

HSC Remote Access via Citrix

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Network documents can be accessed remotely using Citrix via the WVU Masterapps website at **<http://masterapps.wvu.edu>**.

To use Citrix, you must fill out the Remote Access form and have that form approved by your dean before you can access the Citrix server. The Citrix form is located on the ITS website at **<http://www.hsc.wvu.edu/its/Forms>**.

When you log into the Masterapps website, you will have access to the programs that have been made available to you on the Citrix server, and the files on the server that can be accessed by those programs.

After you open a program on the Citrix server, that session remains open even if your browser crashes. You have one hour from the time you are disconnected to return to Masterapps and log back into Citrix and save your open files. After one hour, the session will be closed.

Sessions can remain open and idle for three hours. After three hours of inactivity, the session will be forced to close.

These time limits are in place because leaving a session open on the server can cause problems, eventually overloading the server if enough sessions are left open.

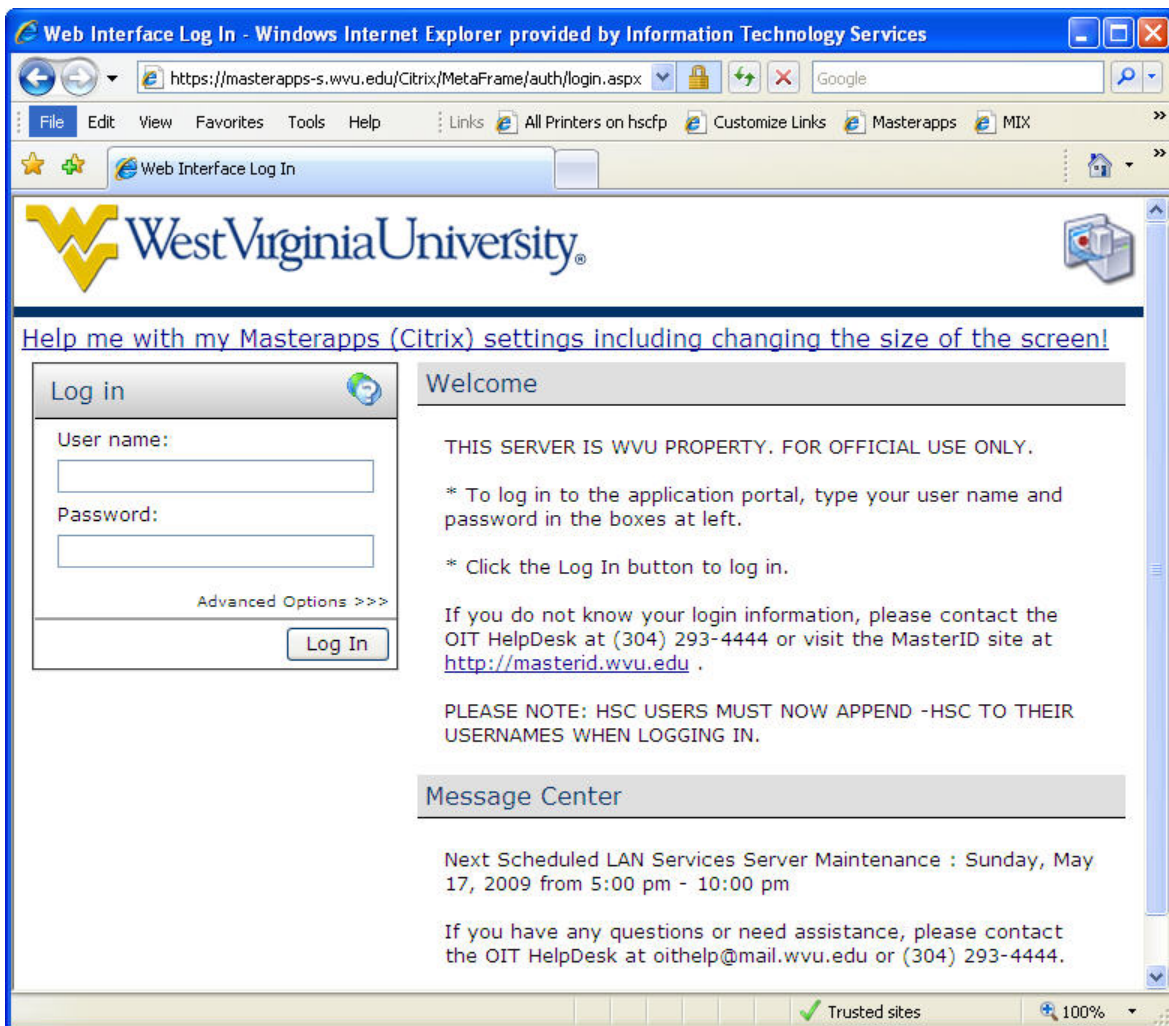
Logging into Citrix

The address of the Masterapps website is **http://masterapps.wvu.edu**. When you log in to Masterapps, you will use your Maser ID login, which is the first part of your e-mail address. After that, you need to append the specific server, which for HSC employees will be **@hs.wvu-ad.wvu.edu**.

Example: **jdoue@hs.wvu-ad.wvu.edu**

To Log in to Masterapps (Citrix)

1. Open your web browser. Citrix works best in Internet Explorer 6 or higher.
2. In the location bar, type in **http://masterapps.wvu.edu**.
3. You will be redirected to a secure page on the WVU website.



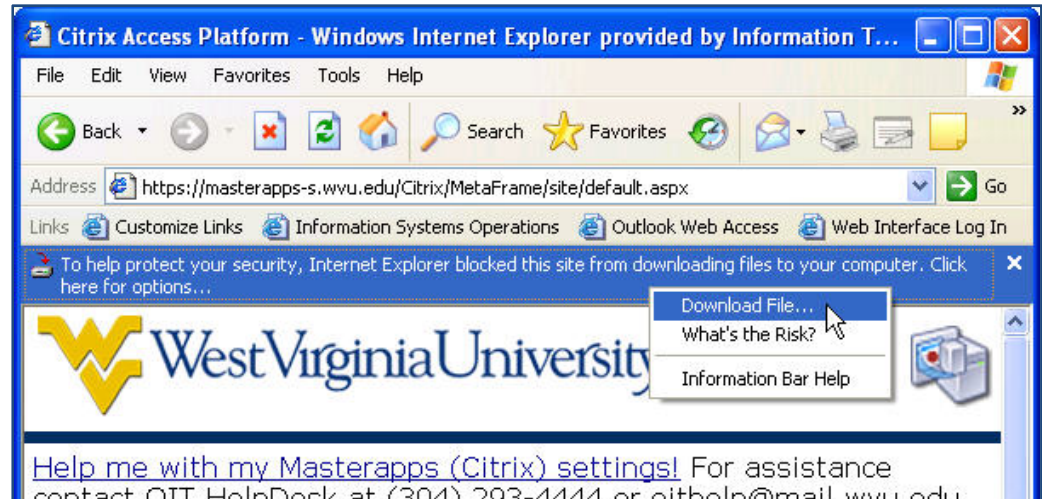
4. In the **User Name** text box, enter your **Master ID** (the login you use to access your e-mail) followed by **@hs.wvu-ad.wvu.edu**.
5. In the **Password** box, enter your Master ID password (the password you use to access your e-mail).
6. Click the **Log In** button or press the **Enter** key.
7. Please wait patiently while you are logged in.

