

Cougar Apps Installation Instructions 2026

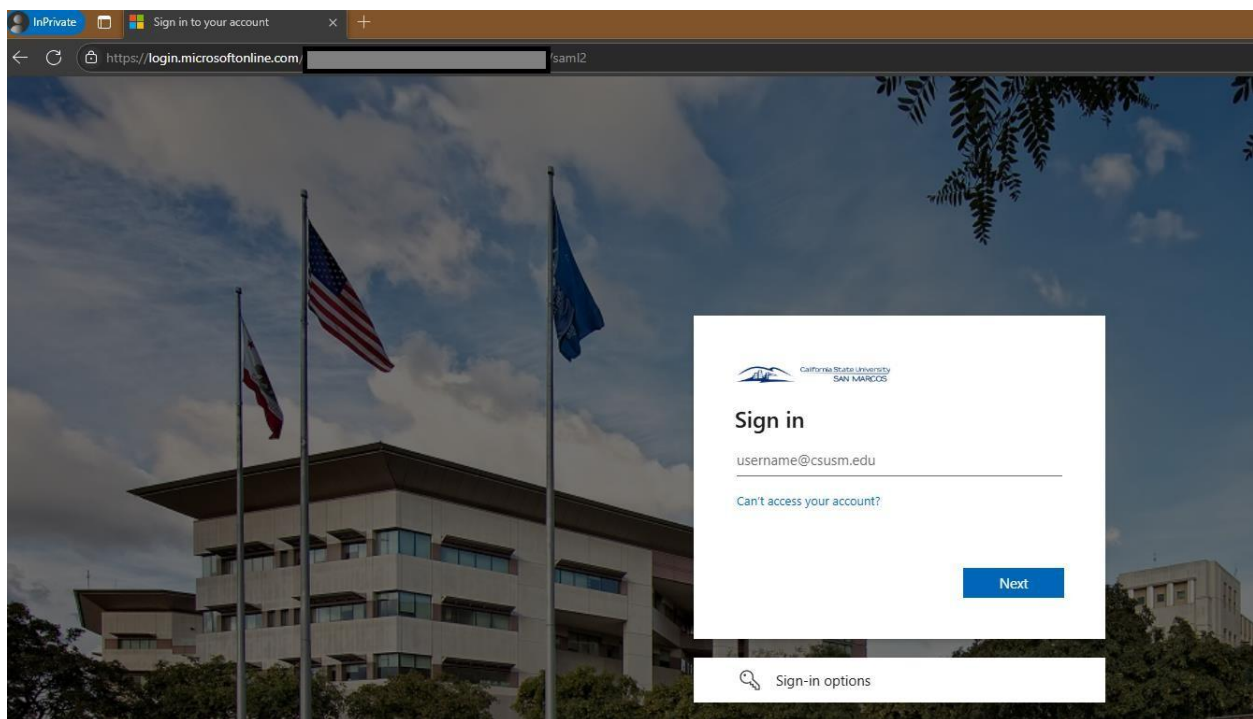
Important: If you are **off-campus**, before proceeding, make sure to have GlobalProtect VPN active on your computer.

You can **download** it at this link: <https://gp.csusm.edu>

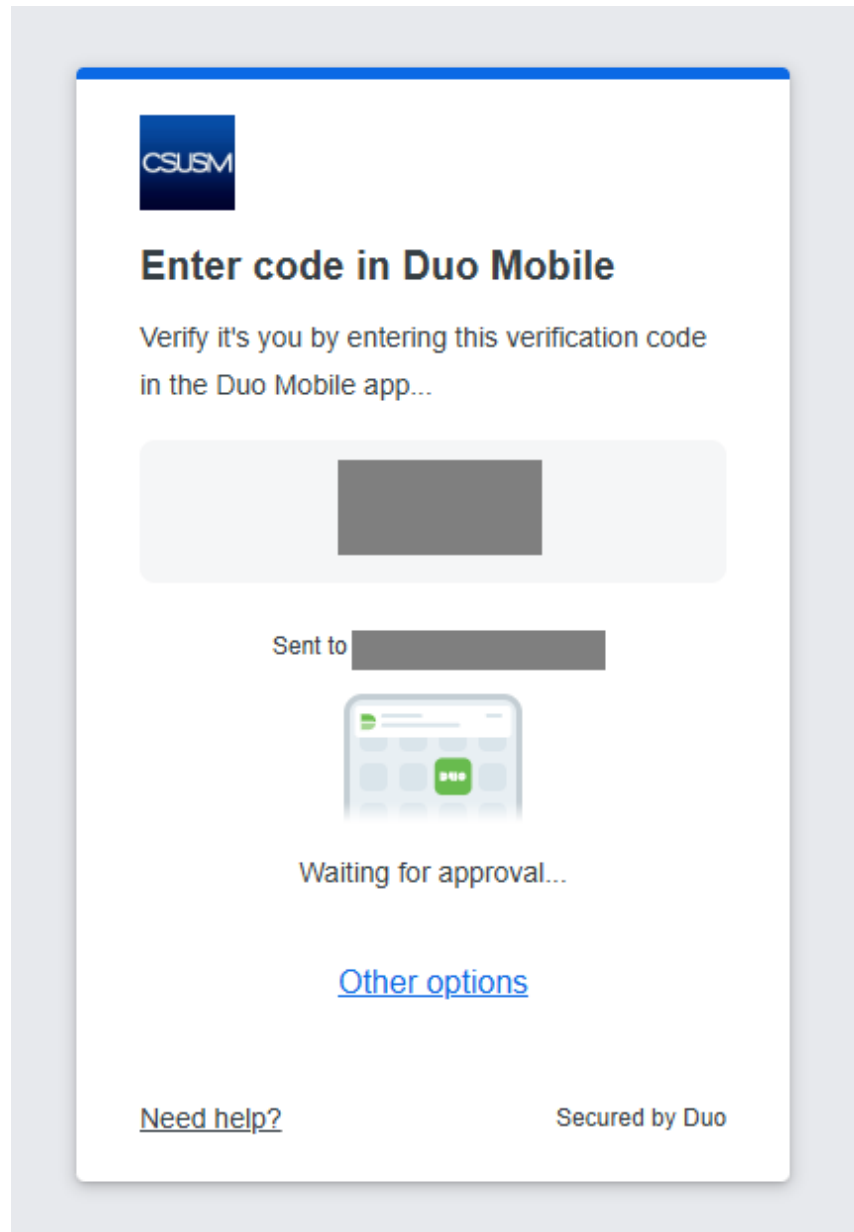
More information here: <https://www.csusm.edu/iits/iitsforyou/globalprotect-setup-v1.pdf>

Using the full version requires having the Citrix Workspace app installed.

Log into <https://cougarapps.csusm.edu>

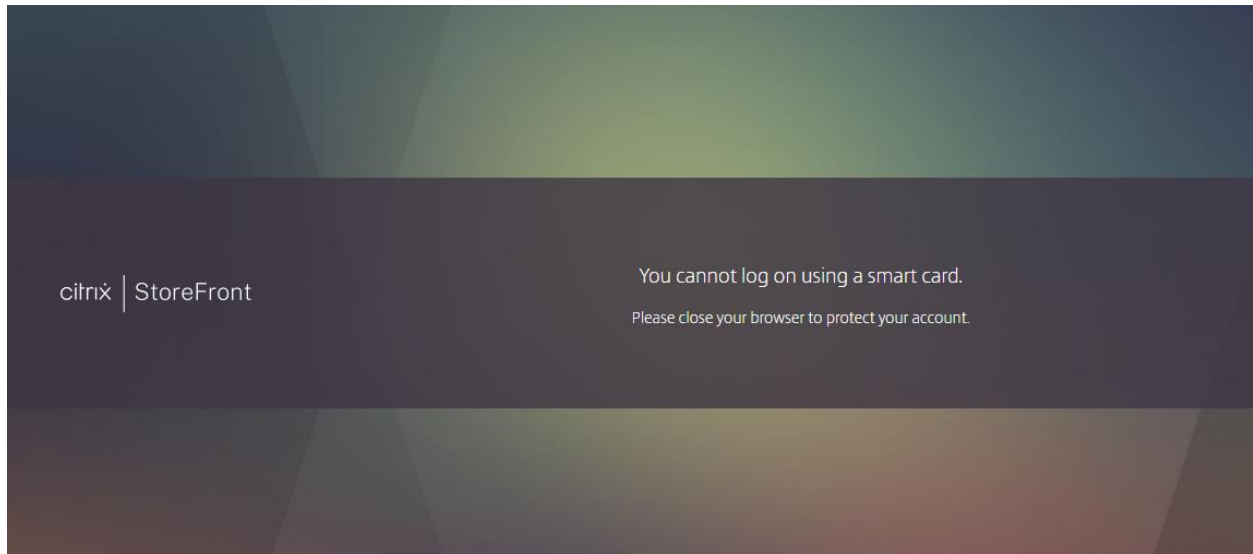


After entering your username and password, you will have to approve the Duo request (MFA)



