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 <u>accessible to all students at all times</u> 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: <u>https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html</u>

Find Downloads	Citrix Workspace app 2009.6 for Windows		
or	VVIII00VVS		
Search Downloads Q	Release Date: Oct 1, 2020		
Support Resources	Compatible with Windows Server 2019, 2016, 2012, and 2012R2.		
Product Documentation 2	Download Citrix Workspace app for Windows		
	(134 MBexe)		
export or import			
Export or import restrictions 🛛	Version Other		
Export or import restrictions 团 Knowledge Center 대	Version: 20.9.6.34 (2009.0)		

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



- **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'.



• • 0	😵 Install Citrix Workspace		
	Software License Agreement		
Introduction License Destination Select	English CITRIX LICENSE AGREEMENT Use of this component is subject to the Citrix license or terms of service covering the Citrix product(s) and/or service(s) with which you will be		
 Installation Type Installation Add Account Summary 	using this component. This component is licensed for use only with such Citrix product(s) and/or service(s). CTX_code EP_T_A10352779		
	Print Save Go Back 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: <u>https://utmcitrix.cloud.com/</u>
- 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

User name: domain\user or user@domain.com Password:						
domain\user or user@domain.com Password: Log On	User name:					
Passwort:	domain\user or user@domain.com					
Log On	Password:					
Log On						
Log Un						
	Log On					

- 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.

		Q Search Workspace	T
home	Apps		^
Apps >	Recents Favorites		View all applications
Desktops		Favorite apps will display here. <u>View all applications</u>	
	Desktops		
	Recents Favorites		View all desktops

- 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: <u>https://uoft.service-now.com/kb_view.do?sysparm_article=KB0011889</u>

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