

# Remote Access to the Virtual Software Lab Student User Manual

**Internal (NVCC Only)**

**Updated: 09/10/2021**

**Version 1.6**



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## 1 Introduction

This User Manual document details the steps for students for Remote Access to the Virtual Software Lab.

## 2 Overview

Students may access a limited software collection including the Adobe Creative Cloud Suite. As with a traditional computer lab, there are a limited amount of available seats. As a courtesy, students should try to limit their time on the virtual applications to allow other students an opportunity to use the software.

Once a student closes an application, there is an automatic 15-minute idle timeout feature to release the session to another student. Students should remember to save their work early and often using their local hard drive or an external storage device (e.g., thumb drive/USB key).

Additionally, the Citrix XenDesktops which are currently deployed on campuses are also available remotely.

**Note:** Printing is not available from these virtual applications.

## 3 Setup the Virtual Software Lab

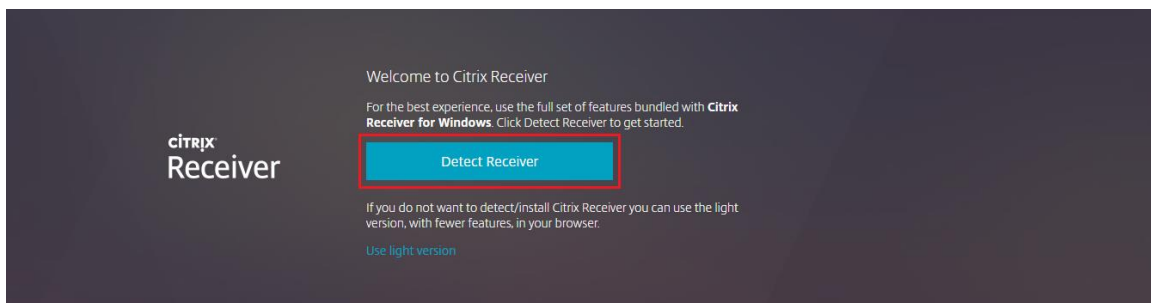
### 3.1 Install Citrix Workspace

**Note:** Only the Google Chrome web browser on a Windows PC is supported.

**Note:** While we have limited support on Mac platform, you can find the installation file for Mac Citrix Workspace App at <https://www.citrix.com/downloads/workspace-app/>

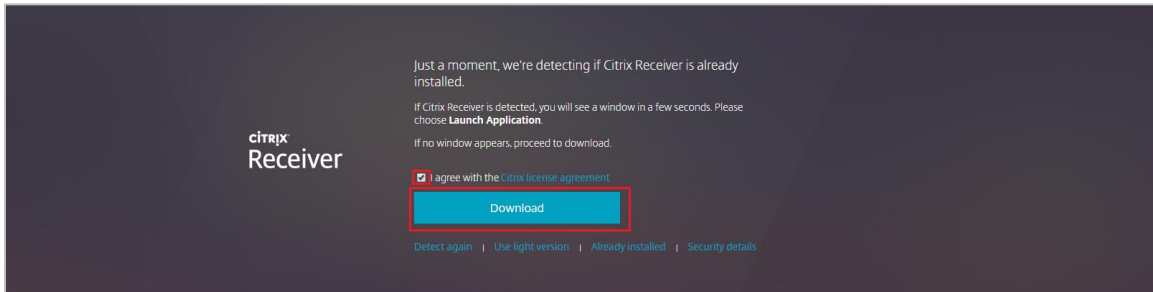
Follow these steps to install Citrix Workspace on your Windows workstation:

1. Open your Google Chrome web browser and go to <https://virtualstudent.nvcc.edu/Citrix/GatewayWeb/>
2. Click the **Detect Receiver** button.



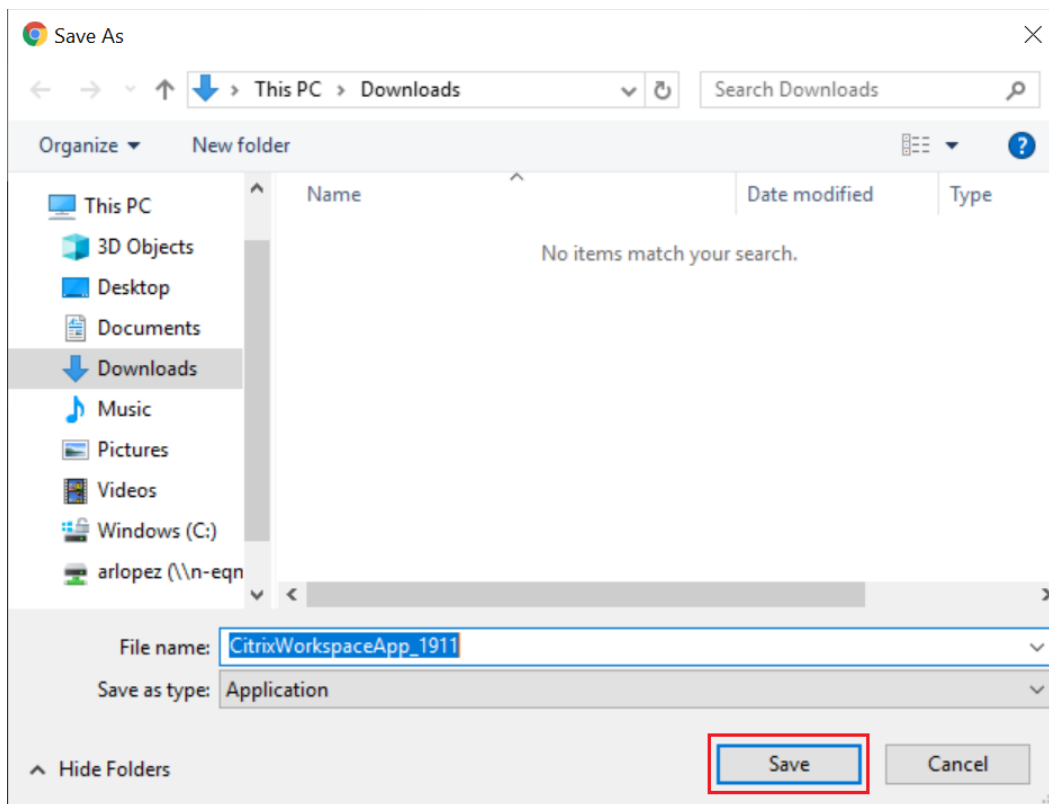
**Figure 1: Detect Citrix Receiver**

3. Select the **I agree with the Citrix license agreement** checkbox.
4. Click the **Download** button.



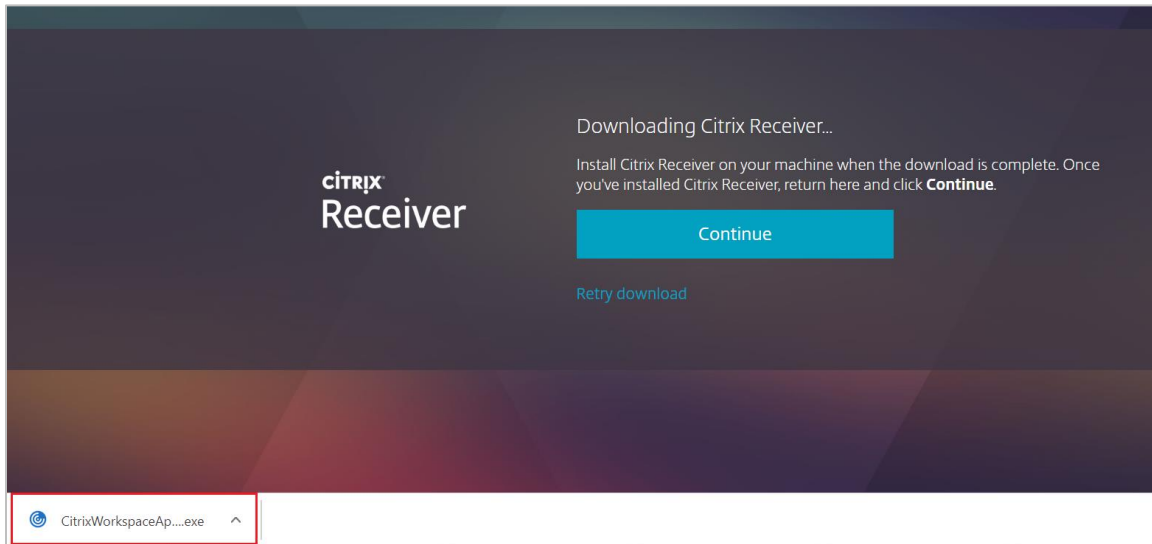
**Figure 2: Download Citrix Receiver**

5. Click the **Save** button to save the **CitrixWorkspaceApp\_<Version #>.exe**.



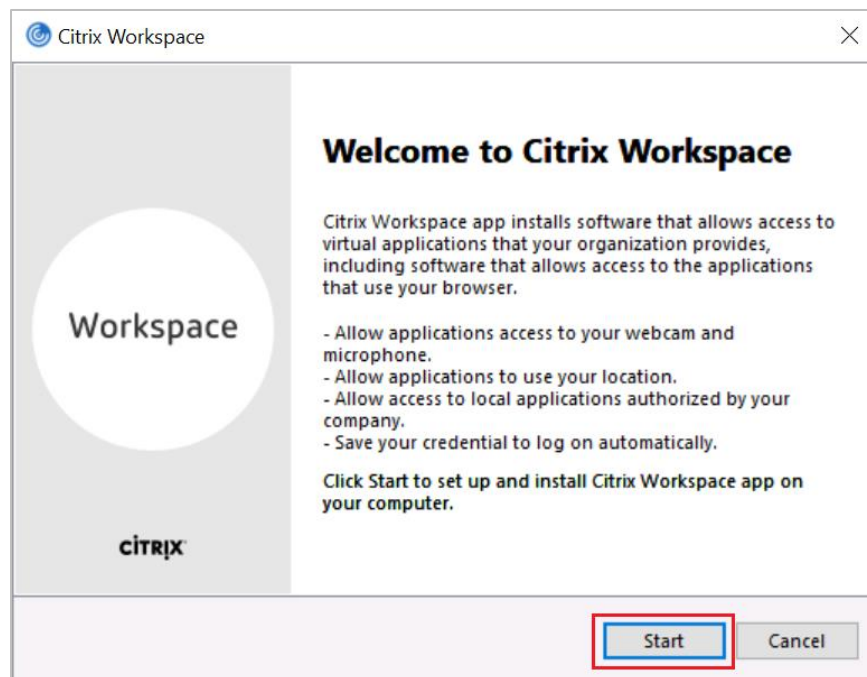
**Figure 3: Save CitrixWorkspaceApp exe**

6. Click the **CitrixWorkspaceApp\_<Version #>.exe** to launch the Citrix Workspace Install Wizard.



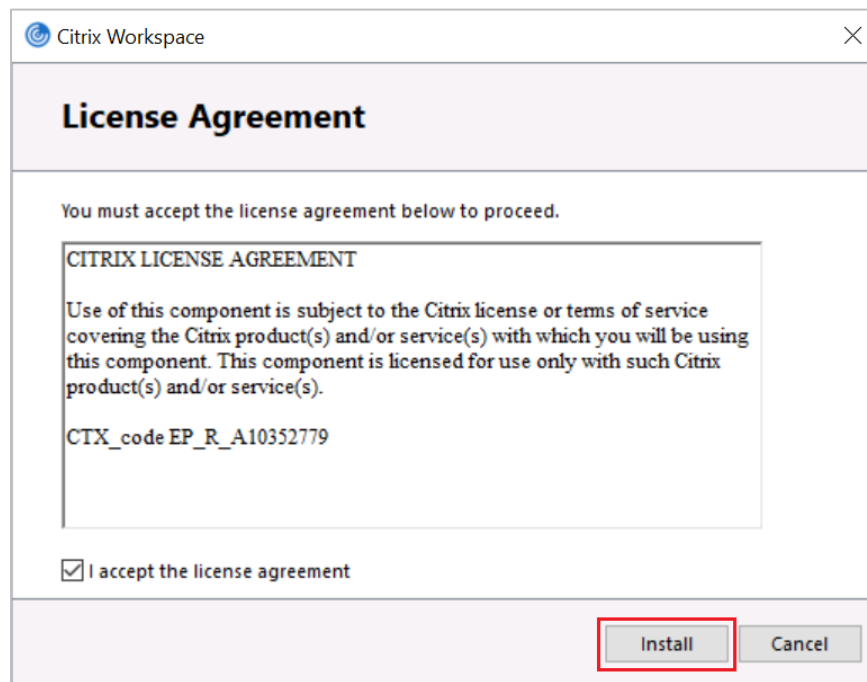
**Figure 4: Click CitrixWorkspaceApp\_<Version #>.exe**

7. Click the **Start** button.



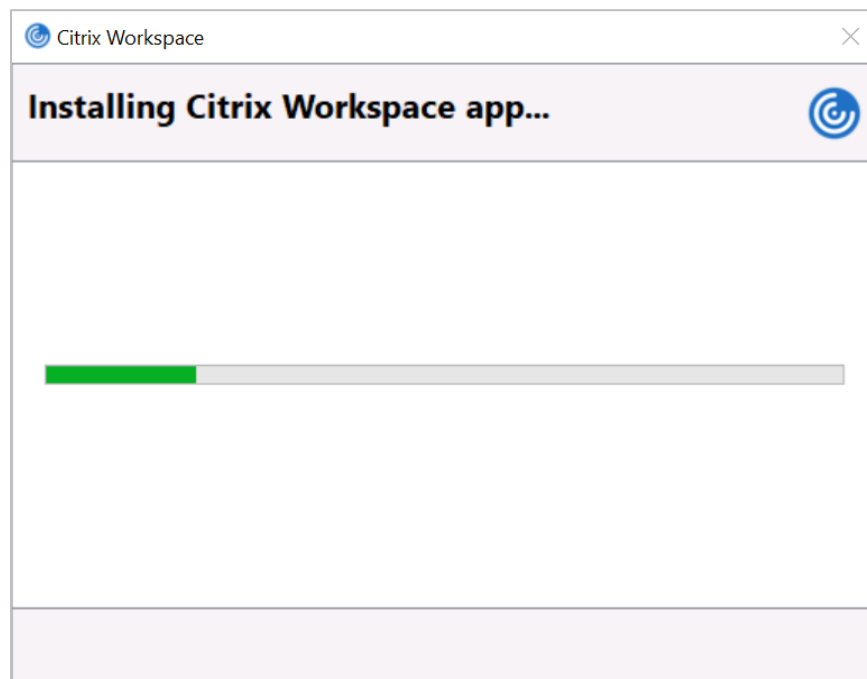
**Figure 5: Citrix Workspace Install Wizard**

8. Select the **I accept the license agreement** checkbox and click the **Install** button.



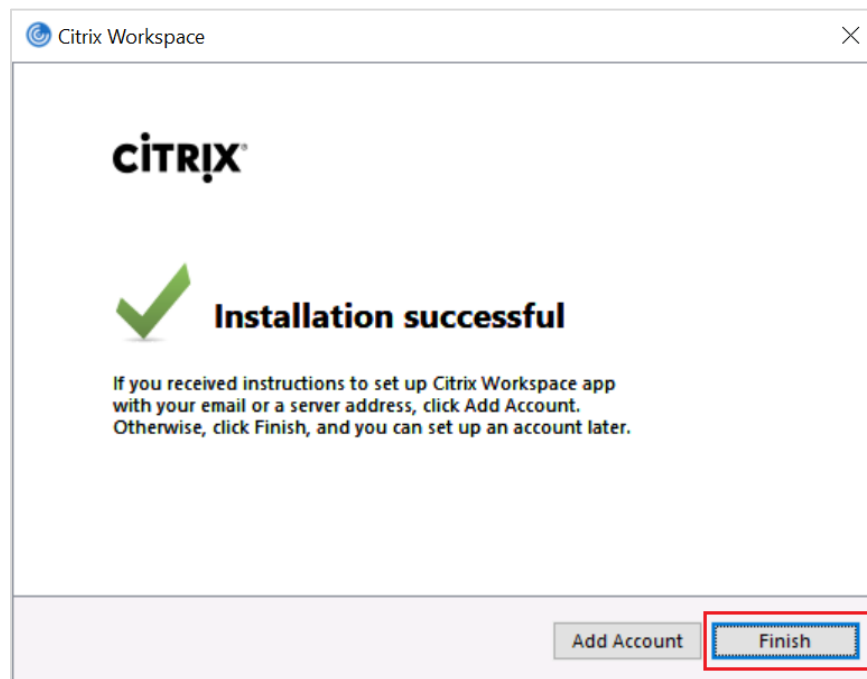
**Figure 6: License Agreement**

Installation may take a couple minutes



**Figure 7: Installation Progress**

9. Click the **Finish** button when the installation completes.



**Figure 8: Installation Complete**

10. Follow the steps in [Access the Virtual Software Lab](#).

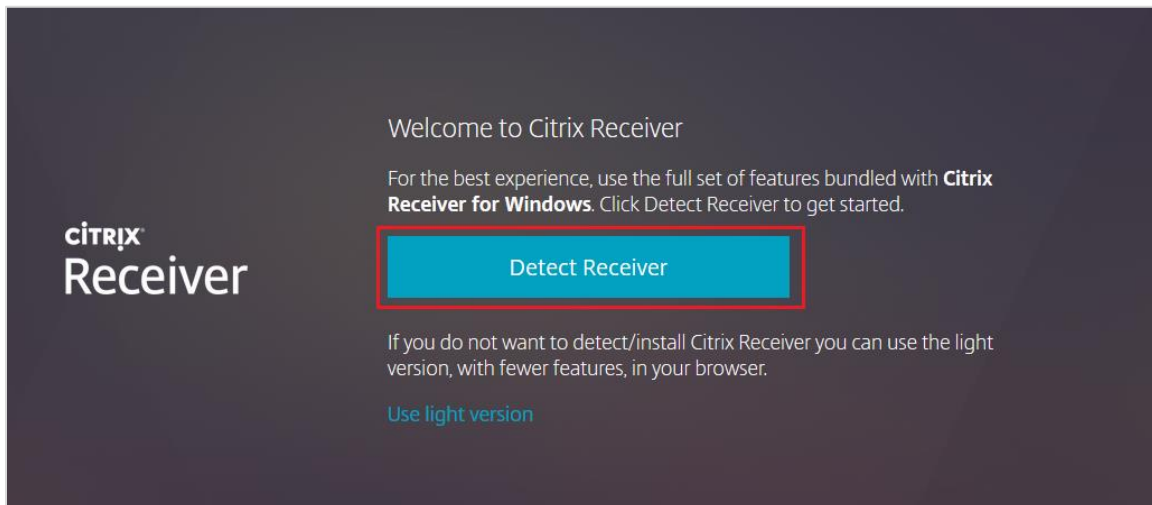


## 4 Access the Virtual Software Lab

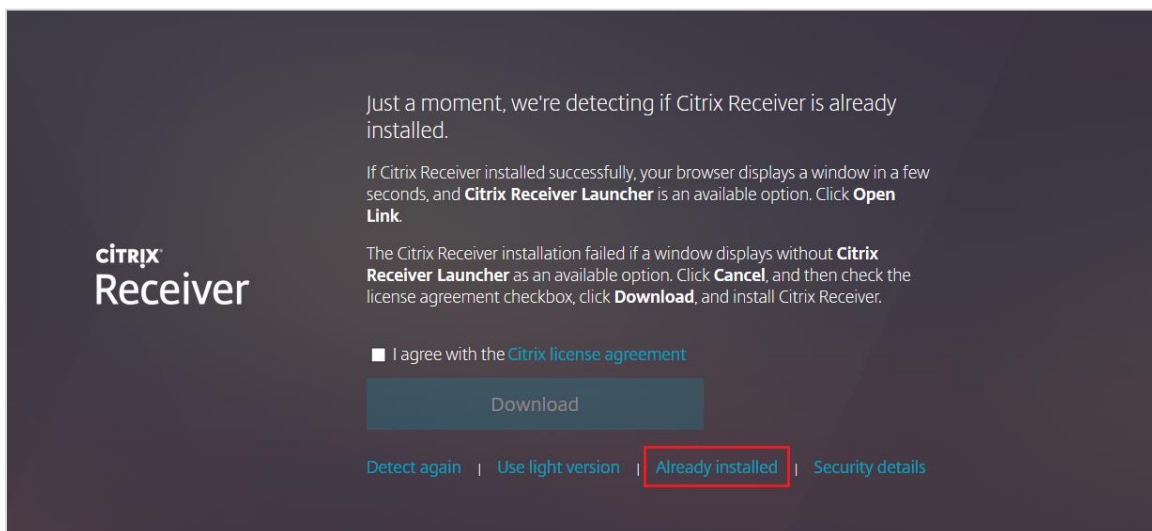
### 4.1 Launch the Citrix Workspace App

Follow these steps to install the Citrix Workspace App:

1. Open your Google Chrome web browser and go to <https://virtualstudent.nvcc.edu/Citrix/GatewayWeb/>
2. Click the **Detect Receiver** button or select **Already installed** if you already have the Citrix Workspace App installed.