Installing Citrix

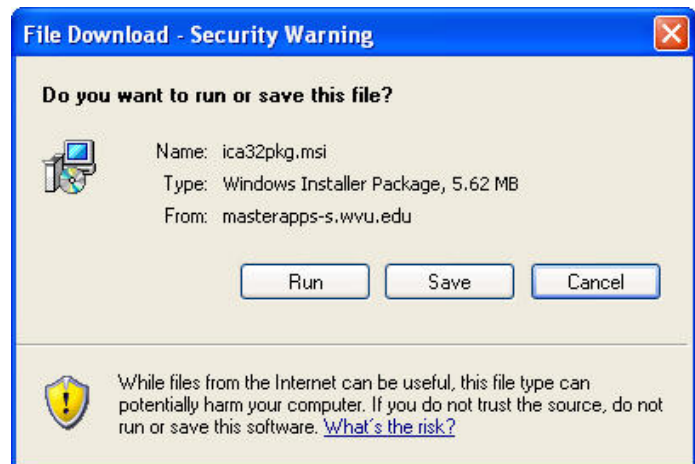
When you log into the Masterapps site for the first time, you will be prompted to install Citrix on your computer. You may also need to have your browser stop blocking pop-up windows.

To Install Citrix

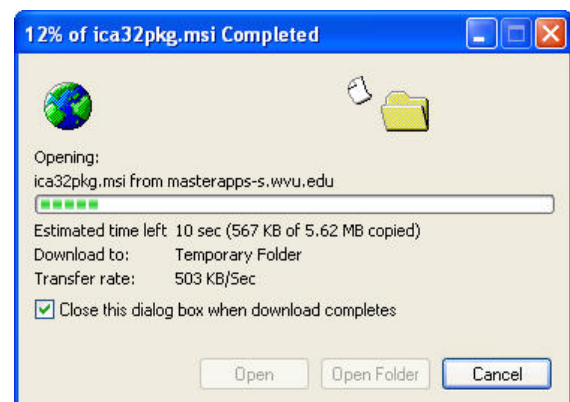
1. Internet Explorer may initially block the installation of Citrix. If it does, click once in the blue bar beneath the toolbar.
2. From the menu select **Download File**.



3. The File Download – Security Warning dialog box opens. Click **Run**.



4. The program is downloaded to your computer.

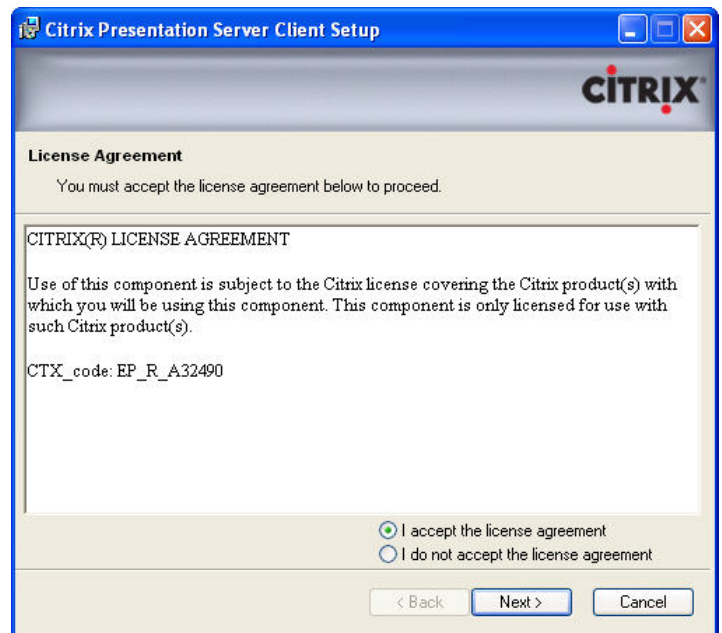


5. In the next Internet Explorer – Security Warning dialog box, click **Run**.

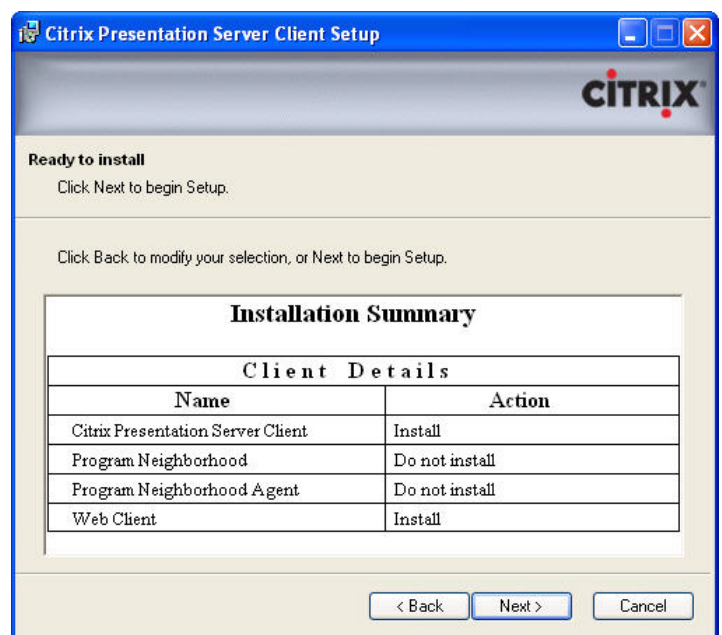


6. The Citrix Presentation Server Client Setup dialog box opens. Click **I accept the license agreement**.

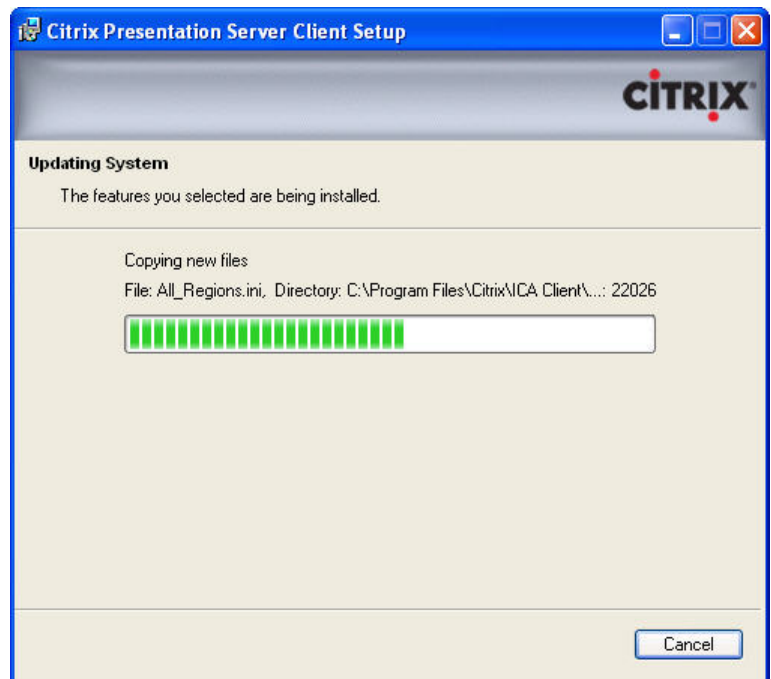
7. Click **Next**.



