umApps

Using umApps/Citrix Cloud

9/22/2022

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Purpose

This training material highlights how to download and use the umApps using Citrix Workspace and Citrix Cloud.

Audience

This training material is designed for University Faculty, Staff, and Students who use software provided by the University in umApps.

Logging Into umApps/Citrix Cloud

umApps/Citrix Cloud allows access to a variety of specialized software from anywhere with an internet connection using your UofM credentials. *Note: Several products in umApps will ask you to sign in with your UofM email address and password associated with it before use. UofM Faculty & Staff will also be required to sign in.*

In any browser, go to the umApps log in page and Sign in using your uuid (before your @memphis.edu on your UofM email) and password. *Note: You will be prompted to install the Citrix Workspace App the first time you log into the system.*
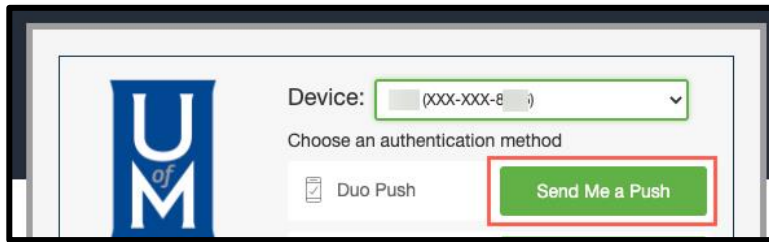
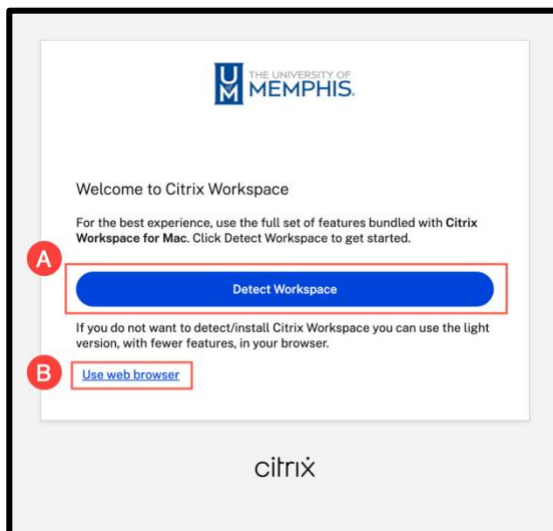**1.** Agree to the Acceptable Use Policy by clicking OK.
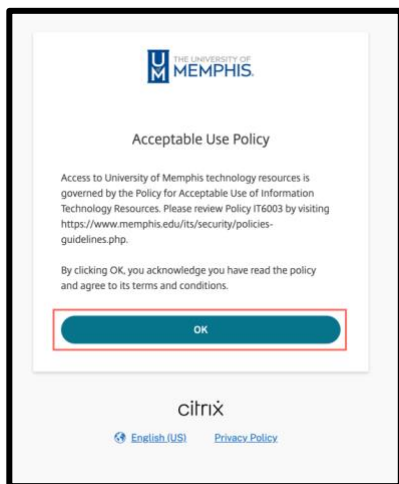
2. Next, you will be prompted to sign in using Single Sign On (SSO), enter your UUID and password associated with it. **A**) enter your UUID and Password associated with it. **B**) Next, click **Login.**
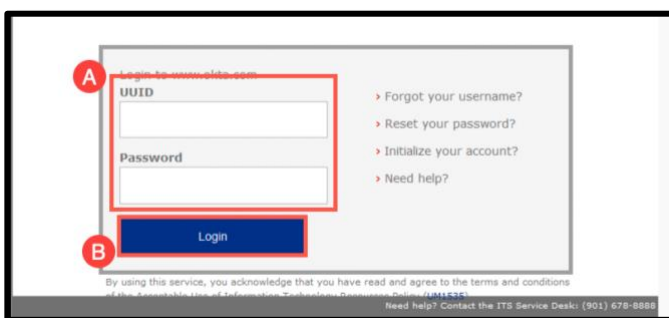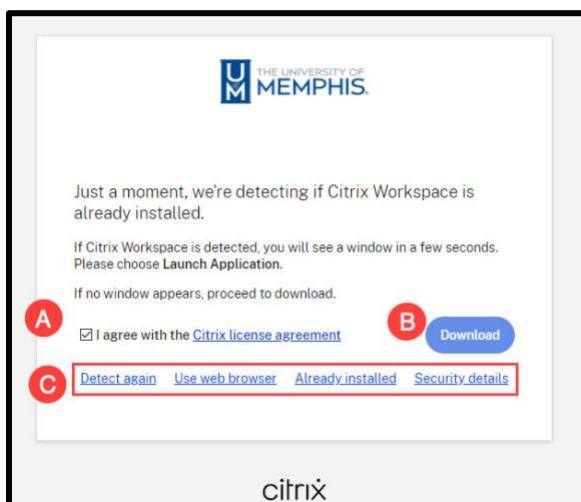
3. Authenticate using DUO.

4. Next you will be prompted to **A)** Detect Workspace or, **B)** Use the Web Browser Version.


5. Next Click **A)** I agree with Citrix License agreement, **B)** Click to Download installer, or **C)** Detect again, Use the web browser, choose Already installed if you have previously installed workspace, or find the Security Details.

Installing the Citrix Workspace App

Mac Citrix Workspace App Installation Instructions

1. **A)** Click **I agree with the Citrix license agreement**, **B)** Choose **Download**, or **C) Detect again, Use web browser, Already installed, or Security details.**
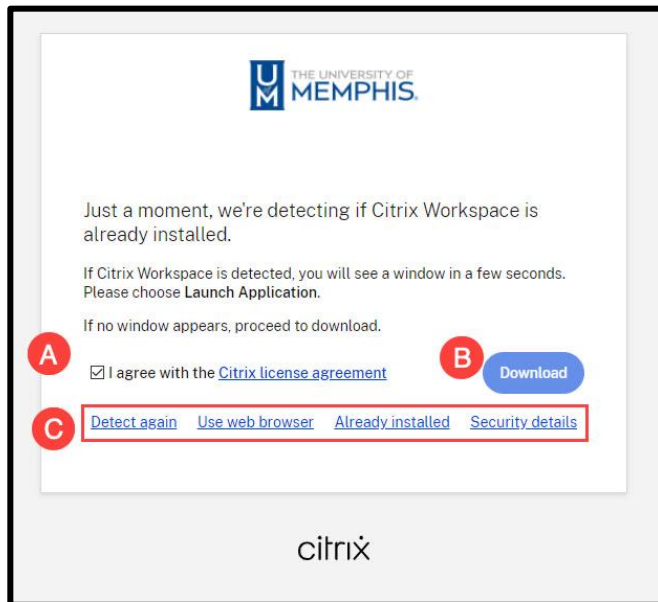
2. Installer will download to your designated download folder as a DMG.
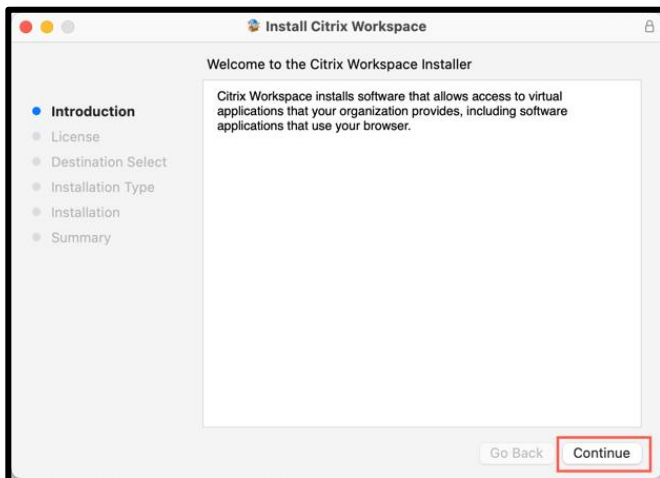

3. Open the DMG, then double click on **Install Citrix Workspace**.
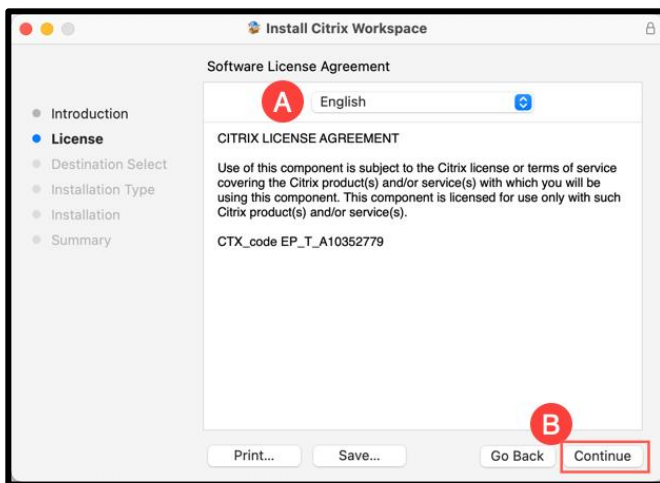
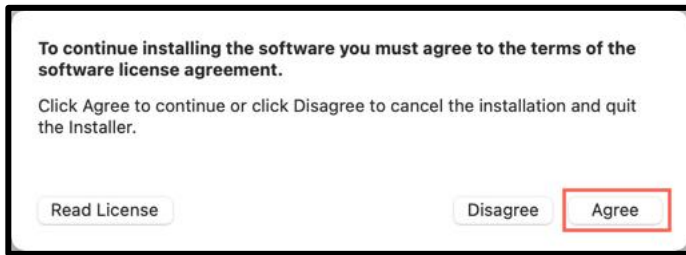4. The Installer will ask permission to install, click **Allow**.
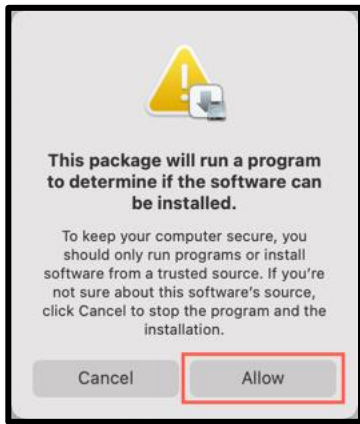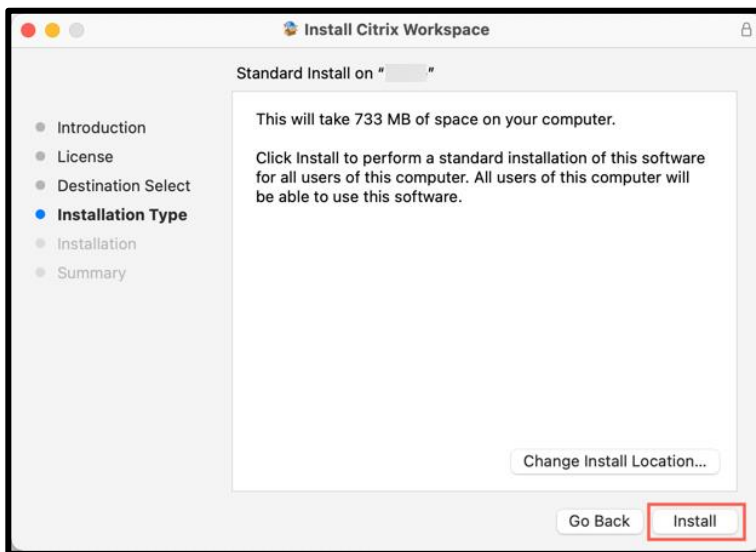

5. Click **Continue**.

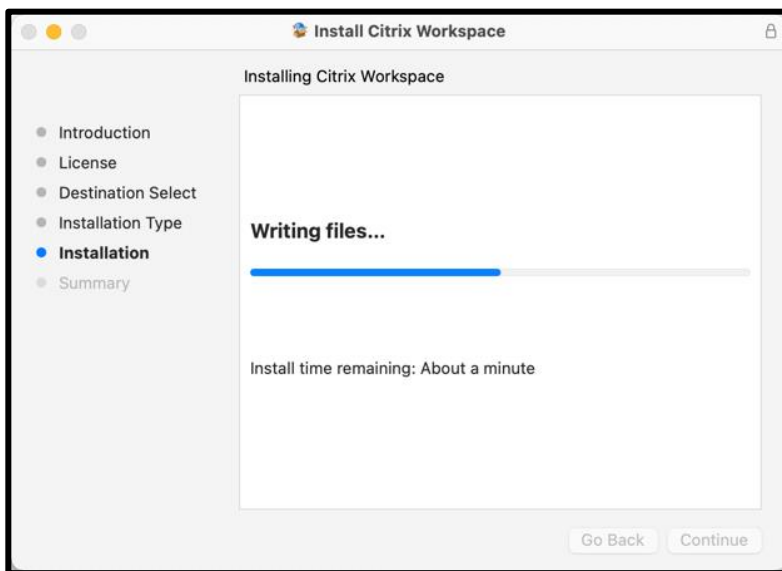
6. **A)** Select Language, then **B)** Click **Continue**.

7. Click **Agree** to agree with License Agreement.

To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the Installer.

Read License   Disagree   Agree

8. Choose install location, then click **Install.**

Install Citrix Workspace

Standard Install on " "

- Introduction
- License
- Destination Select
- **Installation Type**
- Installation
- Summary

This will take 733 MB of space on your computer.

Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.

Change Install Location...

Go Back   Install

9. Installer will begin writing files to your system.

Install Citrix Workspace

Installing Citrix Workspace

- Introduction
- License
- Destination Select
- Installation Type
- **Installation**
- Summary

Writing files...

Install time remaining: About a minute

Go Back   Continue

10. When Installation is complete you will see the following message. Click **Close**.
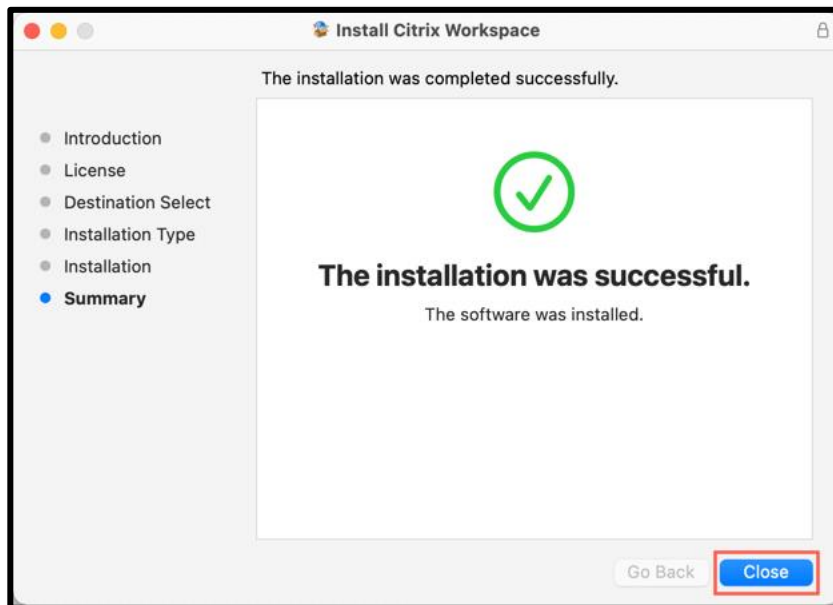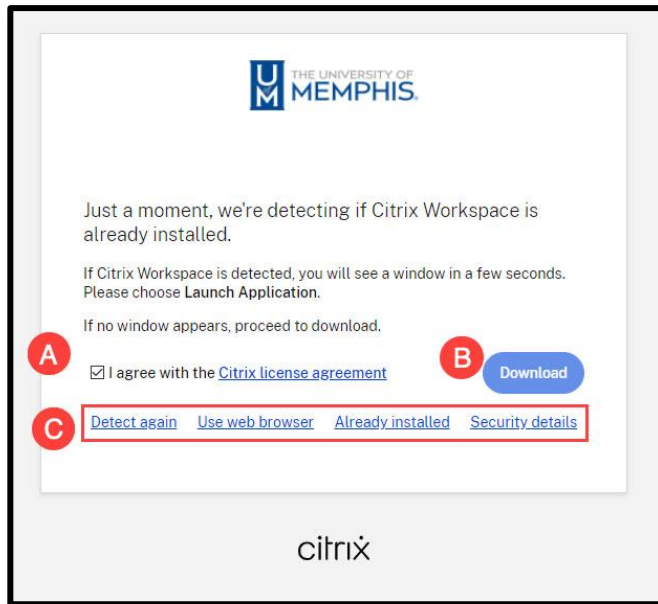

11. When the install is finished the installer will ask if you want to move the installer to the trash. Click **Move to Trash**.


12. You Have Installed the Citrix Workspace App.
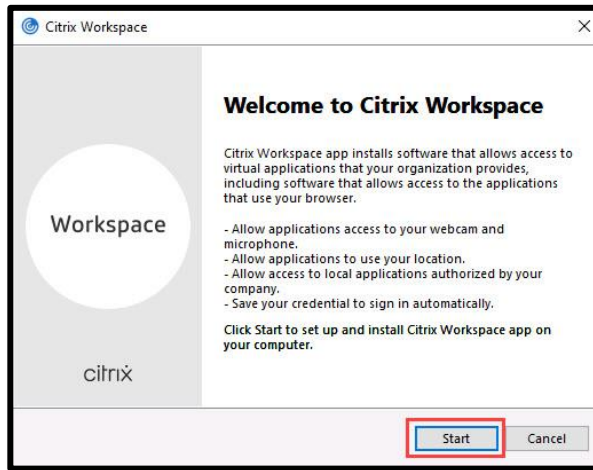
PC Citrix Workspace App Installation Instructions

1. **A)** Click **I agree with the Citrix license agreement**, **B)** Choose **Download** or,
   C) Detect again, Use web browser, Already installed, or **Security details.**

2. Installer will download to your designated download folder as an exe file.
   Double click the exe file to reveal **Citrix Workspace App** installer.
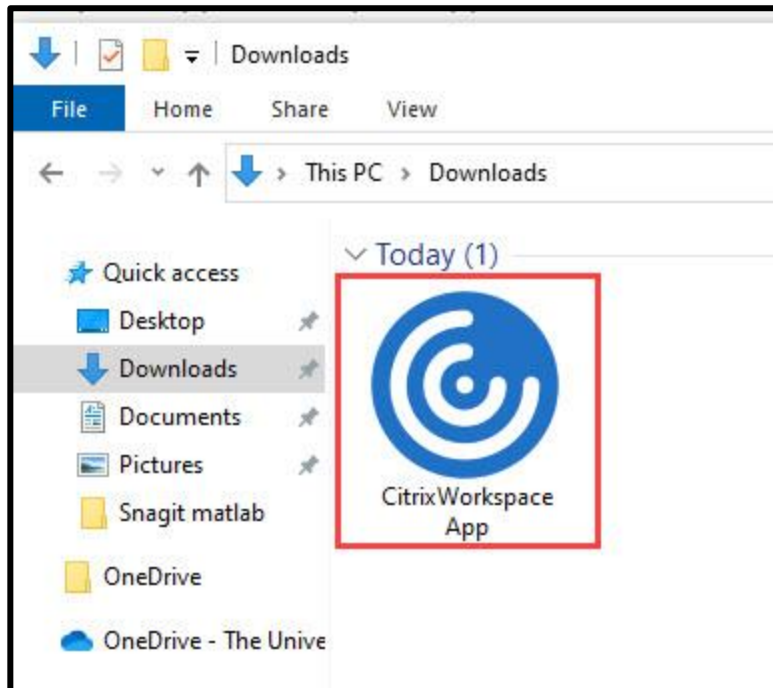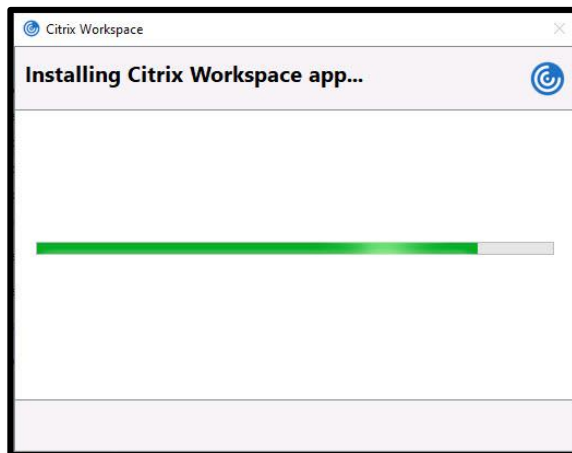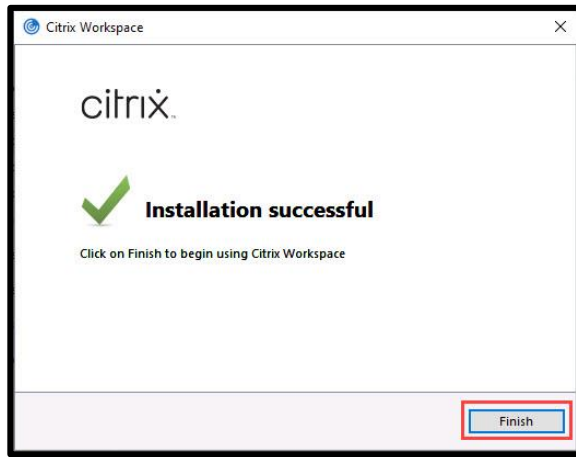
3. Click **Start**.

4. **A)** Click, I accept the license agreement, then **B)** click Next.
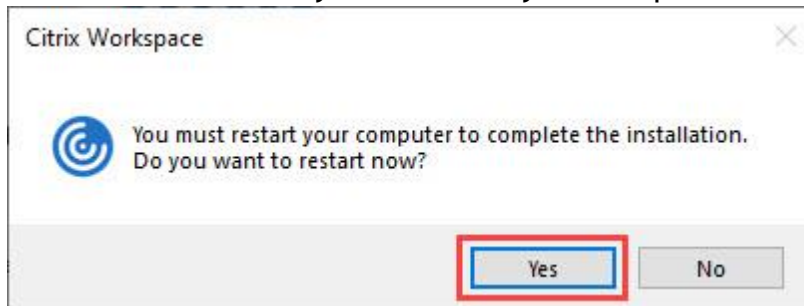

5. Install Progress bar will appear.

6. When **Installation successful appears**, Click **Finish.**

7. The Installer will ask you to restart your computer. Click **Yes**.


8. Once your computer has restarted you have installed Citrix Workspace.

Using the Citrix Workspace

The full Citrix Workspace App provides access to local resources, such as local hard drives, USB flash drives, printers and connected devices.

1. If you are visiting umApps for the first time, you will be prompted to install the Citrix Workspace app. If you are unsure, or have already installed the **Citrix workspace app**, click **A) Detect Workspace** to detect and use the Citrix Workspace app, **B)** to use Web browser version click **Use web browser**.
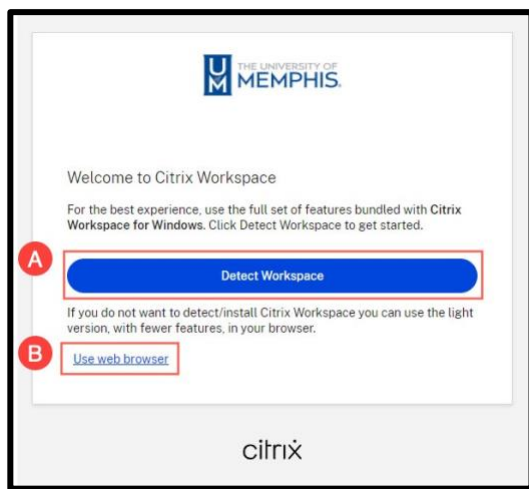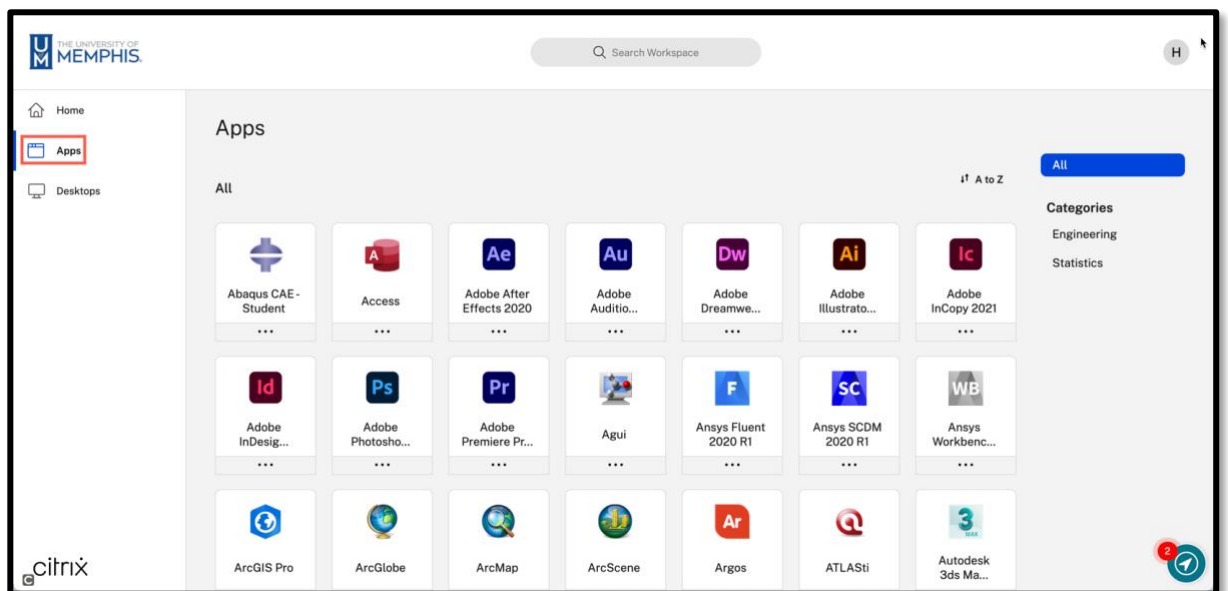