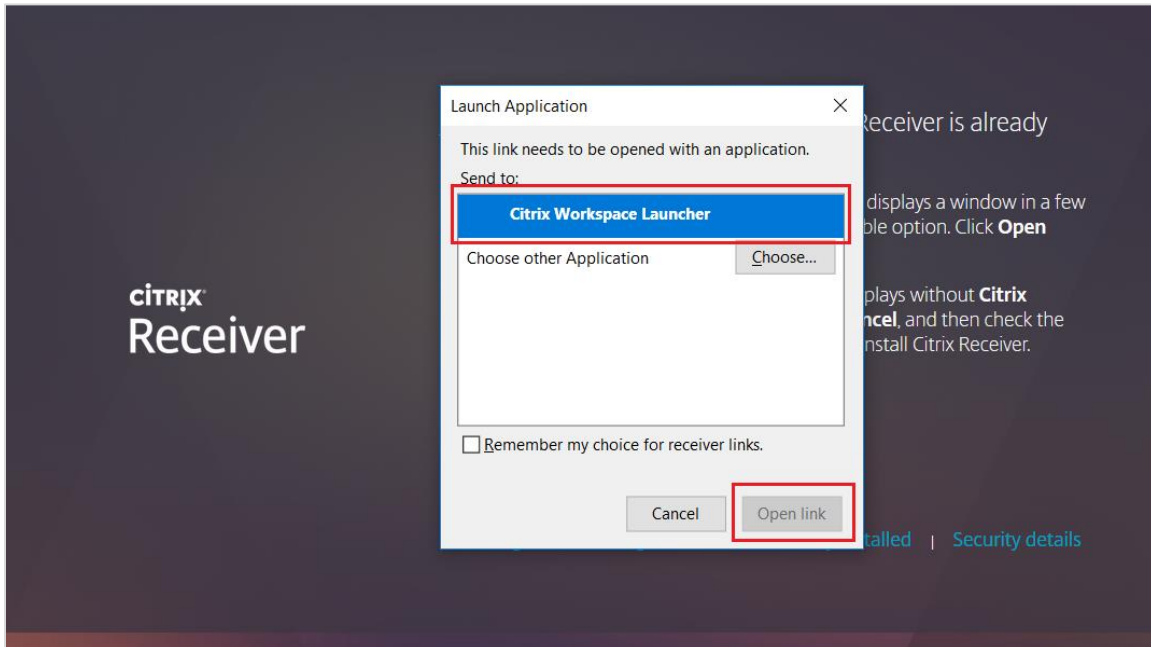


**Figure 9: Click Detect Citrix Receiver**



**Figure 10: Select Already Installed**

3. Select **Citrix Workspace Launcher**.
4. Click the **Open Link**.



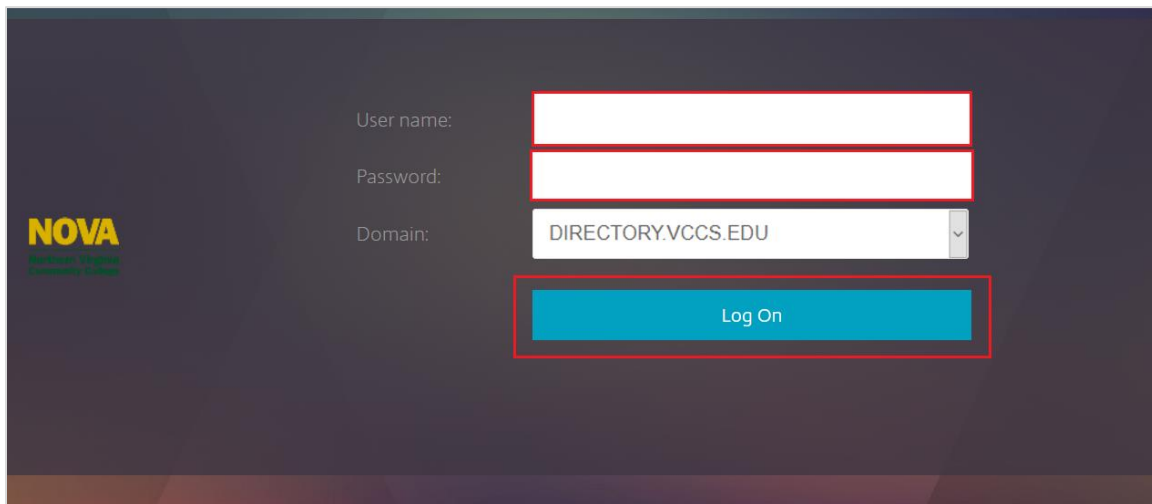
**Figure 11: Citrix Workspace Launcher**

5. Follow the steps in [Log On to Citrix](#).

## 4.2 Log On to the Citrix Desktop

Follow these steps to log on to Citrix:

1. Enter your MyNova user name and password.
2. Click the **Log On** button.

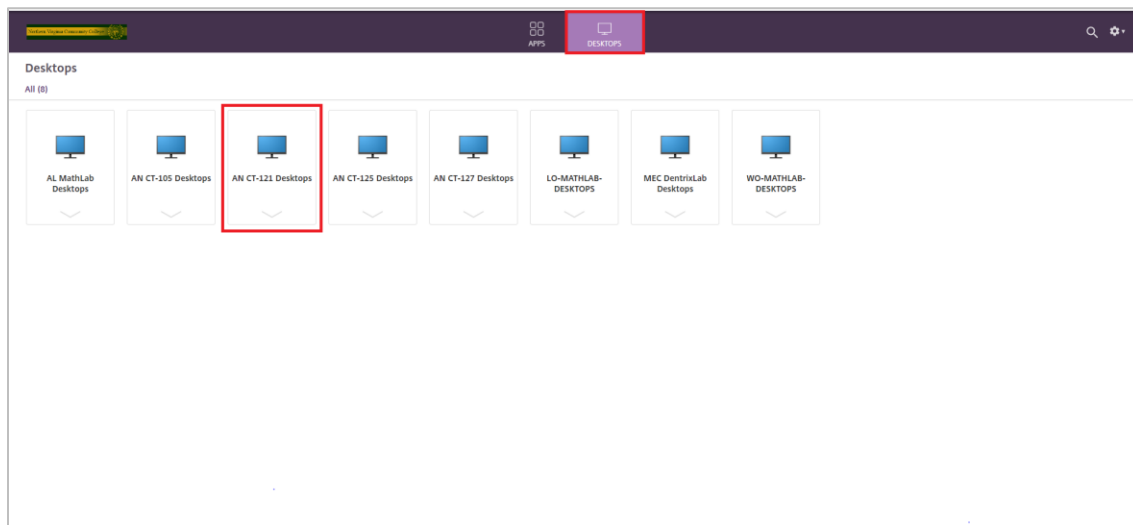


**Figure 12: Citrix Log On**

## 4.3 Access the Citrix Desktop

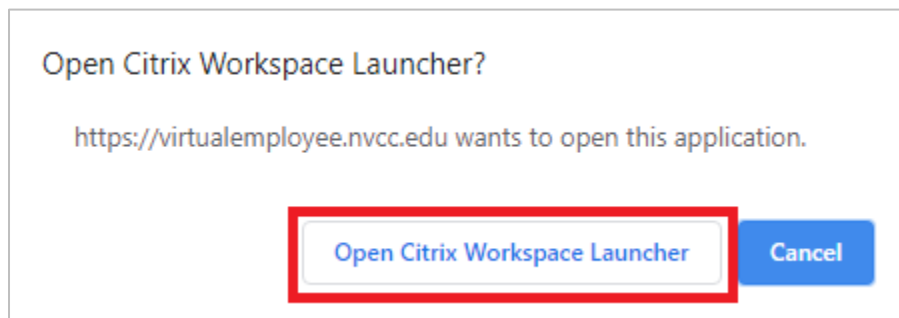
Follow these steps to access the Citrix Desktop:

1. Select the Citrix Desktop based on your campus/designation. In this example, **AN CT-121 Desktops** is selected for Students.



