Caterease Connect: First Time Login

Windows computers -Citrix Receiver Install

1. Go to https://login.catereaseconnect.com
2. Login in with the username and password your received
3. Once you login click on "Detect Receiver"
4. Add a check to the box "I agree with the Citrix license agreement"
5. Click Download
6. The Citrix Receiver will download to your browsers download folder and then you'll need to double click it and install it
7. The Citrix Receiver will guide you through the install process
    a. If the Citrix Receiver asks you to provide an email address or to add an account, you don't need to do that, just close that window
8. Then click the "Continue" button in the browser window
9. You should be taken to your Caterease program icon, click on the icon one time and the Citrix Receiver should automatically launch the Caterease program

Mac computers – Citrix Receiver Install

1. Go to https://login.catereaseconnect.com
2. Login in with the username and password your received
3. Add a check to the box "I agree with the Citrix license agreement"
4. Click Install
5. The Citrix Receiver will download to your browsers download folder and then you'll need to double click it and install it
6. The Citrix Receiver will guide you through the install process
    a. If the Citrix Receiver asks you to provide an email address, you don't need to do that, just close that window
7. Then click the "Continue" button in the browser window
8. You should be taken to your Caterease program icon, click on the icon one time and the Citrix Receiver should automatically launch the program or you will need to go to the downloads folder in your browser and double click on the Receiver launcher
9. Then it will launch your Caterease program

If you have any questions or need assistance, please contact the Caterease Helpdesk at 239-261-6617 or help@caterease.com