Remote Access to FLC Software: User Guide
Fall 2020

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This guide is for faculty, researchers, staff, and students currently affiliated with the University of Toronto who wish to access the specialized software associated with the Li Koon Chun Finance Learning Centre (FLC) while it remains closed as a result of COVID-19.

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OVERVIEW

The FLC has worked with UTM I&ITS to identify solutions that provide remote access to our specialized software while our physical space remains closed as a result of COVID-19. These solutions take into account both I&ITS's capacity and support strategy.

Please find detailed information about these solutions below.

SOLUTION 1: 'Bring Your Own Device'

Overview

Many FLC software packages are available as a free download for users' personal computers. Examples include Jupyter Notebook, FactSet (free account required) and NVivo 12 (free registration required).

Access

Please consult the Remote Access to FLC Software page (https://library.utm.utoronto.ca/flc/remote-access-to-flc-software) on the FLC website for a full listing of software and associated links in this category. This page is updated frequently.

SOLUTION 2: Citrix Cloud's Virtualized Applications (managed by UTM I&ITS)

Overview

UTM I&ITS has updated and enhanced the capabilities of its remote computer and software infrastructure. Citrix Cloud, which replaced UTM I&ITS' Xenweb, is an application that allows users to access other cloud-hosted applications and cloud-hosted desktops.

Virtualized Applications are accessible to all students at all times and there are no associated scheduling limitations. Unlike the Secure Remote Desktop option described below, which relies on connecting to a physical computer remotely, Virtualized Applications use the computing resources in I&ITS' data centre. Examples of Virtualized Applications include IBM SPSS, Stata, R Studio, and Rotman Interactive Trader (RIT).

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Access

NOTE: Citrix Workspace MUST be installed on a user's personal computer in order to use Virtualized Applications. See the 'Installing Citrix Workspace' section below for instructions on how to download and install Citrix Workspace.

After installing Citrix Workspace, you will be able to access Citrix Cloud, which hosts Virtualized Applications.

1. To launch Citrix Cloud, visit: https://utmcitrix.cloud.com/

2. Log into Citrix Cloud using your UTORid and password.

    Username: "ads\utorid" where "utorid" is replaced with your own UTORid.
    Password: use the password associated with your UTORid

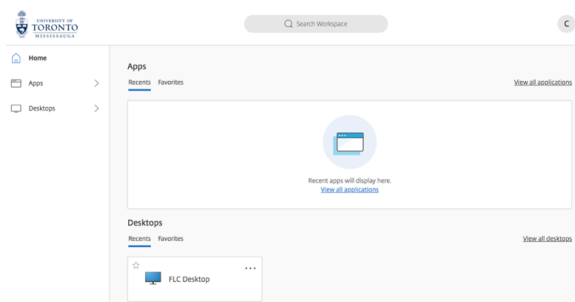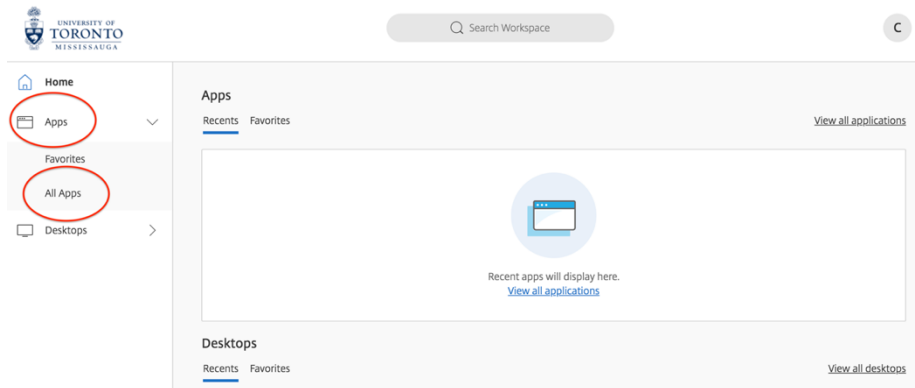
3. Windows users: if prompted, click on '**Citrix Workspace Launcher'** and then click '**Open Link'**.

