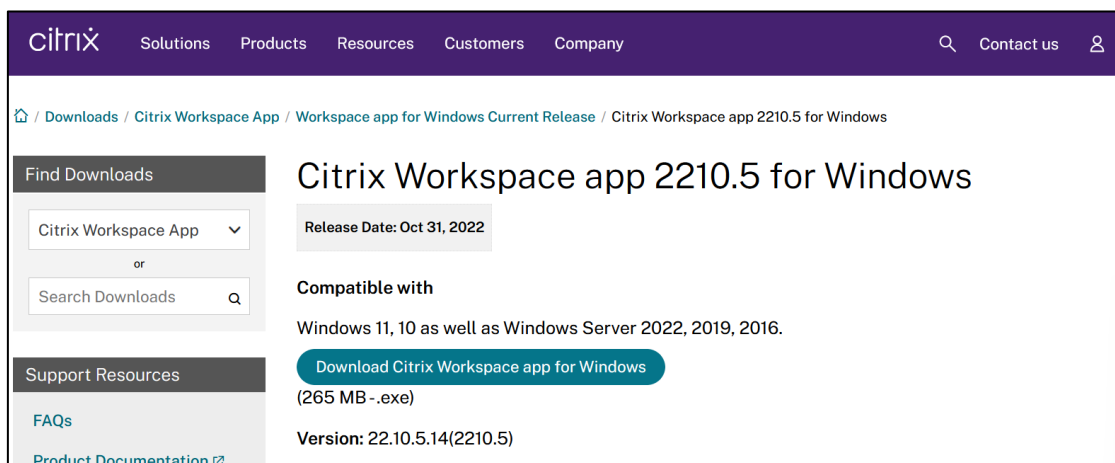
# Getting Started with myAccess – Windows

## Part 1: Installing the Citrix Workspace app for Windows

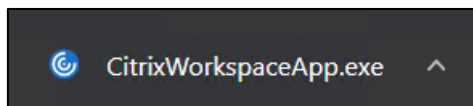
To access the myAccess service, it is recommended that you use the latest version of the Citrix Workspace app (previously known as Citrix Receiver) that is compatible with your device.

As with installing most other apps on a Windows PC, you need to have Administrator privileges to install the Citrix Workspace app on your device.

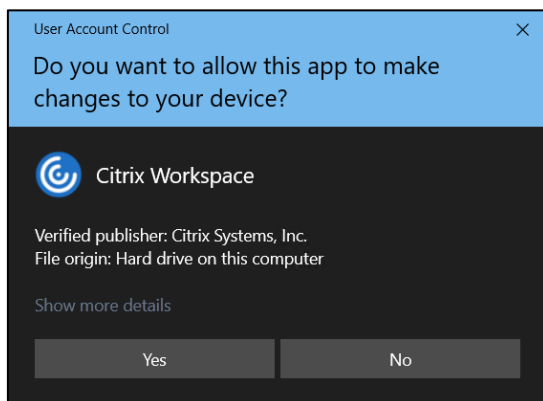
1. Open a web browser and go to the following link:  
<https://www.citrix.com/en-au/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
2. Review the **Compatible with** section, then click **Download Citrix Workspace app for Windows**.



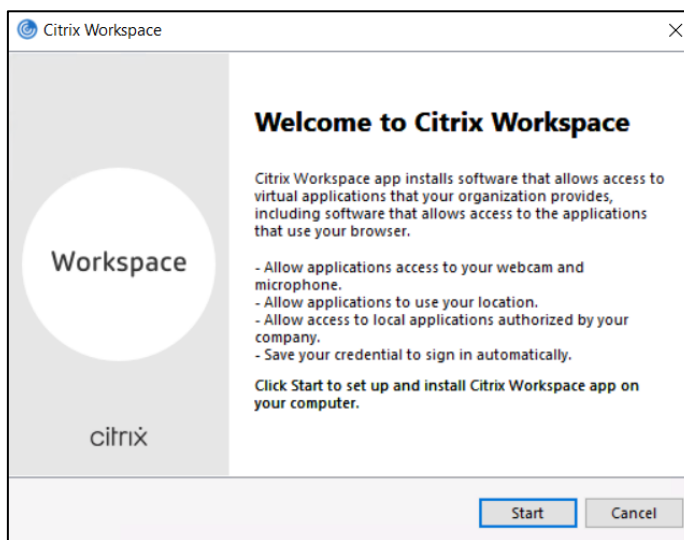
3. Your browser will download the Citrix Workspace app installer to your computer, normally to your Downloads folder. Run the installer once it has finished downloading.



