University of
Lethbridge

Faculty of Management

Basic Citrix Manual

Apple Computers and Laptops

Version 1.3

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Technology Services Help Desk

The <u>Faculty of Management – Technology Services</u> department has a help desk service to be the single point of contact (SPOC) for all incidents, service requests and help regarding technology used within the Faculty of Management.

The following methods of requesting assistance are available:
- **Phone**: 403.394.3999 (with voicemail option available)
- **Email**: mngt.help@uleth.ca
- **Walk-in**: M2100

Hours of operation:
- **Hours:** 9:00am – 4:00pm
- **Days:** Monday through Friday, except University holidays
- **Location**: M2100

Please be sure to contact us with any of your technology questions or issues.

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Background

Citrix Virtual Environment

The Faculty of Management has created an environment that can be accessed using a Windows computer, an Apple computer, a tablet device (iPad\Android) or smartphone.

This environment allows the user to access University owned software, have printer access, and access personal storage (ie: personal P:\ drive).
Access to printers and personal storage will used through any of the virtual applications. The user will also have access to their local hard drive (desktop/laptop) or local USB storage to access or save files.

This environment enables the user to access an anytime, anywhere lab environment.

Wireless Access

Students attending the Lethbridge Campus or Calgary Campus will be required to access the Wireless network in order to connect to the Citrix Virtual Environment while they are at the campus.
Otherwise they will be required to access the VPN (virtual private network) software to gain access from home or any other location with internet access. (see Cisco VPN client section)

Security

Please ensure that the computer or device you are using is secure. Make sure that your Antivirus is up to date and actively scanning your computer.
For a free alternative for AntiVirus please download Avast! http://www.avast.com/en-ca/index

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Configuring Student@UofL WiFi (Lethbridge\Calgary Students)

Students will be required to access the network wirelessly. In order to gain access to UofL resources you will be required to access the WiFi network "UofL". (Students will be required to access "Student@UofL")
The following instructions will help you set up your wireless access.

1. Turn off Airport
2. Open network preferences
3. Choose the advanced tab and select the "+" button for preferred networks.
4. Network name = Student@UofL
5. Security = WPA2 Enterprise
6. Username/password = University login credentials
7. 802.1x = Automatic
8. Click add, click ok
9. Turn on airport
10. Verify you are connected to Student@UofL and have an IP address.

Configuring Student@UofL WiFi (Edmonton Students)

Eduroam user login
A fully qualified user name must be used for the eduroam wireless network login. Please see example below.
ex. john.doe@uleth.ca
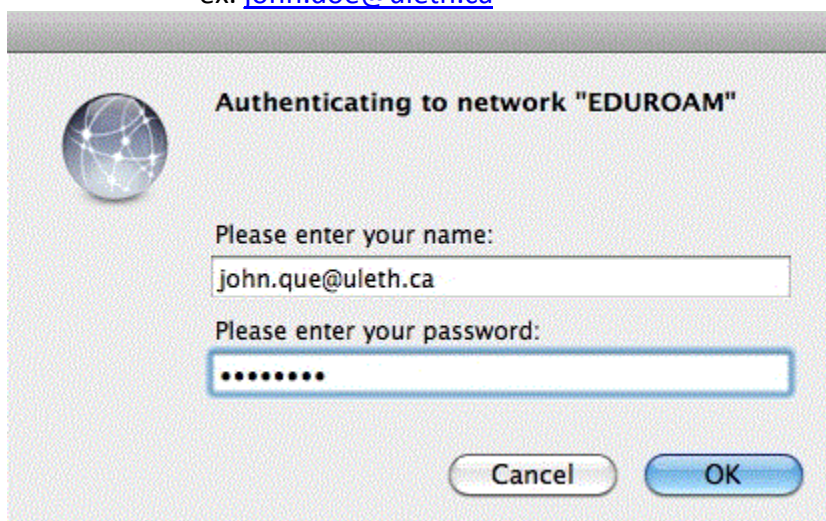
UofL Users
It is recommended that UofL users manually configure their wireless devices to connect to UofL eduroam service prior to travelling.

