



## Favorites

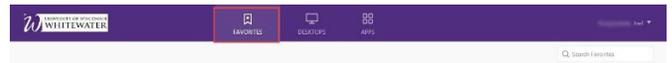
Once logged in you will have access to the **Favorites** Page. This is where you will be able to select the Applications and VDIs that you have favorited.

**Step 1.** To add an application or VDI to your Favorites Page, start by selecting either **Apps** or **Desktops** at the top.

**Step 2.** Click on the **Details** link.

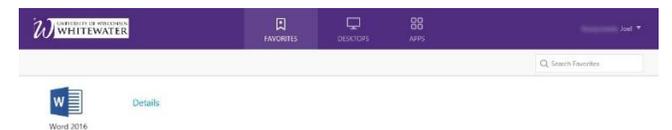
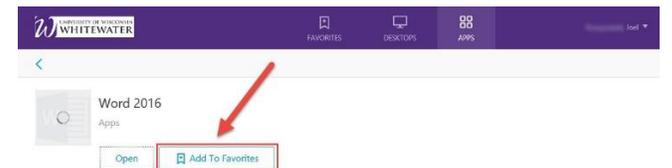
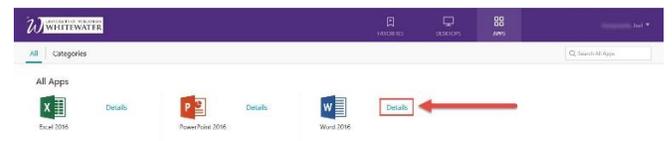
**Step 3.** Then click the **Add To Favorites** button.

**Step 4.** The app then appears under your favorites list.



Add Favorites

Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.



## Desktops

**Desktops** is where you launch the VDI environment you wish to operate in. The most common being the **General Access Desk**. Within this new Desktop window, you will have the same access as being logged into a lab computer on campus.

**Note:** There should not be much of a need for people to use this area unless they are on a mobile device and need a desktop interface.

**Step 1.** To launch a virtual environment, you can either **double-click** on it or click on the blue **Details** link to the right of the icon and then click **Open**.

- a. **Note:** It may take a minute for your virtual environment to load. As it is loading, you will see a spinning wheel over the Desktop Symbol.

**Step 2.** Once your virtual environment window opens, you will have full access to your Desktop no matter where you are.



General Access Desk



General Access Desk

Open

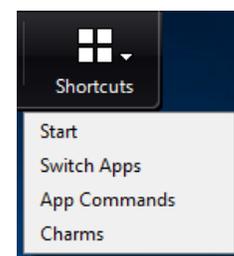
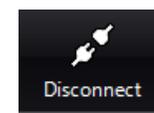
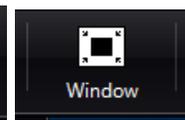
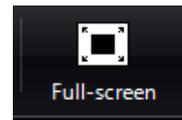
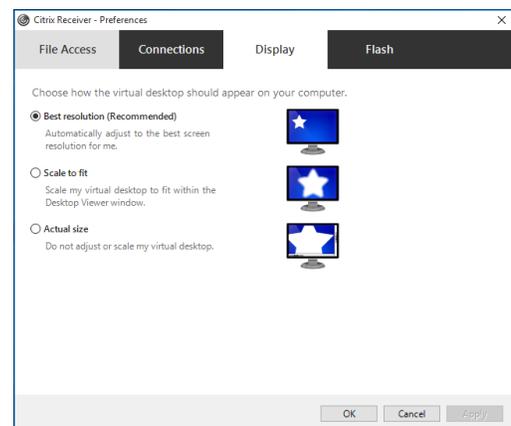
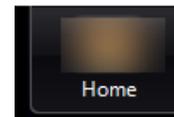
Restart

Remove



**Step 3.** There is a Drop-down menu at the top of your Desktop Viewer window. Within it are a few options that you should be aware of:

- a. **Home:** Minimalizes all your Desktop Viewer windows, so you can view your local desktop and applications.
- b. **Ctrl+Alt+Del:** This button is the equivalent of hitting **Ctrl+Alt+Del** on your Desktop Viewer, because just pressing the keys will only bring up options on your local desktop.
- c. **Preferences:** Opens a window with additional settings that you can adjust to your preference. These include, “**File Access**”, “**Connections**”, “**Display** (pictured, right)”, and “**Flash**”.
- d. **Full Screen/Window:** These change depending on what mode you have the window in. If you are currently in “**Full Screen**” display mode, which is the Desktop expanded fully to your monitor, then you will see the “**Window**” button. If you click this, you can adjust the size of your Desktop window and move it as needed. The opposite goes for when you are in in “**Window**” mode and want to switch to “**Full Screen**”.
- e. **Disconnect:** This disconnects you from the Desktop connection when you are ready.
- f. **Shortcuts:** Here are shortcuts to additional options and programs on your Desktop.



## Apps

**Apps** is where you will launch the application that you wish to use.

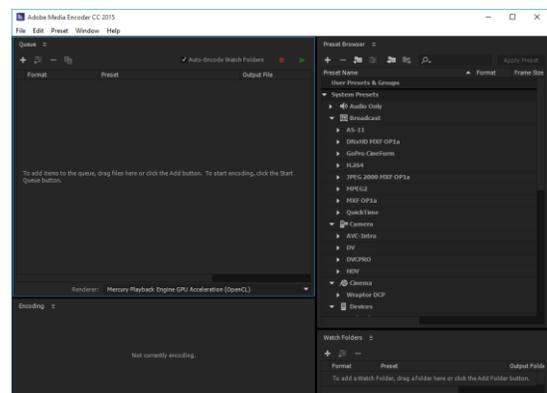
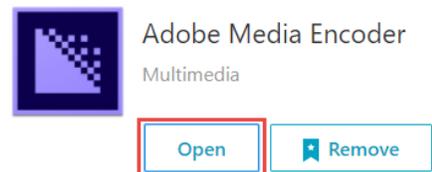
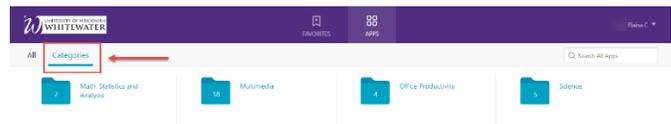
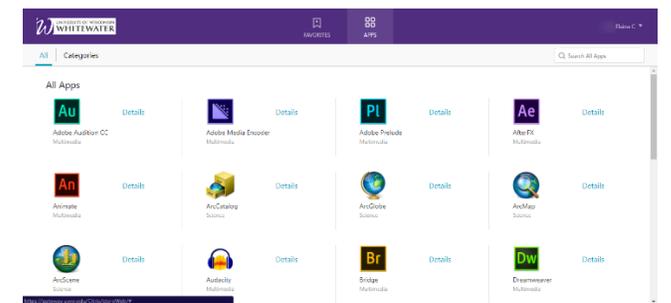
**Note:** We would like users to launch apps versus launching a full environment because its more to the point and cuts loading time, saving bandwidth for the whole campus.

- Step 1.** If you wish to launch an application, select **Apps** from the top navigation menu.
- Step 2.** You will then see a list of a variety of applications you can choose from. If you are having trouble finding your app, click on the **Categories** link in the upper left corner of the window.

**Note:** You can also use the **Search** bar in the upper right corner of the screen to find your app.

- Step 3.** When you have located your app, **double click** on the one that you would like to use.  
You can also click **Details** and then click **Open**.

- Step 4.** Your app should then open in a new window for use.