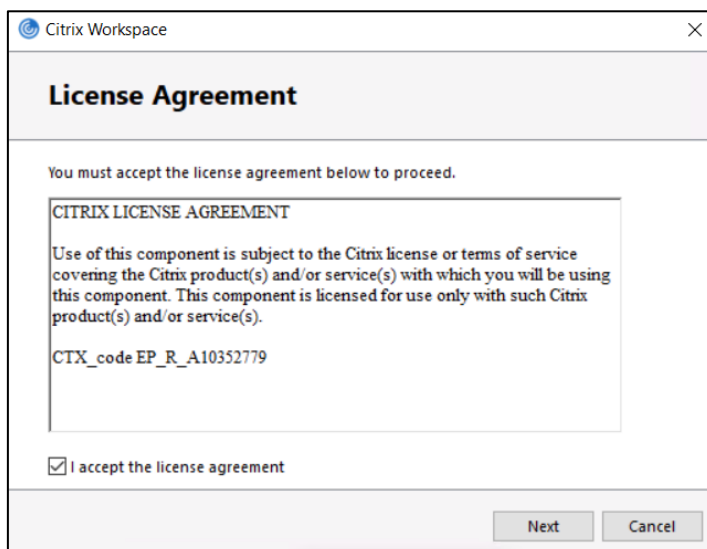
4. If you receive a User Account Control prompt, please check that the **Verified publisher** is listed as **Citrix Systems, Inc.** before clicking **Yes**.



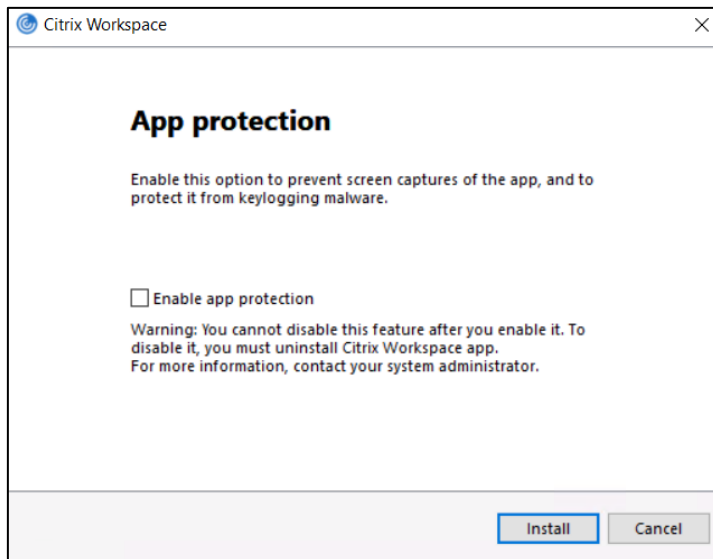
5. On the "Welcome to Citrix Workspace" window, click **Start**.



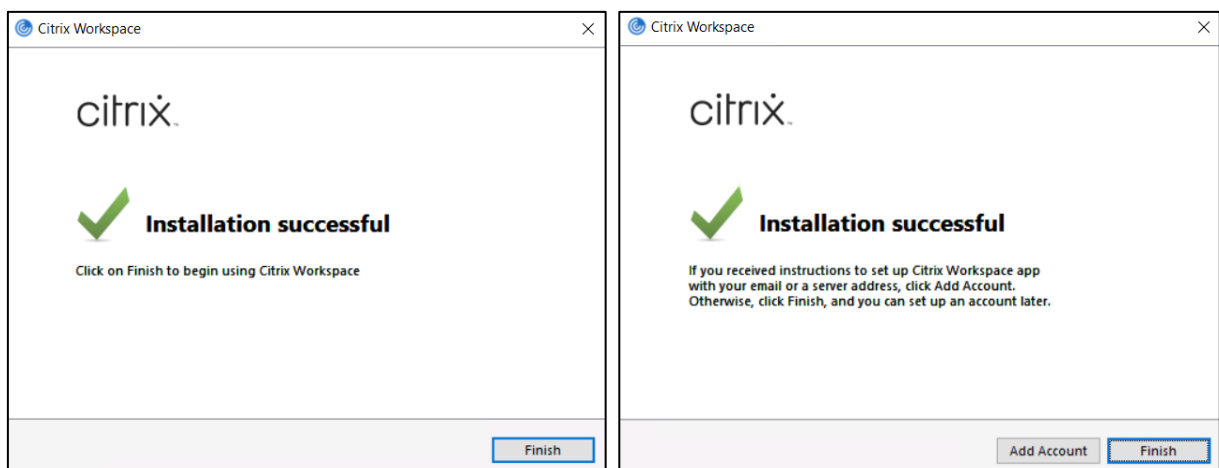
6. Tick the **I accept the license agreement** box, then click **Next**.



7. **Enable app protection** should be left **unticked**. Then, click **Install**.



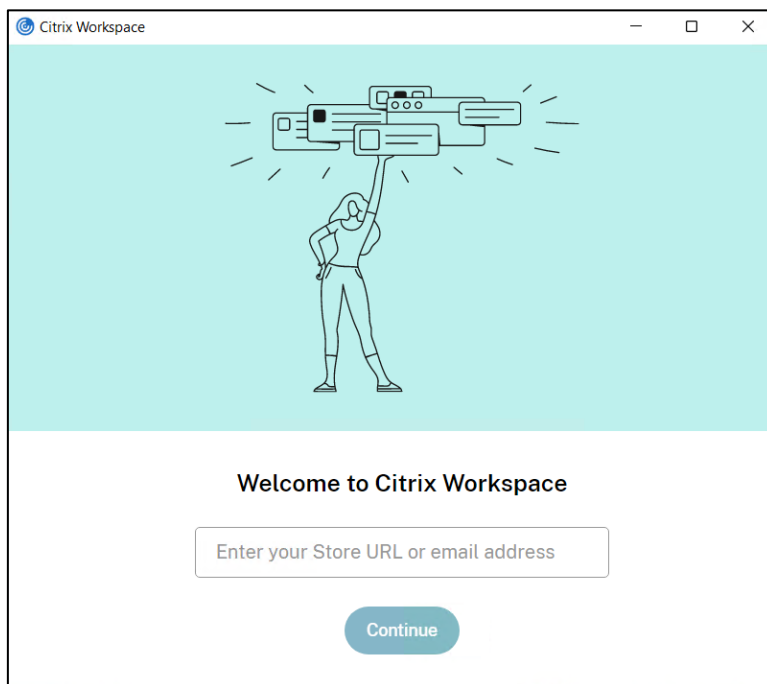
8. Once the installation process is completed, you will see an installation successful message.



Click **Finish**. Do not click Add Account.

If you are prompted to restart your computer to complete the installation, please save any unsaved work, then click **Yes** to restart your computer.

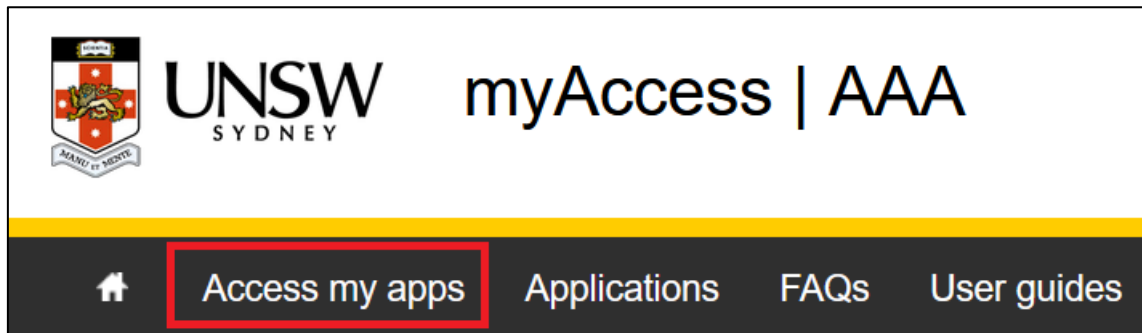
9. The Citrix Workspace app is now installed. If you see the below window, please close it.



**Tip:** To avoid experiencing access issues, always login to the myAccess service through your web browser. We don't recommend attempting to sign in the Citrix Workspace app, or trying to launch the myAccess service and apps from within the Citrix Workspace app.