8. In the Installation Summary dialog box, click **Next**.



9. Citrix is installed. Please wait patiently.



10. Once the installation is complete, click **Finish**.



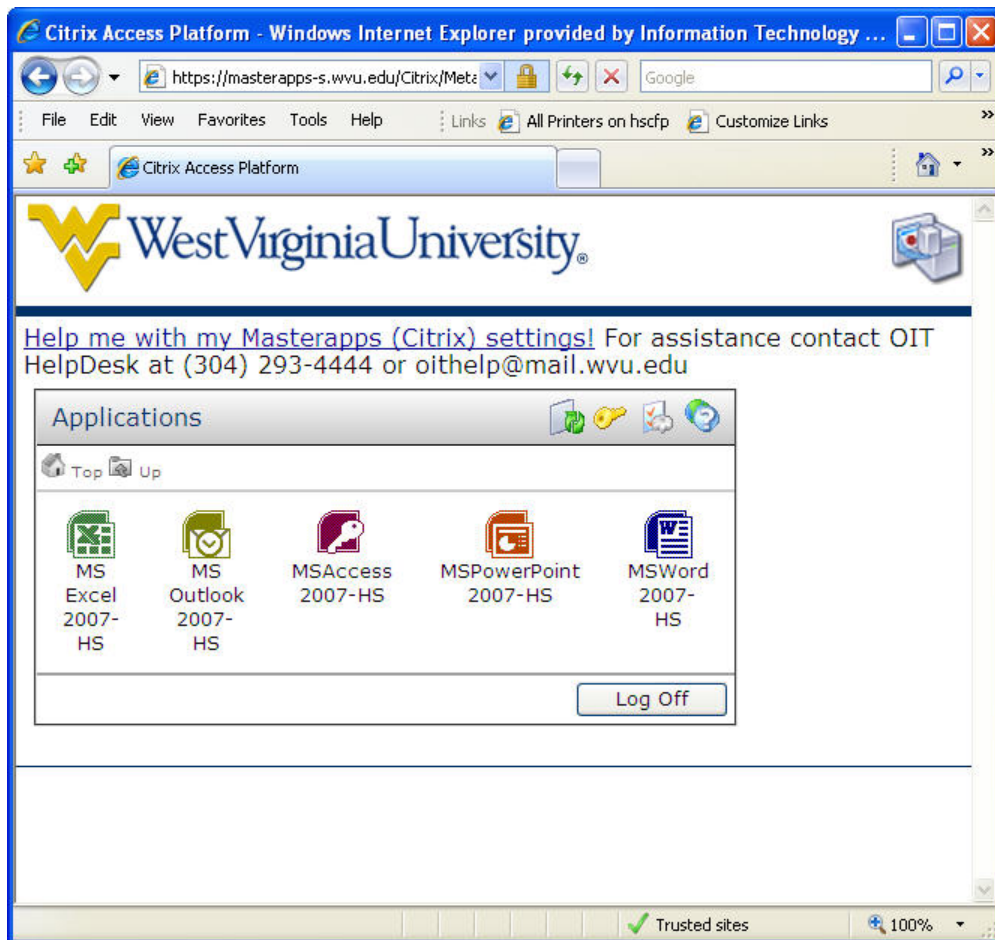
Using Citrix

Once you are logged into Citrix, the window will display the available applications.

Microsoft Office 2007 will be available to all users of the Citrix system. Other applications will be made available to individuals as needed.

With the exception of Access, multiple people can access the files on the server at one time. Please be aware of this when saving files that are used by multiple individuals.

Because sessions are saved on the server while you work, when using applications through Citrix, you **MUST** exit the applications before logging out. Failure to close the application will leave the session running on the server, which will cause the server to slow down and eventually crash.



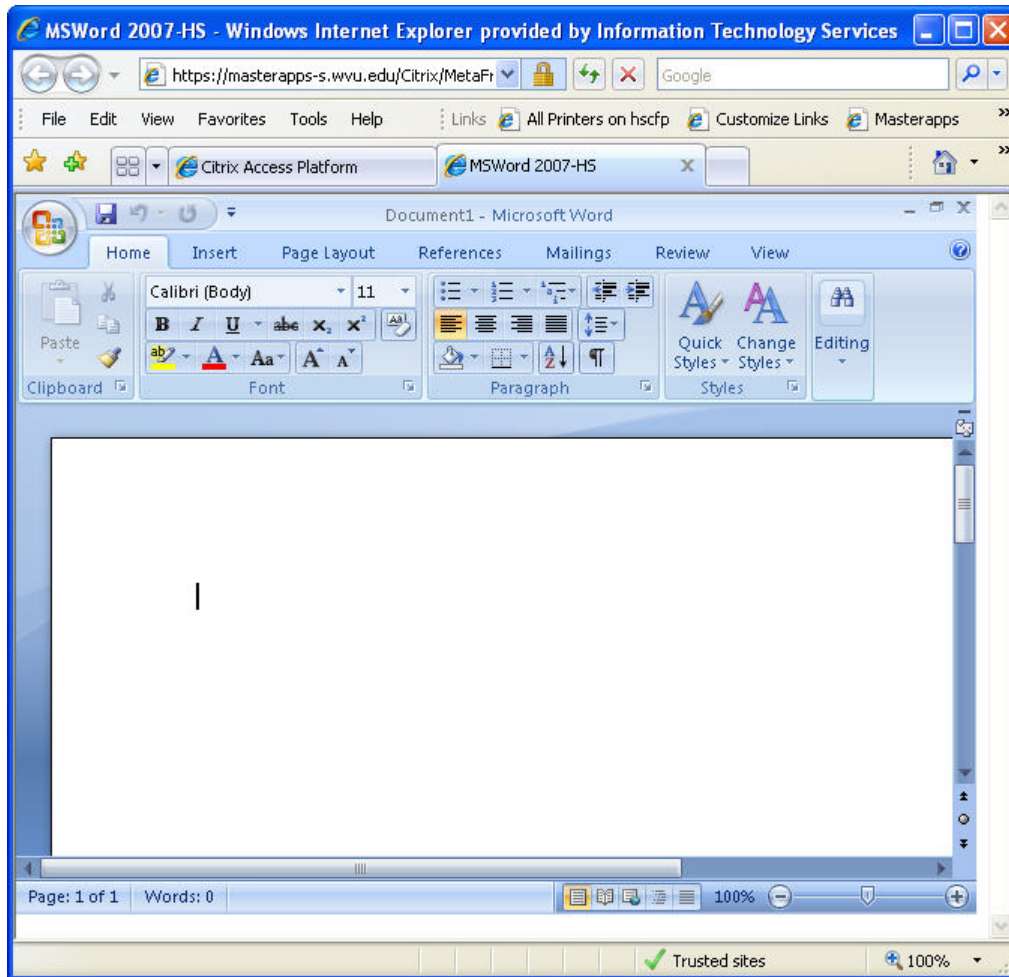
To Use Citrix

1. Click once on the application you would like to use.
2. Please wait patiently while the program opens in a new tab or window (depending upon your browser settings).

