

## Introduction to Citrix

Citrix allows Selkirk College students, faculty, and staff to open a virtual Windows computer or specialized application on their own personal computers securely from anywhere (on and off-campus) and from any platform (Mac OS, Windows, Chrome OS, Linux, etc.).

Please contact your program instructor if Citrix Workspace access is required.

\*Citrix server is based on Windows, meaning that non-Windows users may need to use Windows keyboard shortcuts (e.g., Ctrl+C instead of Cmd+C) while using the applications.

## Registering for Citrix access

### Student

In order to access Citrix Workspace you will need to 1) contact the program instructor 2) install the Citrix Workspace application

### Faculty and staff

Citrix access is assigned on as-needed basis. Access is only required if your program requires access to specialized applications that are not user installable their own personal computer.

**To register your program students for access to Citrix resources, please complete the Citrix Access request mach form located at**

\*You will need to re-register every academic year for access to resources.

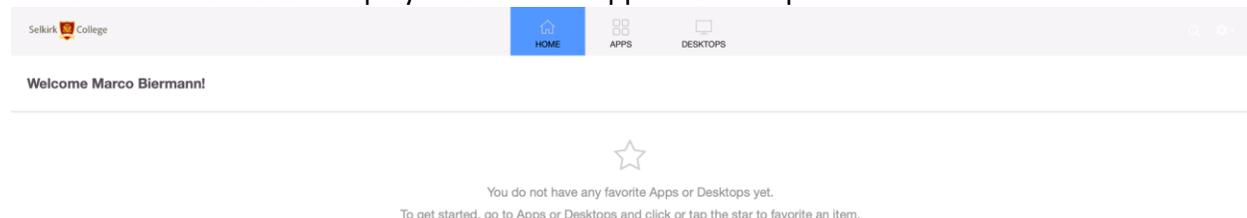
## Installing Citrix Workspace on Mac URL

## Installing Citrix Workspace on Windows URL

## Navigating Citrix Workspace

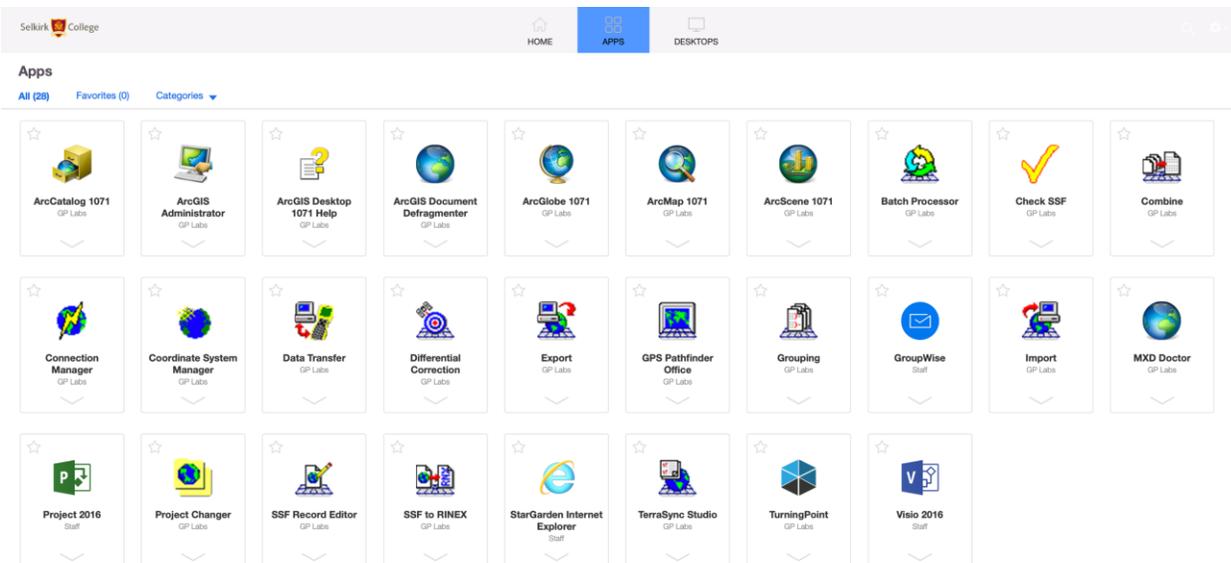
### Home tab

The Citrix Home tab will display and favorite Apps or Desktops.



### Apps tab

The Apps tab features access to specialized virtual applications without launching a full Windows desktop.