## Part 2: Logging on to myAccess and web browser setup

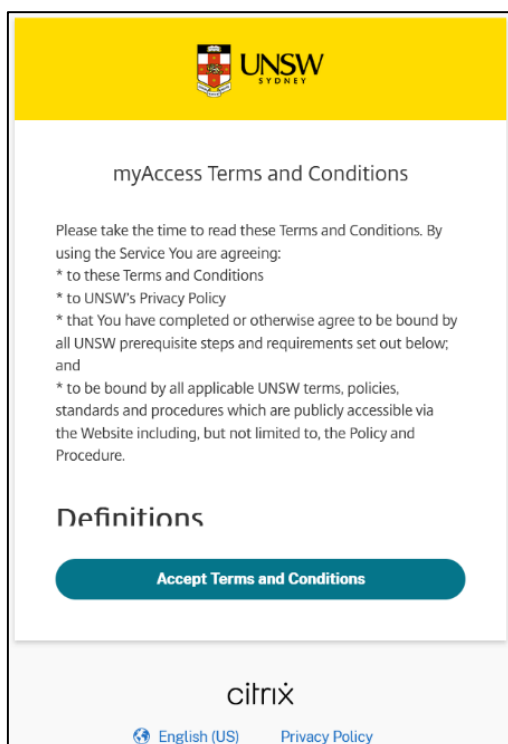
1. Open a web browser and go to the myAccess website: <https://www.myaccess.unsw.edu.au/>  
Click on the **Access my apps** tab.



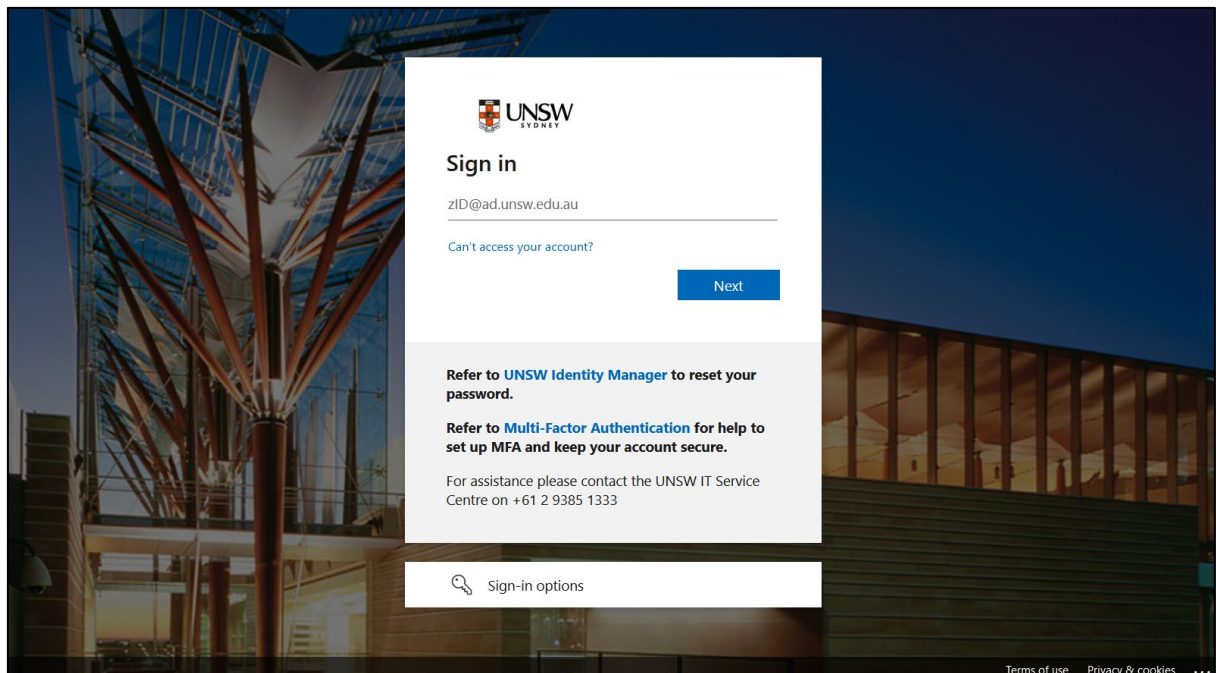
**Tip:** You can also access the logon page directly at:

<https://myaccessunsw.cloud.com>

2. Read the **myAccess Terms and Conditions**. To confirm your acceptance of the Terms and Conditions, click on the **Accept Terms and Conditions** button to proceed.