Accessing Files on the HSC Server

The selected application or program opens in a new tab or window (depending upon your browser settings). From within the selected program window you can access your files on the HSC server.

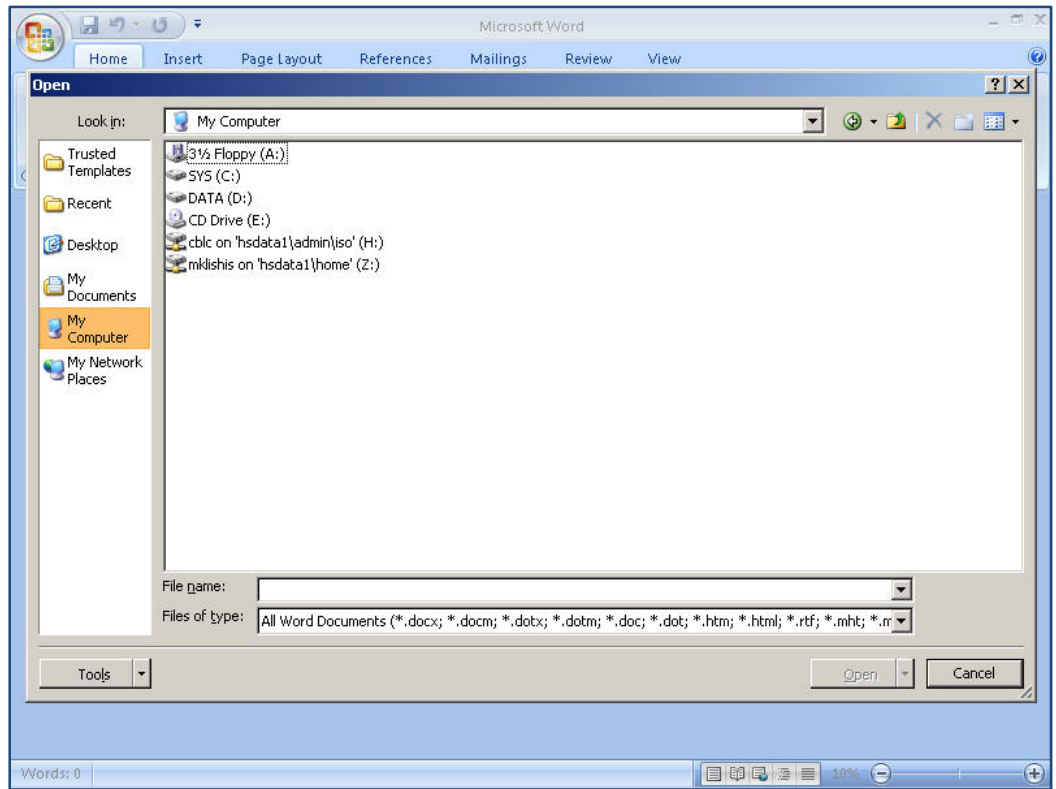
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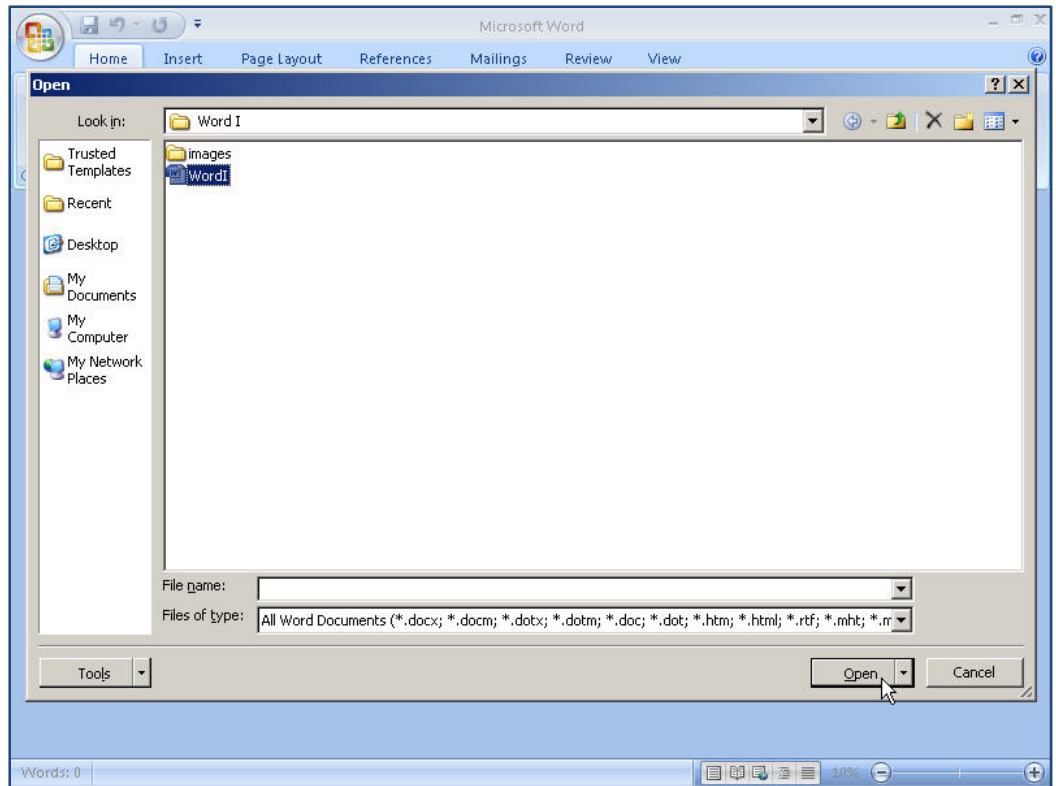
To Access Your Files on the HSC Server

1. Open the program from which you want to work.
2. Within the program, access the **Open** dialog box as you normally do.

