


Citrix Workspace Instructions

FIRGA Remote Desktop

Before connecting to the FIRGA Remote Computers and installing Citrix Workspace, you need to connect to the VPN. Please follow the VPN instructions below.


Windows Requirements

Windows 11: Make sure you have **version 24H2**

	Windows specifications	Copy ^
Edition	Windows 11 Enterprise	
Version	24H2	
Installed on	2024/10/03	
OS build	26100.4652	
Experience	Windows Feature Experience Pack 1000.26100.128.0	
	Microsoft Services Agreement	
	Microsoft Software License Terms	

Make sure that you have the latest Windows updates installed

Windows Update



You're up to date

Last checked: Today, 04:39

Check for updates v

Watch the video below on **how to install Citrix VPN (Citrix Secure Access)**

<https://youtu.be/yqcEZCaP2A8>

Document Instructions

Windows

Mac



(If you already have Citrix Secure Access **installed**, **connect** to the **VPN** and continue with the steps below)

Citrix Workspace Setup

Download the Citrix Workspace Software from [here](#). (You will need to install this app before you can access the link below)

The screenshot shows the Citrix website's 'Citrix Workspace app' page. The header includes the Citrix logo and navigation links: Solutions, Platform, Resources, Support, Partners, a search icon, 'Contact us', and a user icon. The main content area features the title 'Citrix Workspace app' followed by the tagline 'Everything you need — your apps, files and desktops — at your fingertips.' Below this is a paragraph describing the app as an easy-to-install client software for seamless access to applications, desktops, and data from various devices. A link 'Get Citrix Workspace app' with a right-pointing arrow is highlighted with an orange circle. To the right is a graphic showing a desktop monitor, a smartphone, and a tablet, all displaying the 'Workspace app' interface. Below the main content is a section for 'Citrix Workspace app FAQs' with an 'Expand all' link and two FAQ items, each with a dropdown arrow.

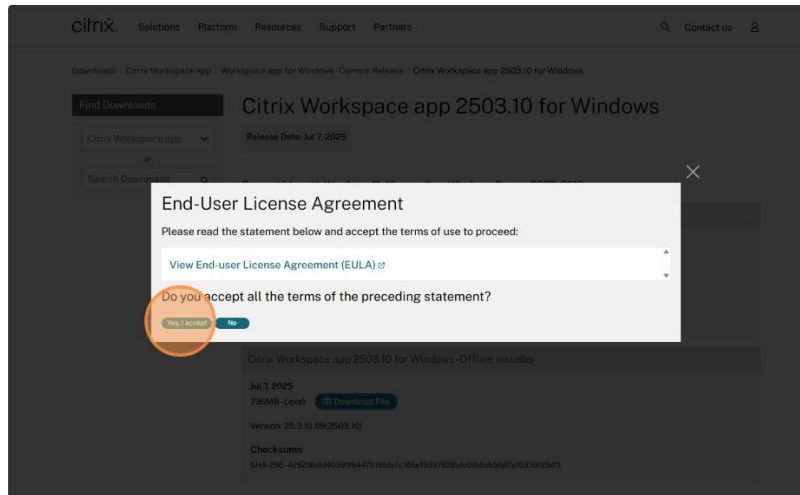
■ Download the latest version of Citrix Workspace for Windows

This screenshot shows the 'Downloads / Citrix Workspace app' page. It features a 'Find Downloads' sidebar with a dropdown menu set to 'Citrix Workspace app' and a search bar. The main content area is titled 'Citrix Workspace app' with an RSS subscription link. An 'Important note for end users' box advises contacting system administrators for setup information. Below this, a list of download options is shown with expandable arrows. The 'Workspace app for Windows - Current Release' section is expanded, showing two links: 'Citrix Workspace app 2503.2 for Windows' (dated May 22, 2025) and 'Citrix Workspace app 2503.10 for Windows' (dated Jul 7, 2025), with the latter link highlighted by an orange circle. Other options include 'Long Term Service Release (LTSR)' and 'Earlier Versions'.

