

# 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

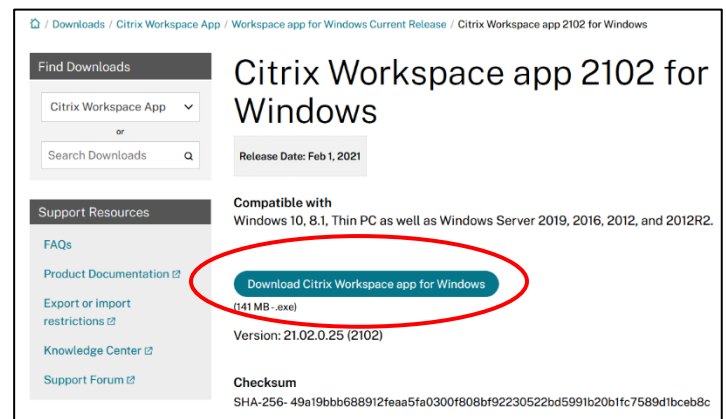
*Citrix Workspace MUST be installed on users’ personal computers to use Virtualized Applications.*

To download earlier versions of the Citrix Workspace please visit the [Citrix Workspace App download page](#). Beneath **Narrow Results** select the appropriate version.

### 1. Download Citrix Workspace

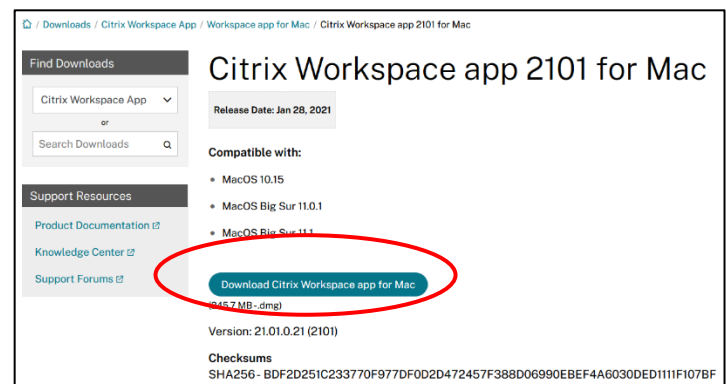
Windows users:

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

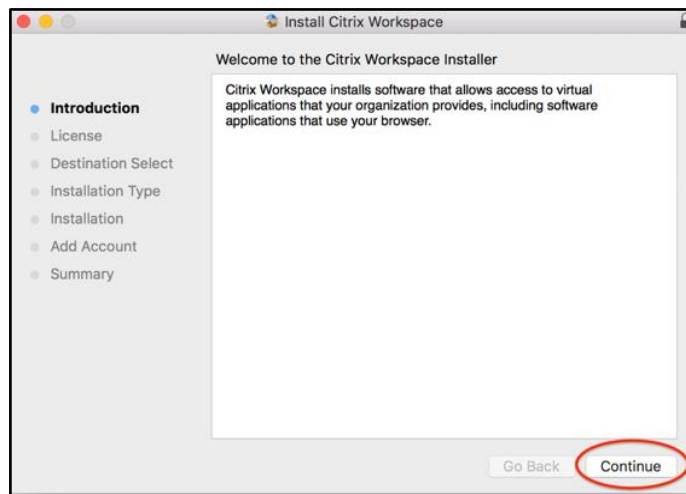


MacOS users:

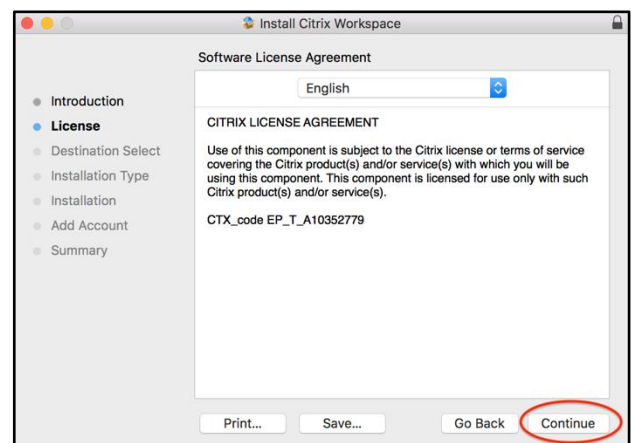
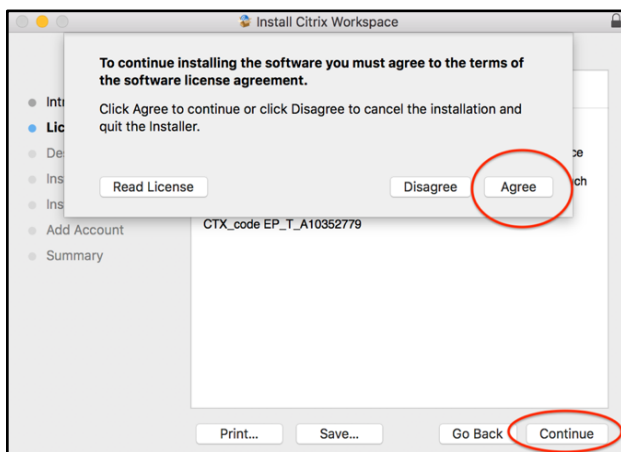
<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>



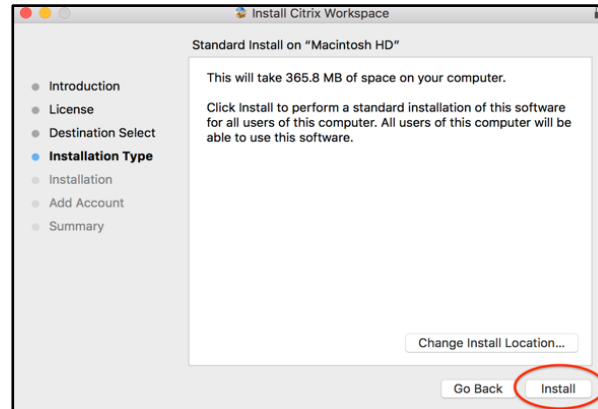
2. Once downloaded, locate the file and double-click to start the installation.
3. When prompted if you want to allow the program to make changes/allow access to your computer, click **'Yes'**, then **'Install'**.
4. If your computer asks if you want to allow the Citrix Workspace program to make changes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

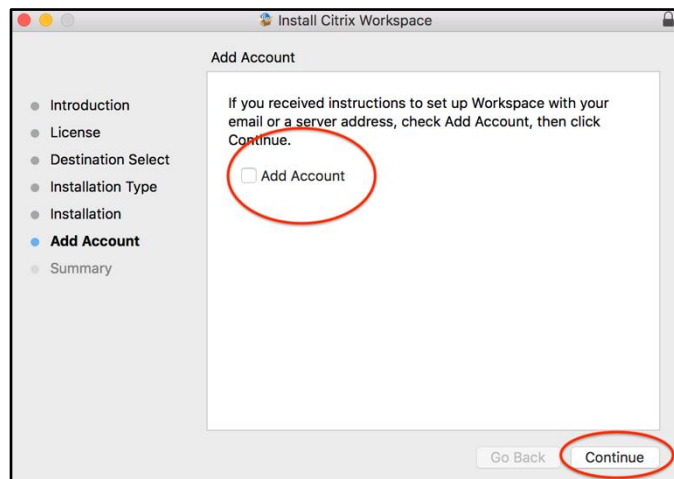


7. (A) Windows users: **Uncheck 'Enable single sign-on'** and click **'Install'** to install the program.  
 (B) MacOS users: Click **'Install'** to install the program.

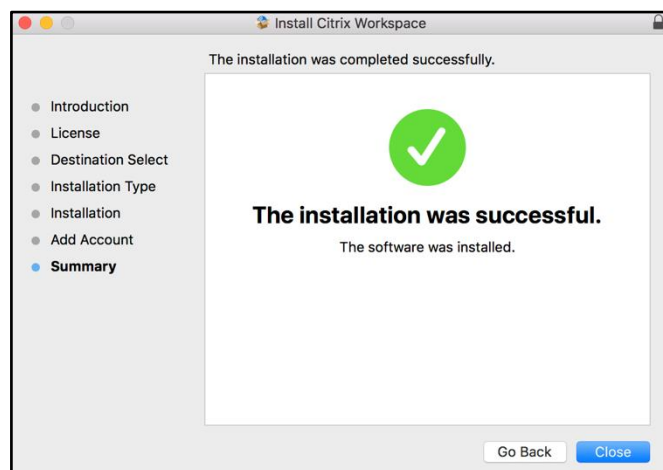


8. Once the download has completed, **DO NOT** click **Add Account**.

- (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)

