

1. 請依序**安裝軟體**，確保新連線平台能正常運行.....[Page 2](#)
2. WFH - Citrix_**註冊雙因子** (**首次使用、重新註冊皆適用**).....[Page 3](#)
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4. WFH – Citrix**詳細登入安裝流程(軟體已安裝好可省略以下步驟)**– 下載Citrix主程式...[Page 7](#)



操作過程中如有任何問題、寶貴建議(回饋)，您亦可聯繫IT

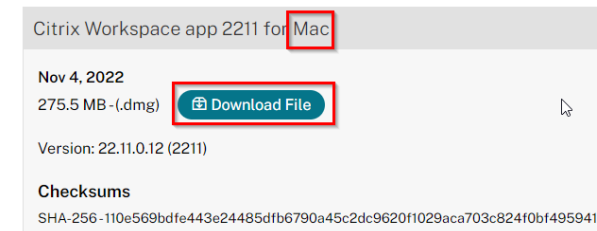
Contact Windows :
IT/Leo Ext.27777 or IT/Ryder Ext.25766 or IT/CK Ext.25611



請依序安裝下面軟體

1. 檔案名稱：Citrix Workspace app 2210.5 for Mac (請重新開機)

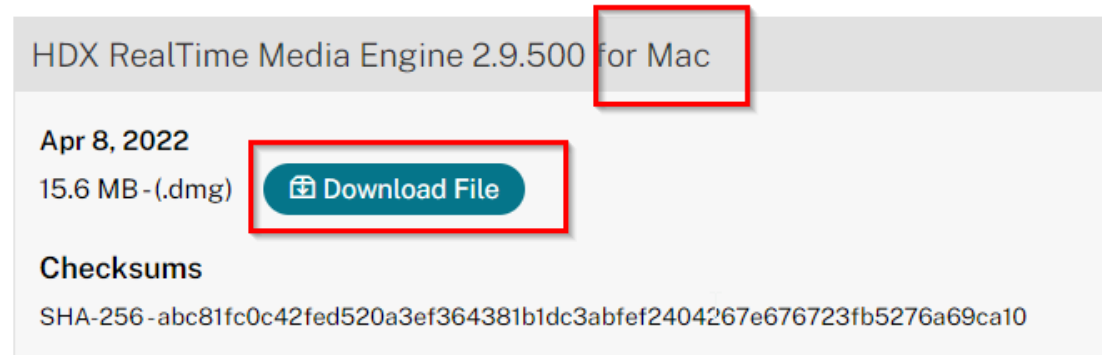
下載位置：<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>



2. 檔案名稱：HDX_RealTime_Media_Engine_2.9.500_for_Windows.mis

下載位置：

<https://www.citrix.com/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-29500.html>

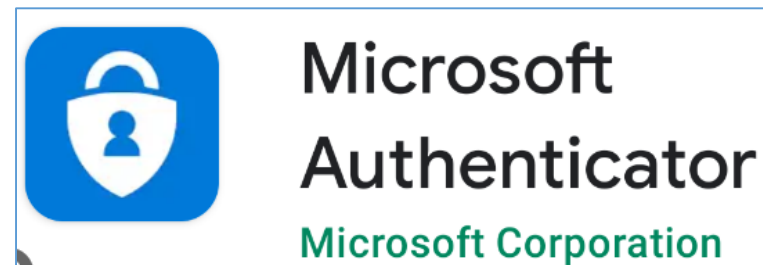
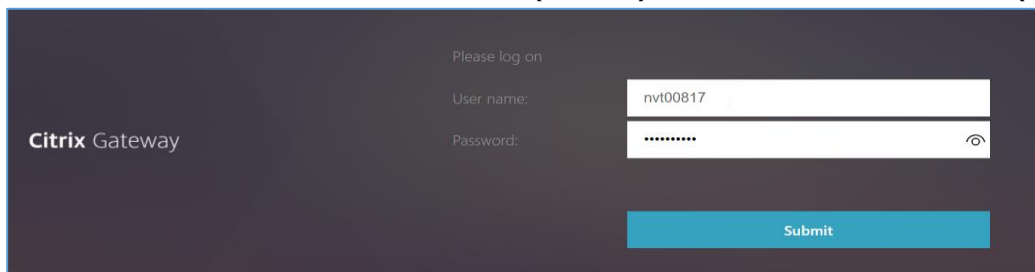


