

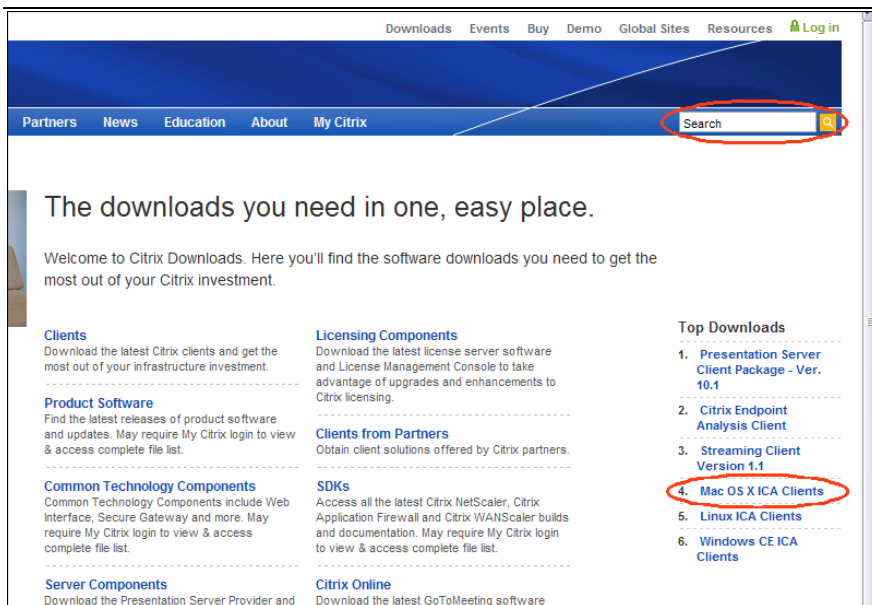
1.0 Overview

Note: Blackbaud recommends that MAC users select Firefox as an alternative web browser to Internet Explorer. Safari cannot be used as a web browser when accessing Blackbaud.

2.0 Main Steps

1. Goto <https://apps.blackbaud.com> and press ENTER.
2. Enter your user name and password, and log in.
3. In the Message Center window, click the "Citrix client download site."
4. Under Top Downloads on the Citrix client download site, click MAC OS X ICA Clients.

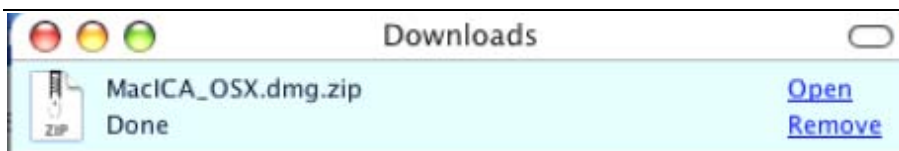
Blackbaud.com Apps site > Message Center Window > Citrix client download site



Note: If Top Downloads does not include MAC OSX Client, you can search for it in the search field at the top right of the page.

5. Select your processor type from the available options, and click Download Now. If you are not sure, go to the Mac Icon in the upper right of your screen and select "About This Mac." This will tell you what processor you have.
6. On the Downloads screen, once it has completed, click Open.

Mac Completed Downloads Window



7. On the Citrix ICA Client screen, double-click the ICA Client.pkg icon. The Citrix ICA Client

Desktop > Citrix ICA Client icon



8. Installer appears. Click Continue.
9. Select a destination for the ICA client. If the Applications folder is not selected by default, select it as the destination. To do this, click Choose and select Applications as the destination folder. Click Continue to proceed.

Citrix ICA Client Installer > Select a Destination Screen



10. Click Install to complete the installation of the ICA client.

3.0 Support

- Additional CSU East Bay documentation can be found at: www.csueastbay.edu/training
- Send questions to the Service Desk via a ticket at: www.csueastbay.edu/servicedesk