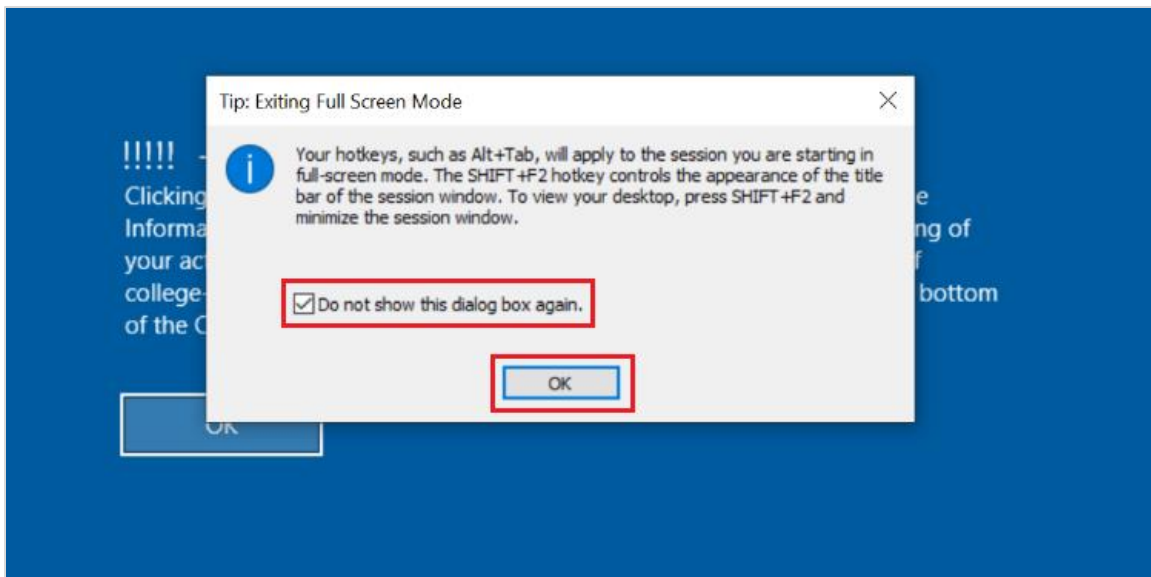
**Figure 13: Citrix Desktops**

2. If prompted, click the **Open Citrix Workspace Launcher** button.



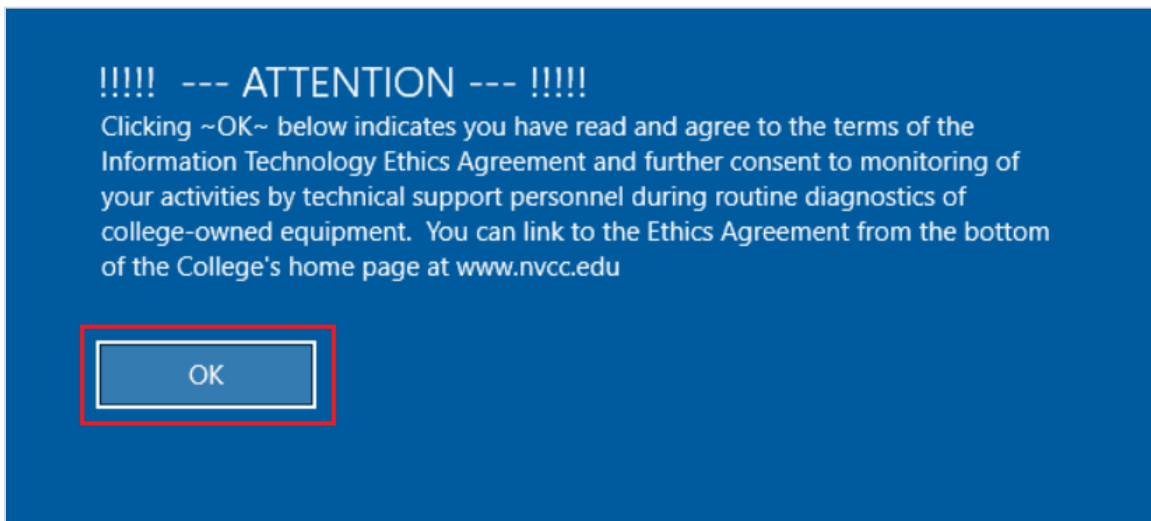
**Figure 14: Open Citrix Workspace Launcher**

3. Select the **Do not show this dialog box again** checkbox.
4. Click the **OK** button.



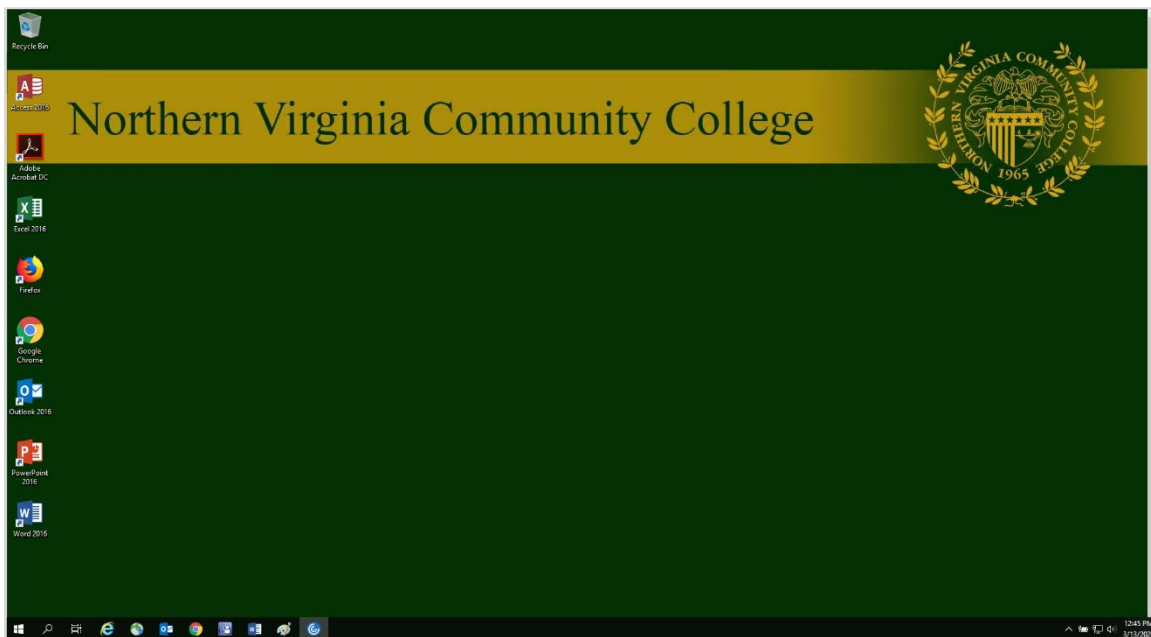
**Figure 15: Exit Full Screen Mode**

5. Review the Information Technology Ethics Agreement and click the **OK** button.



**Figure 16: Review Information Technology Ethics Agreement**

The Citrix Desktop displays.



**Figure 17: Citrix Desktop**

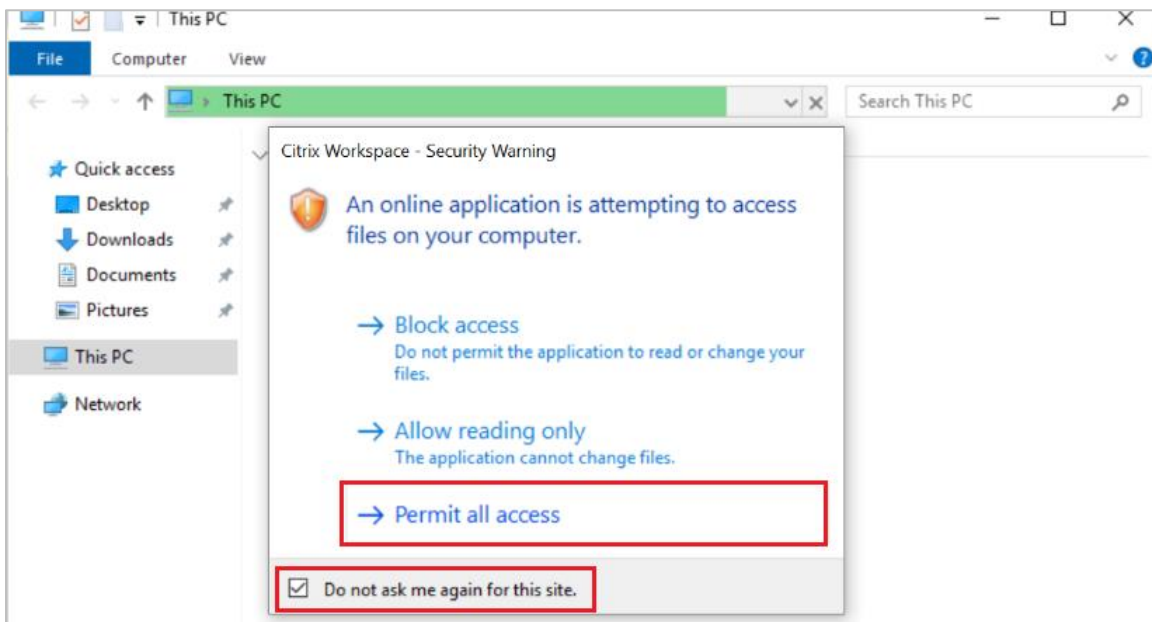
**Note:** Press the **SHIFT+F2** keys to minimize the Citrix Desktop session window and exit full screen mode. Press the **SHIFT+F2** keys again to return to full screen mode.

## 4.4 Save a File to the Citrix Desktop on a Windows PC

**Note:** If you are working with an MS Access file, you can save it to your profile but you will need to save it to your local C drive to prevent the file from becoming corrupt or permanently locked.

Follow these steps to save a file to the Citrix Desktop on a Windows PC:

1. Open File Explorer and select **This PC**.
2. Check the **Do not ask me again for this site** checkbox.
3. Select **Permit all access**.