2. Check **Always allow memphis.cloud.com to open links of this type in the associated app**, then click Open.
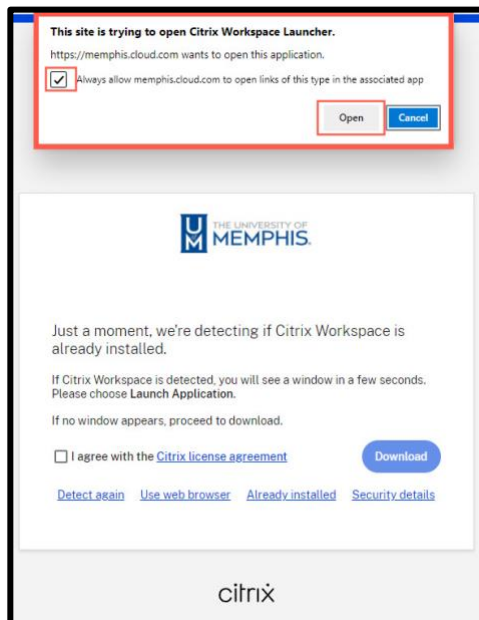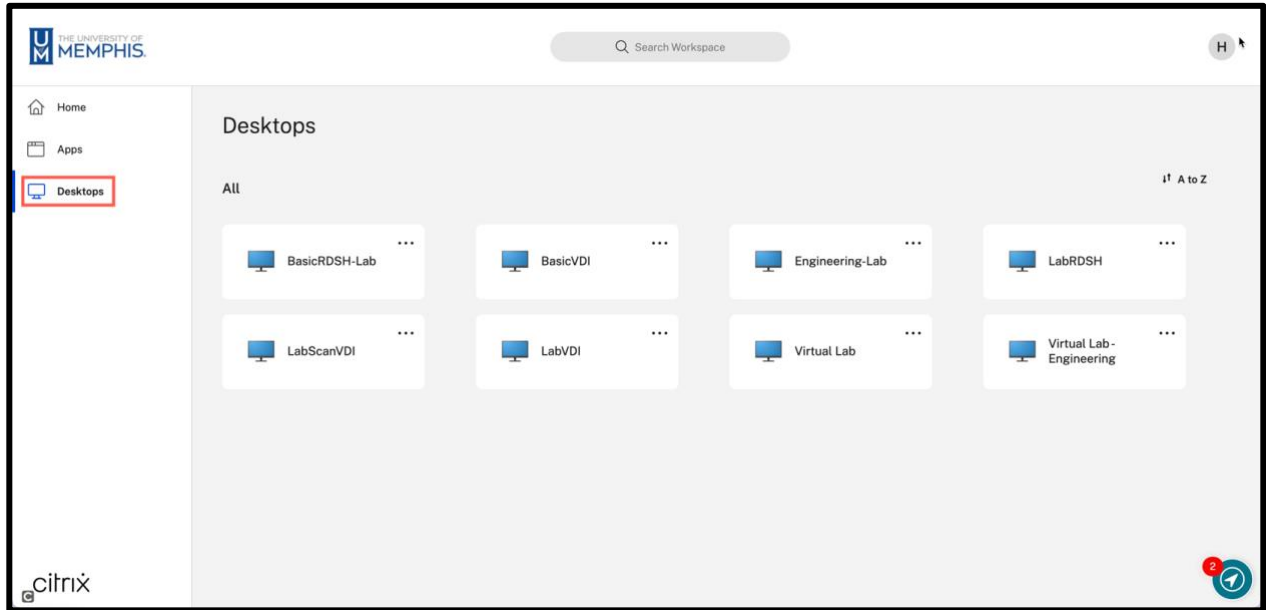
3. The **Home** screen will look like this. You will see the most recent apps and desktops you used.
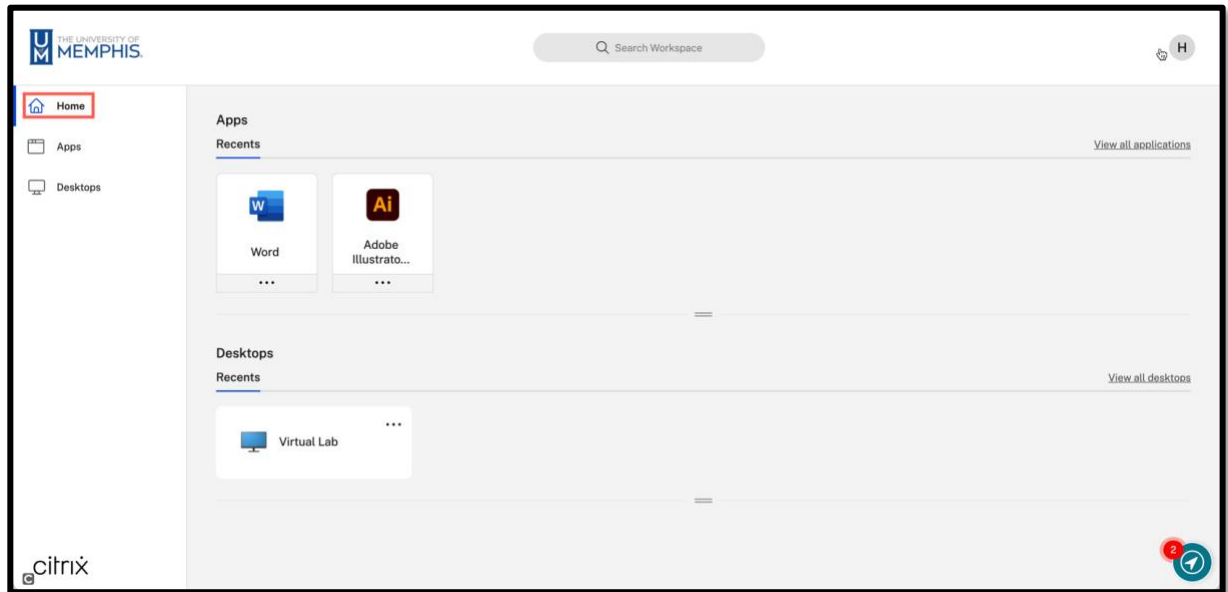
4. **Apps** will show you all the applications available for use.

5. **Desktops** will show all the virtual machines available for use.

Using the Web Browser Version

umApps provides support for **Web browser version**, which means that no Citrix Workspace app is required to be installed on your computer.
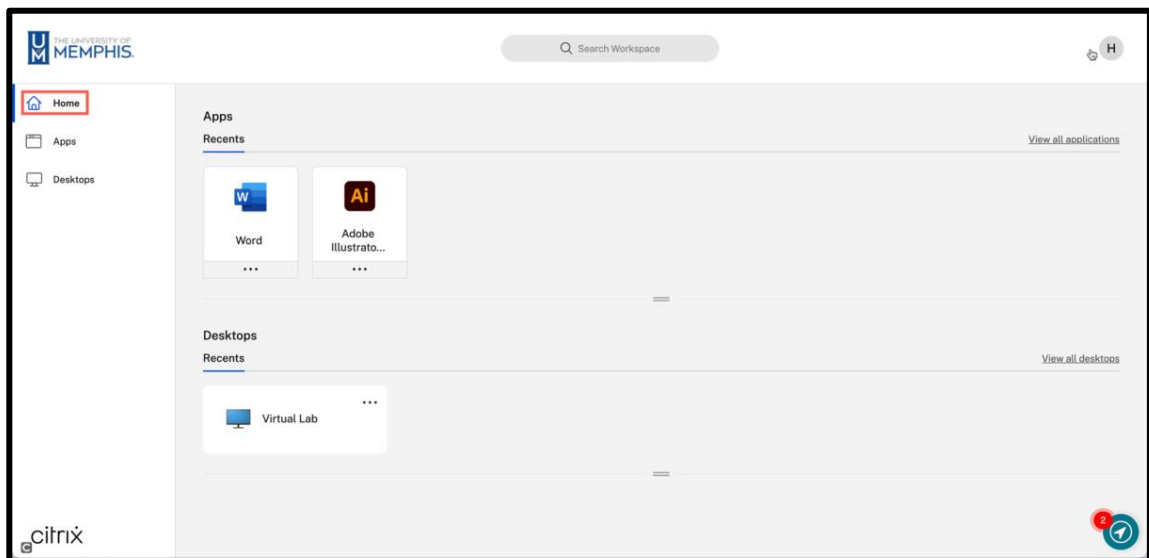*Note: Google Chrome (latest version) is the recommended browser for the Web browser version, Microsoft Edge, or Safari.*

To use the Web browser version, after logging in, follow these steps:

1. Check I agree with the **Citrix license agreement**. Next, click **Use web browser**.
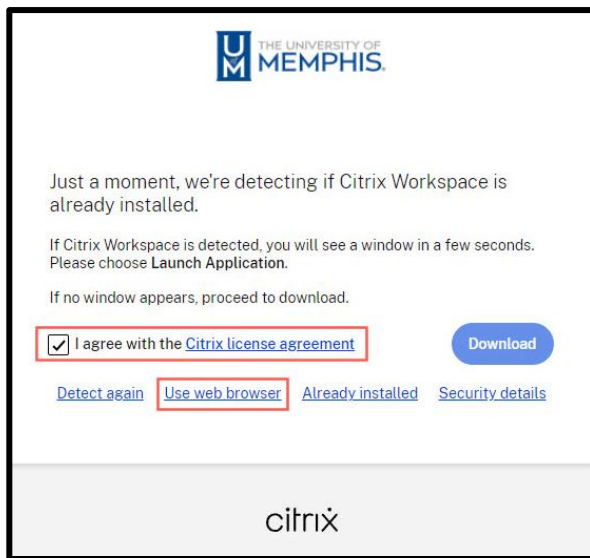
**2.** You will be taken to the umApps home page after you select the **Use web browser**.

Working with Files Using Web Browser Version

To work with files using the Web browser version, you will need to upload your files to your OneDrive.

1. Complete the OneDrive setup (above) and upload your files to your OneDrive

2. After you have uploaded your files to OneDrive, they will appear in umApps as a Quick access location with the name **OneDrive for Business – The University of Memphis.**
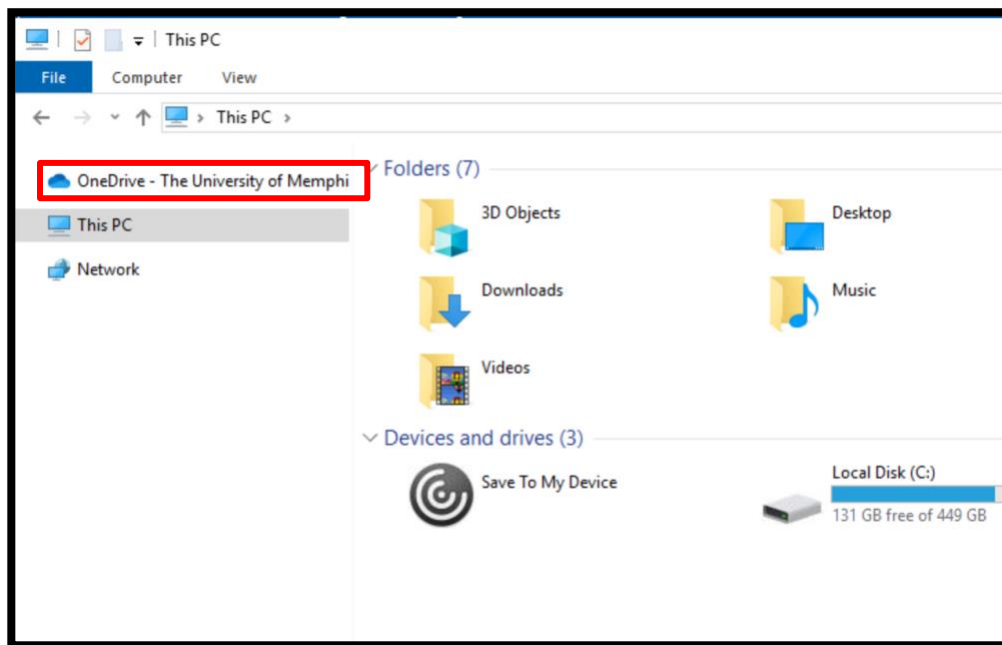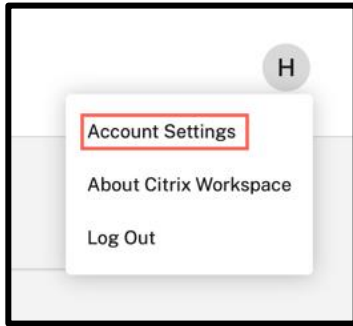

