Remote Access to the Virtual Software Lab
Student User Manual

Internal (NVCC Only)
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Table of Contents

1 Introduction...................................................................................................................... 1
2 Overview.......................................................................................................................... 1
3 Setup the Virtual Software Lab......................................................................................... 1
   3.1 Install Citrix Workspace........................................................................................... 1
4 Access the Virtual Software Lab....................................................................................... 6
   4.1 Launch the Citrix Workspace App.............................................................................. 6
   4.2 Log On to the Citrix Desktop.................................................................................... 8
   4.3 Access the Citrix Desktop.......................................................................................... 8
   4.4 Save a File to the Citrix Desktop on a Windows PC .............................................. 11
   4.5 Save a File to the Citrix Desktop on a Mac............................................................ 14
   4.6 Sign Out of the Citrix Desktop.................................................................................. 17
   4.7 Access an Application on the Citrix Desktop.......................................................... 18
   4.8 Save a File from an Application to a Local Drive................................................... 21
   4.9 Sign Out of an Application....................................................................................... 22
5 Frequently Asked Questions (FAQs).................................................................................. 23
   5.1 What if I’m unable to sign in using MyNova user name and password?.................. 23
   5.2 I am unable to open my desktop and get the following prompt “You’ll need a new app to open this receiver”.................................................................................. 23
   5.3 What if I have issues installing the Citrix Workspace App?...................................... 24
   5.4 Why aren’t my Desktops launching if the Citrix Workspace App is installed?........... 24
   5.5 Why is my desktop running slow?............................................................................ 24
   5.6 What if I receive an error when I attempt to launch an application?........................ 25
6 Version History.................................................................................................................. 26
7 Approval History ............................................................................................................. 26

List of Figures

Figure 1: Detect Citrix Receiver.......................................................................................... 1
Figure 2: Download Citrix Receiver.................................................................................... 2
Figure 3: Save CitrixWorkspaceApp exe ........................................................................... 2
Figure 4: Click CitrixWorkspaceApp_<Version #>.exe..................................................... 3
Figure 5: Citrix Workspace Install Wizard.......................................................................... 3
Figure 6: License Agreement............................................................................................ 4
Figure 7: Installation Progress............................................................................................ 4
Figure 8: Installation Complete ......................................................................................... 5
Figure 9: Click Detect Citrix Receiver ................................................................. 6
Figure 10: Select Already Installed...................................................................... 6
Figure 11: Citrix Workspace Launcher................................................................. 7
Figure 12: Citrix Log On ..................................................................................... 8
Figure 13: Citrix Desktops................................................................................... 8
Figure 14: Open Citrix Workspace Launcher.................................................... 9
Figure 15: Exit Full Screen Mode...................................................................... 9
Figure 16: Review Information Technology Ethics Agreement.......................... 10
Figure 17: Citrix Desktop .................................................................................. 10
Figure 18: Windows PC - Permit Access to Files............................................. 11
Figure 19: Windows PC - Local Drives Under Devices and Drives ................. 12
Figure 20: Windows PC - Error if you attempt to save files to the Root of Local Disk C: on XXXX................................................................. 12
Figure 21: Windows PC - External USB Drives Mapped as Removable Disk ........ 13
Figure 22: Mac - Allow Read & Write Access................................................ 14
Figure 23: Mac - Click on Local Disk (C: on XXXX)...................................... 15
Figure 24: Mac - Error if you attempt to save files to the Root of Local Disk C: on XXXX .... 15
Figure 25: Mac - External USB Drives Mapped as Removable Disk ............... 16
Figure 26: Sign Out of Citrix Desktop................................................................ 17
Figure 27: Select Apps Tab and Application.................................................... 18
Figure 28: Application Session Start Progress................................................ 18
Figure 29: Open Citrix Workspace Launcher.................................................... 19
Figure 30: Review Information Technology Ethics Agreement....................... 19
Figure 31: Permit Access to Files..................................................................... 20
Figure 32: Application Displays ...................................................................... 20
Figure 33: Select Save As............................................................................... 21
Figure 34: Save a File ..................................................................................... 21
Figure 35: Select X Icon ................................................................................ 22
Figure 36: MyNova Login Portal...................................................................... 23
Figure 37: Prompt to Install Citrix Workspace App........................................ 23
Figure 38: Citrix Workspace App Portal........................................................... 24
Figure 39: Select Use Light Version................................................................. 24
Figure 40: Launch Application Error Message................................................ 25
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.