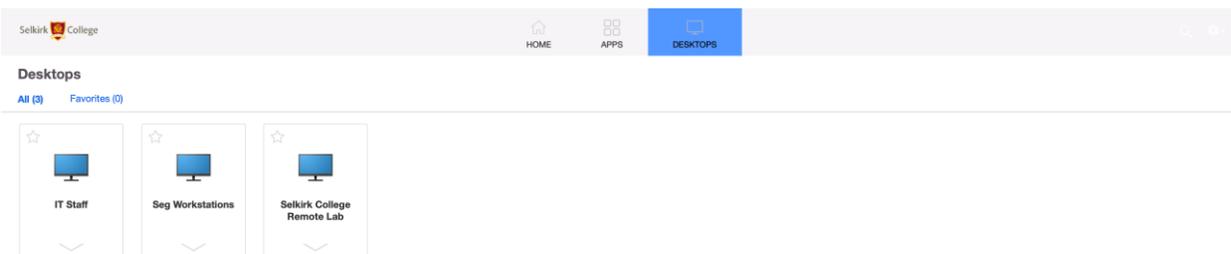


### Launching Citrix virtual applications

1. Launch Citrix Workspace application and log in with your network username and password.
2. Navigate to the Apps tab in Citrix Workspace.
3. To open a virtual application, click on the application icon.

### Desktop tab

The Desktop tab features access to specialized applications via a full virtual Windows desktop environment.



### Launching Citrix remote lab

1. Launch Citrix Workspace application and log in with your network username and password.
2. Navigate to the Desktops tab in Citrix Workspace.
3. To open a remote lab computer, click on the lab icon.

### Accessing network files and drive mappings

Both Citrix Apps and Remote Lab allow access to files located on campus network drives and local computer files.

## Software / application access

Software for specific programs can be accessed by a variety of means including:

### Self-download

Some software may be available to download for free or after registration with a student account. Please consult your program instructor for availability.

### General Purpose labs

Specialized software access is available on campus in general purpose labs. For a list of general-purpose lab access locations please see **XYZ**

### Citrix remote lab

Remote access to general purpose and SEG specialized applications is provided by virtual connection to a physical computer on-campus with a full desktop virtual environment.

### Citrix virtual application

Remote access to general purpose and SEG specialized applications is provided by connection to virtual applications in Citrix.

	Self-download	General purpose labs (on-campus)	Citrix remote Lab	Citrix virtual application
<b>ArcCatalog</b>		X	X	X
<b>ArcGlobe</b>		X	X	X
<b>ArcMap</b>		X	X	X
<b>ArcScene</b>		X	X	X
<b>ArcPro</b>		X	X	X
<b>GPS Pathfinder Office</b>		X	X	X
<b>Microsoft Project 2016</b>		X	X	X
<b>Microsoft Visio 2016</b>		X	X	X
<b>Microsoft Project 2019</b>		X	X	X
<b>Microsoft Visio 2019</b>		X	X	X
<b>TerraSync Studio</b>		X	X	X
<b>Microsoft Office 2016 (Word, Excel, Powerpoint)</b>				X
<b>Microsoft Office 2019 (Word, Excel, Powerpoint)</b>	X ( <a href="http://portal.office.com">http://portal.office.com</a> )			
<b>Qgis</b>	X ( <a href="https://qgis.org">https://qgis.org</a> )			
<b>Sage 50 Accounting</b>	X ( <a href="https://www.sage.com/en-us/about-us/education-instructor/#students">https://www.sage.com/en-us/about-us/education-instructor/#students</a> )	X		X
<b>Adobe Creative Cloud</b>	X (please contact program instructor)			

## Frequently Asked Questions

How can I request additional software in Citrix?

If you would like to request a new program be added to the Citrix server, please contact IT Services at <http://go.selkirk.ca> and submit an IT ticket requesting additional software.

My desktop isn't keeping any data?

Citrix Remote Lab is configured to dynamically connect to any available on campus computer and desktop environments are not shared. Please save all data to your local computer or the College network drives.

My Citrix connection disconnects?

Citrix is configured to disconnect idle users after 24 hours of inactivity. We request that users disconnect from Citrix resources when no longer in use to preserve the College resources for all students.

Can I access Citrix Workspace through my web browser?

Yes you can although the browser-based version does not have the same level of integration with your local computer.

You can use the light version of Citrix Workspace app if you're not using your work computer or don't want to download the Citrix Workspace application software on the computer or device you're using. The light version opens the apps in your browser.

To use the light version:

1. Go to <https://citrix.selkirk.ca>
2. Install the Citrix receiver plugin.
3. Select Detect receiver

My Citrix Workspace performance is slow, what can I do?

1. Try using the Citrix Workspace through web-browser.
2. Increase the Citrix Workspace to full screen.
3. Submit a ticket to IT Services at <https://go.selkirk.ca>

Which Citrix Workspace application should I use?

Check your OS version from Mac or Windows as described below. Visit "[Installing the Citrix Workspace Client](#)" for more information.

- MacOS: Click the Apple icon on the Apple menu, and choose "About This Mac."



- Windows: Press the Windows key + R, type "winver," and press Enter.

Once you've identified the Operating System, go to <https://www.citrix.com/downloads/workspace-app/> to download the Citrix Workspace App that is compatible with your computer.

What happens if I lose internet connection?

Because the Citrix system is like accessing a remote computer, you cannot use the app until you re-establish your connection. However, the remote session will continue in the background for up to 24 hours. The next time you connect within that 24 hours, your session will open in the same state it was when you lost their connection.

My program and/or Citrix is not responding, how can I reconnect?

For MacOS users: