
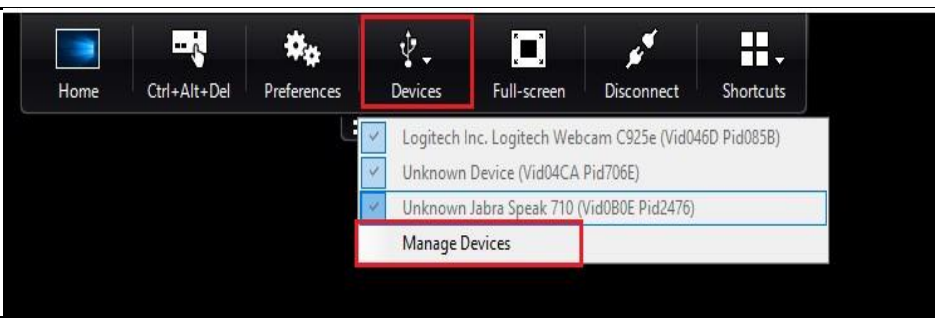
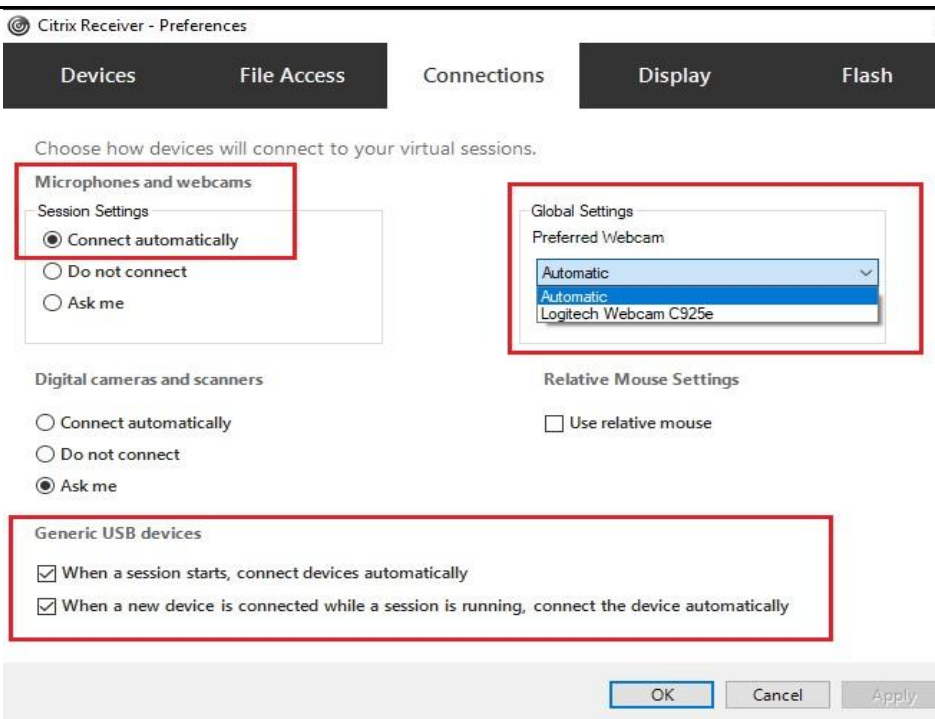


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Configuring Webcam and Headset to work through Citrix

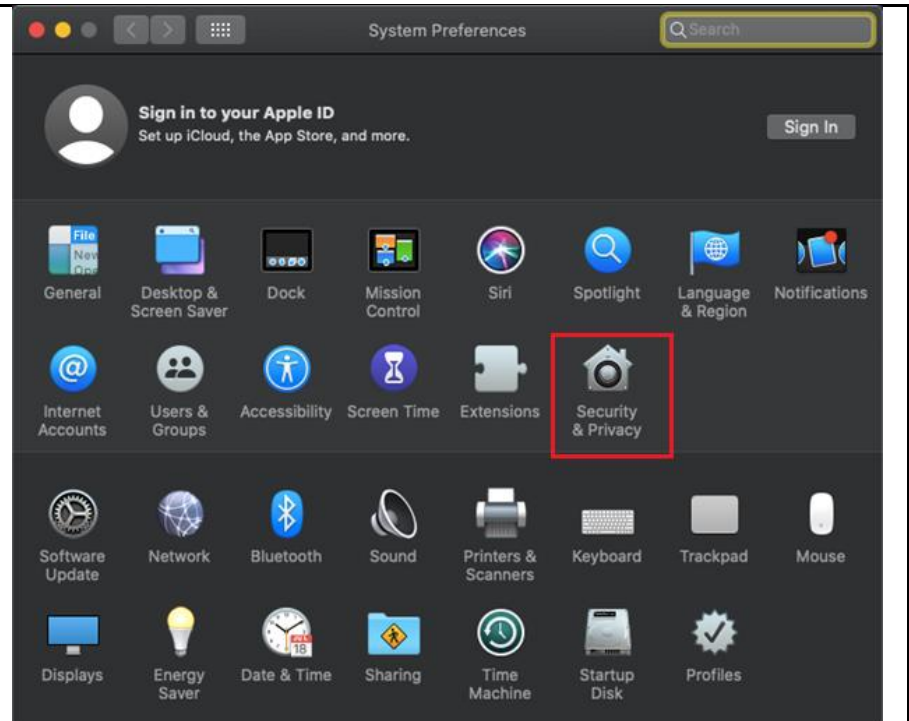
For Windows OS personal devices - Configuring Webcam and Headset in Citrix