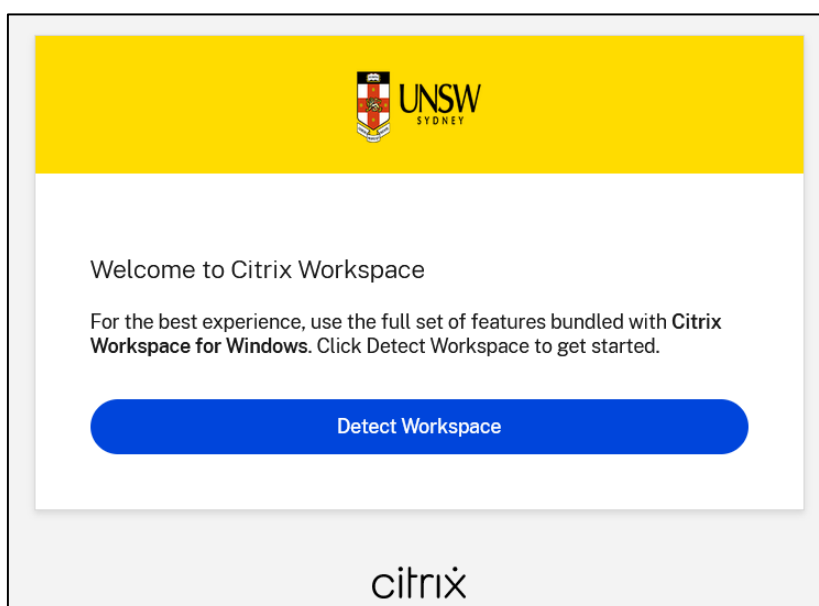
3. myAccess uses [Single Sign-On \(SSO\)](#): when prompted, enter in your full **zID@ad.unsw.edu.au** username (for example, z1234567@ad.unsw.edu.au), click on **Next**, then enter your **UNSW password** and click on **Sign In**.



You may also receive a Multi-Factor Authentication (MFA) prompt which you will need to approve to complete the login process.

If you can't log on, go to the [UNSW Identity Manager website](#) to change or reset your UNSW password and review the [Multi-Factor Authentication \(MFA\)](#) information page.

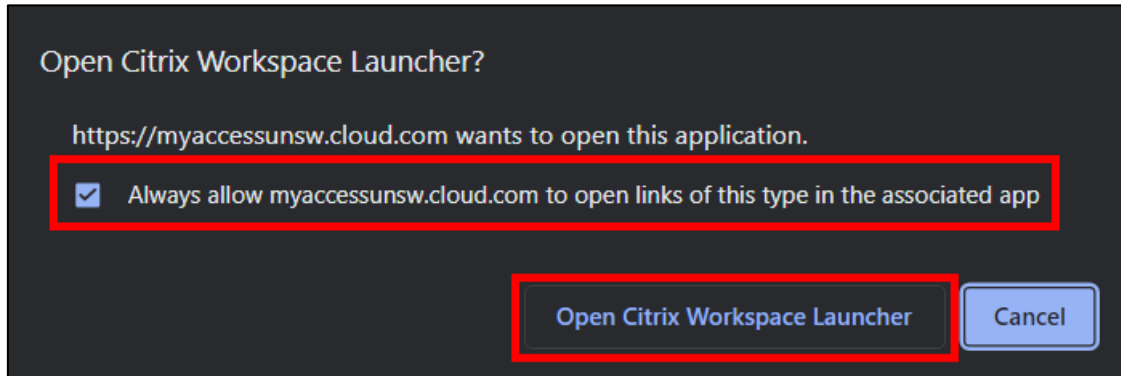
4. If it is the first time you're accessing myAccess in the web browser you're using, you'll see the below screen. Click on **Detect Workspace**.