3. 檔案名稱：webexvdi.mis

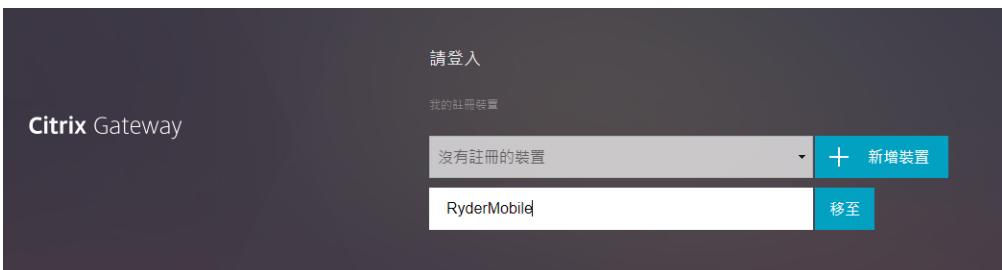
下載位置：<https://binaries.webex.com/vdi-mac-aws-gold/20221208010419/CiscoWebexVDIPlugin.pkg>

安裝完之後，請跳到下一頁，準備進入Citrix安裝教學...

1. 第一次使用請先在手機上安裝Microsoft Authenticator驗證軟體。(Android/iOS)
2. 輸入網址：<https://citrix.novatek.com.tw/manageotp>請使用複製貼上(在公司內的電腦進行雙因子驗證) 並輸入您的帳號User name(工號)、密碼Password(Windows login)