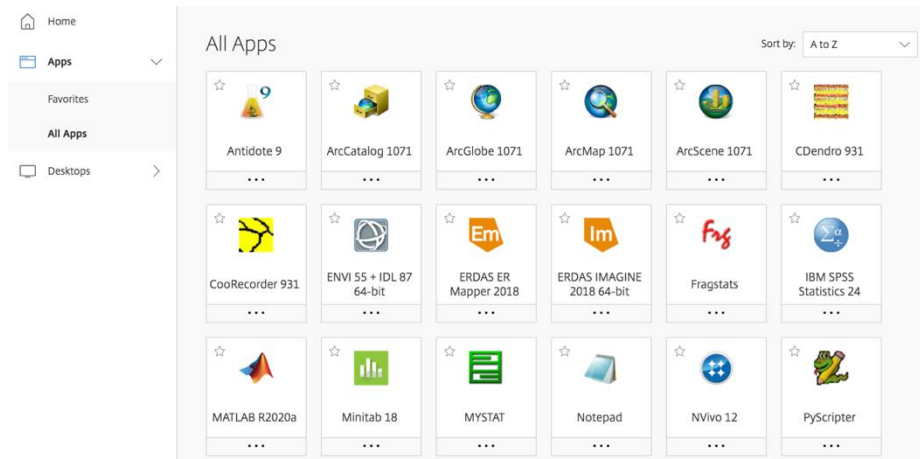   MacOS users: if prompted, click '**Detect Workspace'**.

4. You should now see the application screen.

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5. Expand the menu on the left by clicking on '**Apps**' and then '**All Apps**'.

6. You should now see all Virtualized Applications. To use any of them, simply double-click on their icon.

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SOLUTION 3: Citrix Cloud's Secure Remote Desktop (managed by UTM I&ITS)

Overview

To simulate the experience of using computers in a lab setting, UTM I&ITS has made computer labs on campus available via Secure Remote Desktop. The FLC worked with UTM I&ITS to virtualize the FLC's lab using this option.

Users can use Secure Remote Desktop to remotely connect to the 46 physical computers found in the FLC and use the software found on these workstations. All FLC software **except for Bloomberg** is available remotely through Secure Remote Desktop. For information about how to access Bloomberg remotely, visit the 'Remote Access to Bloomberg' page on the FLC website: https://library.utm.utoronto.ca/flc/resources/remote-access-to-bloomberg.

Secure Remote Desktop uses the computing resources of the FLC's workstations, unlike the Virtualized Applications option described above.

The Secure Remote Desktop option can be used in two ways:

1. On a **reserved** basis, in association with a specific class or course. Faculty must contact the FLC to 'book' the FLC's workstations for access via Secure Remote Desktop. This option restricts access to the FLC's workstations for the duration of each booking to students enrolled in the course.

2. On an **on-demand** basis. Students should consult the FLC calendar on the FLC website to ensure they use this option outside of booked class time.

Any user who tries to connect through Secure Remote Desktop during a scheduled class will not be able to connect for the duration of the class. Users who are connected prior to a scheduled class will receive a 5-minute warning and be automatically disconnected once the class begins.

Access

NOTE: Citrix Workspace MUST be installed on a user's personal computer in order to use Secure Remote Desktop. See the 'Installing Citrix Workspace' section below for instructions on how to download and install Citrix Workspace.

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After installing Citrix Workspace, you will be able to access Citrix Cloud, which hosts Secure Remote Desktop.

