

Accessing the Citrix Cloud

Modified from the “Remote Access to FLC Software: User Guide; Fall 2020”

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.

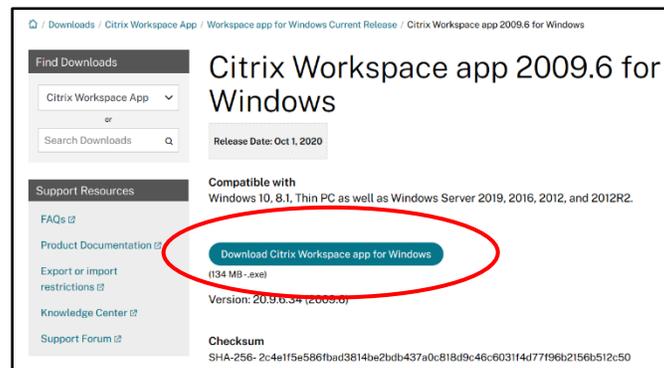
Virtualized Applications are accessible to all students at all times and there are no associated scheduling limitations. Virtualized Applications use the computing resources in I&ITS’ data centre. Examples of Virtualized Applications include ArcMap, SPSS, ERDAS, RStudio, NVivo, and Stata.

INSTALLING CITRIX WORKSPACE

Citrix Workspace MUST be installed on users’ personal computers to use Virtualized Applications.

1. Download Citrix Workspace

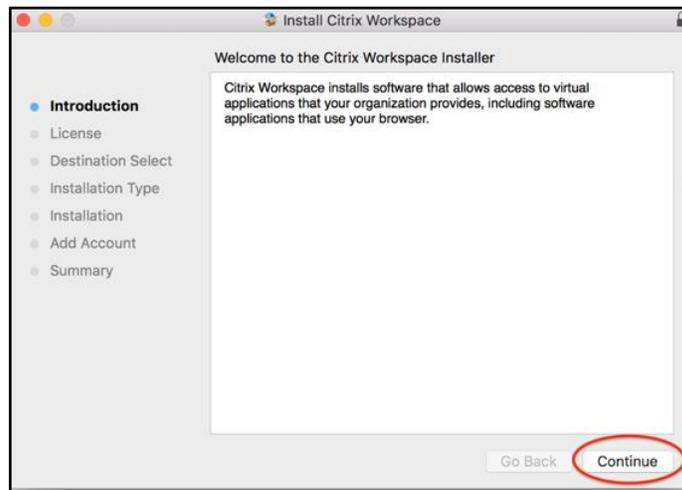
Windows users: <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>



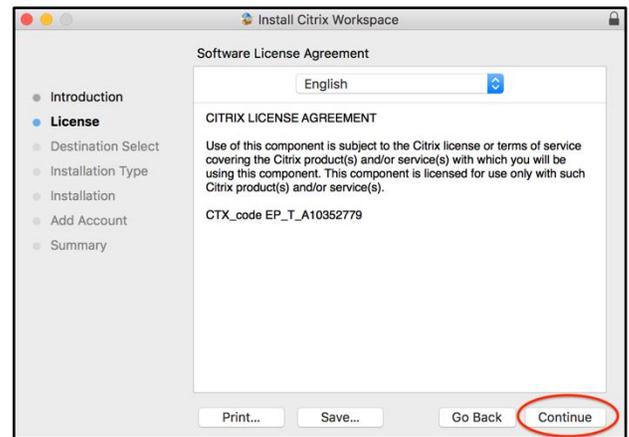
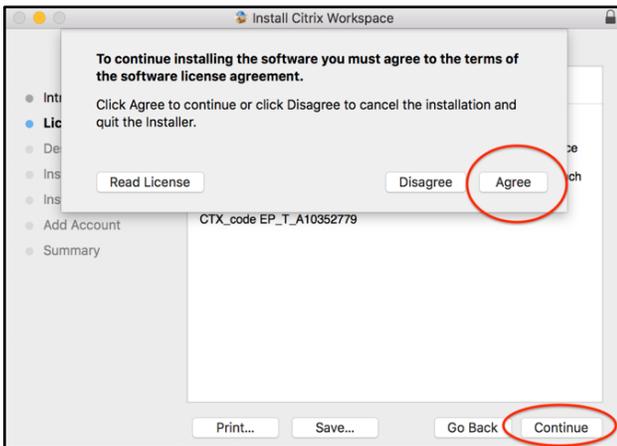
MacOS users: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>



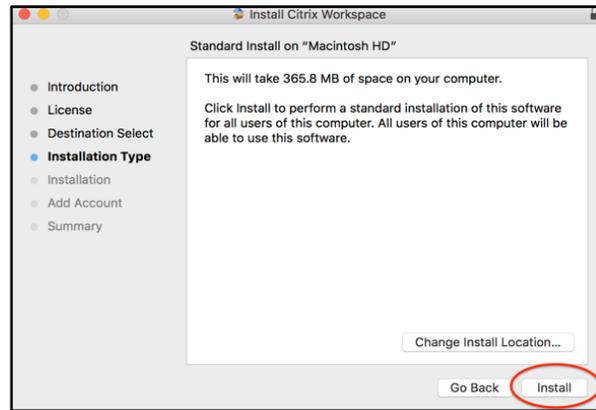
2. Once downloaded, locate the file and double-click to start the installation.
3. When prompted if you want to allow the program to make changes/allow access to your computer, click 'Yes', then 'Install'.
4. If your computer asks if you want to allow the Citrix Workspace program to make changes to your computer, select 'Yes'.
5. When the Citrix Workspace Installer launches, click 'Continue'.



6. When prompted, accept the license agreement, and click 'Install' or 'Continue'.

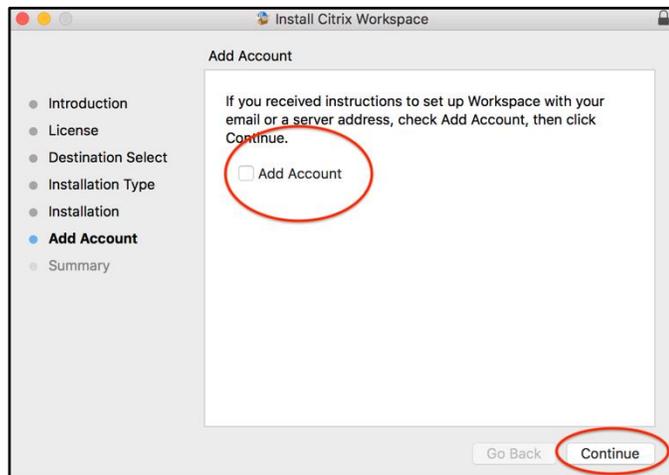


7. (A) Windows users: **Uncheck 'Enable single sign-on'** and click **'Install'** to install the program.
 (B) MacOS users: Click **'Install'** to install the program.

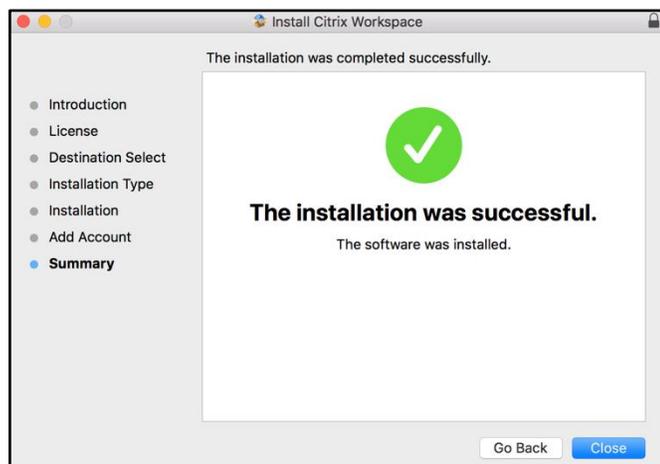


8. Once the download has completed, **DO NOT click Add Account.**

- (A) Windows users: click **'Finish'**.
 (B) MacOS users: click **'Continue'**.



The installation should now be complete.



Launching Citrix Cloud's Virtualized Applications (managed by UTM I&ITS)

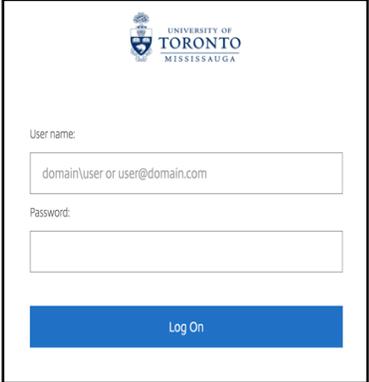
NOTE: Citrix Workspace MUST be installed on a user's personal computer in order to use Virtualized Applications.

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

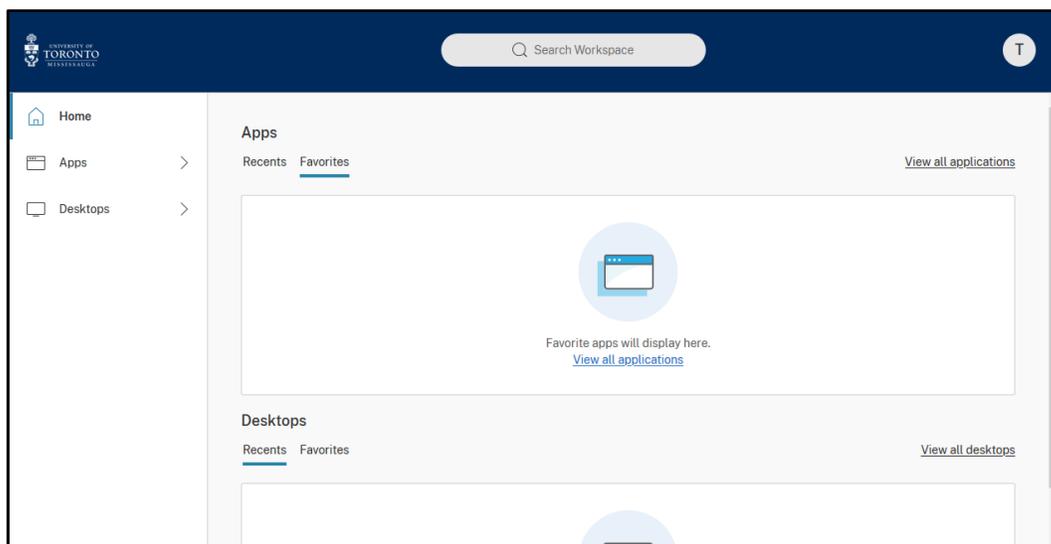
1. To launch Citrix Cloud, visit: <https://utmcitrix.cloud.com/>
2. Log into Citrix Cloud using your UTORid and password.

Username: "ads\utorid" where "utorid" is replaced with your own UTORid.

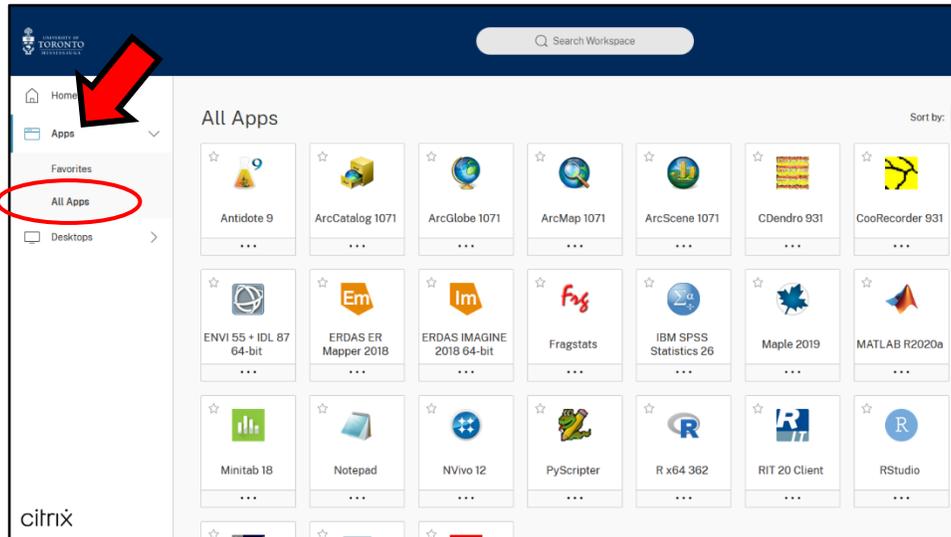
Password: use the password associated with your UTORid



3. (A) Windows users: if prompted, click on '**Citrix Workspace Launcher**' and then click '**Open Link**'.
(B) 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 ‘**Apps**’ and then ‘**All Apps**’.
6. You should now see all Virtualized Applications. To use any of them, simply double-click on their icon.



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**, then **Local Disk (C: on [your computer])** then on the **Users** folder, and lastly on your own 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**, then **Local Disk (C: on [your computer])** then on the **Users** folder, and lastly on your own 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