

OnBase for Mac users

Attention: Macintosh users who need to access OnBase and use [Citrix for Oracle HR & Finance](#):

When accessing OnBase, there might be an issue when trying to import/upload a file from your computer.

For example, when attempting to import a document that is located on your computer's local drive, you might encounter an ACCESS DENIED message, or something similar.

This is a known issue, but can be resolved by using the **Citrix Workspace app**. This application will allow the connection to your Mac's local files.

The Citrix Workspace application can be obtained by going to the following website:

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

You will need to download and install it.

- After installation, follow the instructions below to connect to your Mac's files from within the Citrix Workspace app:
 1. Go to the **Citrix Workspace menu S**
 2. Select **Preferences**
 3. Select File Access from within Preferences
 4. Select File **Access** from within Preferences Verify this setting is "**Read and Write**" - (*like the example screenshot below*).



Your Mac's drive(s) should now show up in Windows Explorer and present themselves as regular system drives (except on a Windows PC).