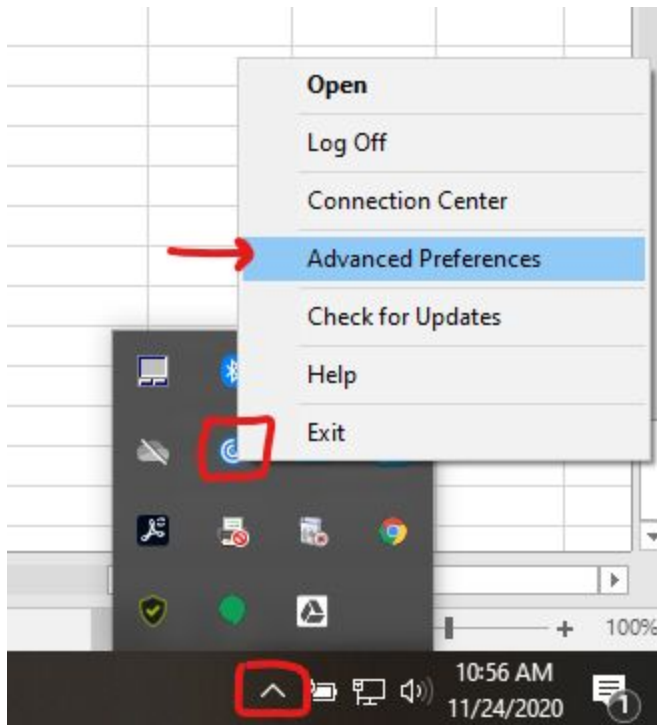


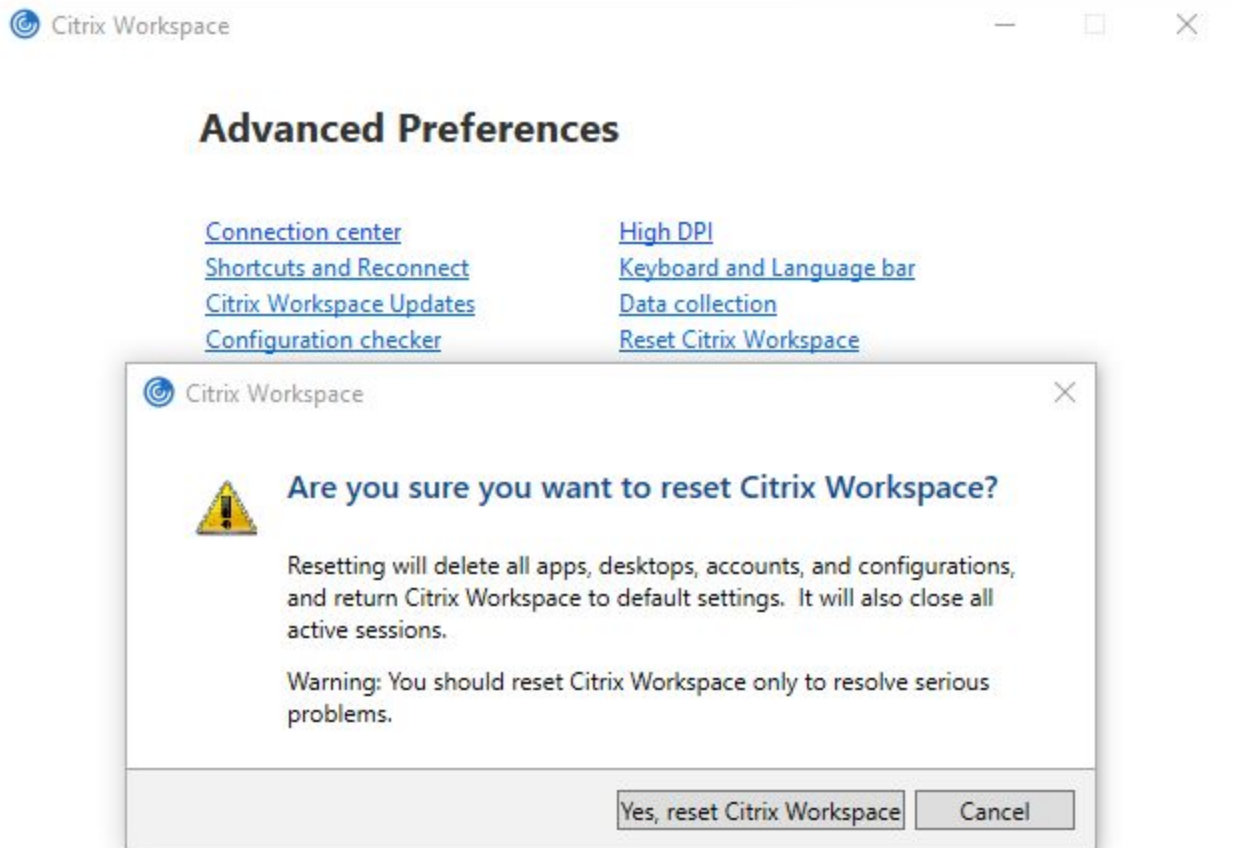
Windows

1. Make sure you're using the long term service release of the Citrix Workspace app (19.12.2000). Download it here: <https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-1912tsr.html>
2. Reset your Citrix Workspace app to remove old addresses. Right click on your Citrix Workspace app in the system tray and choose "Advanced Preferences".




