

## 1.0 Main Steps

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1. Open your web browser.
2. Goto <https://apps.blackbaud.com> and press ENTER.
3. Enter your user name and password, and log in.
4. In the Message Center window, click "**Download the ICA Client for Windows**"

*Blackbaud.com Apps site > Message Center Window*

### Message Center

[Training](#)

[Hosting Services](#)

[System Requirements](#)

[Blackbaud Contact Information](#)

For more information about other applications available from Blackbaud, please visit our website: [www.blackbaud.com](http://www.blackbaud.com). The Message Center displays any information or error messages that may occur.



You do not have the MetaFrame Presentation Server Client (ActiveX) for 32-bit Windows installed on your system. You must install the client to launch applications.

Select the icon below to install the client.



[Download the ICA Client for Windows](#)

Other clients are available from [the Citrix client download site](#)

5. If you are using Internet Explorer, click "**Run**". It will prompt twice.
6. If you are using Firefox, it will download a file named "**ica32web.msi**" Once complete, locate the file and double click to run it.
7. Click Next and then accept the license agreement.
8. In the Client name window, check the "**Use machine name as client name.**"
9. **Note:** If you do not know your computer name, you can use your office location followed by your first initial and last name > WA800-JSMITH
10. Click Next
11. Click Finish. You have successfully installed the Citrix Client

## 2.0 Support

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