5. Your web browser will attempt to detect if the Citrix Workspace app is already installed.  
For a seamless experience, please follow these steps for the web browser that you are using:

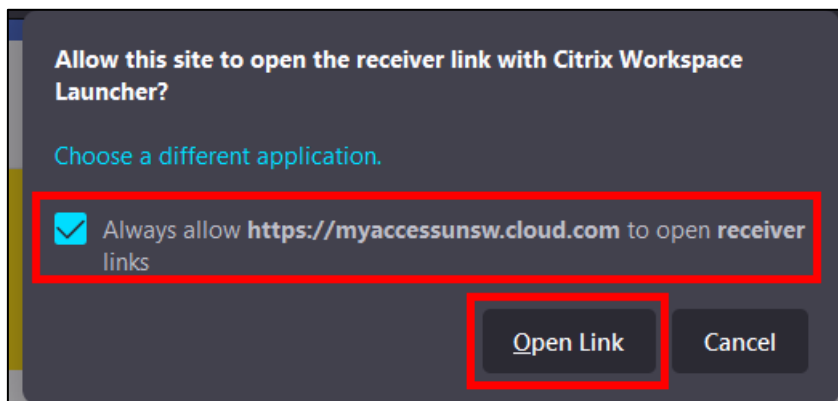
**For Microsoft Edge and Google Chrome:**

When you see the following prompt, tick the **Always allow** checkbox and then click **Open Citrix Workspace Launcher**.



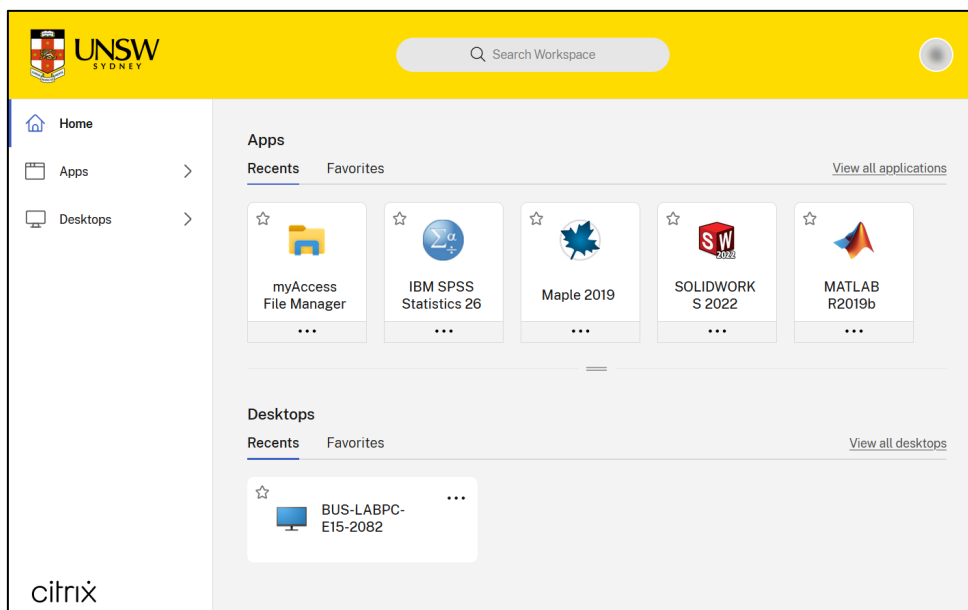
**For Mozilla Firefox:**

When you see the following prompt, tick the **Always allow** checkbox, then click **Open Link**.



**Tip:** If you click on Cancel, you can click on **Detect Again** to receive the prompt again.

6. Once you have completed the previous steps successfully, you'll now be able to access Apps and Desktops published on the myAccess service.



You can use the **Search Workspace** box to search for an App or Desktop to access. Alternatively, you can select **Apps** or **Desktops** on the left side of the window. You'll then be able to click on **All Apps** or **All Desktops** and this will show you all Apps or Desktops that you have access to.

Desktops on myAccess allows you to remotely connect and use an available PC within select computer labs on campus.

Upon selecting an App or Desktop, the Citrix Workspace app will then automatically start and connect to your myAccess session.

**Note:** After logging into myAccess, you will only see the Apps and Desktops you are eligible to use. Due to software licensing conditions and restrictions, some applications are only available to coursework students studying within a certain Course, School or Faculty, as well as the associated teaching staff from the relevant School or Faculty.

### Important:

If you don't have the Citrix Workspace app installed, or you don't follow the above instructions correctly, your device will download ica files when you try to launch a myAccess App or Desktop.

You may occasionally be prompted to **Detect Workspace** again if you clear your web browser's cookies and cache, you use a different web browser, or you are using a private browsing window.

For further assistance, please review the [FAQs](#) and other [User Guides](#) on the myAccess website, or contact the UNSW IT Service Centre on +61 2 9385 1333 or <https://www.myit.unsw.edu.au/contact-us>



## Part 3: Ending your myAccess session

### Ending a myAccess App session

When you are finished with an app on myAccess, in most cases closing all windows related to the app will automatically end and sign you out of your myAccess session. You can also manually choose to **Disconnect** or **Log Off** (sign out).