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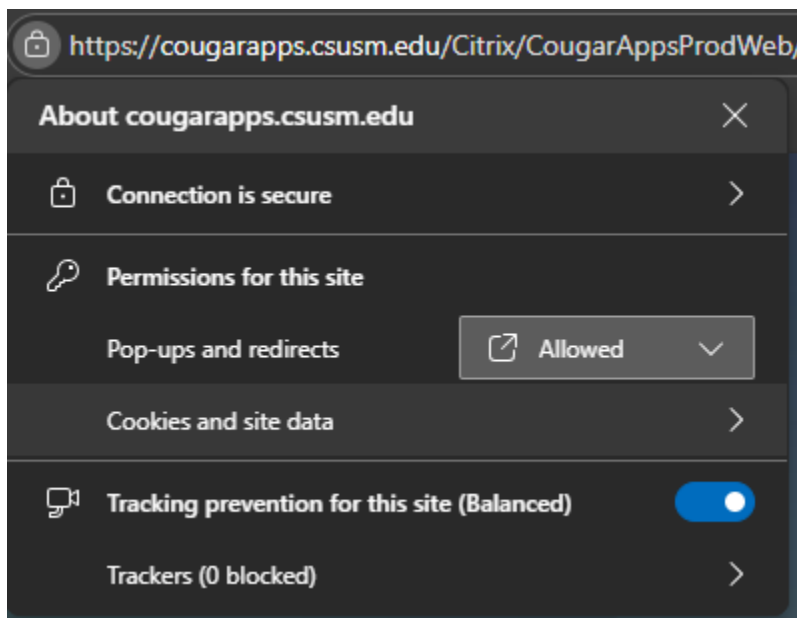
If you get an error about a smart card:



You will need to clear your cache and cookies.

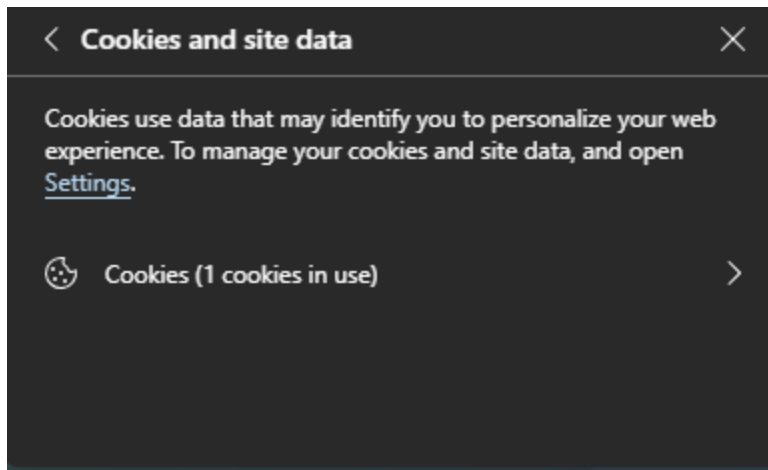
If you are using Chrome or Edge, there is an easier way:

Click on the lock right next to the URL in the address bar:

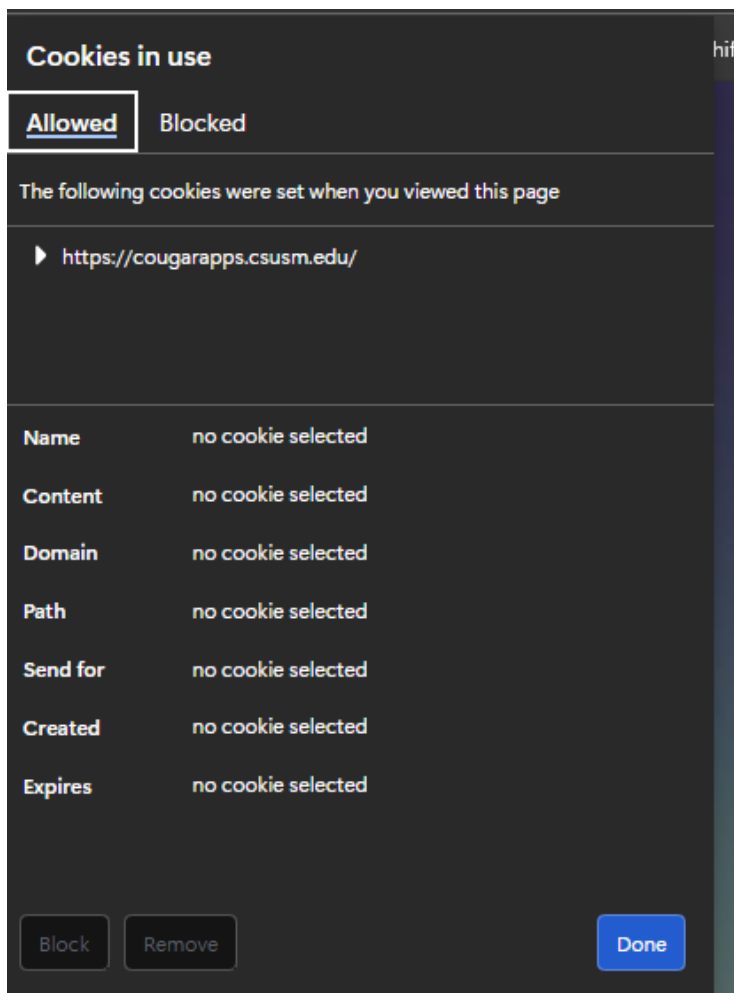


Select cookies and site data:

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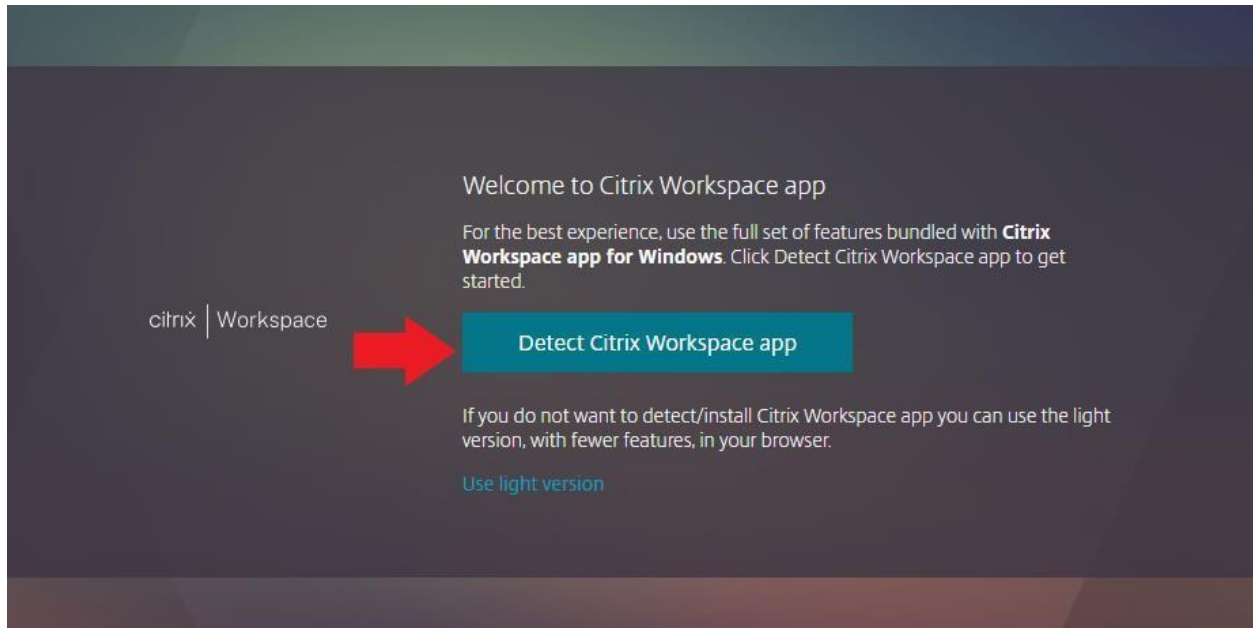
Remove any cookies listed here:



Then refresh the page

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Click Detect Citrix Workspace App



If prompted to download and install Citrix Workspace, follow those steps before continuing