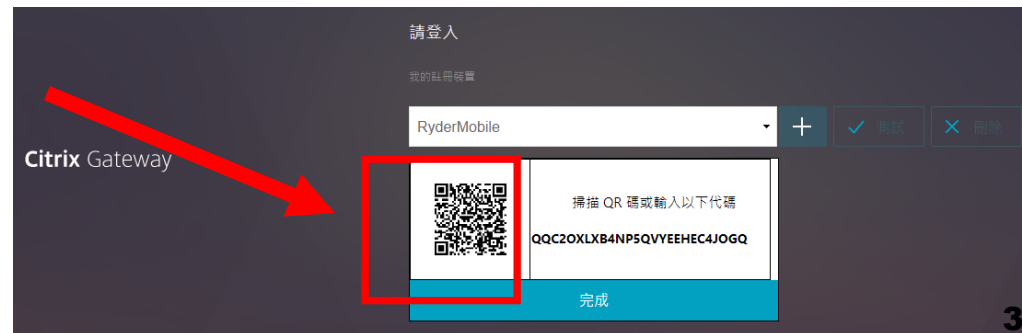


- 請點選【新增裝置】，並輸入一個容易識別的裝置名稱，如【RyderMobile】，點選【移至】

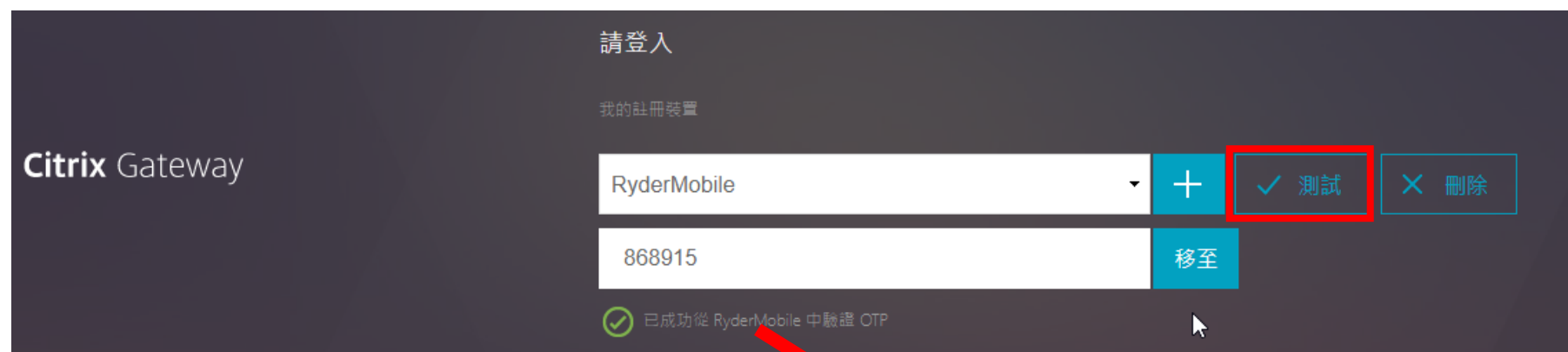
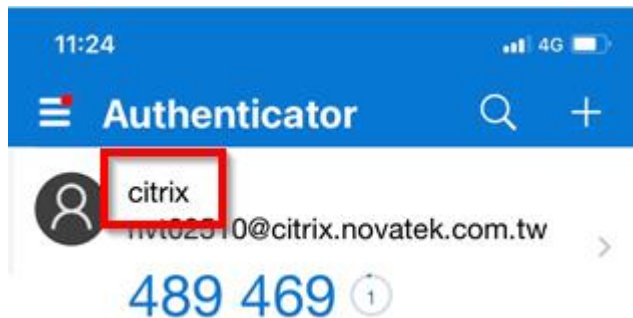


好識別即可

- 請使用手機上已安裝的Microsoft Authenticator驗證軟體，掃描網頁上出現的二維條碼QR Code
- 掃完後點擊[完成]，進行雙因子測試(下一頁)



- 設定成功後，點擊[測試]，在驗證網頁上輸入請點選**Microsoft Authenticator**驗證軟體上的6位驗證碼，再點選【移至】，會顯示 [已成功從xxxxxxx中驗證OTP]，表示成功驗證!