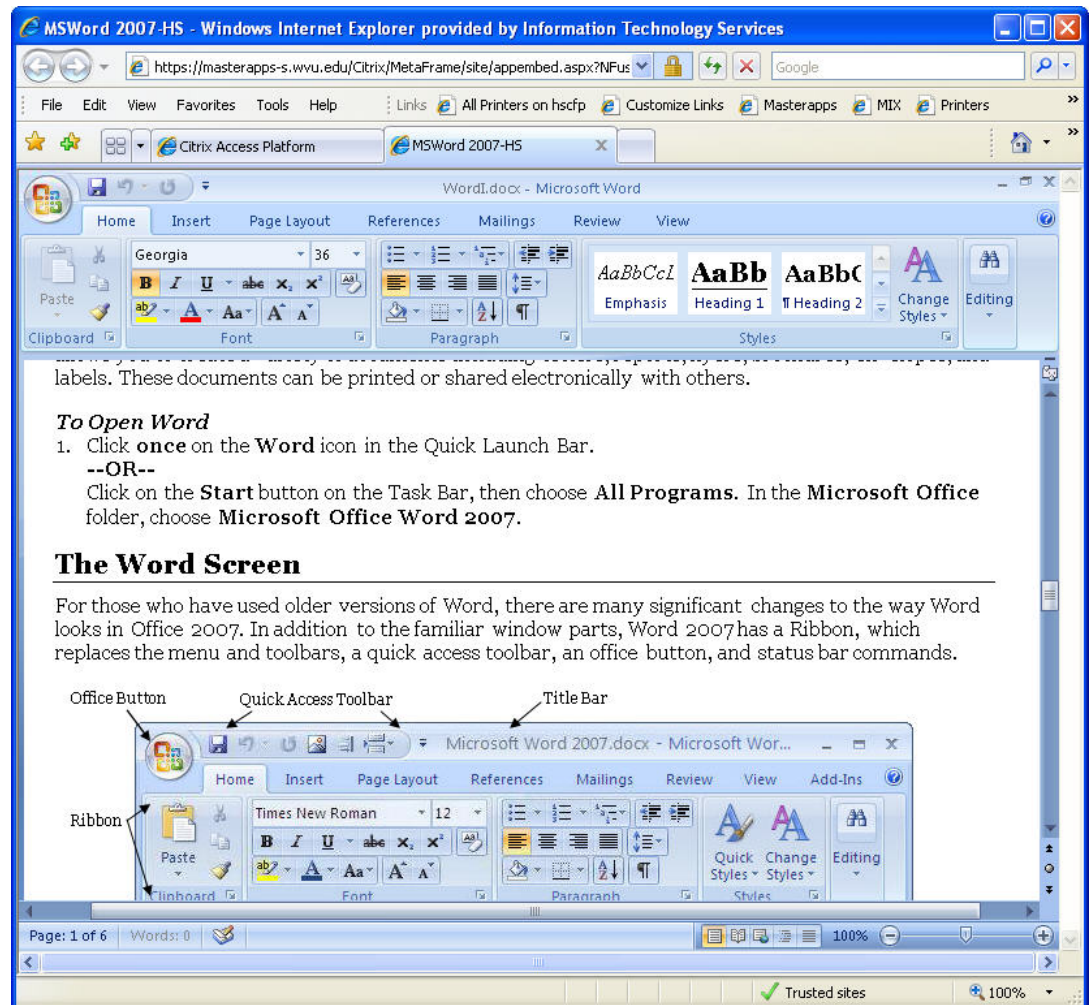
- 3. In the **Open** dialog box, select **My Computer**.
- 4. Select the desired network drive.



- 5. Browse to the location on the network drive where your file is located.
- 6. Select the file.
- 7. Click **Open**.



8. The selected file opens.
9. Use the program as you normally would.



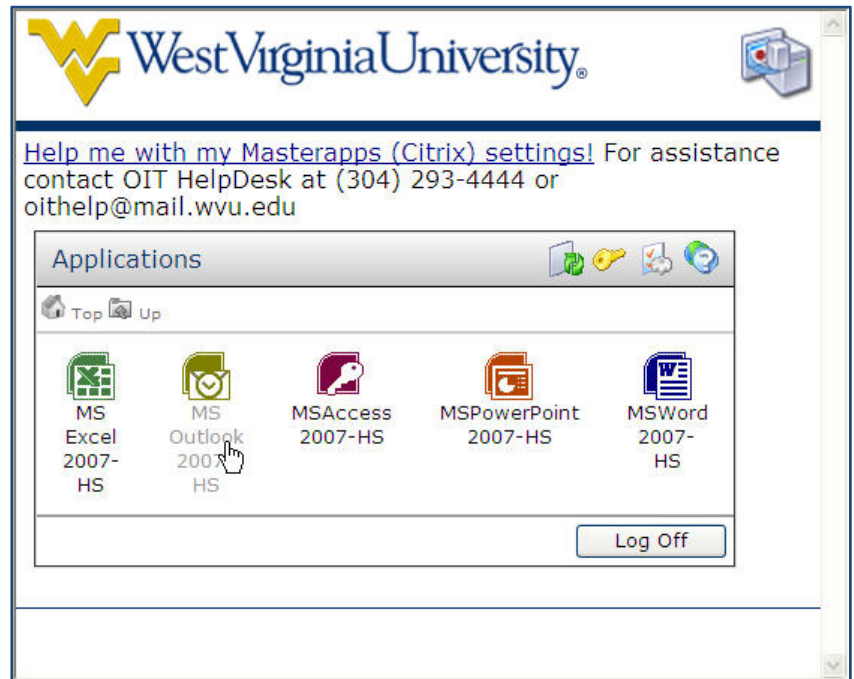
10. When you are finished, save the file as you normally would, then close the program, using **Office Button** and then **Exit**.

Accessing Outlook Using Citrix

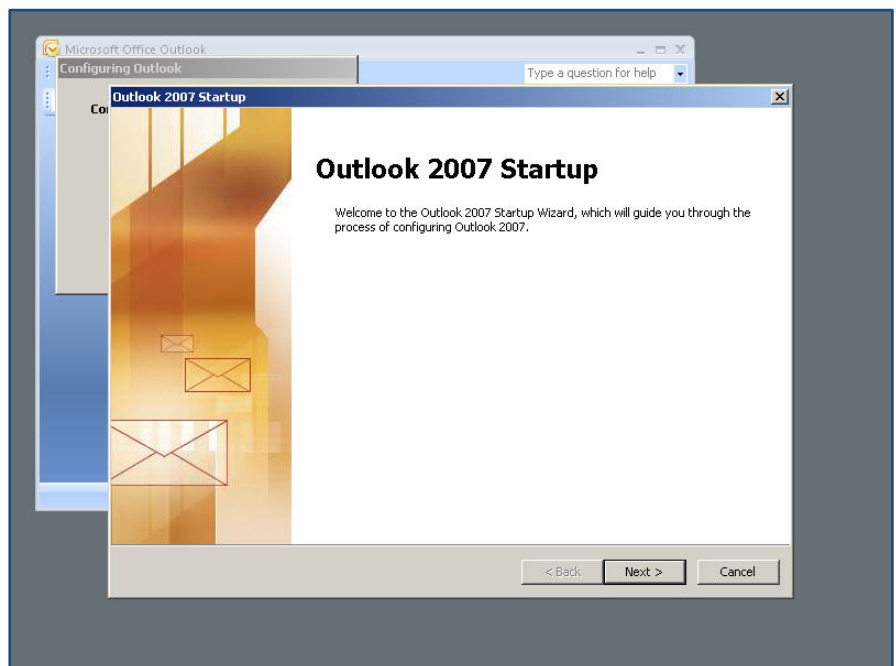
The first time you access Outlook via Citrix, you will need to configure Outlook. You will only need to do this once, and from then on Outlook will be available from all computers you use remotely.