1. To launch Citrix Cloud, visit: https://utmcitrix.cloud.com/

2. Log into Citrix Cloud using your UTORid and password.

    Username: "ads\utorid" where "utorid" is replaced with your own UTORid.
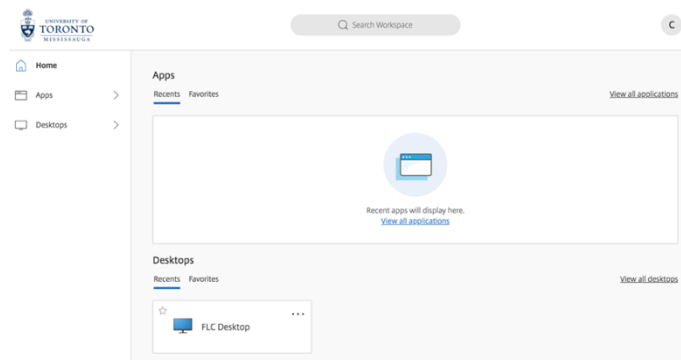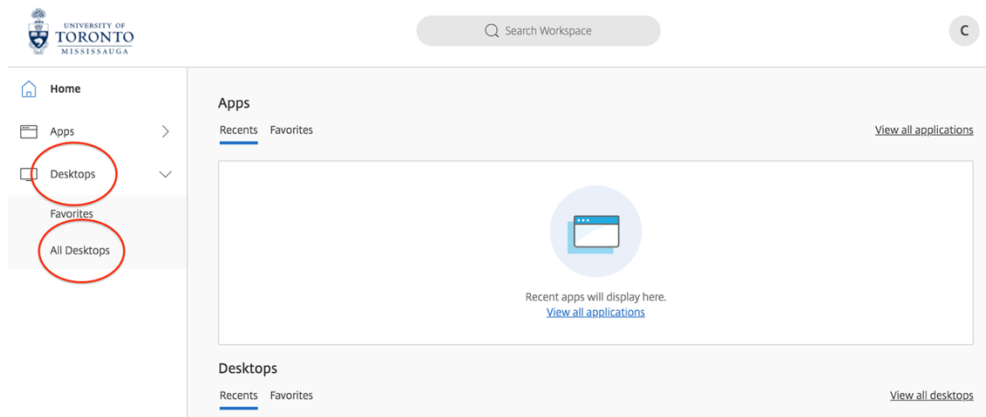   Password: use the password associated with your UTORid

3. Windows users: if prompted, click on '**Citrix Workspace Launcher'** and then click '**Open Link'**.

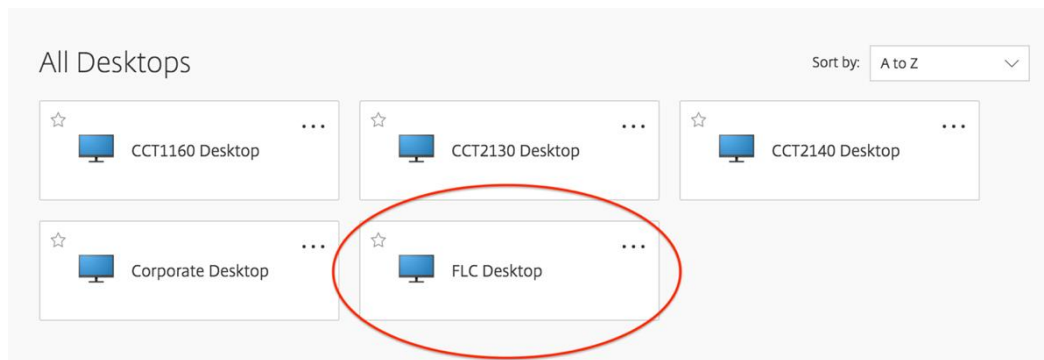   MacOS users: if prompted, click '**Detect Workspace'**.

4. You should now see the application screen.

5. Expand the menu on the left by clicking on '**Desktops**' and then '**All Desktops**'.

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6. You should now see all Remote Desktop options available for campus labs. To connect to the FLC's Secure Remote Desktop, click on the 'FLC Desktop' icon.

7. You should then be randomly assigned to and automatically logged into one of the 46 workstations in the FLC.

8. Click on the '**Start Menu'** to see all available software on your assigned workstation or use the search box to look for a specific software. You will be able to use FLC software just like you could in-person in the lab.

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9. When you are done using Secure Remote Desktop, please make sure to return to the **'Start Menu'** and log off your account to completely disconnect. *If you simply close the window, you will remain logged in to your account, making that workstation unavailable for someone else*.

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INSTALLING CITRIX WORKSPACE

Citrix Workspace MUST be installed on users' personal computers in order to use Virtualized Applications and Secure Remote Desktop.