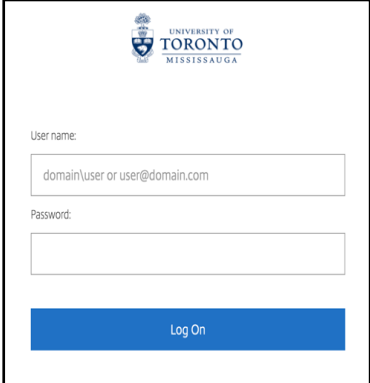
**NOTE: Citrix Workspace MUST be installed on a user's personal computer in order to use Virtualized Applications.**

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

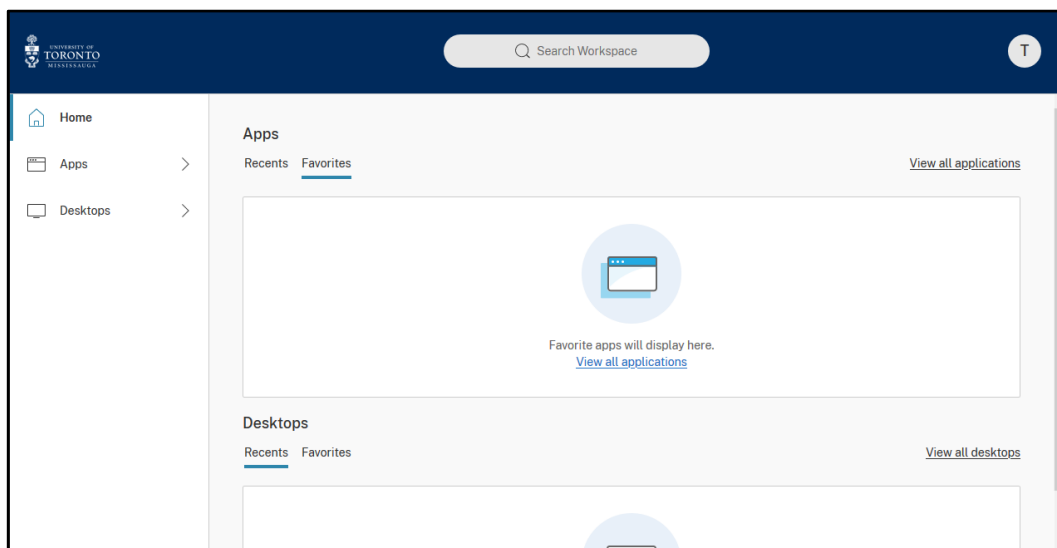
1. To launch Citrix Cloud, visit: <https://utmcitrix.cloud.com/>
2. Log into Citrix Cloud using your UTORid and password.

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

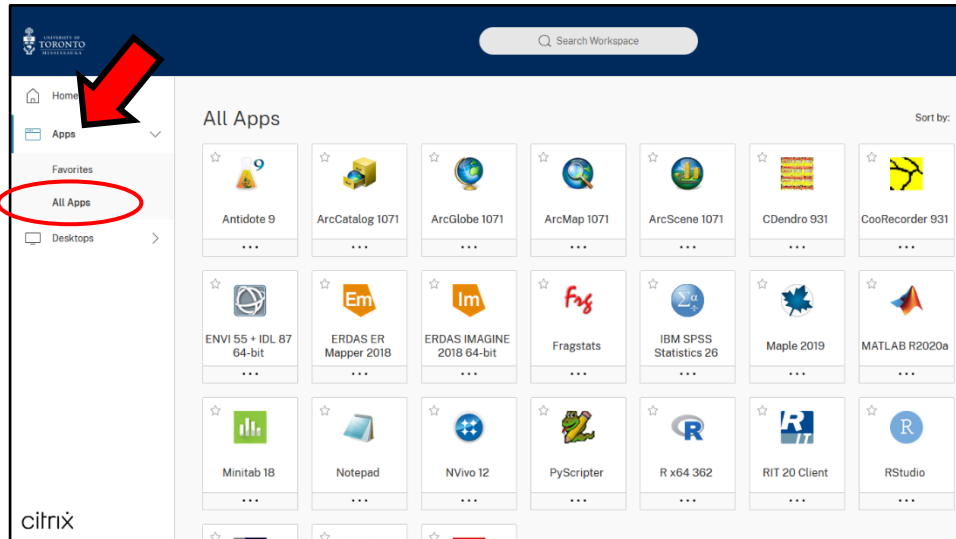
**Password:** use the password associated with your UTORid



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](https://uoft.service-now.com/kb_view.do?sysparm_article=KB0011889)

MacOS: [https://uoft.service-now.com/kb\\_view.do?sysparm\\_article=KB0011894](https://uoft.service-now.com/kb_view.do?sysparm_article=KB0011894)