| | |
|--|---|
| <p>After you connect to your bank HVD or Workstation click on the Citrix Receiver banner on the top of your screen</p> |  |
| <p>Click on Devices, then click Manage Devices</p> <p>Or Click on Preferences if you do not have a Devices option.</p> |  |
| <p>Under the Connections tab</p> <ul style="list-style-type: none">• Under Microphones and webcams click on “Connect Automatically”• Under Global Settings, select the Webcam you wish to use from the dropdown or leave as Automatic.• Under Generic USB Devices, select both checkboxes.• Under Global Settings select your preferred webcam or leave as default of “Automatic”• Generic USB Devices: Please check both boxes If this section does not exist please ignore. |  |

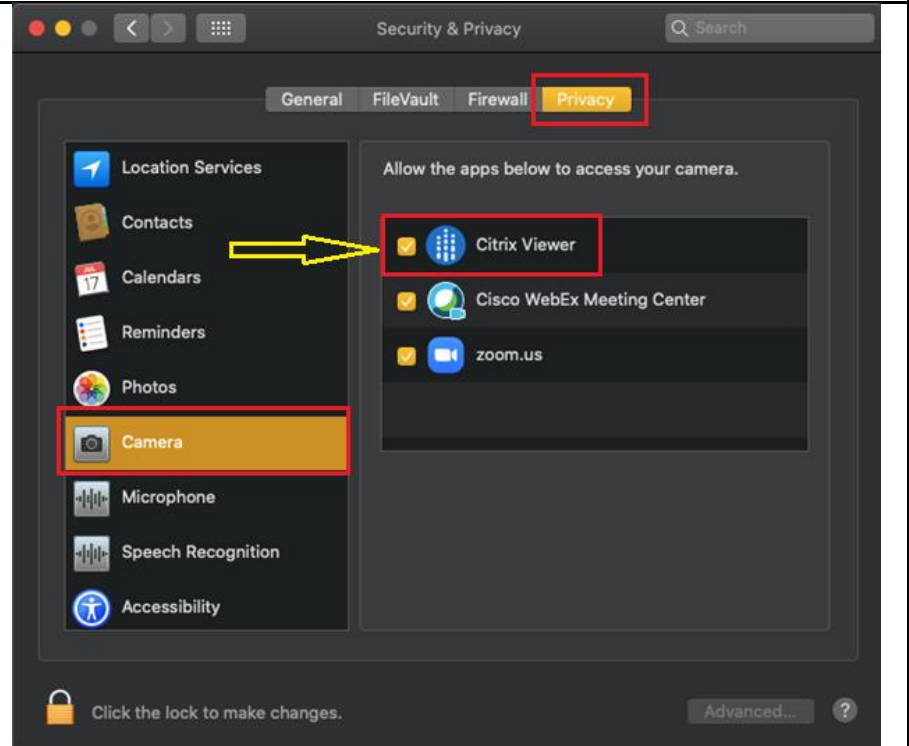
For Mac OS personal devices - Configuring Webcam and Headset in Citrix

| | |
|---|--|
| <p>After you connect to your bank HVD or Workstation click on the Citrix Receiver banner on the top of your screen</p> |  |
| <p>Select Preferences</p> |  |
| <p>Select Mic and Webcam, then click “Use my microphone and webcam”</p> |  |
| <p>Click on Devices, then check the 2 boxes at the bottom of the window.</p> <p>If this section does not exist please ignore.</p> |  |
| <p>On your Mac device, click on System Preferences</p> |  |

Click on Security and Privacy



Click on the Privacy Tab, then click on Camera, check if Citrix Viewer is listed and checked



If you do not see "Citrix Viewer" in the list, then we need to uninstall Citrix Workspace. Go to Step 3

**Please disconnect (not LOGOFF) from your Citrix session and then reconnect for the settings to take.