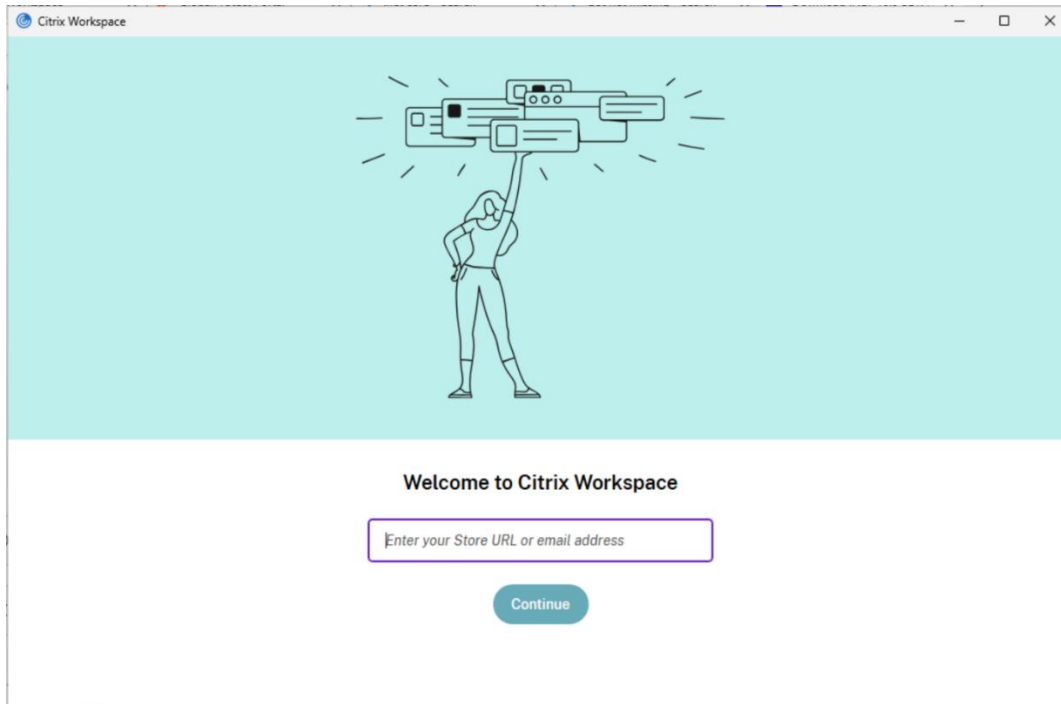
If you get an error message saying that .NET is required, please install the .NET Framework:

[Windows Download](#)

[Mac arm64 Download](#)

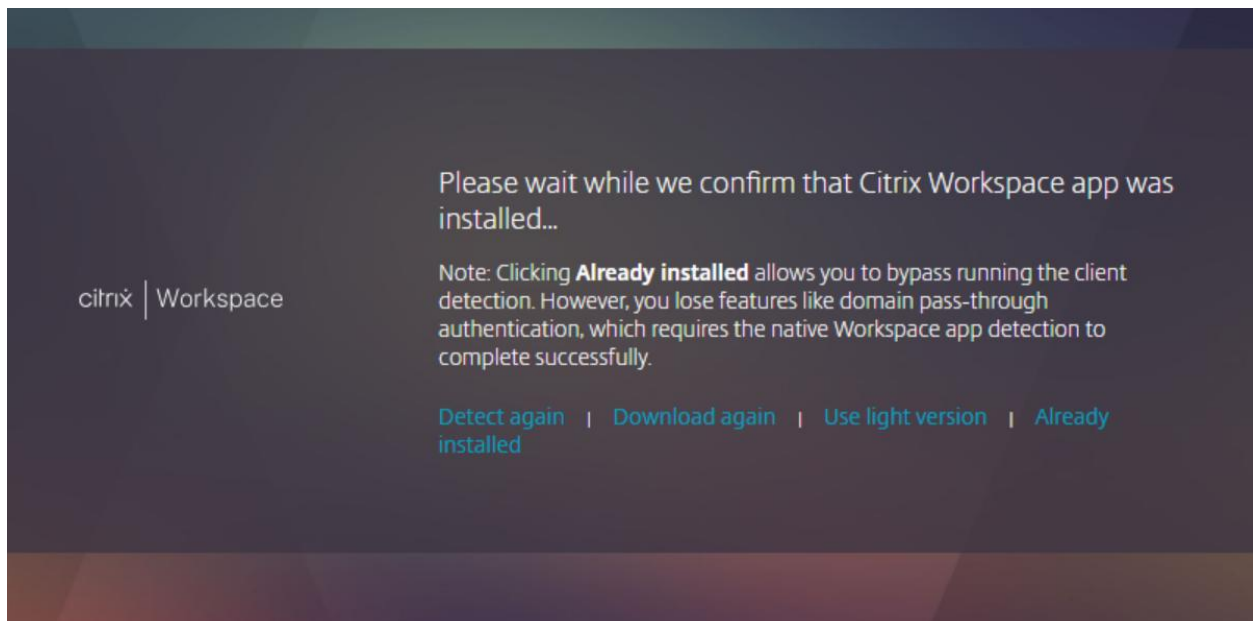
[Mac x64 Download](#)