1. Download Citrix Workspace

Windows users: https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html


MacOS users: https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html


2. Once downloaded, locate the file and double-click to start the installation.

3. When prompted if you want to allow the program to make changes/allow access to your computer, click '**Yes**', then '**Install**'.

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4. If your computer asks if you want to allow the Citrix Workspace program to make changes to your computer, select '**Yes**'.

5. When the Citrix Workspace Installer launches, click '**Continue**'.
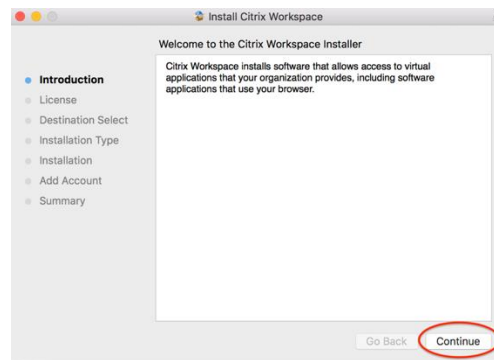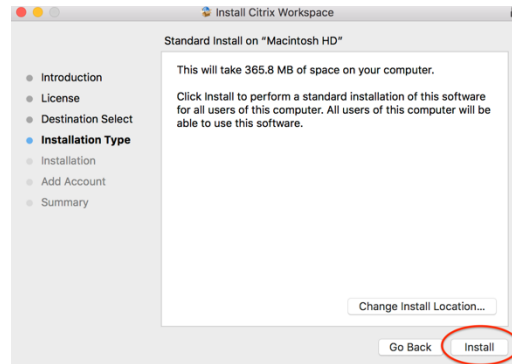

6. When prompted, accept the license agreement and click '**Install**' or '**Continue**'.
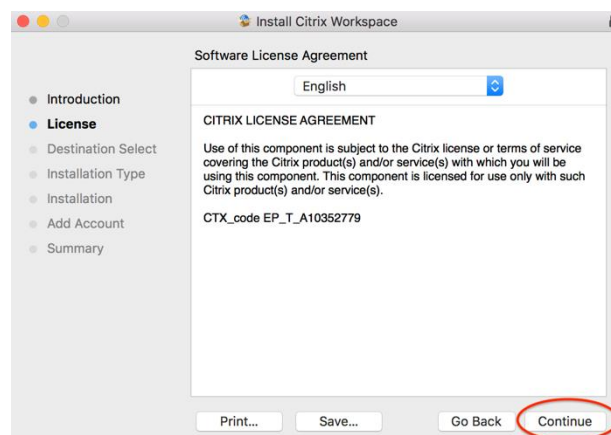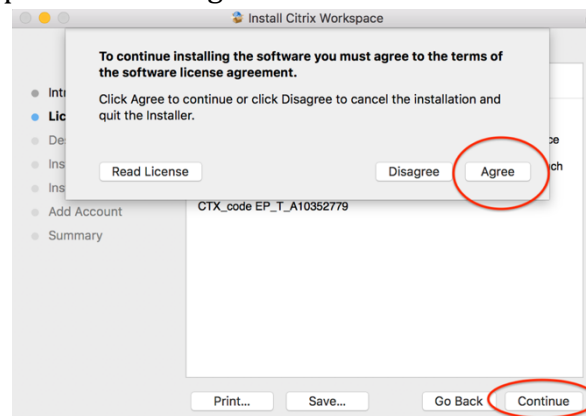
7. Windows users: Uncheck '**Enable single sign-on'** and click '**Install**' to install the program.
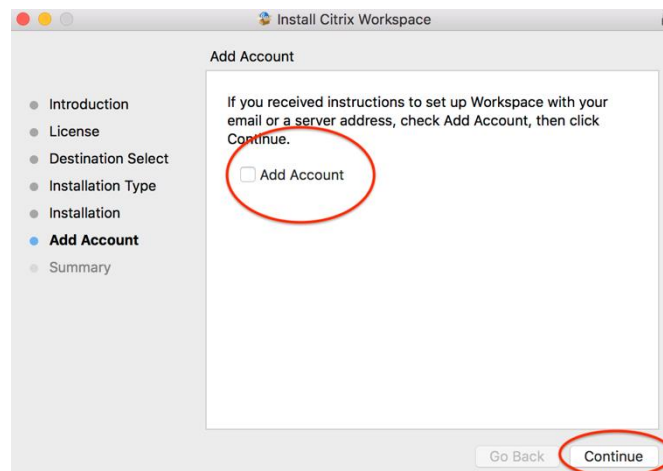
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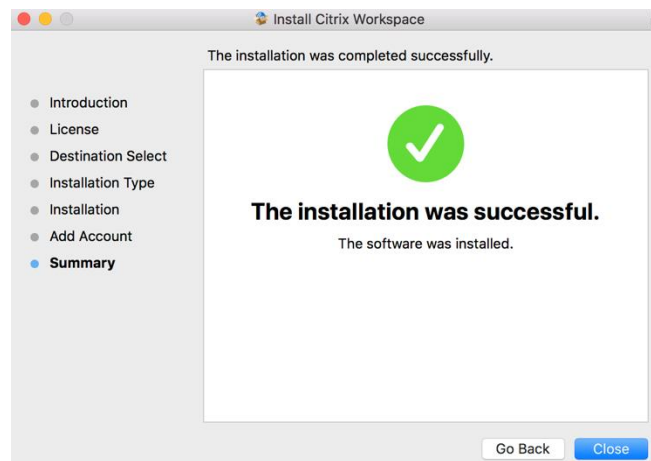MacOS users: Click '**Install**' to install the program.