Pointing Citrix Workspace to a New Address

3. Click on “Reset Citrix Workspace”, then again on “Yes, reset Citrix Workspace.” Close the Advanced Preferences window.



Pointing Citrix Workspace to a New Address

4. **Open Citrix Workspace and add your account at the new address:
iv.cascadetech.org**

 Add Account ✕

Add Account

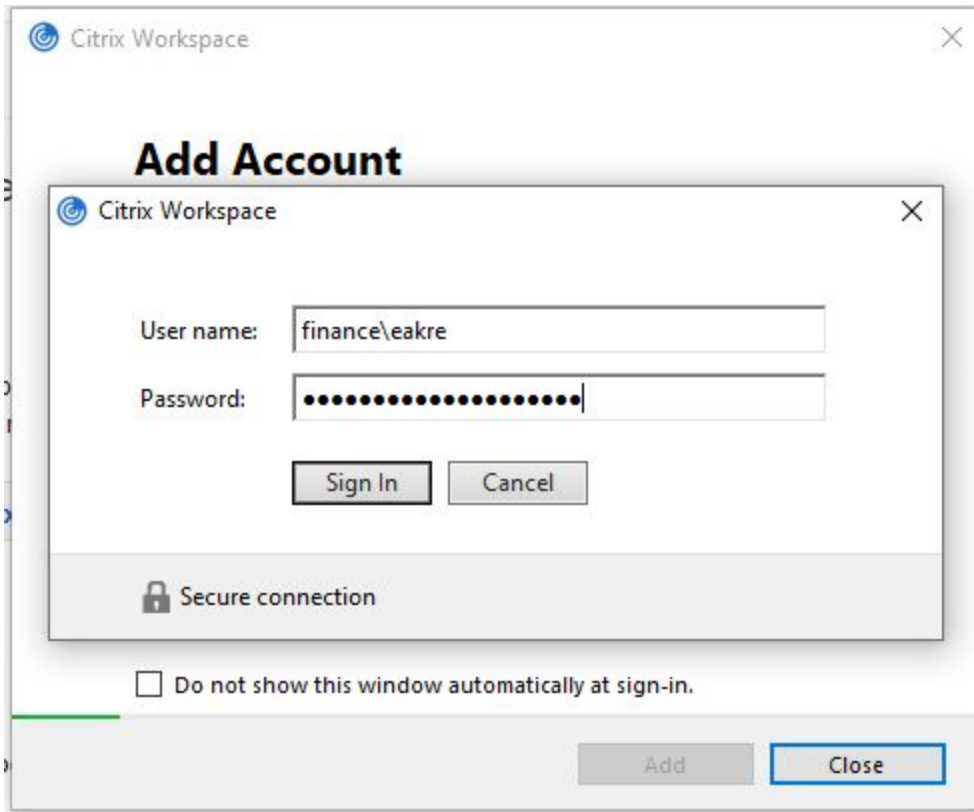
Enter your work email or server address provided
by your IT department:

Add

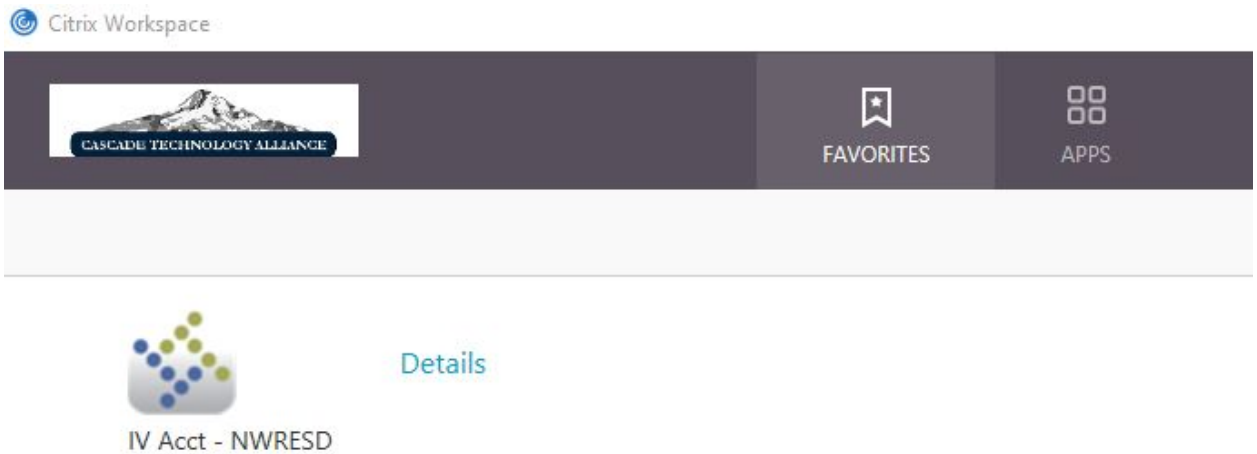
Close

Pointing Citrix Workspace to a New Address

5. Enter your credentials, starting with “finance\”

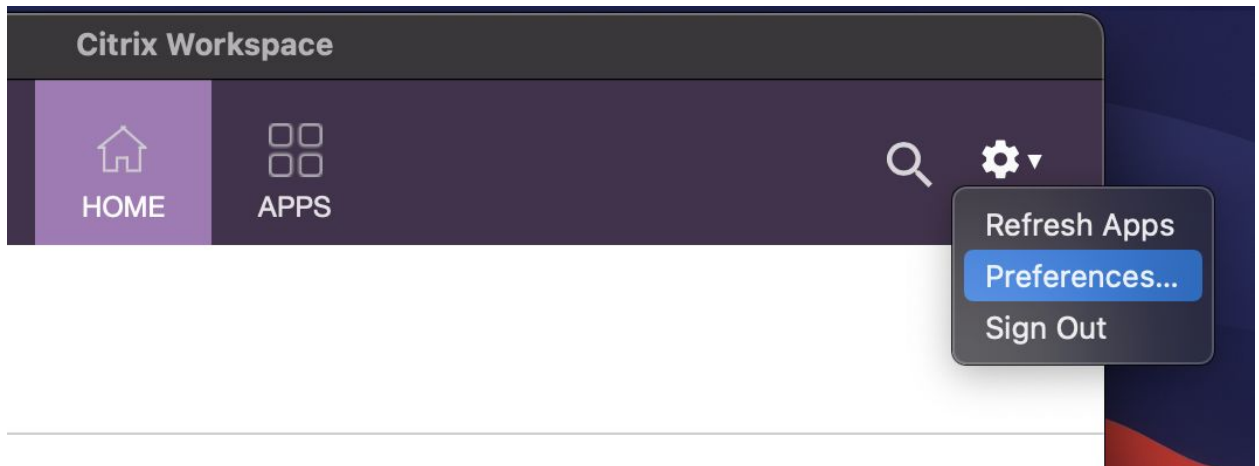


6. Your Citrix Workspace app should populate with your district connection.

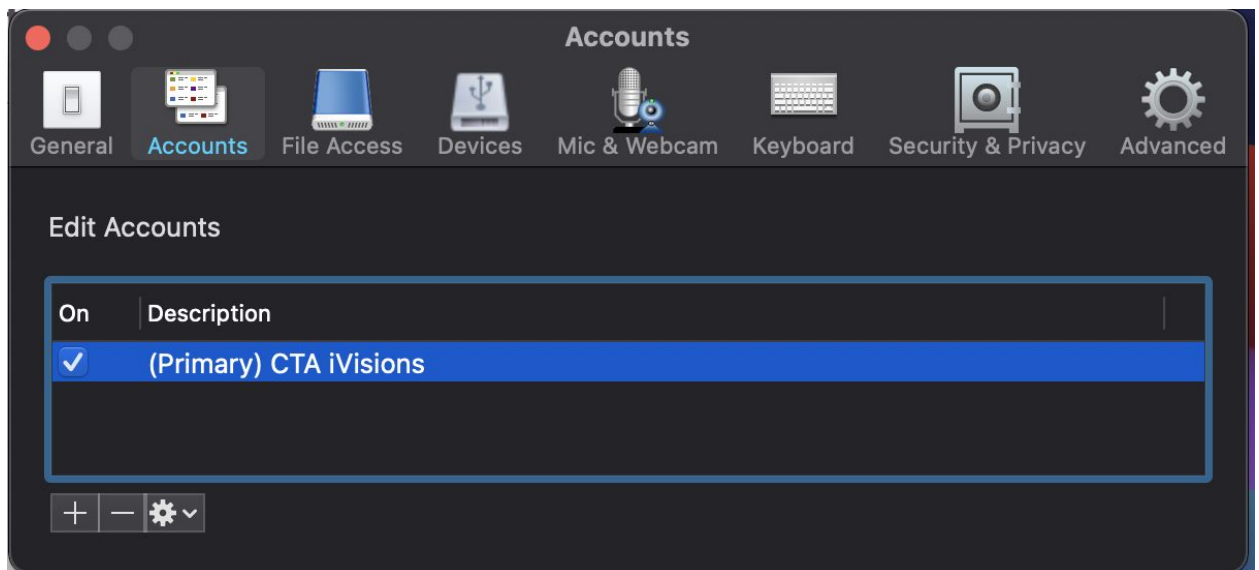


Mac

1. Make sure you're using the recommended version of Citrix Workspace for Mac (2010). Download it here: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
2. To remove the old account (location) from Citrix Workspace, open "Preferences".

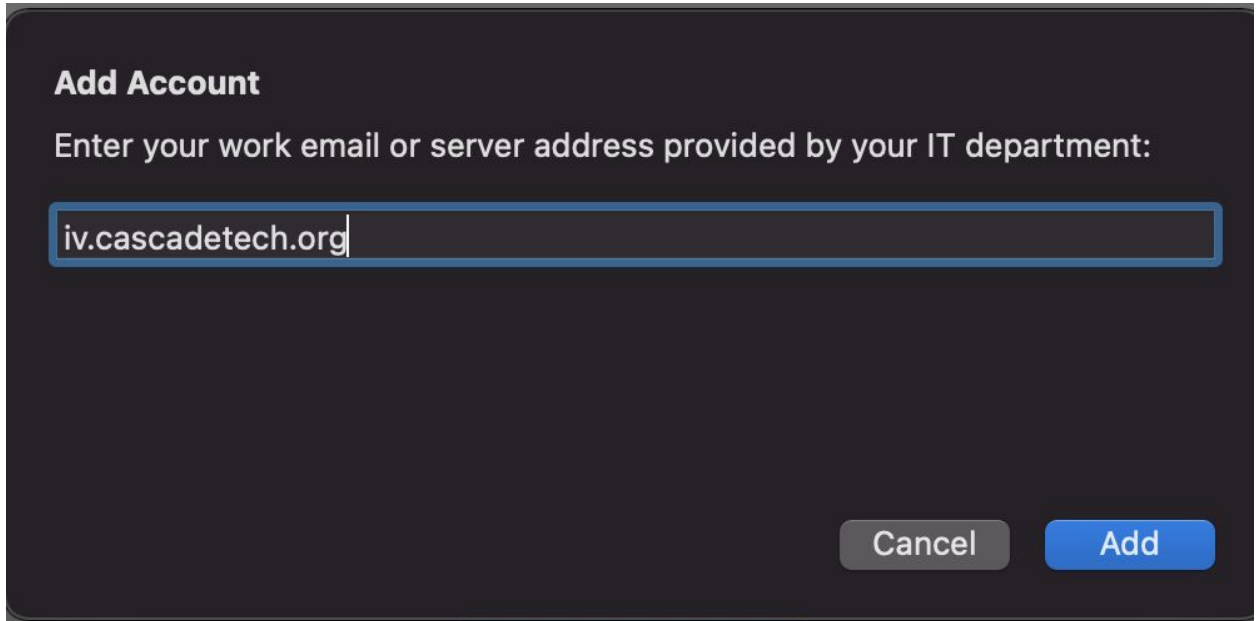


3. Choose the "Accounts" tab.



Pointing Citrix Workspace to a New Address

4. Use the “-” button to remove the old account (CTA Visions). Then use the “+” button to add the new account (location).