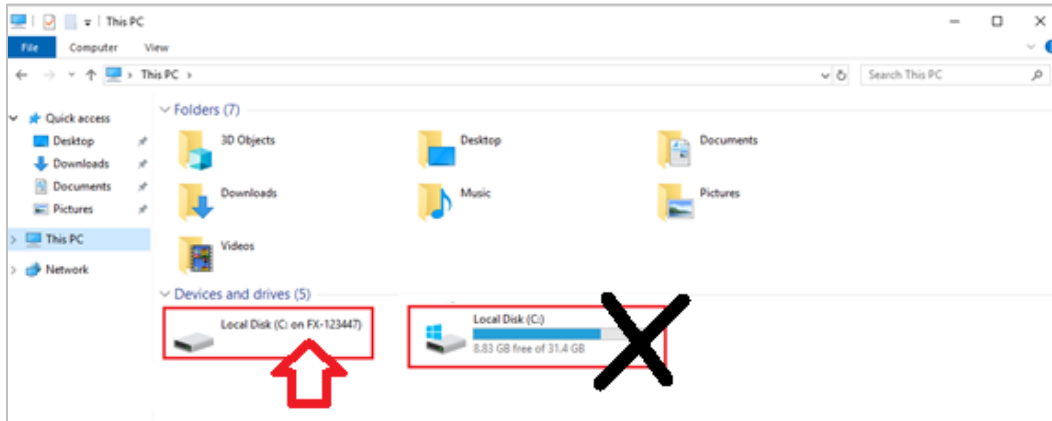


**Figure 18: Windows PC - Permit Access to Files**

- Click on **Local Disk (C: on XXXX)** under Devices and drives.

You will see two Local Disks when you click on **This PC**. The Local Disk labeled **Local Disk (C: on XXXXXX)** is your local PC drive (**XXXXXX** is typically replaced with your computer name). You must click on **Local Disk (C: on XXXXXX)** to save the files to your computer.

**Warning:** Files stored anywhere else other than **Local Disk (C: on XXXXXX)** will automatically be deleted when you close the VM session.

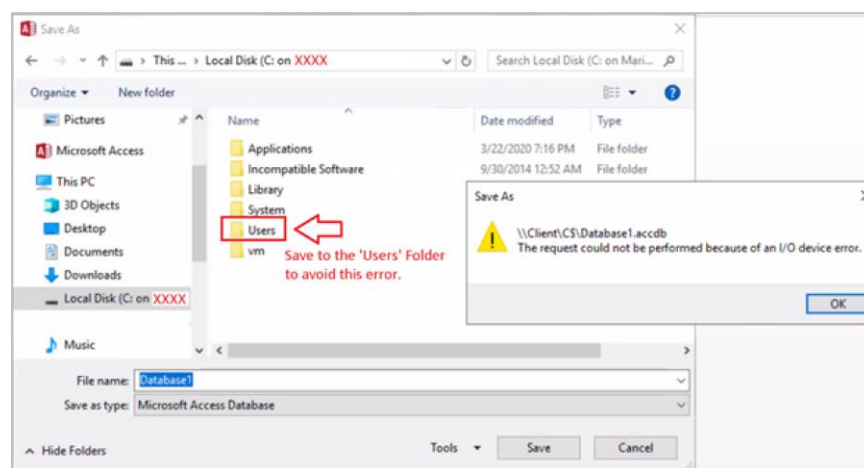


**Figure 19: Windows PC - Local Drives Under Devices and Drives**

- Save files by navigating to **C:\users\YourUserName\Documents\**

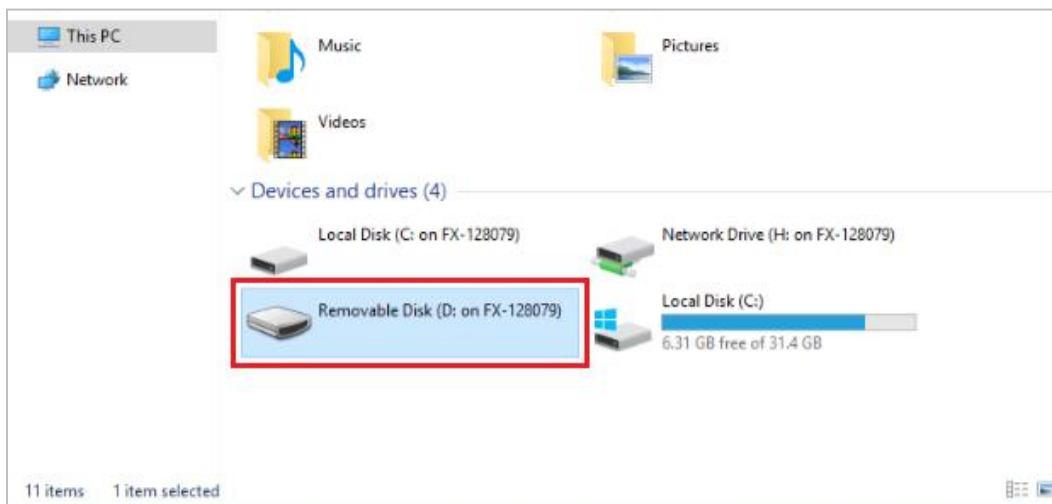
To save your file, you will need to save it in your User's Documents folder. Navigate to the **C:\users\YourUserName\Documents\** folder.

**Warning:** As a security feature, Microsoft does not allow you to save files in the Root of the **Local Disk (C: on XXXX)**. If you try to save files to the C drive root, you will get the Error Message below. You need to save it to one of the folders listed (i.e., **Users** folder).



**Figure 20: Windows PC - Error if you attempt to save files to the Root of Local Disk C: on XXXX**

6. To save to an External USB drive, click on the disk labeled Removable Disk.



**Figure 21: Windows PC - External USB Drives Mapped as Removable Disk**

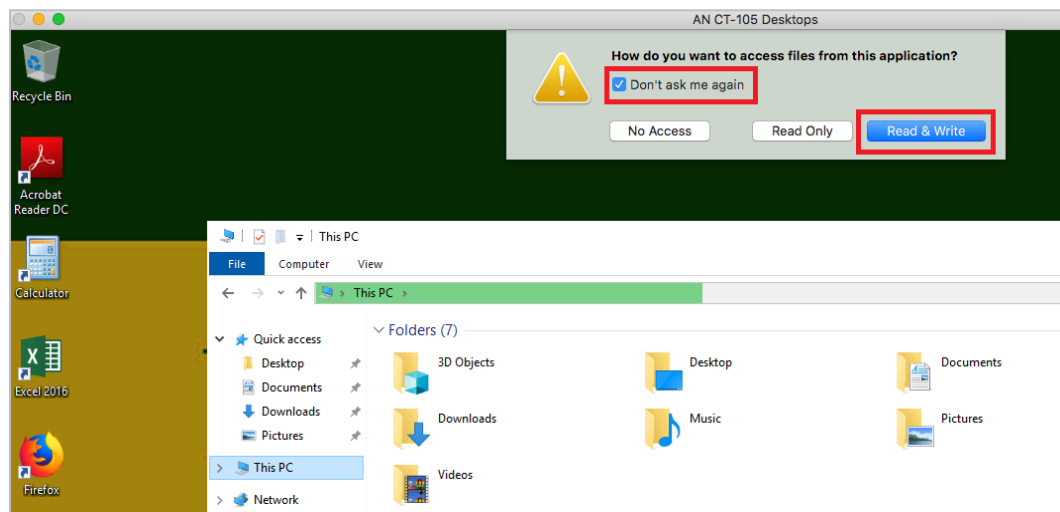


## 4.5 Save a File to the Citrix Desktop on a Mac

**Note:** If you are working with an MS Access file, you can save it to your profile but you will need to save it to your local C drive to prevent the file from becoming corrupt or permanently locked.

Follow these steps to save a file to the Citrix Desktop on a Mac:

1. Open File Explorer and select **This PC**.
2. Check the **Do not ask me again** checkbox.
3. Select **Read & Write**.

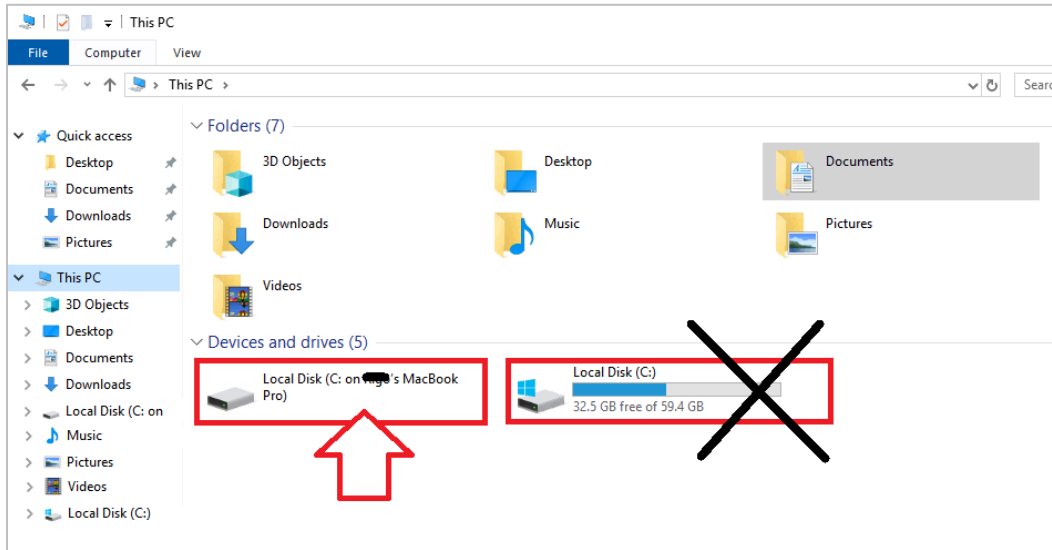


**Figure 22: Mac - Allow Read & Write Access**

4. Click on **Local Disk (C: on XXXX)** under Devices and drives.

You will see two Local Disks when you click on **This PC**. The Local Disk labeled **Local Disk (C: on XXXX)** is your local Mac drive (**XXXX** is typically replaced with your computer name). You must click on **Local Disk (C: on XXXX)** to save the files to your computer.

**Warning:** Files stored anywhere else other than **Local Disk (C: on XXXX)** will automatically be deleted when you close the VM session.

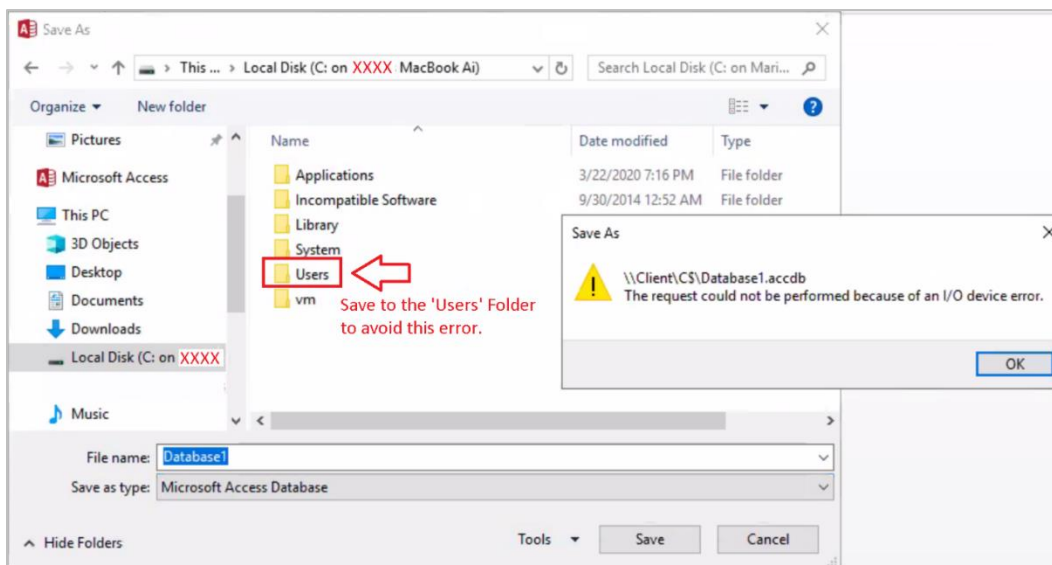


**Figure 23: Mac - Click on Local Disk (C: on XXXX)**

5. Save files by navigating to **C:\users\YourUserName\Documents\**

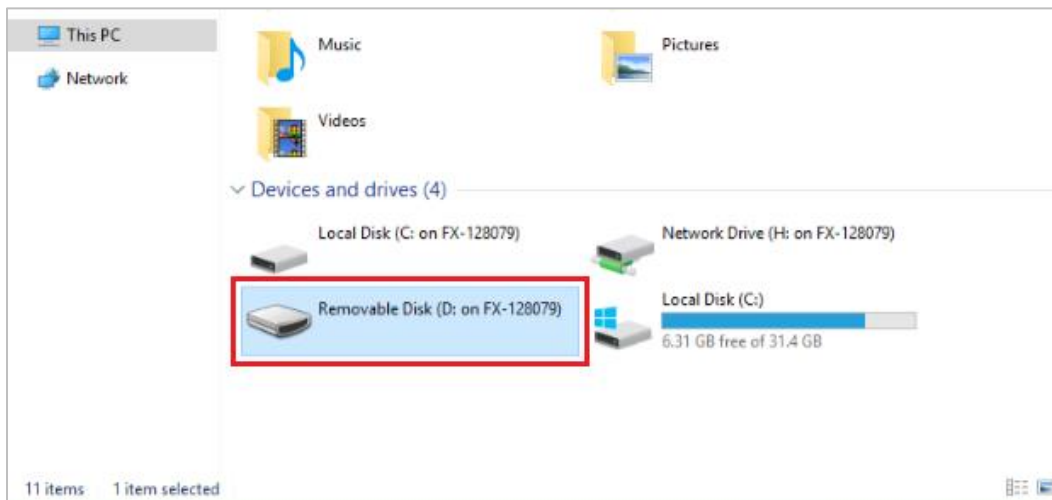
To save your file, you will need to save it in your Mac User's Documents folder. Navigate to the **C:\users\YourUserName\Documents\** folder.

**Warning:** As a security feature, Apple does not allow you to save files in the Root of the **Local Disk (C: on XXXX)**. If you try to save files to the C drive root, you will get the Error Message below. You need to save it to one of the folders listed (i.e., **Users** folder).



**Figure 24: Mac - Error if you attempt to save files to the Root of Local Disk C: on XXXX**



6. To save to an External USB drive connected to your Mac, click on the disk labeled **Removable Disk**.

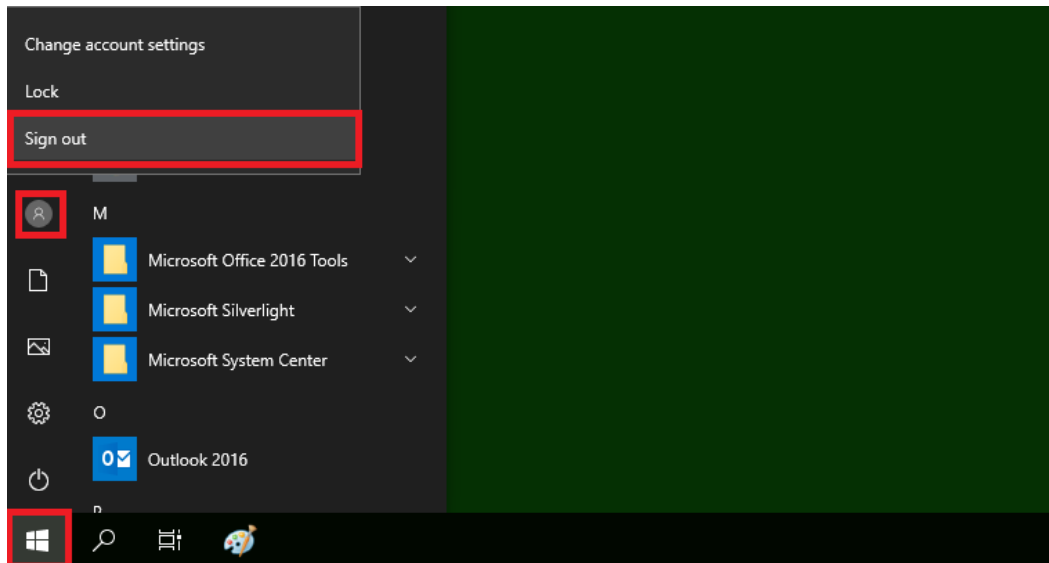


**Figure 25: Mac - External USB Drives Mapped as Removable Disk**

## 4.6 Sign Out of the Citrix Desktop

Follow these steps to sign out of Citrix Desktop:

1. Click the  icon in the Windows Taskbar.
2. Click the  icon.
3. Select **Sign out**.

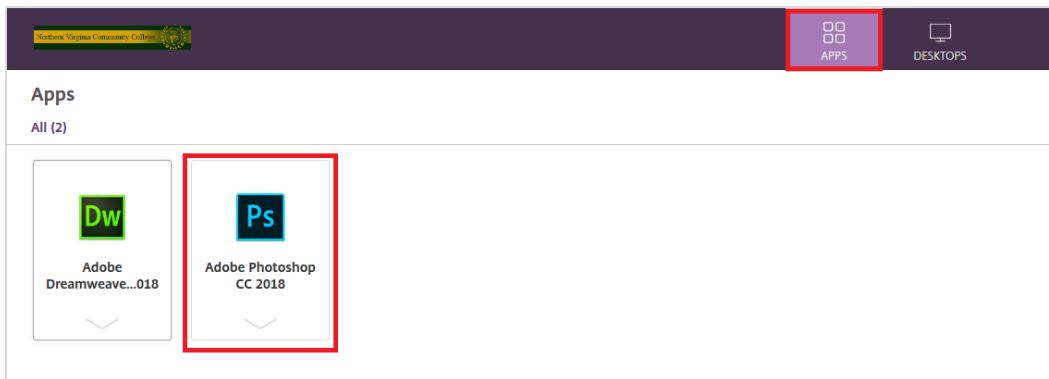


**Figure 26: Sign Out of Citrix Desktop**

## 4.7 Access an Application on the Citrix Desktop

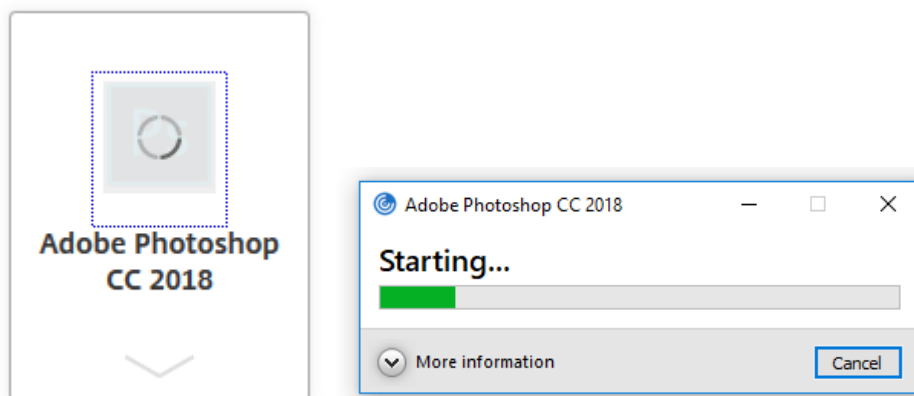
Follow these steps to access an application on the Citrix Desktop:

1. Select the **Apps** tab.
2. Select the application you wish to use.



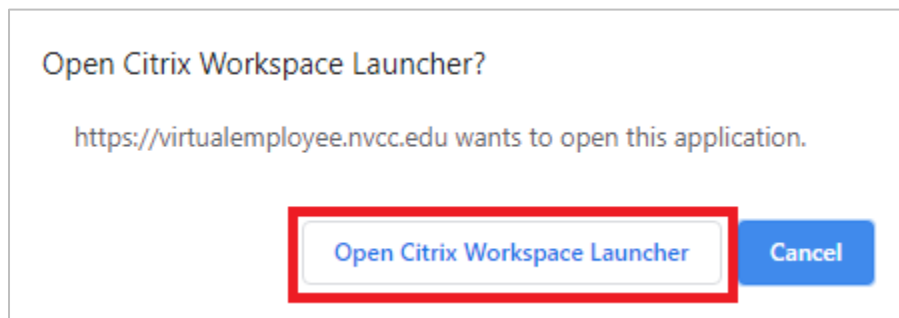
**Figure 27: Select Apps Tab and Application**

The app will load and start a session.



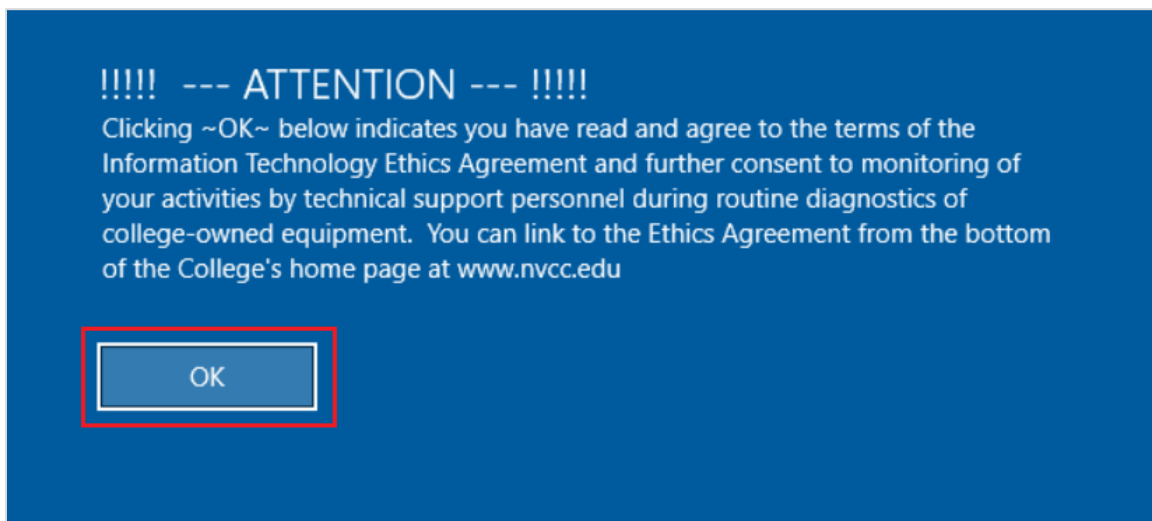
**Figure 28: Application Session Start Progress**

3. If prompted, click the **Open Citrix Workspace Launcher** button.



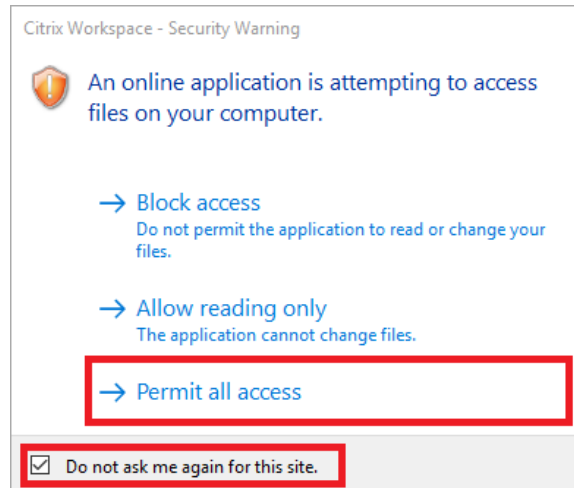
**Figure 29: Open Citrix Workspace Launcher**

4. Review the Information Technology Ethics Agreement and click the **OK** button.



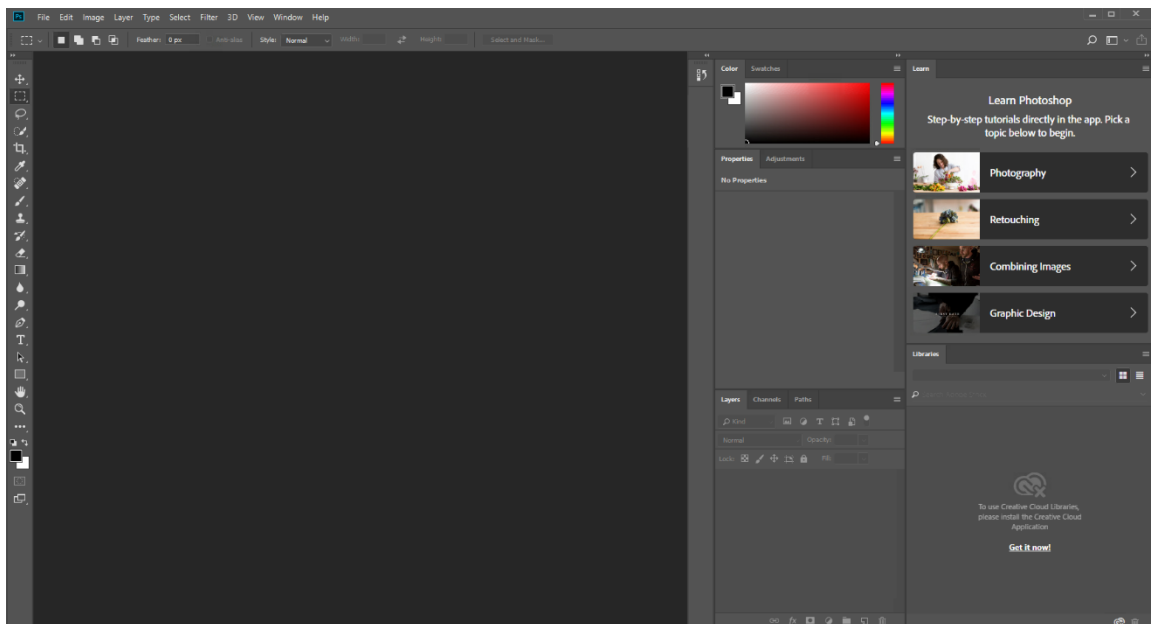
**Figure 30: Review Information Technology Ethics Agreement**

5. Check the **Do not ask me again for this site** checkbox.
6. Select **Permit all access**.



**Figure 31: Permit Access to Files**

The application displays.

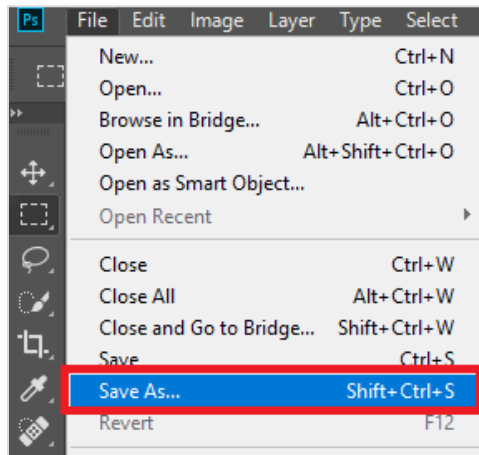


**Figure 32: Application Displays**

## 4.8 Save a File from an Application to a Local Drive

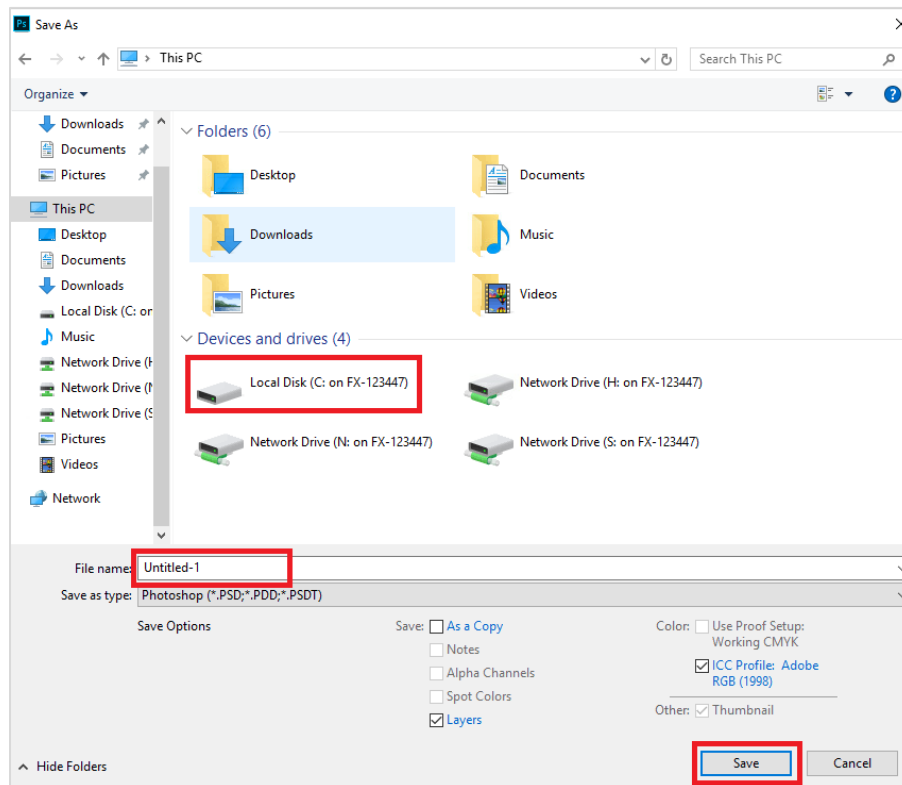
Follow these steps to save a file from an application to a Local Drive:

1. Select **File > Save As**.



**Figure 33: Select Save As**

2. Select the Local Drive, enter the file name, and click the **Save** button.



**Figure 34: Save a File**



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## 4.9 Sign Out of an Application

Follow these steps to sign out of an application:

1. Select the **X** icon at the top-right corner of the application.

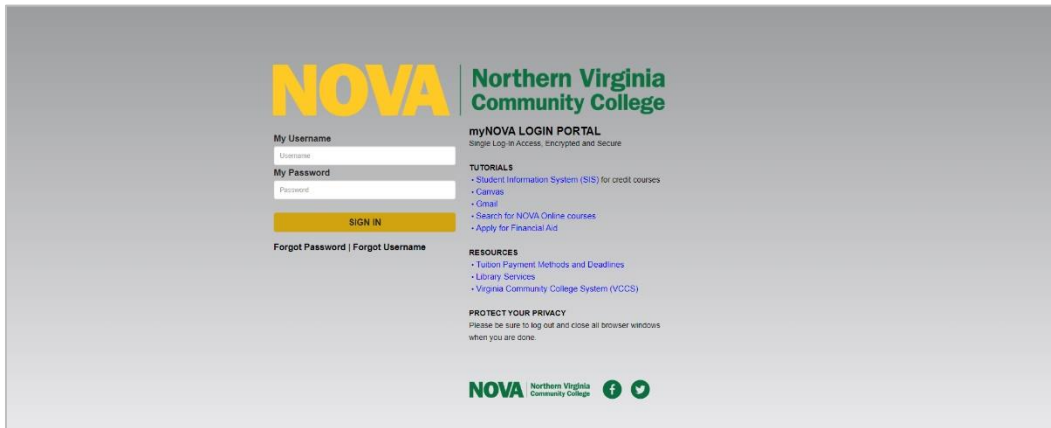


**Figure 35: Select X Icon**

## 5 Frequently Asked Questions (FAQs)

### 5.1 What if I'm unable to sign in using MyNova user name and password?

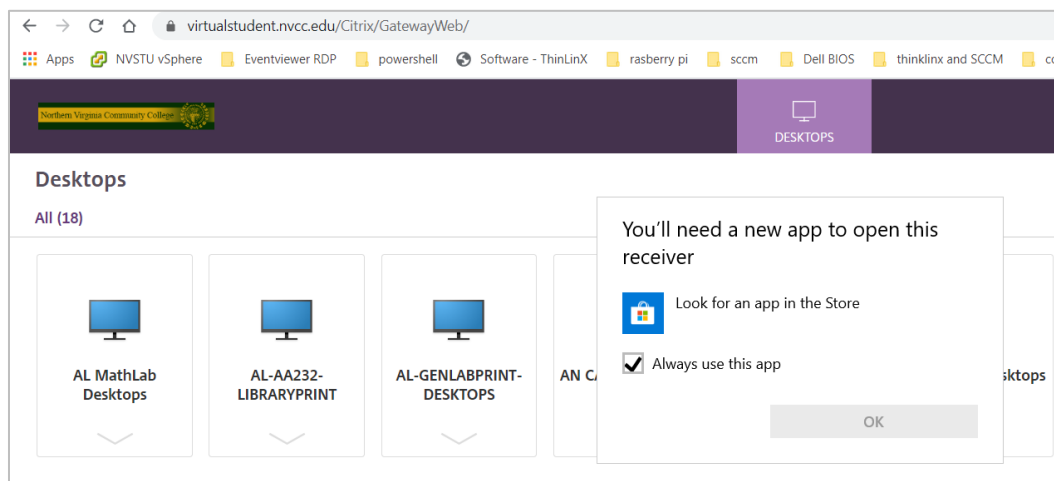
Verify your credentials by signing in to the MyNova Login Portal (<https://nvcc.my.vccs.edu>).



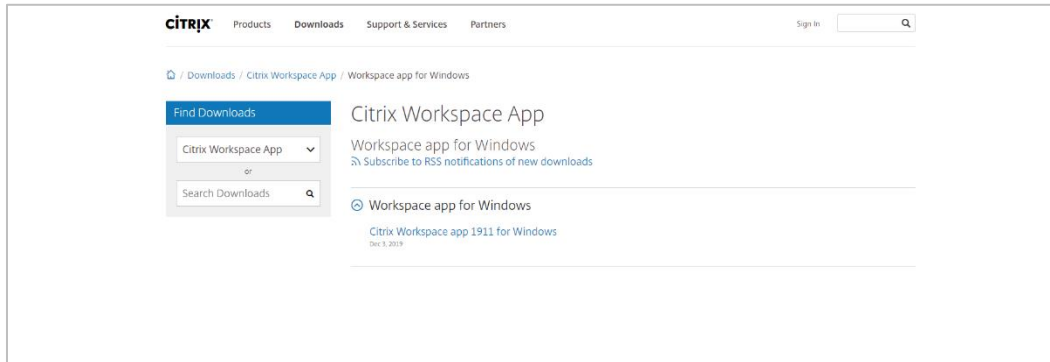
**Figure 36: MyNova Login Portal**

### 5.2 I am unable to open my desktop and get the following prompt “You’ll need a new app to open this receiver”

This means that the Citrix Workspace App is not installed. Manually install it by going to the Citrix Workspace App portal: <https://www.citrix.com/downloads/workspace-app/windows/>



**Figure 37: Prompt to Install Citrix Workspace App**

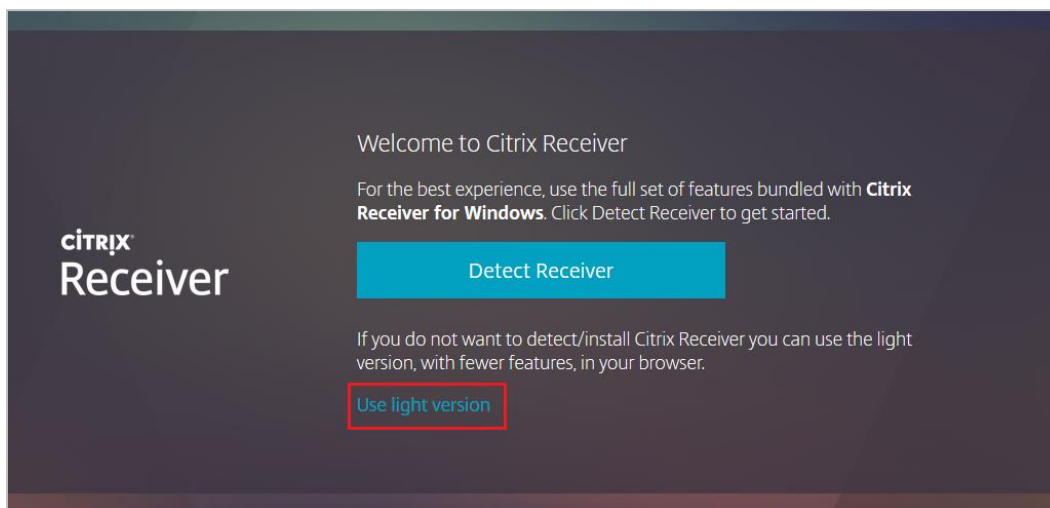


**Figure 38: Citrix Workspace App Portal**

### 5.3 What if I have issues installing the Citrix Workspace App?

You can use the light version. Go to <https://virtualstudent.nvcc.edu> and select **Use light version**.

**Note:** You will not be able to save documents to external or local drives when using the light version.



**Figure 39: Select Use Light Version**

### 5.4 Why aren't my Desktops launching if the Citrix Workspace App is installed?

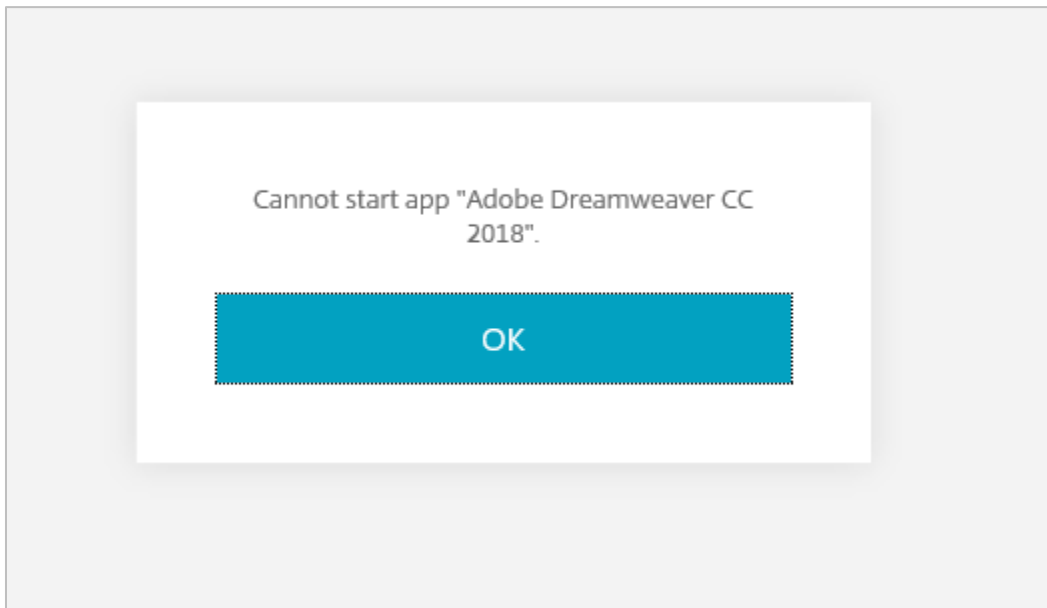
Make sure your pop-up blocker and firewall are turned off.

### 5.5 Why is my desktop running slow?

- Make sure you have strong wireless signal for better performance.
- Best to use Google Chrome browser to receive best experience with Citrix Workspace App.

## 5.6 What if I receive an error when I attempt to launch an application?

If you receive an error message when attempting to launch an application, please contact the IT Help Desk by phone at 703-426-4141 or by email at [ithelpdesk@nvcc.edu](mailto:ithelpdesk@nvcc.edu).



**Figure 40: Launch Application Error Message**

## 6 Version History

Version	Revision Summary	Author	Date
1.0	Initial Version	A. Lopez	03/13/2020
1.1	Review and Update	A. Lopez	03/16/2020
1.2	Review and Update	A. Sharifi	03/18/2020
1.3	Accessibility Updates	M. Torres	03/23/2020
1.4	Accessibility Updates	M. Torres	03/25/2020
1.5	Review and Update	R. Leiva	04/06/2020
1.6	Review and Update	R. Leiva	09/10/2021

## 7 Approval History

Reviewer	Signature
<User ID>	X _____
<User ID>	X _____
<User ID>	X _____