To Configure Outlook Using Citrix

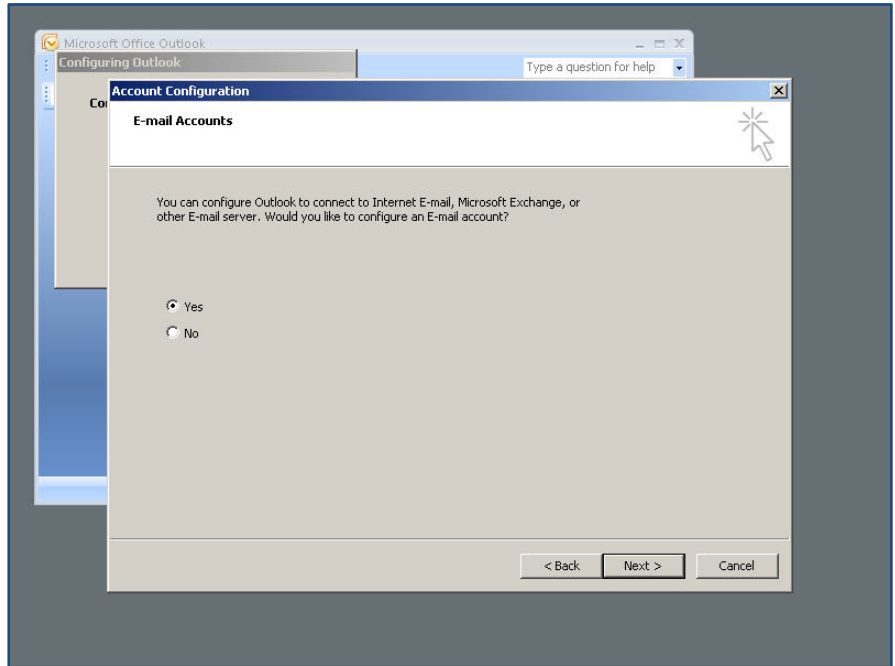
1. Log into Citrix.
2. In the Applications box, click **MS Outlook 2007 HS**.



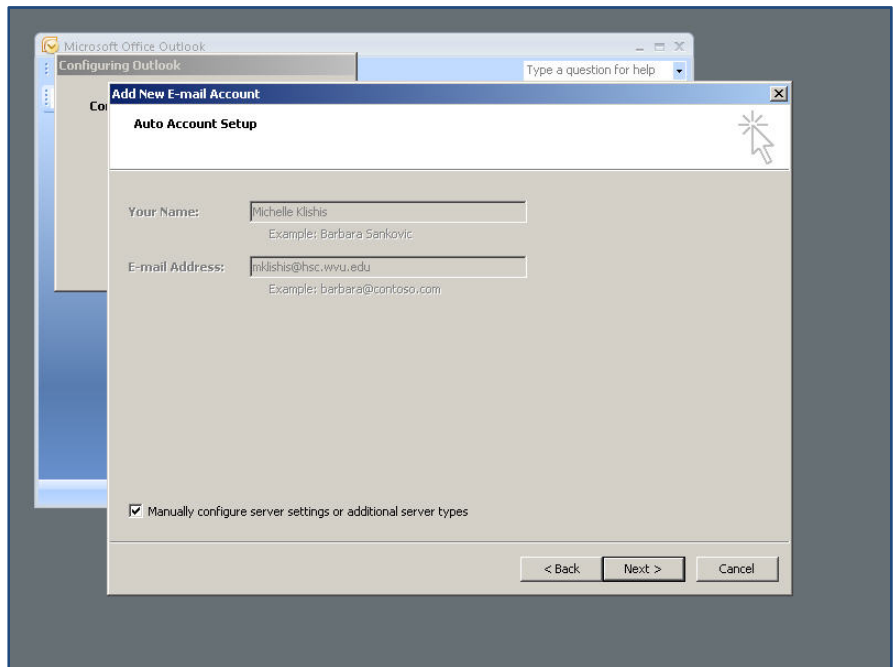
3. The Wizard opens. Click **Next**.



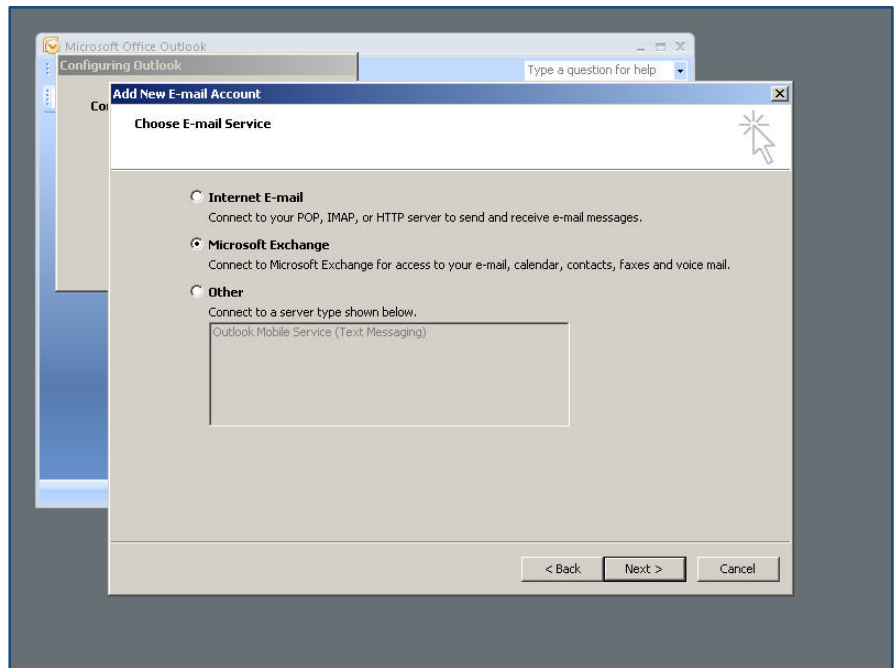
4. In the first account configuration dialog box, click **Yes** to configure Outlook.



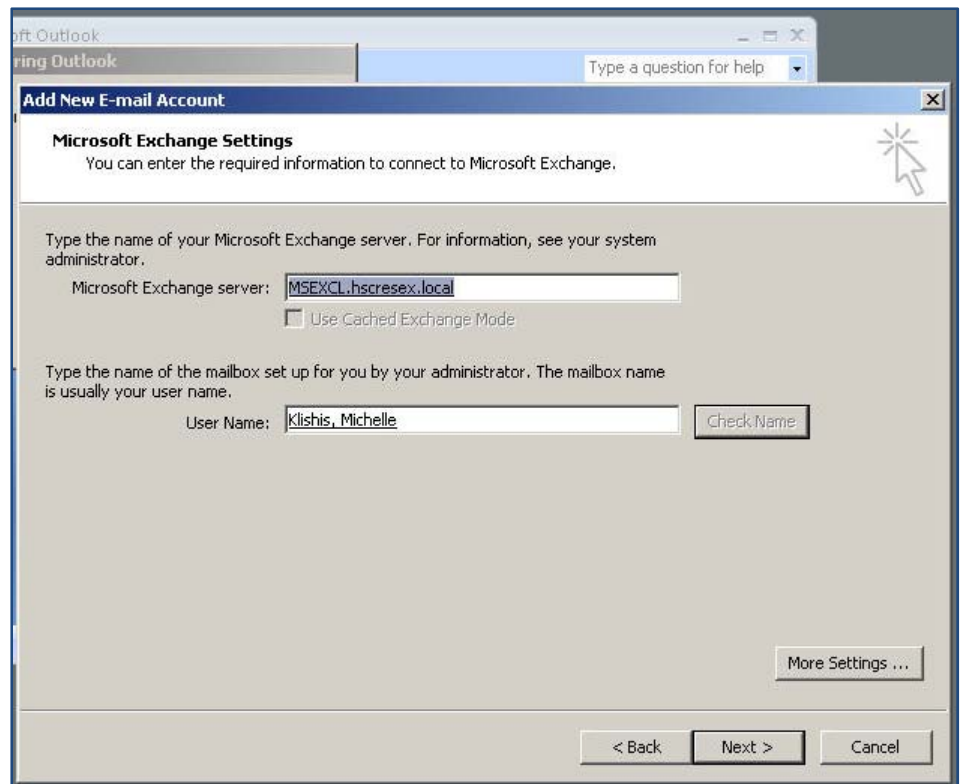
5. In the lower right corner, place a check in the **Manually configure server settings or additional server types** box.
6. Click **Next**.