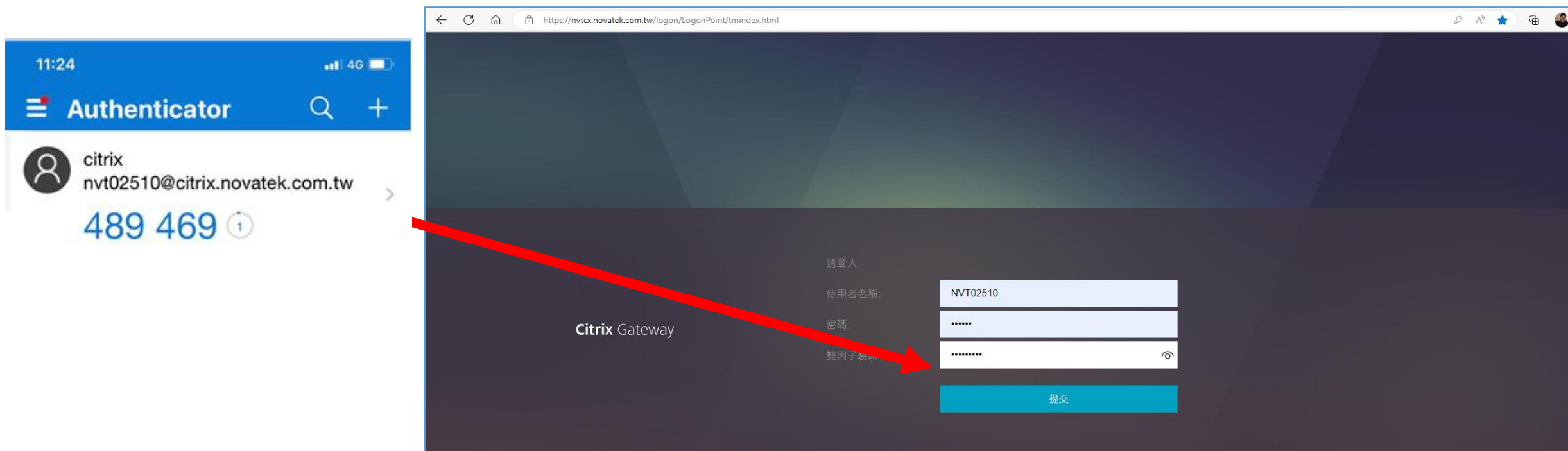


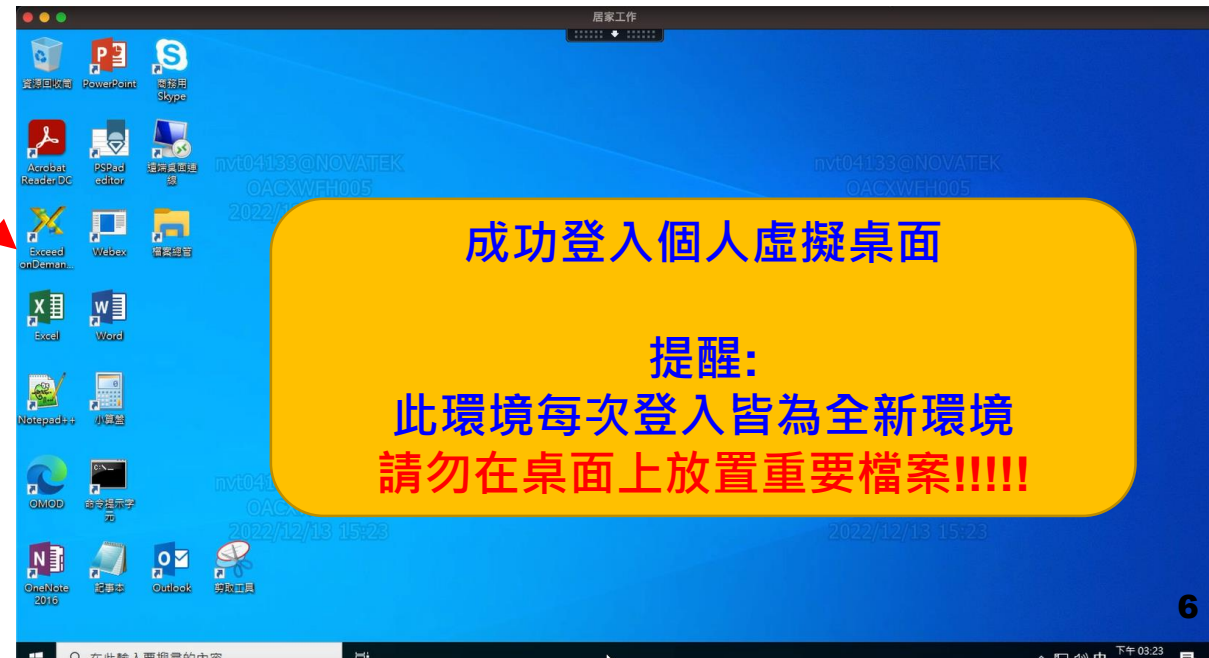