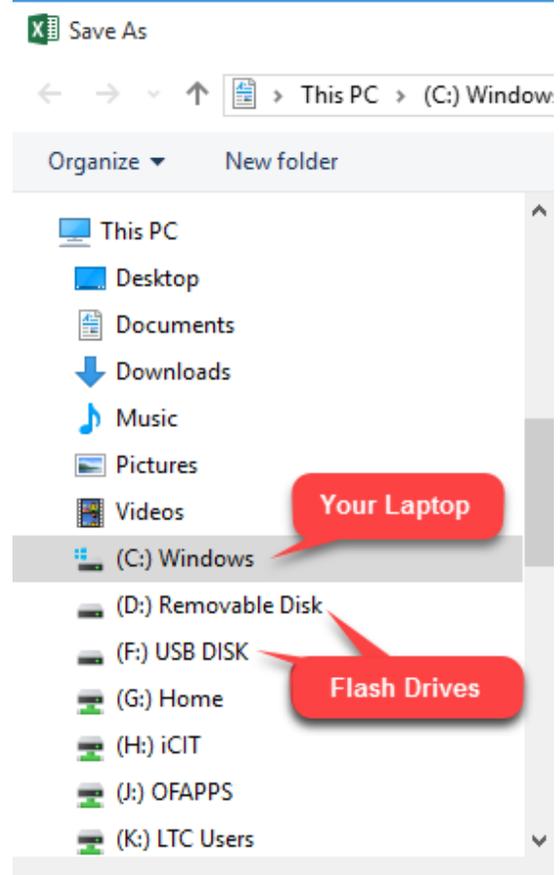
## Saving or Opening a Previous Document

Step 1. When you are ready to save in the App that you are working in or if you would like to open a file from your computer within your app, Click **Open** or **Save As**, in the app as you usually would.

Step 2. A window will appear where you can select **This PC**. All of your **Local Disk** options should appear meaning your **laptop plus flash drive**.

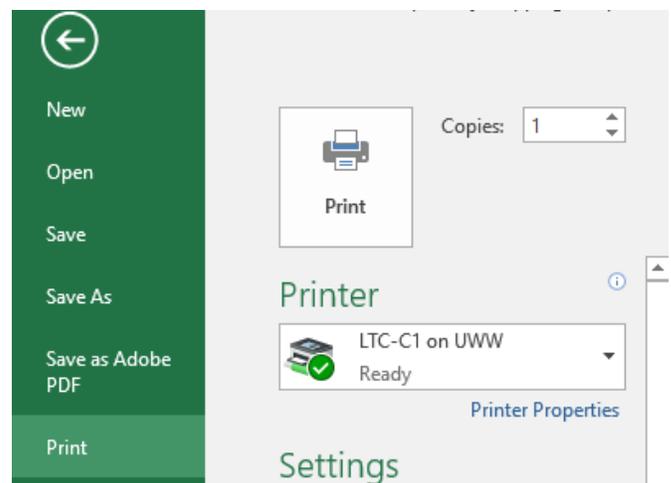
Step 3. Your flash drive must be plugged into your laptop before your start Citrix, **AND** when you install Citrix you must click **Enable Single User**.

Note: If you do not see your flash drive in the list, you will have to reinstall Citrix: <https://www.citrix.com/downloads/citrix-receiver>



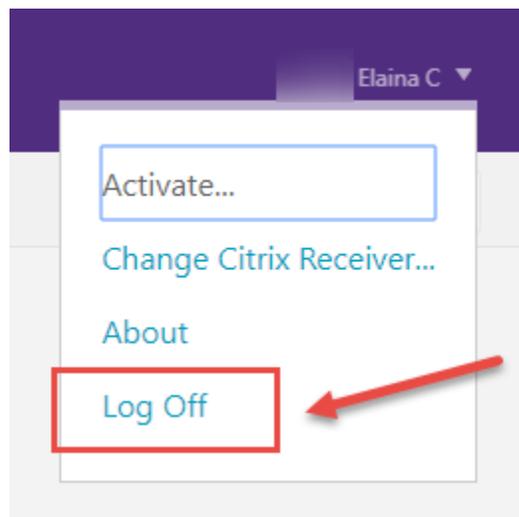
## Printing

If you would like to Print, you should have access for General Access Lab Printing and University Housing printing respectively. These features will only show up under the save menu within the virtualized application, not the local computer file system.



## Logging Out

When you are finished with Citrix, you can **Log Off** by clicking the drop down menu under your name in the upper right hand corner.



## Need Help?

If you have any questions or or concerns please don't hesitate to contact the Helpdesk at [helpdesk@uww.edu](mailto:helpdesk@uww.edu) or Ext. 4357 (HELP)