

# desktop ANYWHERE

## Downloading the Citrix Client

(Windows 7, Vista and XP)

(Mac OSX 10.5 or above)



If you are using **desktop ANYWHERE** for the first time on any of the operating systems listed above, you can download the Citrix Client. This is a small piece of free software which makes the connection and takes very little time to install. This software will stay on your computer so that you should not have to install it again.

*Remember: Only install the Citrix Client from the Software Downloads page (not from the Citrix website or anywhere else). Once installed, you should not attempt to upgrade, this even if prompted via your computer automatic process because **desktop ANYWHERE** may not be compatible with other clients.*

- Open your web browser and go to our software download site at [www.northumbria.ac.uk/downloads](http://www.northumbria.ac.uk/downloads)

**Note:** *If you are using a wireless laptop on campus please connect to the **NU Simply Web** wireless network.*

- Click the Citrix Client link for your operating system.

Windows	Mac
<ul style="list-style-type: none"><li>• When prompted to run or save the file, select <b>Run</b> and select <b>Run</b> once again when prompted <b>Do you want to run this software?</b></li><li>• The <b>Citrix XenApp Web Plugin</b> box will display the installation progress</li></ul>	<ul style="list-style-type: none"><li>• If prompted click Continue to access the Citrix Online Plug In</li><li>• Click the icon to install the Citrix Online Plugin.pkg and follow the installation instructions</li></ul>

- When the installation has completed successfully, click **Close** and restart your computer to ensure that the client is fully installed.
- You can now logon to **desktop ANYWHERE** using your Northumbria username and password at [www.northumbria.ac.uk/it/dta](http://www.northumbria.ac.uk/it/dta)

If using wireless connect to the NU Desktop Anywhere wireless network, then open your web browser and go to <https://dta.northumbria.ac.uk>

For further help and advice search online in IT KnowHow or contact the IT Helpline:

# IT Helpline

Tel: 0191 227 4242  
Freephone: 0800 923 4242  
Text: +44 77 81 48 27 86  
Email: [it.helpline@northumbria.ac.uk](mailto:it.helpline@northumbria.ac.uk)  
Online: [www.northumbria.ac.uk/it/knowhow](http://www.northumbria.ac.uk/it/knowhow)

**Open 24 hours  
Every Day  
All year round!**