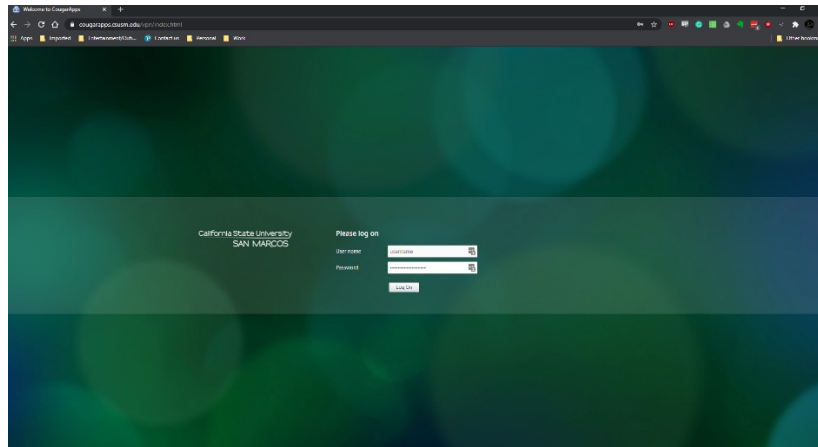
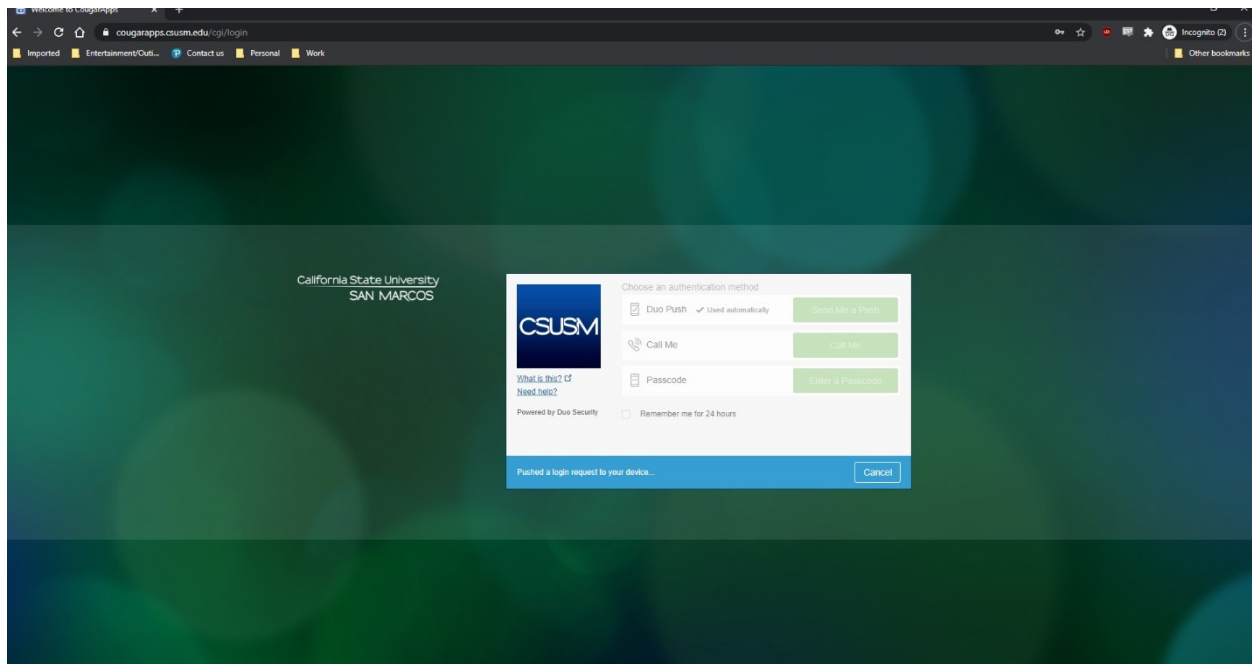


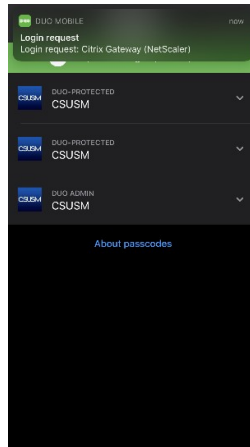
Browse via Mozilla Firefox or Google chrome to <https://cougarapps.csusm.edu> and log in with just your CSUSM username & password

**\*\*Do NOT include @csusm.edu, as that will cause an error\*\***



You will be prompted to accept a DUO push to your mobile device

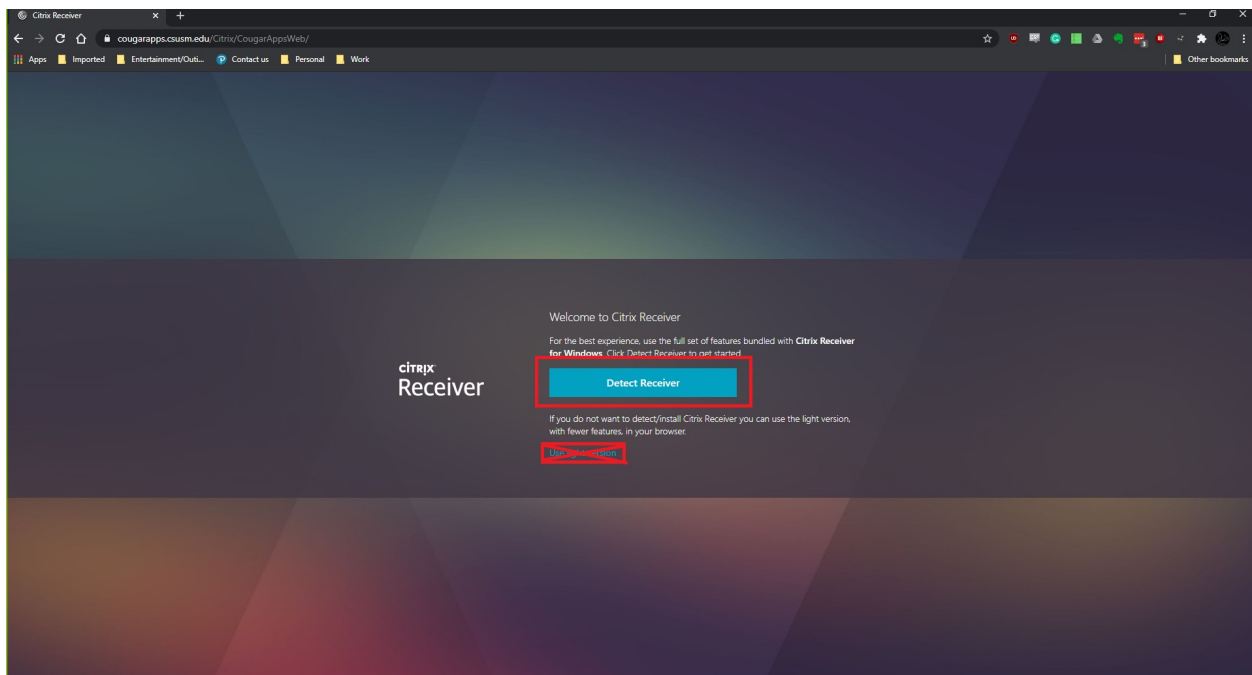


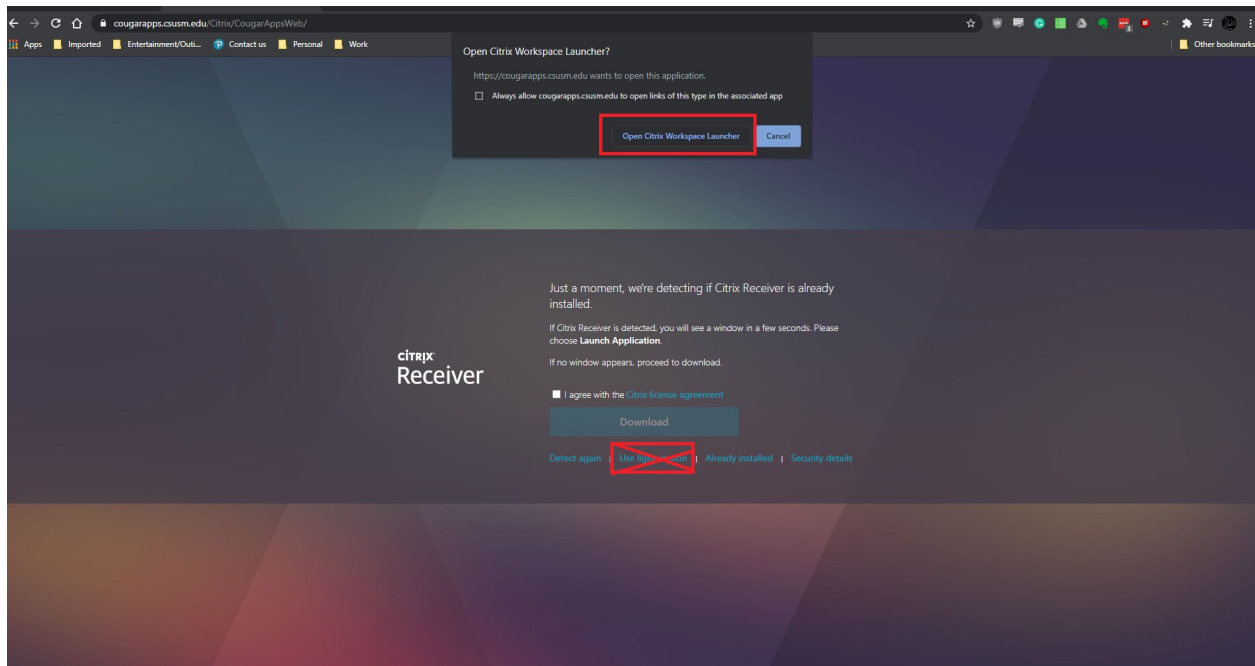


After accepting the DUO push on your mobile device, you will proceed as normal

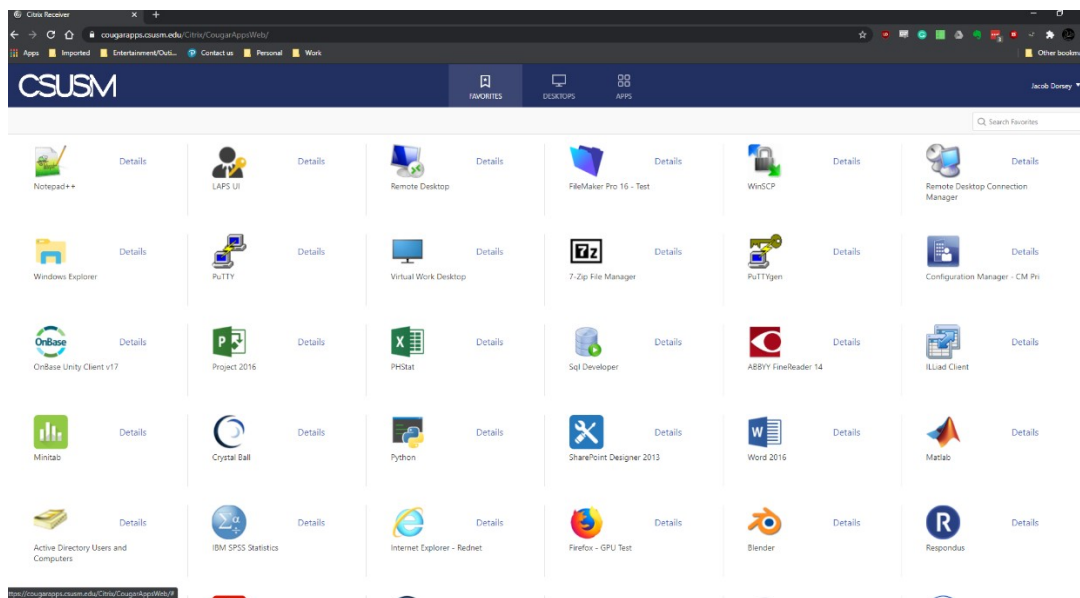
Click “Detect Receiver”

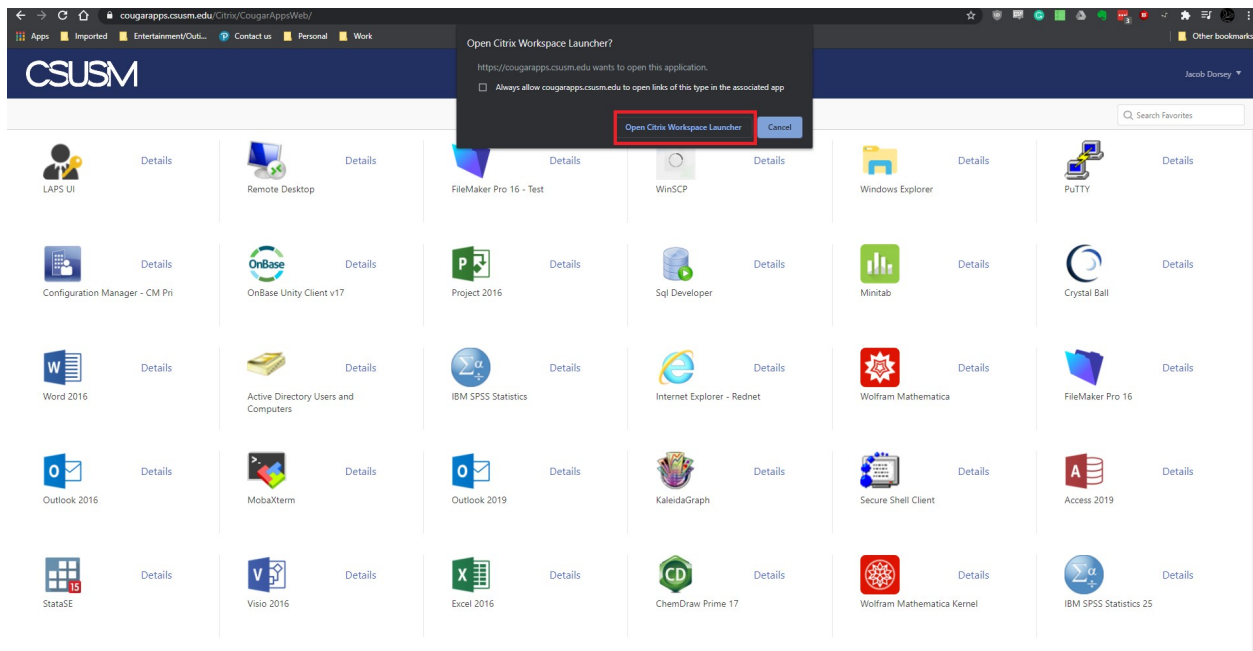
**\*\*Do NOT click “Use Light Version”\*\***





Once you see the list of apps, select an app to launch it, then select “Open Citrix Workspace Launcher”





## **Common Problems:**

- The app launches a new tab and the window is black
  - You need to make sure to have the Citrix Workspace Installed, and select “Detect Receiver” when logging in
- I am getting the error “We’re sorry, access is not allowed because you are not enrolled. Please contact your organization’s IT help desk for assistance”
  - Make sure you’re logging in with just username & password. If you include @csusm.edu you will get an error
- Why can’t I sign into the Citrix Workspace?
  - Logging in through the Citrix Workspace is currently not supported, we will add that feature later on