

Installing QMU's Intermediate Root Certificate for Citrix on Mac

In order to be able to use Citrix Remote Desktop from home Mac users will need to install QMU's Intermediate Root Certificate (this will ensure that the Citrix client trusts QMU's Citrix servers). Instructions for installing this certificate are as follows:

1. Go to <http://www.qmu.ac.uk/it/certificates.htm>

SSL Certificates at QMU

Information Services secures some of QMU's websites with SSL Certificates. These certificates encrypt traffic between your computer and QMU's web servers making it difficult for third parties to intercept and read your personal information.

In some cases accessing these sites with certain browsers may result in an error saying the site is not trusted. Despite this error there is nothing to worry about, it just means that your web browser is not yet configured to trust the Certificate Authority which issues QMU's certificates.

This page contains documentation and instructions which will allow you to set up your home computers to trust QMU's certificates and browse secure QMU websites without any problems. You can choose from the following downloads:

- [SSLCertificates@QMU.PDF](#): A brief overview of QMU's use of certificates.
- [sureserverEDU.crt](#): Windows Vista users click this link to start a wizard which will install the certificate and allow you to access QMU's Citrix Remote Desktop.
- [sureserverEDU.cer](#): PDA (Windows Mobile) Users right-click to download the certificate to your computer. This needs to be copied to your PDA and then tapped to begin installation.
- More downloads to follow. [contact IS](#) if you have any questions or suggestions.

2. Hold down **Ctrl** on your keyboard and click **sureserverEDU.crt**. Click **Save Link As...** to download the certificate. It is essential that the file is downloaded and not installed.
3. Save **sureserverEDU.crt** to your Desktop.
4. Drag **sureserverEDU.crt** into the following folder (be careful not to double-click which will start an installation):
 - **Applications > Citrix ICA Client > keystore > cacerts**
5. Close and reopen Firefox.
6. Return to <https://access.qmu.ac.uk/> and log on as normal