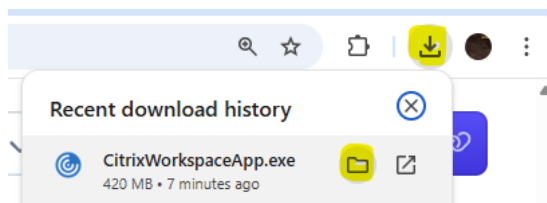
■ Click “Download File”

This screenshot shows the specific download page for 'Citrix Workspace app 2503.10 for Windows'. The breadcrumb trail at the top reads: 'Downloads / Citrix Workspace app / Workspace app for Windows - Current Release / Citrix Workspace app 2503.10 for Windows'. The page includes the same 'Find Downloads' sidebar. The main content area shows the release date as 'Jul 7, 2025' and compatibility with Windows 11, 10, and Windows Server 2022, 2019. Two download options are listed: 1) 'Citrix Workspace app 2503.10 for Windows' (419MB - .exe) with a 'Download File' button highlighted by an orange circle, and 2) 'Citrix Workspace app 2503.10 for Windows - Offline installer' (736MB - .exe) with its own 'Download File' button. Both sections include version numbers (25.3.10.69/2503.10) and SHA-256 checksums.

- Click **“Yes, I accept”**



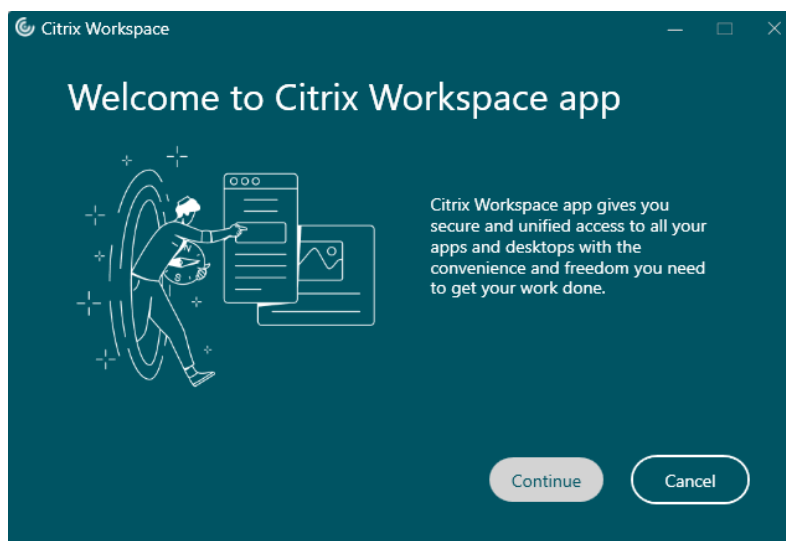
- Select the **Download icon > Show in Folder.**