Your myAccess session will automatically disconnect if it is idle for one hour.

When you disconnect from a myAccess session, your disconnected session will remain available to automatically reconnect to for one hour. Simply relaunch the same app in myAccess and you be reconnected to the same session.

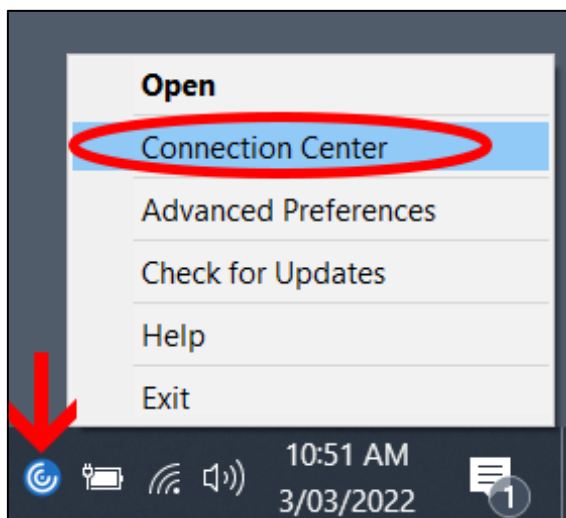
Your disconnected session will automatically end and signed out if it has been disconnected for an additional hour (two hours total).

All unsaved data will be lost after being signed out.

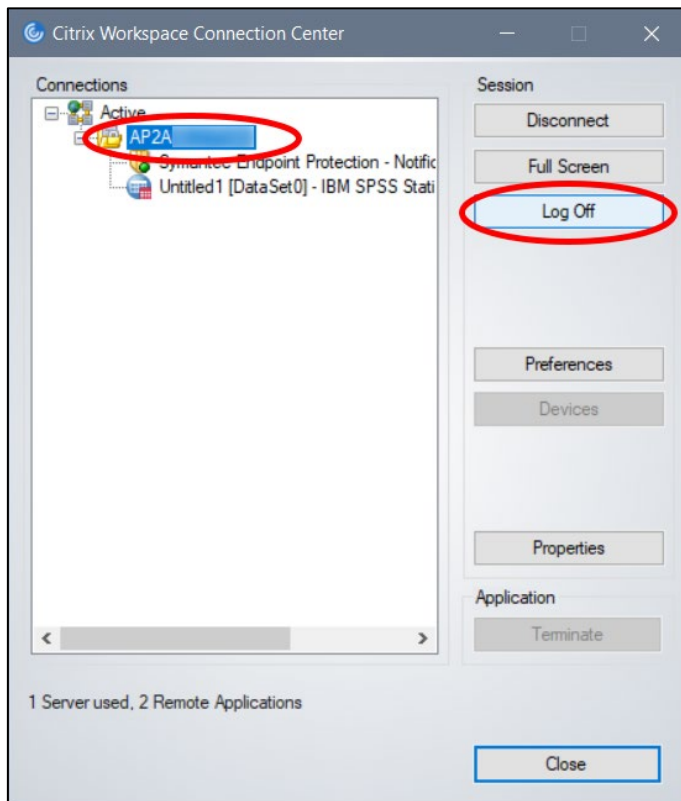
To manually end your myAccess session:

1. Locate the **Citrix Workspace icon** in the Taskbar Notification area (found near the date and time on your display).
2. **Right-click** the **Citrix Workspace icon** and select **Connection Center**.

You may need to click the "Show hidden icons" arrow ^ to find the Citrix Workspace icon. Please see [Customize the taskbar notification area \(microsoft.com\)](https://support.microsoft.com/en-us/windows/customize-taskbar-notification-area) for more information.





3. In the Citrix Workspace Connection Center window, click once on the application server name next to the folder icon under the **Active** heading to highlight it.
4. Click the **Disconnect** or **Log Off** button.



## Ending a myAccess Desktop session

When you are finished using a Desktop on myAccess, you should **Sign out** (log off). As there are a limited number of PCs within a computer lab, signing out will ensure that another user is able to use the computer lab PC.

To sign out:

1. Click on **Start** .
2. On the left side of the Start menu, click on the **Accounts**  icon (or account picture).
3. Click on **Sign out**.