1. SSID = EDUROAM
2. Username must match the "Eduroam user login" example above.
3. Wireless Security Settings
   ➢ WPA2 enterprise with AES
   ➢ PEAP

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Cisco VPN Client

The Cisco VPN Client allows a user to access the UofL network from off campus. This means that from home, hotel, or coffee shop you can remotely access UofL resources. The resources include (but not limited to) personal P:\ drive storage, printing, and the Citrix Virtual Environment. The Cisco VPN Client is <u>not</u> to be used when on campus.
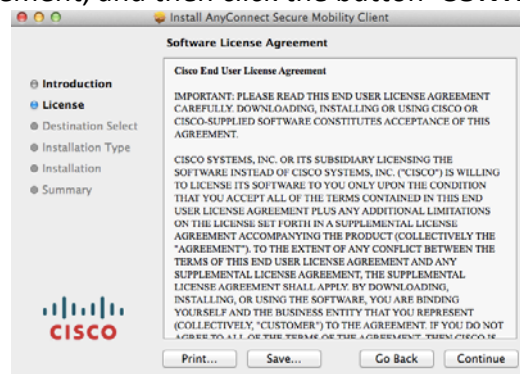
Setup UofL Cisco VPN Client (Mac)

1) Open a web browser and go to http://www.uleth.ca/management/resources

2) Enter your username and password

3) Download the VPN Client associated to your operating system

4) After the file has downloaded, click the file *anyconnect-macosx-3.1.05152.dmg* to see the file vpn.pkg. Click this file to begin the installation.
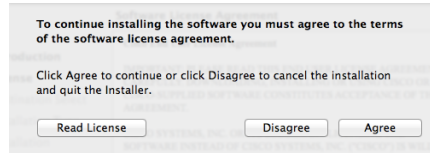

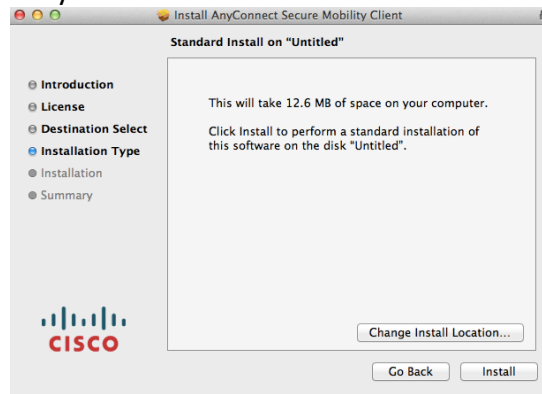5) The VPN installation begins, click the button '**CONTINUE**' to proceed.
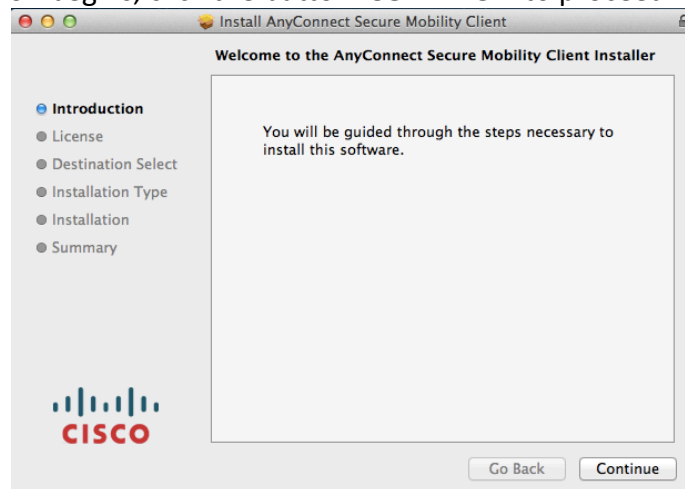
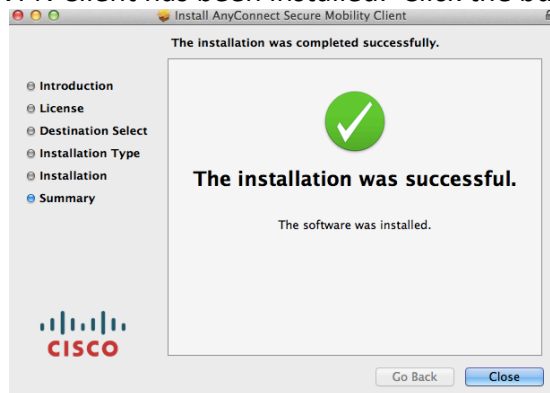6) Accept the license agreement, and then click the button '**CONTINUE**' to proceed.

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7) Click the button '**AGREE**' to continue

To continue installing the software you must agree to the terms
of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation
and quit the Installer.

Read License   Disagree   Agree

8) Now the VPN Client is ready to install. Click the button '**INSTALL**' to continue.

Install AnyConnect Secure Mobility Client

Standard Install on "Untitled"

⊖ Introduction
⊖ License
⊖ Destination Select
⊖ Installation Type
● Installation
● Summary

This will take 12.6 MB of space on your computer.

Click Install to perform a standard installation of
this software on the disk "Untitled".

Change Install Location...

Go Back   Install

9) Once the AnyConnect VPN Client has been installed. Click the button '**CLOSE**' to complete.

Install AnyConnect Secure Mobility Client

The installation was completed successfully.

⊖ Introduction
⊖ License
⊖ Destination Select
⊖ Installation Type
⊖ Installation
⊖ Summary

The installation was successful.

The software was installed.
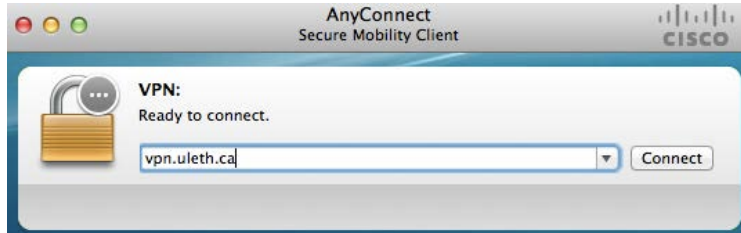
Go Back   Close

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Connecting to the UofL VPN (Mac)

1) Launch the VPN Client within the Applications folder

2) The first time that the Cisco VPN Client is run, it will ask you for the server address. Enter vpn.uleth.ca and click the '**CONNECT**' button. It will only ask for this the first time, and will auto-remember for future usage.

3) Once you log in to the servers, you will be required to enter your credentials. These are these are the same as your email username/password.
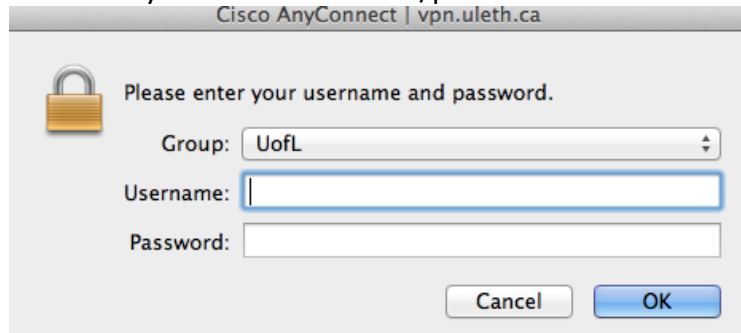
4) Once you are connected you will see the following icon listed up in your taskbar. The lock symbol indicates that you are connected to the UofL network and are now ready to access the UofL resources you require.
   **NOTE: When you are finished working, please remember to right-click on this icon and disconnect from the UofL network.

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Citrix Virtual Environment

The Citrix Virtual Environment allows a user to run software from the UofL, but will appear to be running local on your device. Before you can access the Citrix Virtual Environment, you will first be required to install the Citrix Receiver. The Citrix Receiver allows you to run\access the programs.

Setup Citrix Receiver (Windows, Mac, Linux)

1) Open a web browser and go to http://www.uleth.ca/management/resources

2) Enter your username and password

3) Download the Citrix Receiver associated to your operating system

4) After the file has downloaded, click the file *CitrixReceiverWeb.dmg* to begin the installation. Click on the option "Install Citrix Reciever"
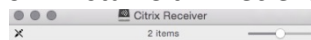
5) When the Citrix Receiver installation begins, click the button '**CONTINUE'** to proceed

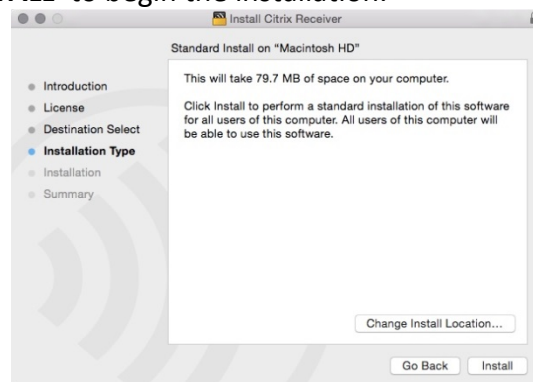Apple Computers and Laptops
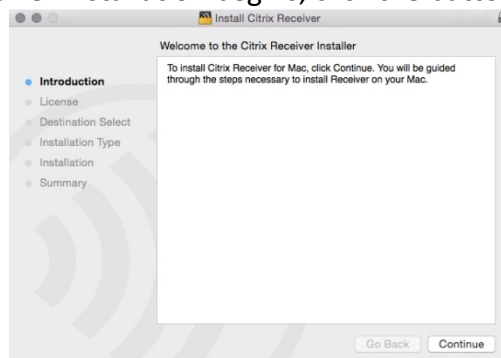
6) Click the button '**CONTINUE**' to proceed.
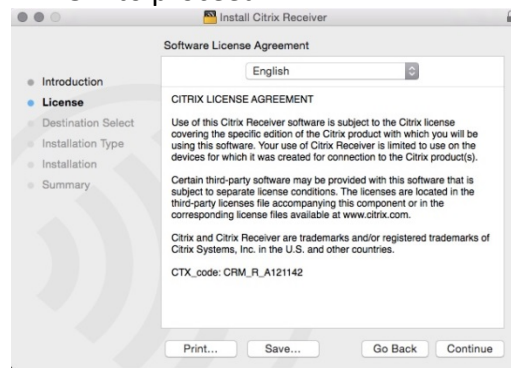
7) Click the button '**AGREE**' to accept the license agreement and proceed.
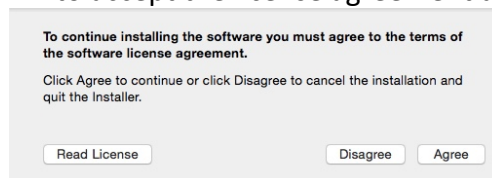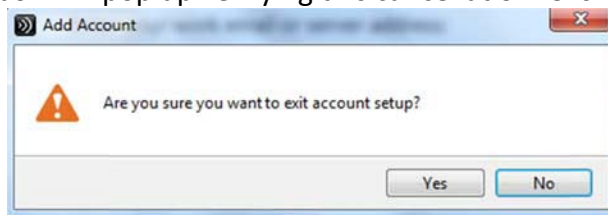

8) Click the button '**INSTALL**' to begin the installation.

9) After the installation completes, click the '**CLOSE**' button to finish. If this following window appears, please click the button '**CANCEL'** as do not want to add an account at this time.

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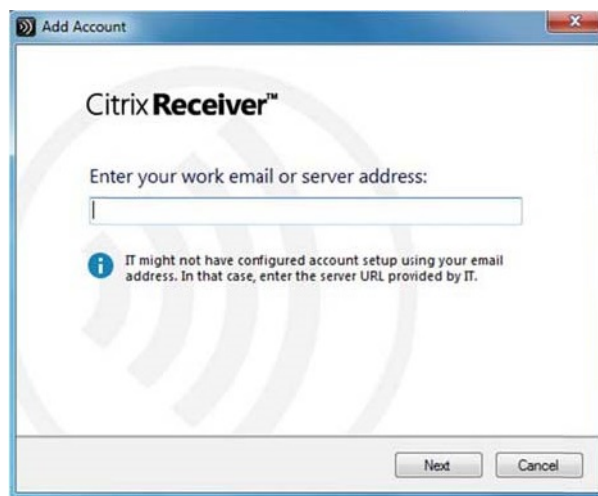
a. Another box will pop up verifying this cancellation. Click the button '**YES**'

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Launching Virtual Environment Applications

Once the Citrix Receiver has been installed, you will have the ability to run the applications within the Citrix Environment. (**NOTE: Firefox is typically the preferred app, but it does works well in IE, Chrome, or Safari.)

**There are (2) different methods to access the Citrix environment from your computer.**

Method 1 – via Web Browser

1) Open the web browser to https://mngtapps.uleth.ca at the welcome screen you will then be asked to enter your UofL credentials. These are the same as your UofL email username\password. Please insert these and click the button LOG ON.
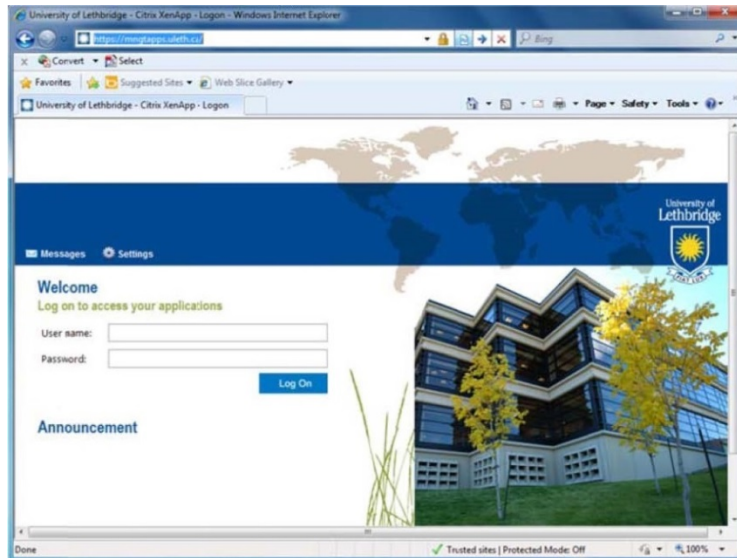

Browsers - Known Issue – There is a known issue with some of the web browsers and their recent security updates. The Citrix Receiver add-on is there, but may not be active. When you attempt to launch an application it may appear that nothing is happening.

Safari – When you enter the website https://mngtapps.uleth.ca you should receive this pop-up window. Be sure to click '**TRUST**' the add-on for this site.
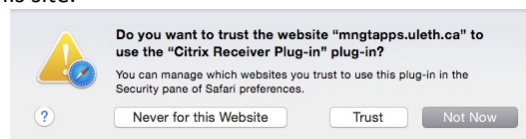

Firefox – You will need to set the "always activate" option.

- At the top-right of the browser select the menu bar

- Select the 'Add-On' option

- Under the Plugins menu option, find these (2) items and set them to '**Always Activate'**

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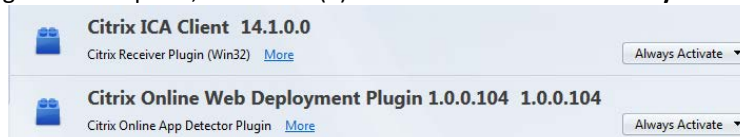
2) Once you are l logged in you will see the programs you have access to *(you may not see all software listed below)*. Simply click the icon of the software you require and it will launch momentarily.
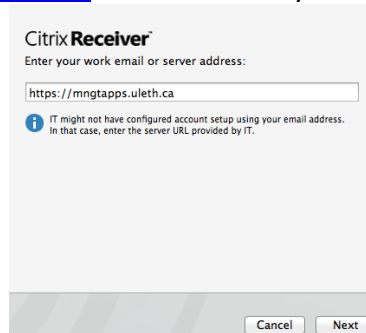
Apple Computers and Laptops
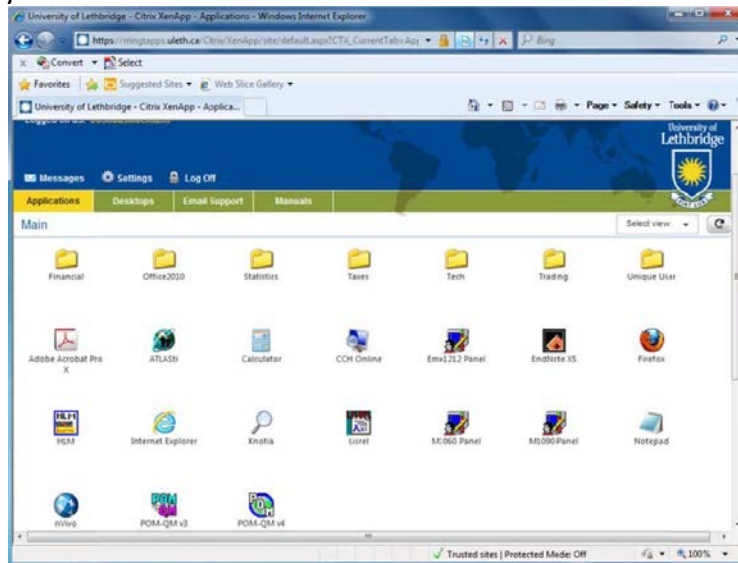
Method 2 – via Citrix Application

1) Launch the Citrix Receiver from the task bar above and choose 'Open Citrix Receiver'
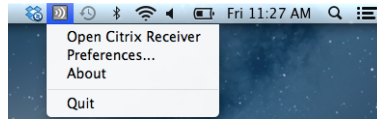
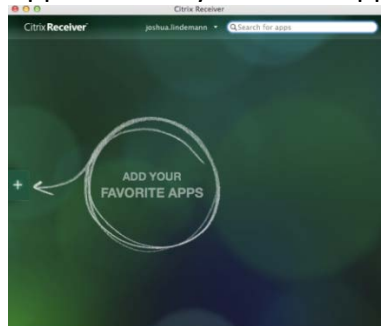2) The first time it launches it will ask you for the location of the server. Insert https://mngtapps.uleth.ca . It will not ask you for this again in the future.

3) Each time you launch you will have to enter your credentials. These are the same as your email username and password.
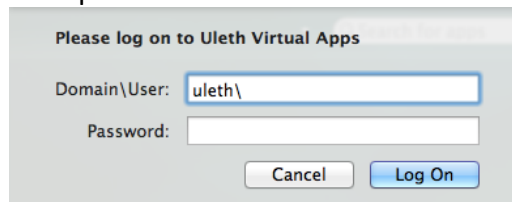
4) The first time you run the app it will ask you to add apps to your "desktop"

5) Open the side menu and you can add any of the apps to the "desktop" and then launch them as required.

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Accessing Files within Citrix

Once you're logged into Citrix applications, you may need to access files that you have stored on your personal P:\ drive, a departmental shared drive, or files stored on your personal computer or USB drive.

**NOTE: For this example I've used Microsoft Notepad to demonstrate this functionality. Similar steps can be taken from almost any software used.

Please note: When accessing files for the first time, you may be presented with the following pop-up window. If you do receive this message please select "<u>Read & Write</u>" and place a checkmark in the checkbox.
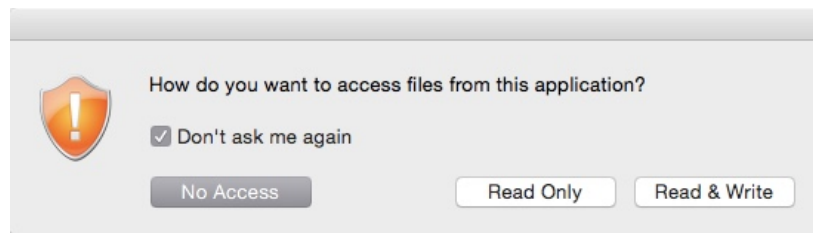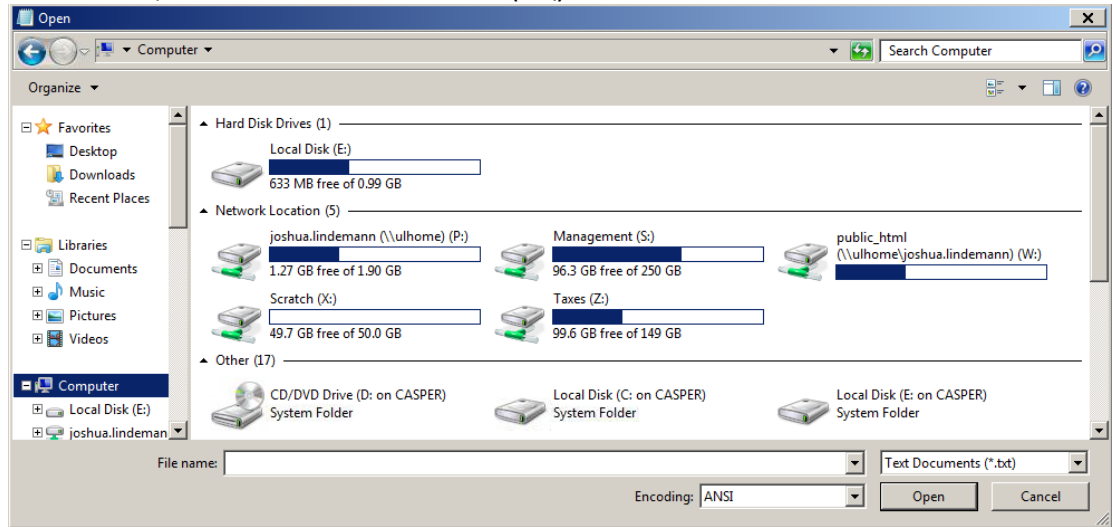

1) With your application open, go to the menu option FILE, and click the option '**OPEN**'
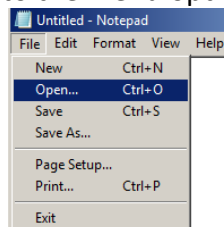

2) When the new window appears, click on the left-side menu option '**COMPUTER**'

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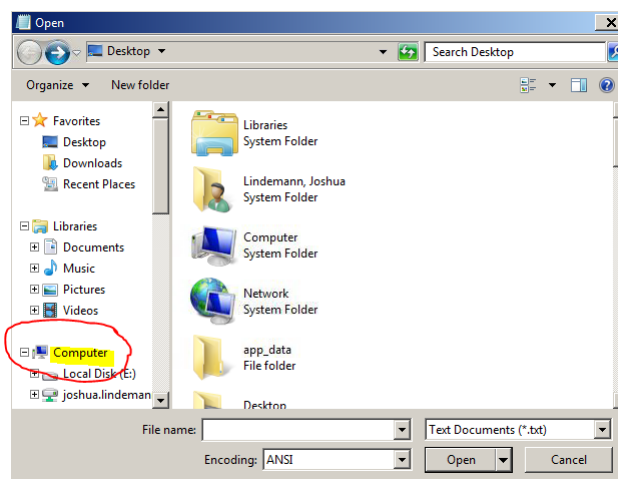
3) You will see you have access to:
    a. Your personal P:\ and W:\ drive
    b. A departmental share (S:\) if you have been given access
    c. If a student, the 24-hour Scratch drive (X:\)

    d. And listed below at the bottom of the listed drive mappings, with a unique name, is the list of your local computer drives.
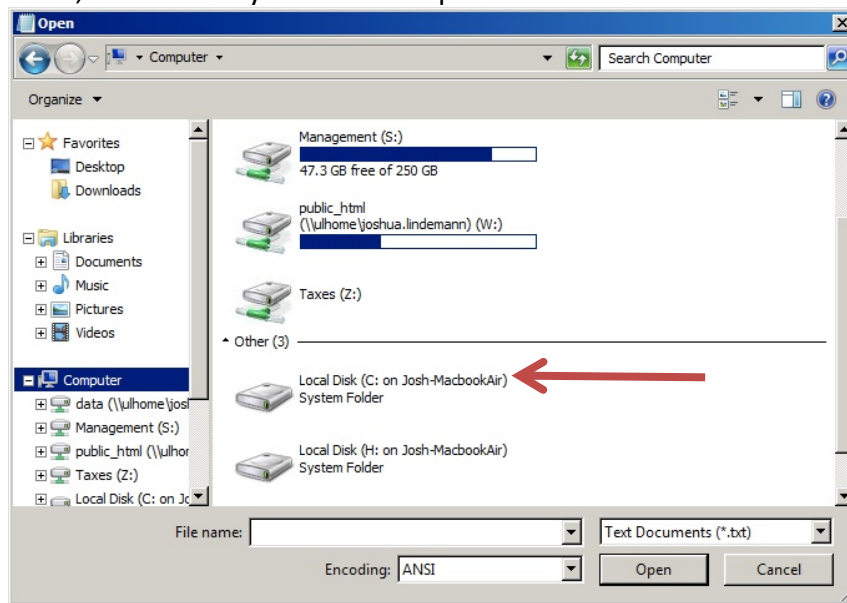
Printing with Citrix

At this time all printing can be done of (2) ways.

1) You have the option to print to an Adobe PDF and save it in your P:\ drive or local computer.

2) Print to the Follow-You Printer\Photocopier
    a. With this you have the ability to print, staple, hole punch and collate.

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