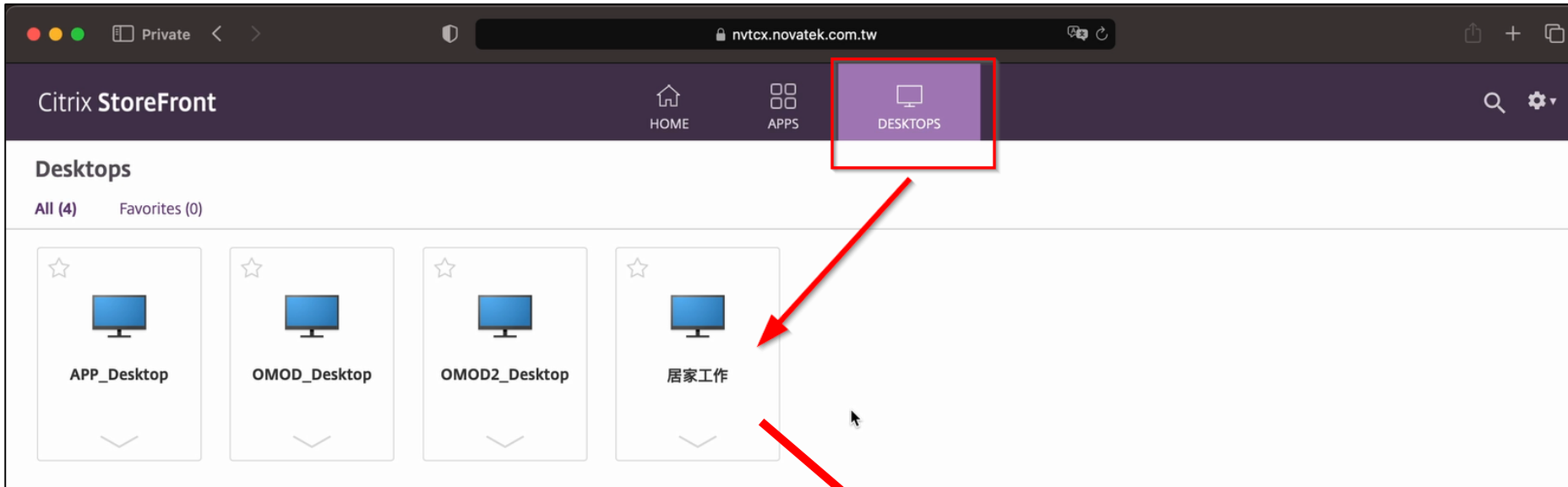
恭喜!!!! 已完成綁定雙因驗證!!
請至下一頁進行環境登入