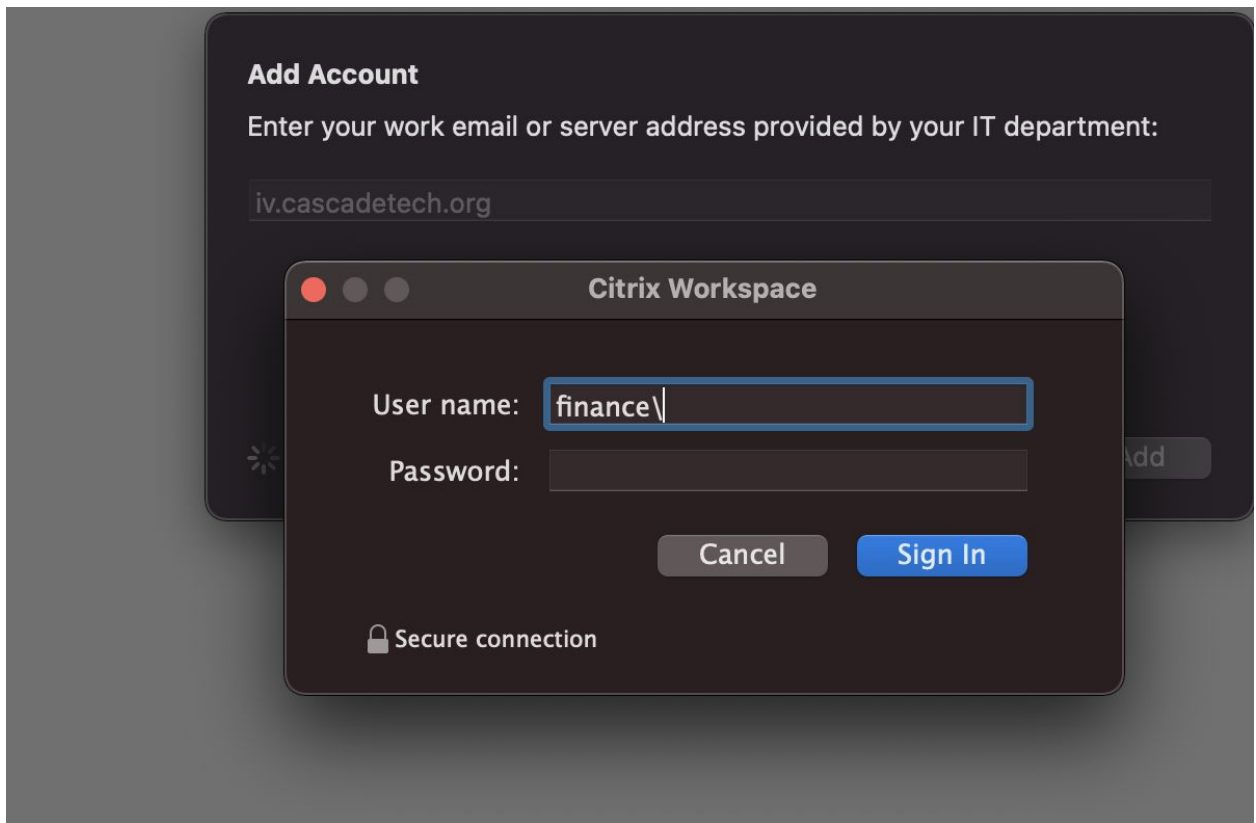


Add Account

Enter your work email or server address provided by your IT department:

Cancel Add

5. Enter your IV credentials, beginning with “finance\”.



Add Account

Enter your work email or server address provided by your IT department:

Citrix Workspace

User name:

Password:

Cancel Sign In

Secure connection

Pointing Citrix Workspace to a New Address

6. Add the new account to favorites so it will show up on the first screen.