Important: when you reach this step in the Citrix installation, close the window and proceed with the instructions here



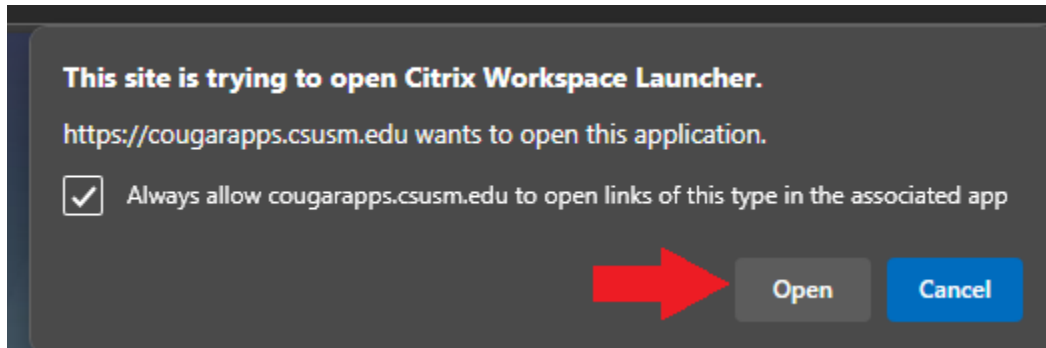
Citrix Workspace URL: <https://vdisflb.csusm.edu>

You might have to press on “Detect again”:

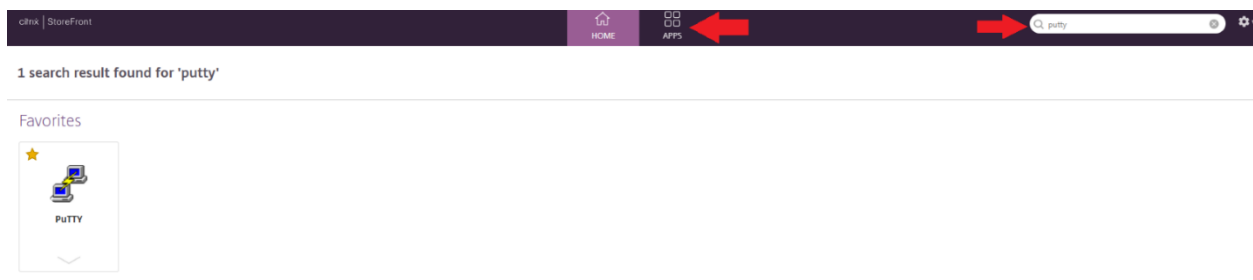


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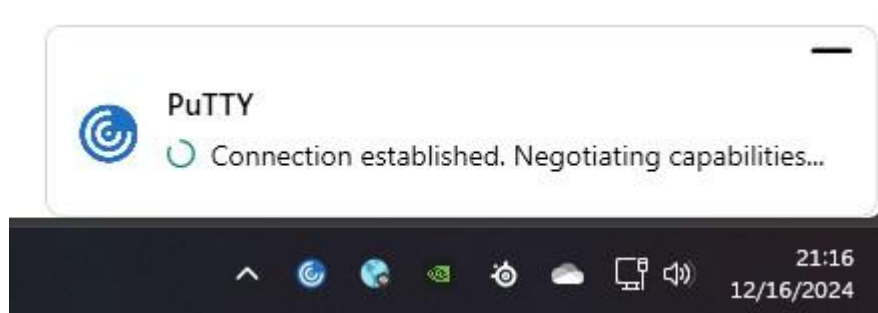
Check Always allow cougarapps.csusm.edu to open links of this type and then click Open



Either search for your app in the top right-hand corner, or click the apps tab



When an app is launched, you will see this in the bottom right corner:



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Once the app launches, you will need to sign in with your **student email** and password:
Make sure to include the **@csusm.edu** portion of the email