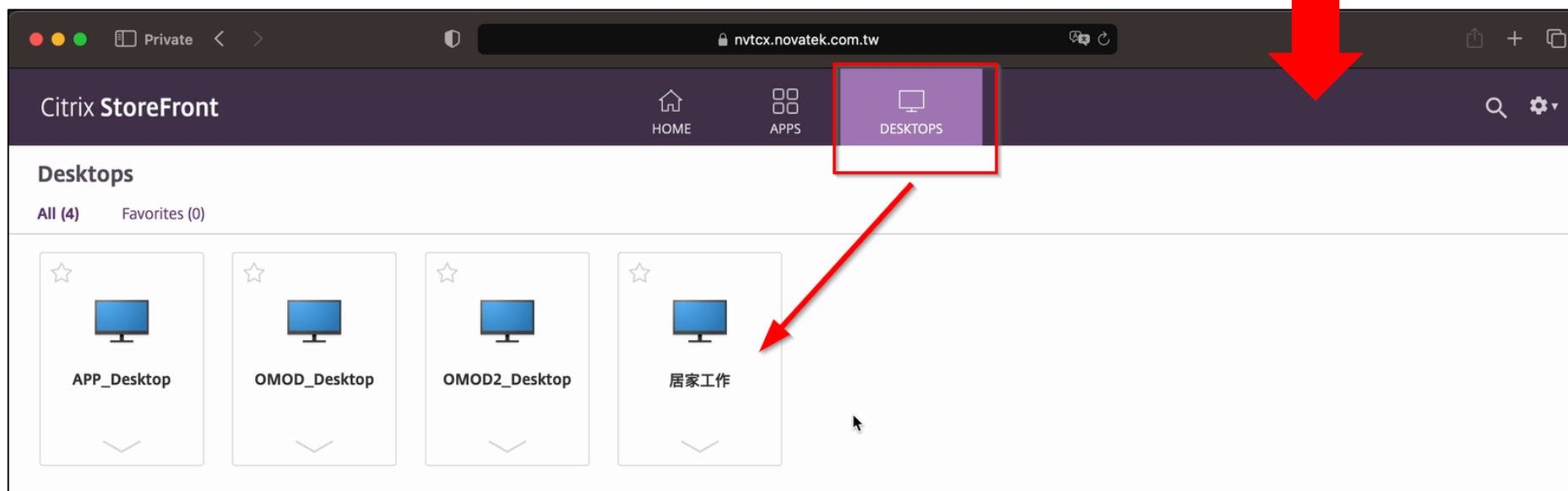
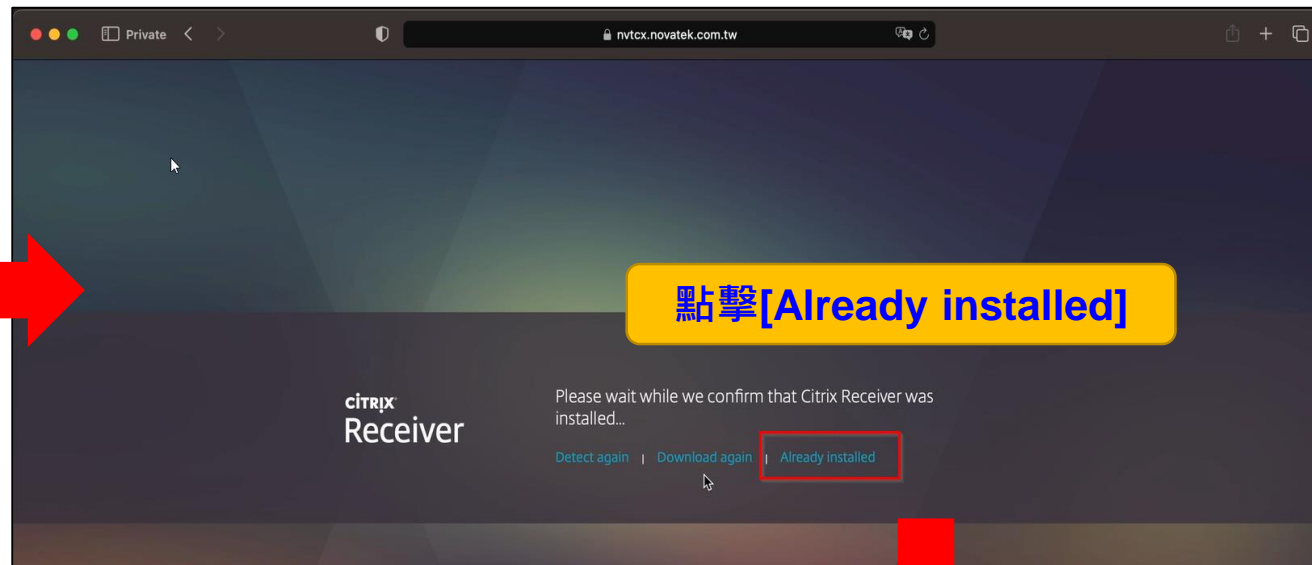
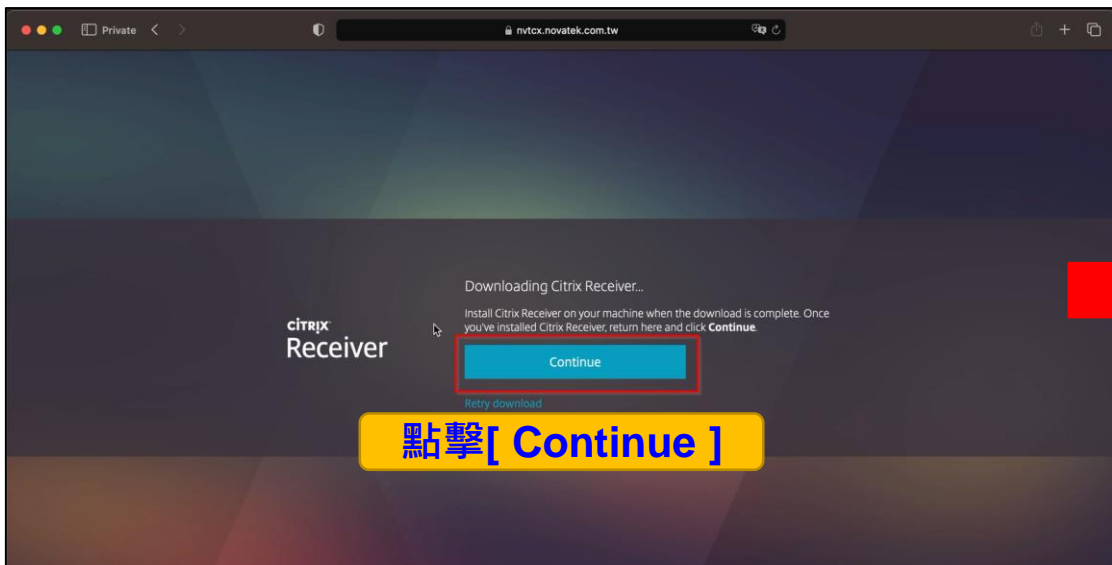
電腦版使用說明

1. 新入口連線網址，輸入：<https://citrix.novatek.com.tw/>

- 請輸入帳號 **User name(工號)**、密碼 **Password(Windows login)** 與雙因驗證 **Passcode(APP)**
- 雙因驗證 Passcode 取得方式 → 請開啟手機的 **Microsoft Authenticator 驗證軟體** 記下 **6位數** 驗證碼，並在網頁上輸入，再點選【Submit(提交)】。







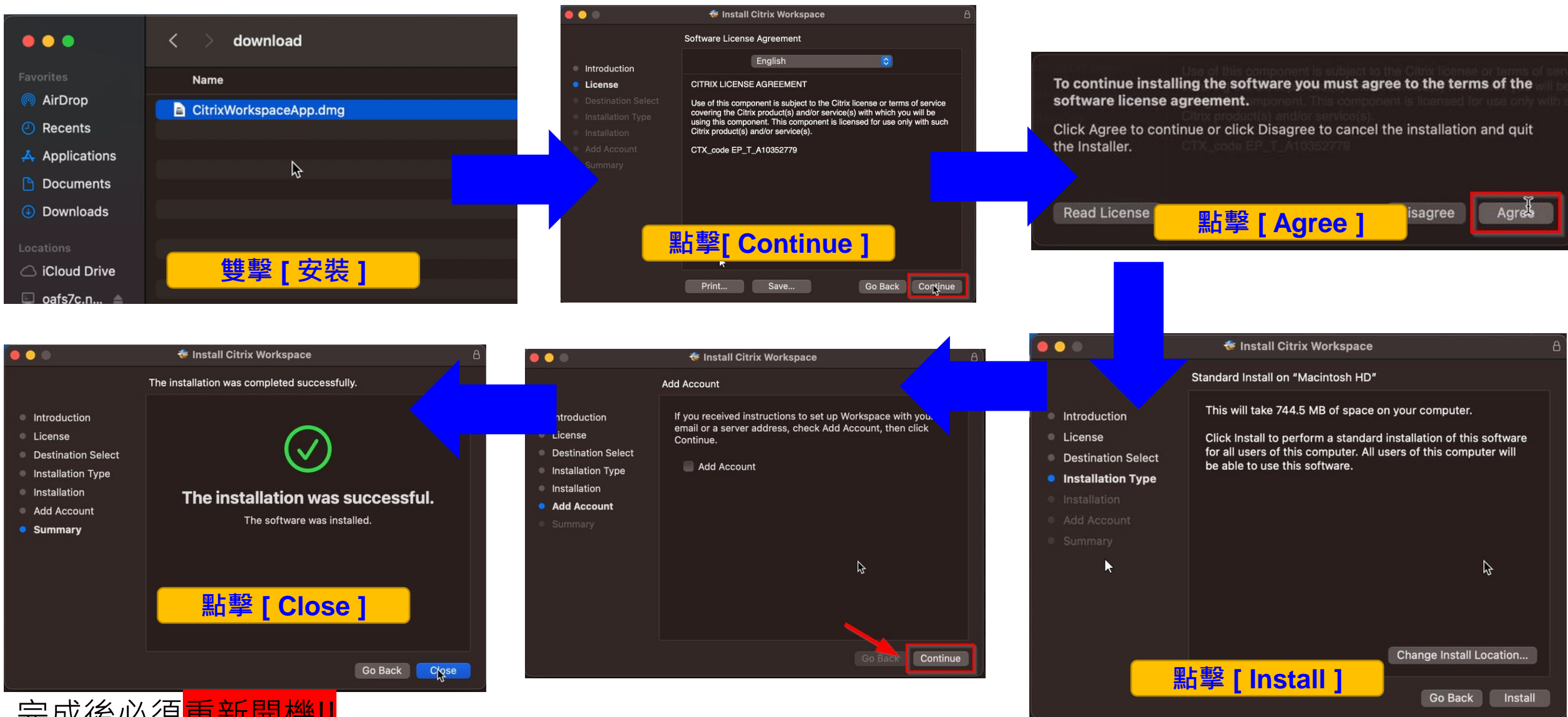
ps: 可能因為瀏覽器不同，導致無法自動下載Citrix Workspace主程式，解決辦法請見下一頁....

請至Citrix官網直接下載，下載接續安裝作業

<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html> (點擊此超連結)

The screenshot shows the Citrix website's download page for the Citrix Workspace app 2211 for Mac. The page features a dark purple navigation bar with the Citrix logo and menu items: Solutions, Products, Resources, Customers, and Company. Below the navigation bar is a breadcrumb trail: Home / Downloads / Citrix Workspace App / Workspace app for Mac / Citrix Workspace app 2211 for Mac. On the left side, there is a 'Find Downloads' section with a dropdown menu set to 'Citrix Workspace App' and a search box labeled 'Search Downloads'. Below this is a 'Support Resources' section with links for 'Product Documentation', 'Knowledge Center', and 'Support Forums'. The main content area is titled 'Citrix Workspace app 2211 for Mac' and includes a 'Release Date: Nov 4, 2022' box. Underneath, it lists 'Compatible with:' followed by a bulleted list of macOS versions: macOS 10.15 Catalina, macOS 11 Big Sur, macOS 12 Monterey (up to 12.6.1), and macOS 13 Ventura (13.0). A section titled 'Citrix Workspace app 2211 for Mac' displays the release date 'Nov 4, 2022', the file size '275.5 MB - (.dmg)', and the version 'Version: 22.11.0.12 (2211)'. A prominent blue 'Download File' button with a download icon is highlighted with a red rectangle. Below this, there is a 'Checksums' section with the SHA-256 hash: SHA-256-110e569bdfef443e24485dfb6790a45c2dc9620f1029aca703c824f0bf4959417.

點擊 [啟動] 後開始安裝Citrix Workspace，過程會需要一段時間(約5~20分鐘不等)，請耐心等待~



完成後必須重新開機!!