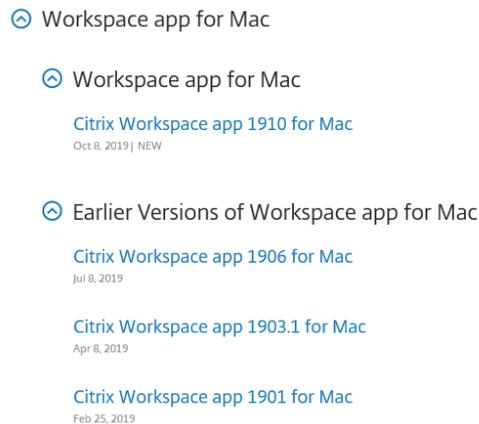


Install Instructions for GlobalSign Certificates on Apple MAC

1. If this is the first time you have used remote access from your MAC you will need to ensure Citrix Receiver is installed, download from <https://www.citrix.com/en-gb/downloads/workspace-app/>
2. The latest version of 'Workspace app for Mac' is only compatible with recent operating system (OSX) versions. If you have an older version of OSX you will have to use the earlier versions of Workspace link.



The screenshot shows a list of download options for the Citrix Workspace app for Mac. It includes three main categories, each with a circular icon containing a right-pointing arrow:

- Workspace app for Mac**
 - [Citrix Workspace app 1910 for Mac](#)
Oct 8, 2019 | NEW
- Earlier Versions of Workspace app for Mac**
 - [Citrix Workspace app 1906 for Mac](#)
Jul 8, 2019
 - [Citrix Workspace app 1903.1 for Mac](#)
Apr 8, 2019
 - [Citrix Workspace app 1901 for Mac](#)
Feb 25, 2019

3. Download the certificate from the below link, this should save to your download folder.
<https://support.globalsign.com/customer/portal/articles/1219303-organizationslintermediate-certificates>

SSL RSA Certificates (Custom Chain)

If you want browsers to chain up to Root R3, a SHA-256 Root, instead of Root R1, a SHA-1 Root, then you must install this Intermediate Certificate on your web server instead of the one provided with the Certificate. *Note: This Intermediate Certificate has the same keys and same Certificate SubjectDN and will use this when provided in the TLS session so that their connections chain up to Root R3.*



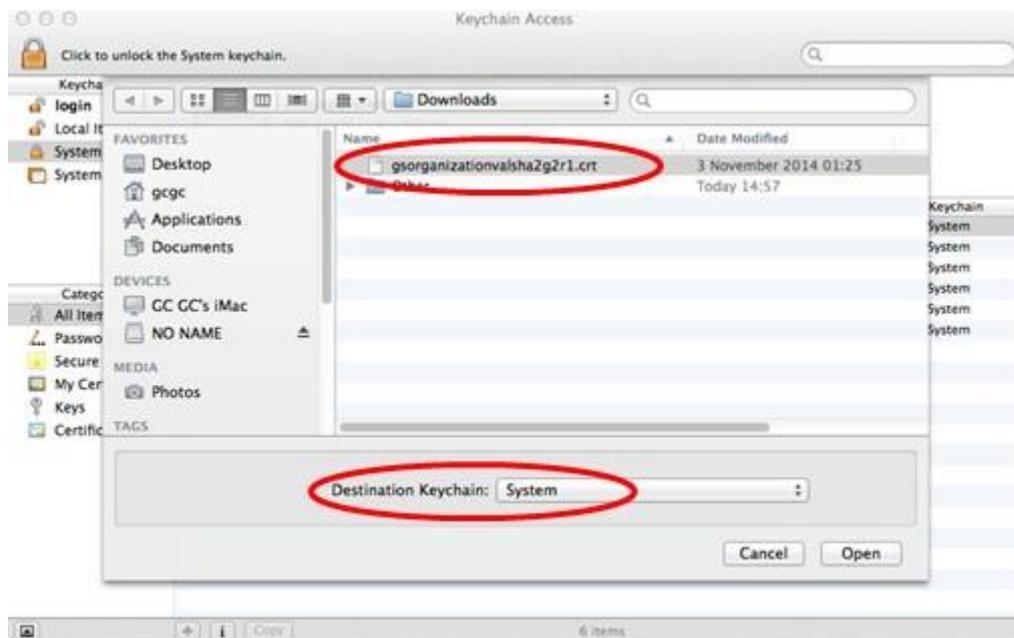
The screenshot displays the details of an 'OrganizationSSL SHA-256 R3 Intermediate Certificate'. The information is presented in a structured layout with a blue header and two buttons at the bottom:

- OrganizationSSL SHA-256 R3 Intermediate Certificate**
- GlobalSign Organization Validation CA - SHA256 - G2
- SHA256 • RSA • 2048
- Valid until: 02 August 2022
- Serial #: 04 00 00 00 00 01 31 89 c6 44 c9
- Thumbprint: ef 90 b2 b8 6f 47 56 eb e7 d3 6f f3 01 5d 63 52 3a 00 76 e9
- [Download \(Binary/DER Encoded\)](#)
- [View in Base64](#)

- Open the 'Keychain Access Manager', access this by navigating to your 'Application folder' and locating the 'Utilities' folder. An easier way to access this would be to do a 'Spotlight' search from the magnifying glass at the top right on your MAC, typing 'Keychain' should bring the 'Keychain Access Manager' to the top of the list.
- Open Keychain Access Manager. Navigate to File > Import Items.



- From the new window browse to the location where you downloaded the certificate, highlight 'gsorganizationvalsha2g2r1.cer'. Select 'System' as shown below, and then 'Open'.



- You will then be prompted to enter the 'Administrator' password for your MAC, which could be the primary user account.

8. Access <https://remotemfa.gateshead.gov.uk/vpn/index.html> and enter username and password. Then enter your 6 digit security code when prompted. You should now be able to choose your secure desktop.
9. If after choosing the secure desktop you receive a Citrix error, you may need to update/install the Citrix Workspace client. Follow Step 1.

Installing the single certificate in step 2 should allow you to gain access to your secure desktop. If you have NOT used remote access from home before, you have followed all of the above steps and you continue to have further problems you may need to ensure that you have previous certificates installed as older versions of the operating system (OS X) may still require these. First visit the same link as in step 2 but this time download the following certificate (gsorganizationvalg2.cer) and install using the same process as in step 3 to 6.

SHA-1 Orders June 26, 2011 and After



Failing this you may also need to access <http://online.gateshead.gov.uk/remotefaccess/> and install two certificates from the link outlined below, certificates should save to your download folder. These will be downloaded in a ZIP file, which will need to be extracted by double clicking on the ZIP file, then install the two certificates you extracted following steps 3 to 6.



er Client please click on the following link [Citrix Client](#)

click on the following link [GlobalSign Certificates](#) unzip the certificate file and on your workstation

on a Windows PC [GlobalSign Certificates Installation Instructions](#)

ates on a Mac [GlobalSign Certificates Installation Instructions](#)