![Detect Receiver](image)

Figure 1: Detect Citrix Receiver
3. Select the **I agree with the Citrix license agreement** checkbox.

4. Click the **Download** button.

![Download Citrix Receiver](image1)

**Figure 2: Download Citrix Receiver**

5. Click the **Save** button to save the **CitrixWorkspaceApp_<Version #>.exe**.

![Save CitrixWorkspaceApp exe](image2)

**Figure 3: Save CitrixWorkspaceApp exe**
6. Click the **CitrixWorkspaceApp_<Version #>.exe** to launch the Citrix Workspace Install Wizard.

![Citrix Workspace Install Wizard](image)

**Figure 4: Click CitrixWorkspaceApp_<Version #>.exe**

7. Click the **Start** button.

![Citrix Workspace Install Wizard](image)

**Figure 5: Citrix Workspace Install Wizard**
8. Select the **I accept the license agreement** checkbox and click the **Install** button.

![License Agreement](image1)

**Figure 6: License Agreement**

Installation may take a couple minutes

![Installation Progress](image2)

**Figure 7: Installation Progress**
9. Click the **Finish** button when the installation completes.

![Installation Complete](image)

**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](image)

![Figure 10: Select Already Installed](image)
3. Select **Citrix Workspace Launcher**.

4. Click the **Open Link**.

![Citrix Workspace Launcher](image)

**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.

![Citrix Log On](image)

**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.

![Citrix Desktops](image)

**Figure 13: Citrix Desktops**
2. If prompted, click the **Open Citrix Workspace Launcher** button.

![Open Citrix Workspace Launcher](image1)

**Figure 14: Open Citrix Workspace Launcher**

3. Select the **Do not show this dialog box again** checkbox.

4. Click the **OK** button.

![Exit Full Screen Mode](image2)

**Figure 15: Exit Full Screen Mode**
5. Review the Information Technology Ethics Agreement and click the **OK** button.

![Image of Ethics Agreement](image1.png)

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

The Citrix Desktop displays.

![Image of Citrix Desktop](image2.png)

**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](image)
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 XXXXX)** is your local PC drive (**XXXXXX** is typically replaced with your computer name). You must click on **Local Disk (C: on XXXXX)** to save the files to your computer.

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

![Figure 19: Windows PC - Local Drives Under Devices and Drives](image)

5. 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](image)
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](image)

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

**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 \textit{Removable Disk}.

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{removable_disk.png}
\caption{Mac - External USB Drives Mapped as Removable Disk}
\end{figure}
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](image)
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](image)

The app will load and start a session.

![Figure 28: Application Session Start Progress](image)
3. If prompted, click the **Open Citrix Workspace Launcher** button.

![Open Citrix Workspace Launcher]

**Figure 29: Open Citrix Workspace Launcher**

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

![Review Information Technology Ethics Agreement]

**Figure 30: Review Information Technology Ethics Agreement**
5. Check the **Do not ask me again for this site** checkbox.

6. Select **Permit all access**.

![Image of Citrix Workspace - Security Warning]

**Figure 31: Permit Access to Files**

The application displays.

![Image of application display]

**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]
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.

![Select X Icon]

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](image)

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](image)
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 to save documents to external or local drives when using the 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.

Figure 40: Launch Application Error Message
6 Version History

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7 Approval History

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