8. Once the download has completed, **DO NOT** click Add Account.

Windows users: click '**Finish**'.
MacOS users: click '**Continue'**.

The installation should now be complete.

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SAVING FILES

Files generated through Citrix Cloud should be saved to your local computer drive – however, this may **NOT** be the default save location. *Please ensure your files are saved on your own physical computer before exiting Citrix Cloud's Apps or Remote Secure Desktop.*

Windows users

1. Go to **File > Save As**
2. Click the '**Browse**' folder [this may not be needed]
3. Select **This PC>Local Disk (C: on [user's computer) > Users >** [*Profile folder*]. The Desktop folder is a recommended final location.

MacOS users

1. Go to **File >Save As**
2. Click the '**Browse**' folder [this may not be needed]
3. Select **This PC>Local Disk (C: on [user's computer) > Users >** [*Profile folder*]. The Desktop folder is a recommended final location

For detailed help on saving, please see the help documentation provided by UTM I&ITS:

Windows users: https://uoft.service-now.com/kb_view.do?sysparm_article=KB0011889

MacOS: https://uoft.service-now.com/kb_view.do?sysparm_article=KB0011894

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TECHNICAL SUPPORT

*The FLC strongly recommends that instructors and students test the Virtualized Applications and Secure Remote Desktop access options **before** their use is required for in-class teaching or learning.*

'Bring Your Own Device' Solution

Support for issues associated with this solution will need to be sourced from the vendor in most cases.

Please connect with the FLC so we can coordinate and track support for issues shared by groups of users.

Li Koon Chun Finance Learning Centre

Website: https://library.utm.utoronto.ca/flc
Email: utm.lkcflc@utoronto.ca
Twitter: @lkcflc

UTM I&ITS Citrix Cloud, Virtualized Applications, and Secure Remote Desktop Solutions

If you require technical support with Citrix Cloud, Virtualized Applications, or Remote Secure Desktops, please contact UTM I&ITS:

In-person support

Location: UTM Service Desk, CCT Atrium
Hours: Mon - Fri: 8:00 AM - 5:00 PM

Details: https://www.utm.utoronto.ca/iits/services/fall-2020-person-it-support

Remote support

Hours: Mon - Fri: 8:00 AM - 8:00 PM
                 Sat - Sun: 9:00 AM - 5:00 PM

Phone: 905-828-5344
Email: helpdesk.utm@utoronto.ca
Twitter: @UTMServiceDesk

Submit a ticket: https://uoft.service-now.com/

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