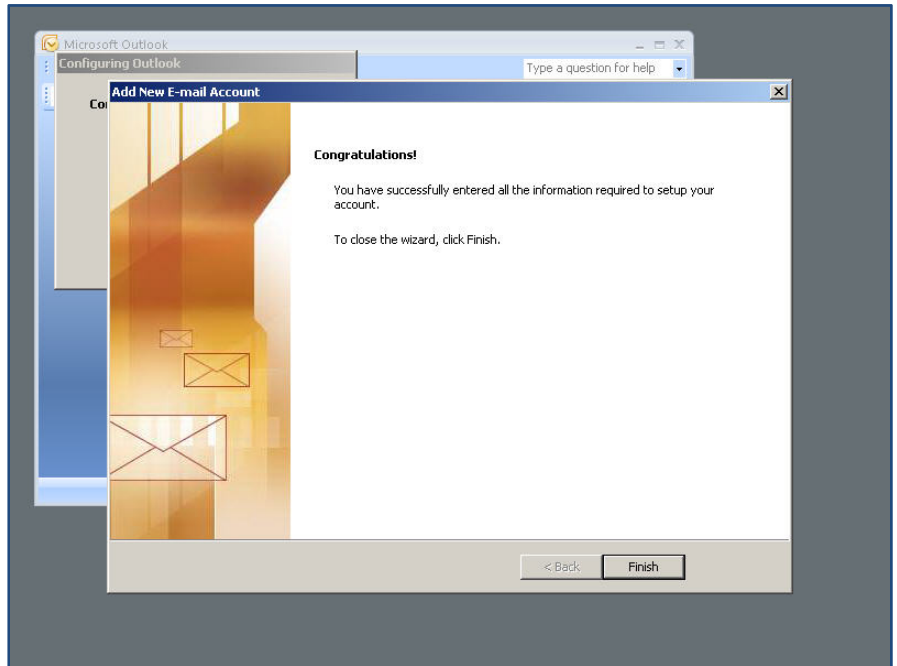
7. In the Choose E-mail service dialog box, select **Microsoft Exchange**.
8. Click **Next**.



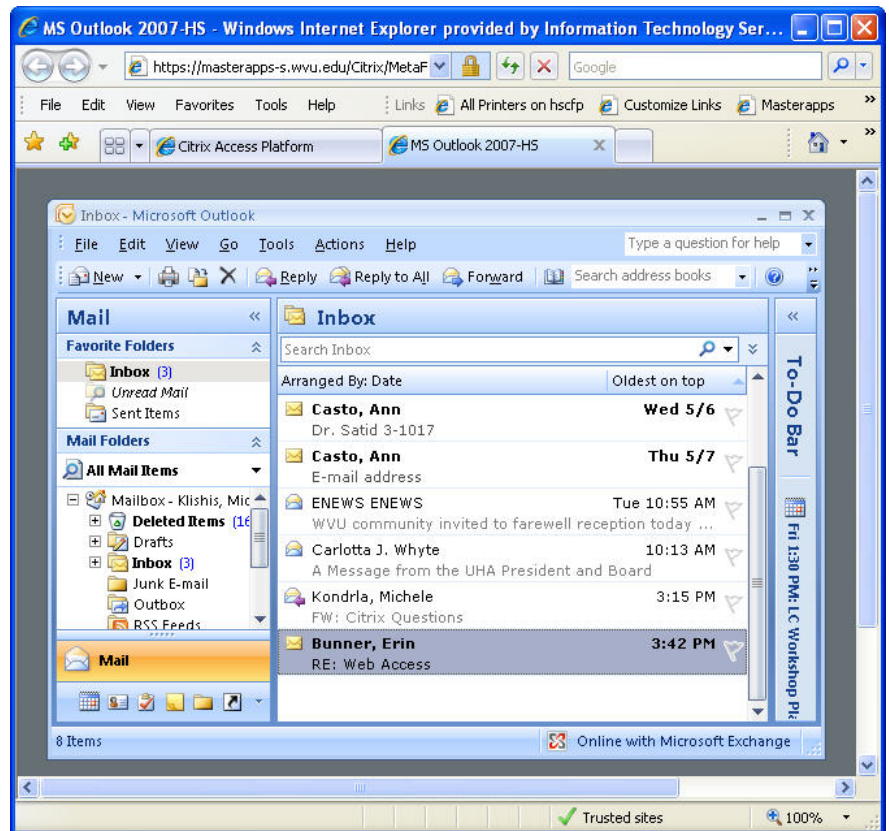
9. Enter the Exchange Server: **msexcl.hscressex.local**.
10. Enter your User Name.
11. Click the **Check Name** button. The server and your name should be underlined.
12. Click **Next**.