- Right-click **“CitrixWorkspaceApp” > Run as administrator**



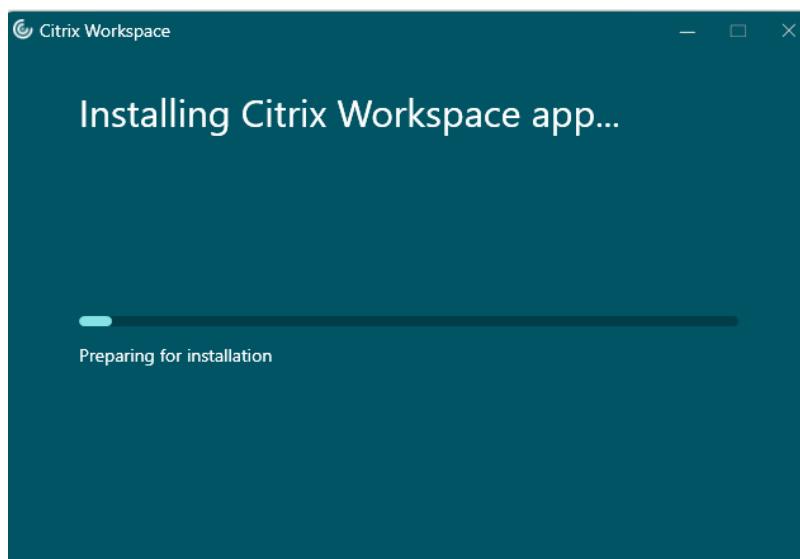
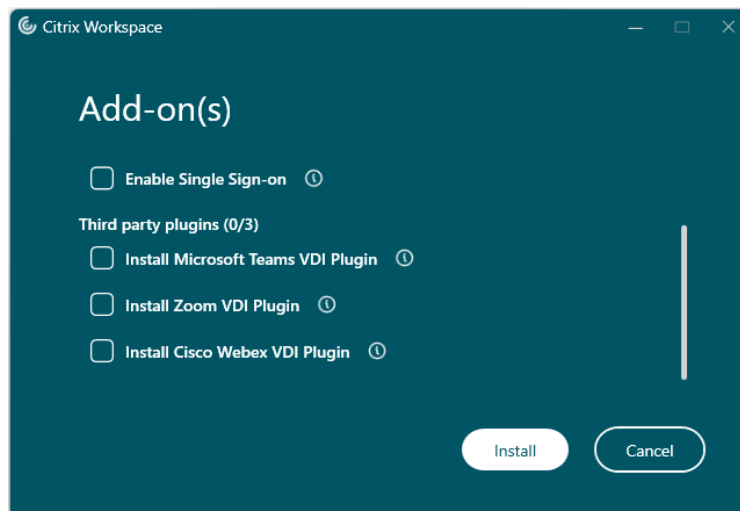
- Select **Continue**



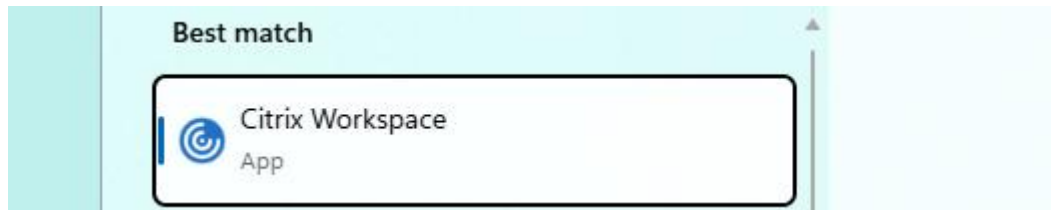
- Tick “I agree” > **Continue**



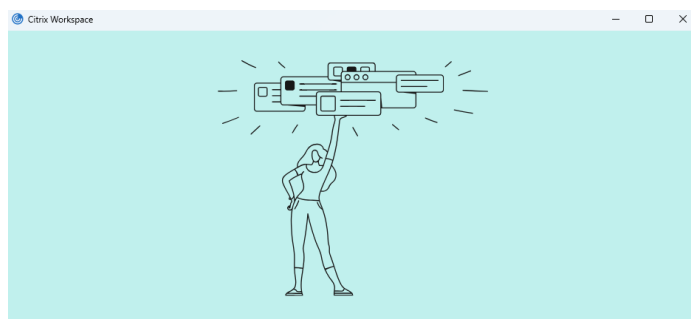
- **Do not** click any of the add-on(s) > **Install**



- Windows search > Citrix Workspace



- Enter the following URL <https://stbcitrix.sun.ac.za/>

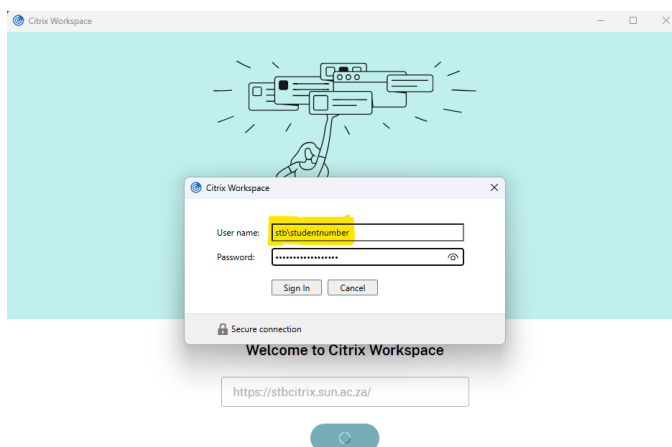


Welcome to Citrix Workspace

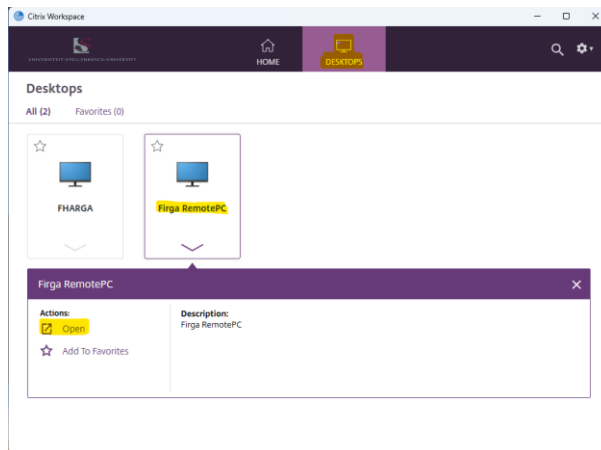
<https://stbcitrix.sun.ac.za/>

Continue

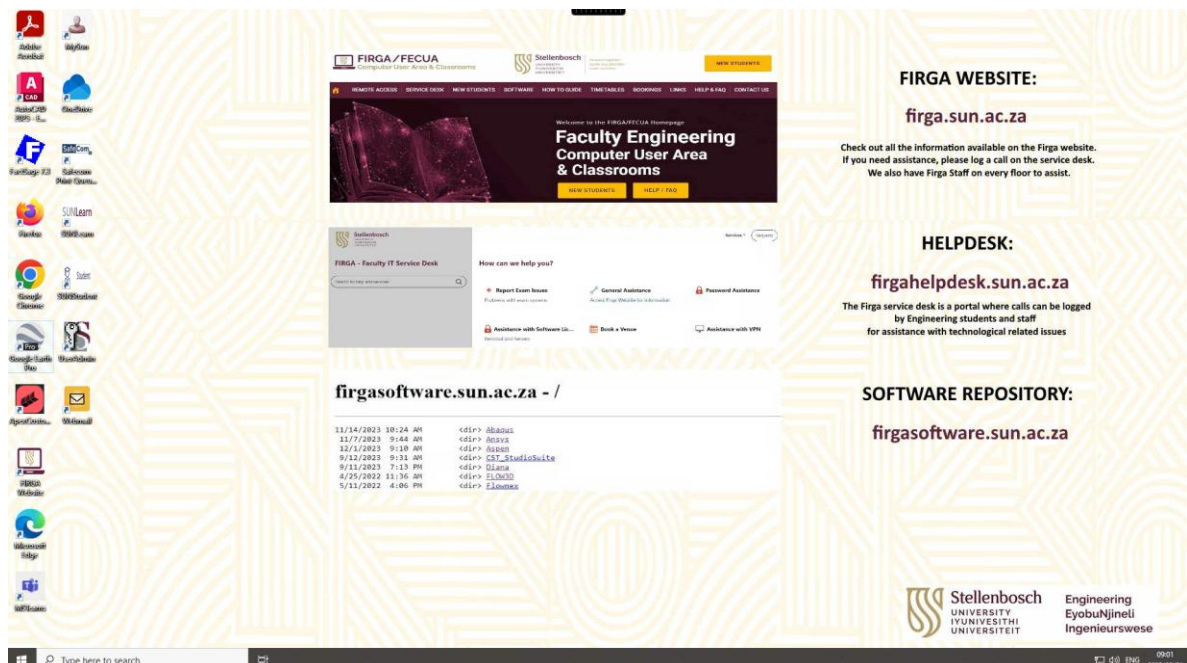
- Enter your **username** (STB\studentnumber) and **password**



- Select the **Desktop Icon > Firga RemotePC > Open**



- You have now logged into the FIRGA Computer successfully.

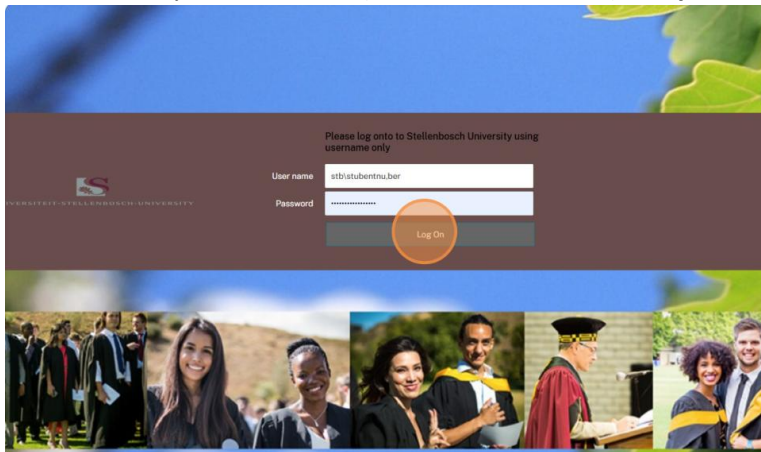


!!! Important to note !!!

- Save all information on the network, as you are **not guaranteed** to get the same computer every time.
- When you are on Campus, you save your work to C:\Temp on the local computer, but now you are not working on the same computer every time, thus making sure your data is saved on the network.

Alternatively, you can connect to the FIRGA remote computers using the link below

- Navigate to <https://stbcitrix.sun.ac.za/vpn/index.html>
- Enter your **username** (STB\studentnumber) and **password**



- You have **now** logged into the FIRGA Computer successfully.

FIRGA WEBSITE:
firga.sun.ac.za

Check out all the information available on the Firga website. If you need assistance, please log a call on the service desk. We also have Firga Staff on every floor to assist.

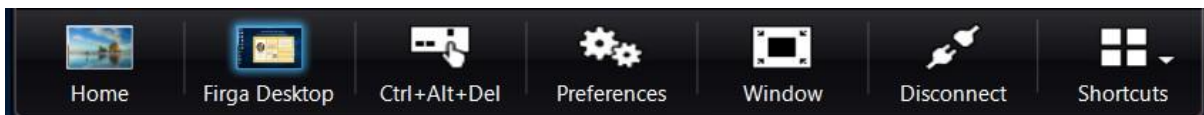
HELPDESK:
firgahelpdesk.sun.ac.za

The Firga service desk is a portal where calls can be logged by Engineering students and staff for assistance with technological related issues

SOFTWARE REPOSITORY:
firgasoftware.sun.ac.za

Stellenbosch UNIVERSITY
Engineering
EyobuNjineli
Ingenieurswese

- For more information click on the top icon

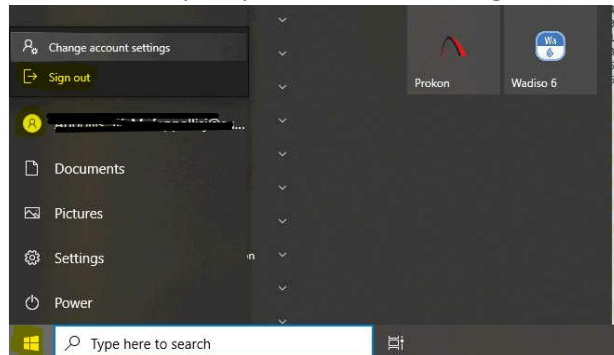


- **Home:** This will be the computer you use at Home
- **Firga Desktop:** This will be the remote computer you are connecting to
- **Ctrl+Alt+Del:** We use this to check the task manager or sign-out
- **Preferences:** Your connection preferences
- **Window:** To resize the Window

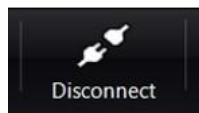
- **Disconnect:** To disconnect your remote session, but still stay active [**Not Recommended**]

Shortcuts: These will be shortcuts you prefer to create

1. To **Sign out** after you are done, do the following
2. Click on **Start**, your profile name, then **Sign out**



Note: We do not recommend using the Disconnect Option as this will prohibit another student from using the computer; rather, Sign Out (as per instructions above)



If at any stage during these instructions you receive errors (such as permission denied), browse to <https://servicedesk.sun.ac.za> and log a service request.