13. Click **Finish**.



14. Outlook opens displaying your mailbox.

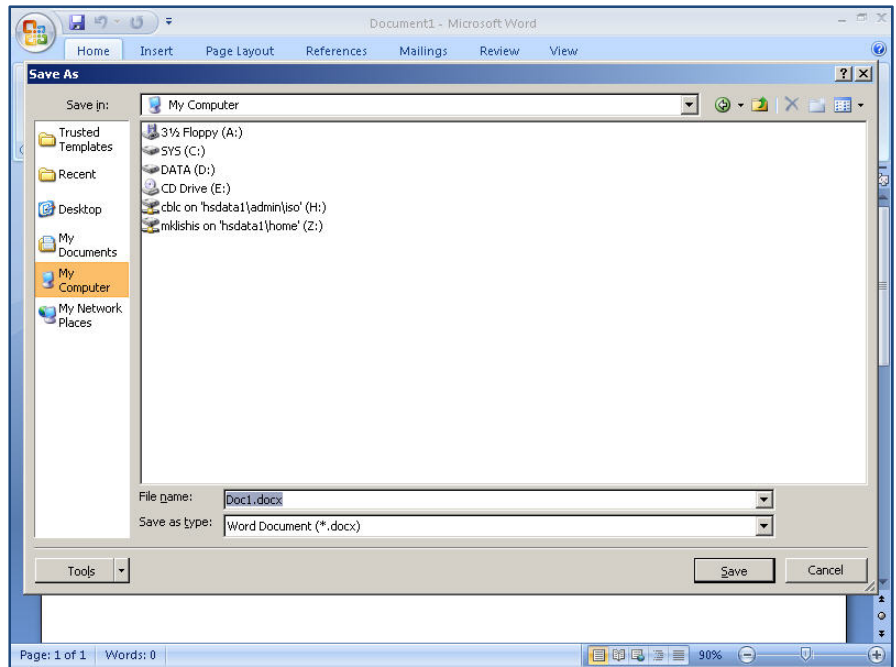


Saving Files to the HSC Server

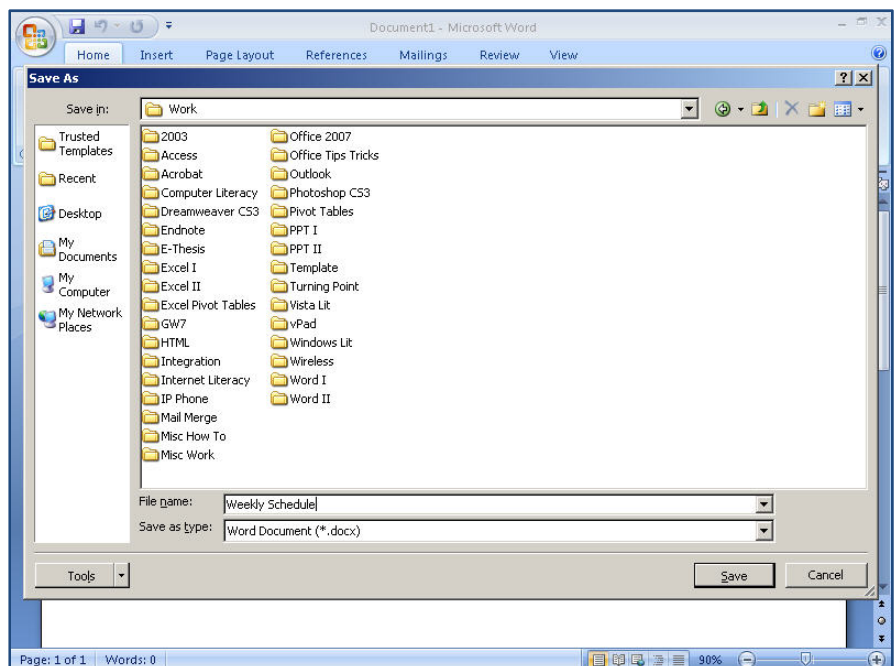
In addition to accessing files already on the HSC server, you can also create and save new files to the network drive.

To Save a New File to the HSC Server

1. Create the file in the desired application as you would locally.
2. Save the file, by clicking the Office Button and then choosing **Save As**.
3. In the Save As dialog box, select **My Computer**.
4. Select the desired network drive.



5. On the network drive, select the desired folder.
6. Save the file as you normally would.



Citrix Settings

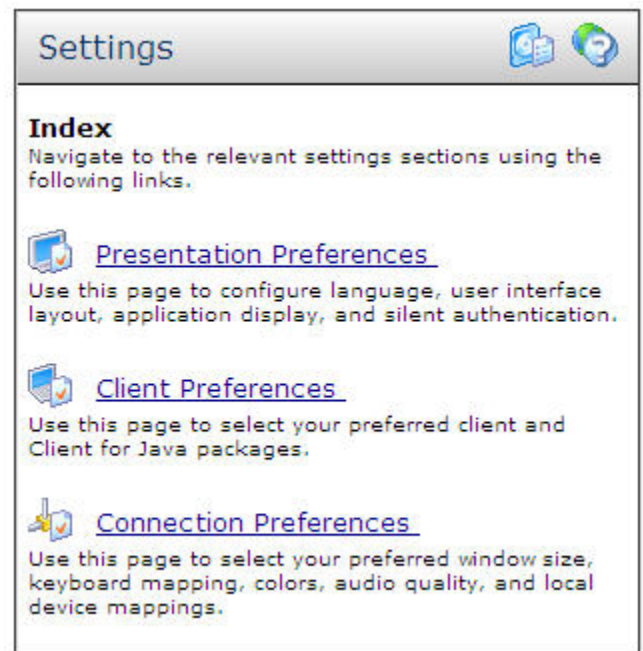
The Citrix application may open in a window that is too large for your computer or personal preference.

To Change the Display Size

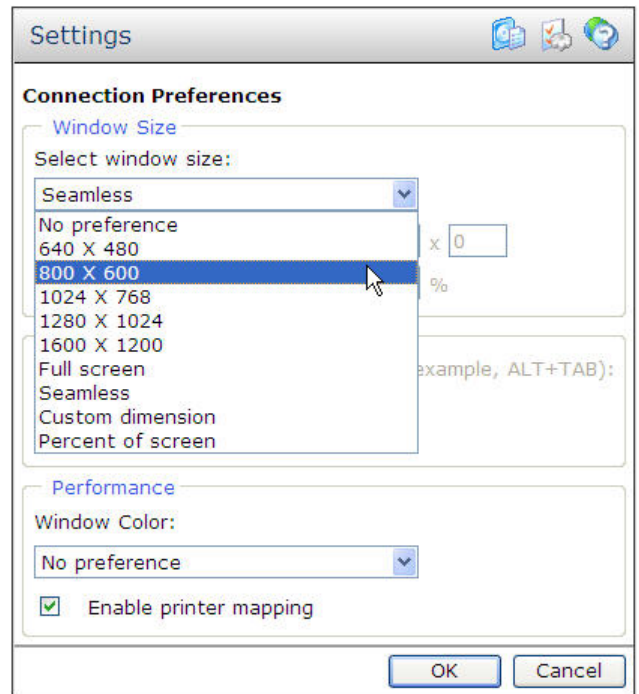
1. In the Applications Box, click the **Settings** button.



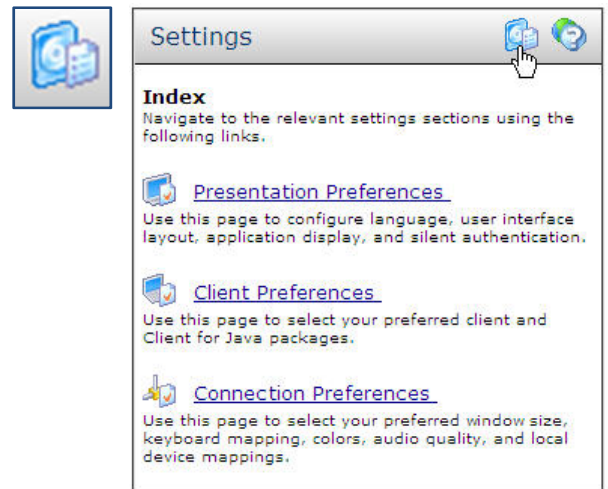
2. In the Settings Box, click **Connection Preferences**.



- 3. In the Settings Box, select the desired window size from the Select window size drop down menu.
- 4. Click **OK**.



- 5. Click the Applications button to return to the Application list.



HSC Remote Access

The Learning Center

If you would like more information about other Learning Center workshops, please visit our website at <http://www.hsc.wvu.edu/its/LC> or call the Learning Center at 293-3631 ext 5.

- NOTES -