3. After your files have been uploaded to your OneDrive, you can access them in umApps by navigating to the file in your **OneDrive for Business – The University of Memphis folder.**
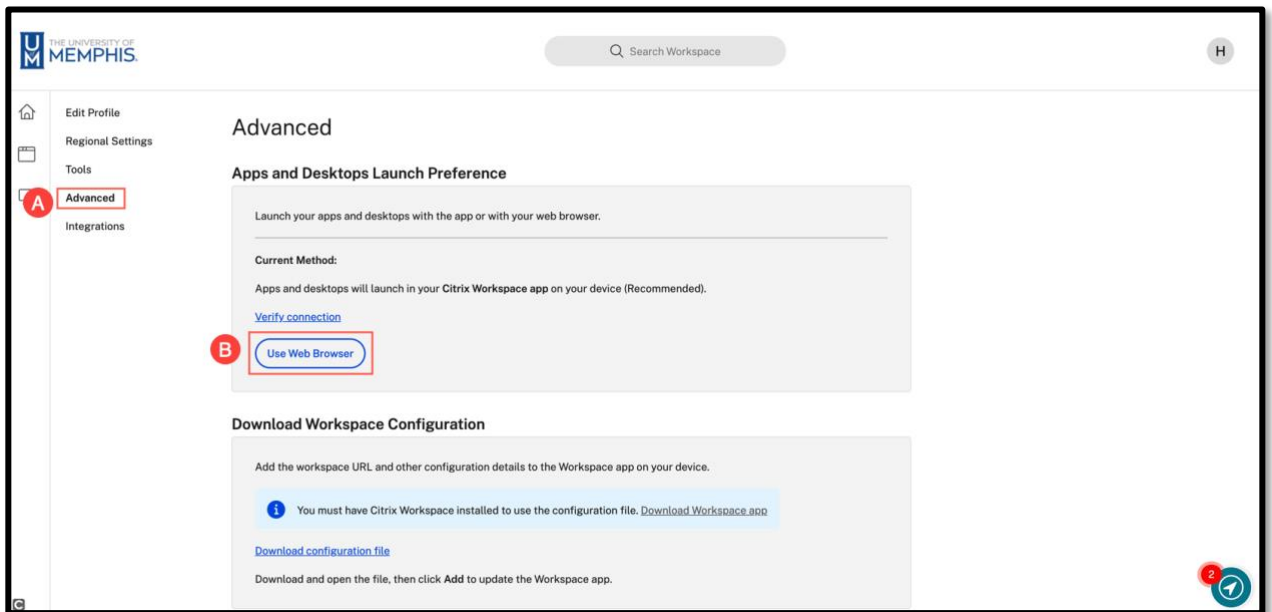
Switching Between the Full and Web Browser Version

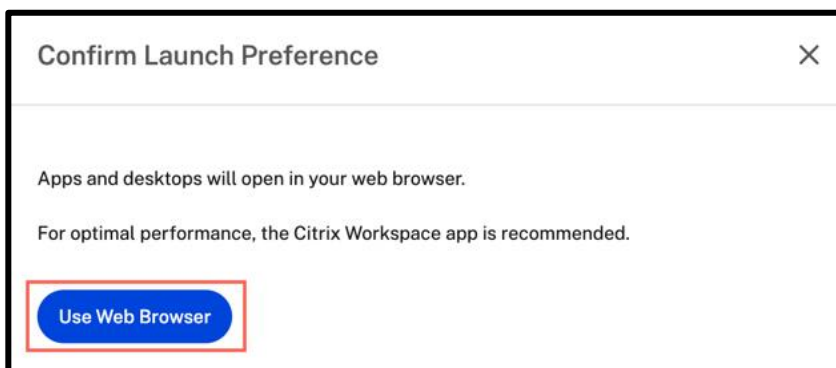1. You can switch between the full and **Web browser version** at any time by
   A) Clicking in the initial in the top right corner.

2. **A)** Click **Advanced**, then **B)** Click **Use Web Browser**.

3. Next Click the **Use Web Browser** button.

**4.** To switch back to **Citrix Workspace App,** follow the same procedure but click **Use Citrix Workspace App**.

Setup OneDrive for File Storage

OneDrive has been integrated into umApps virtual applications and desktops. By utilizing OneDrive for file storage, you can ensure your all your files are backed up and available to you on virtually any device.
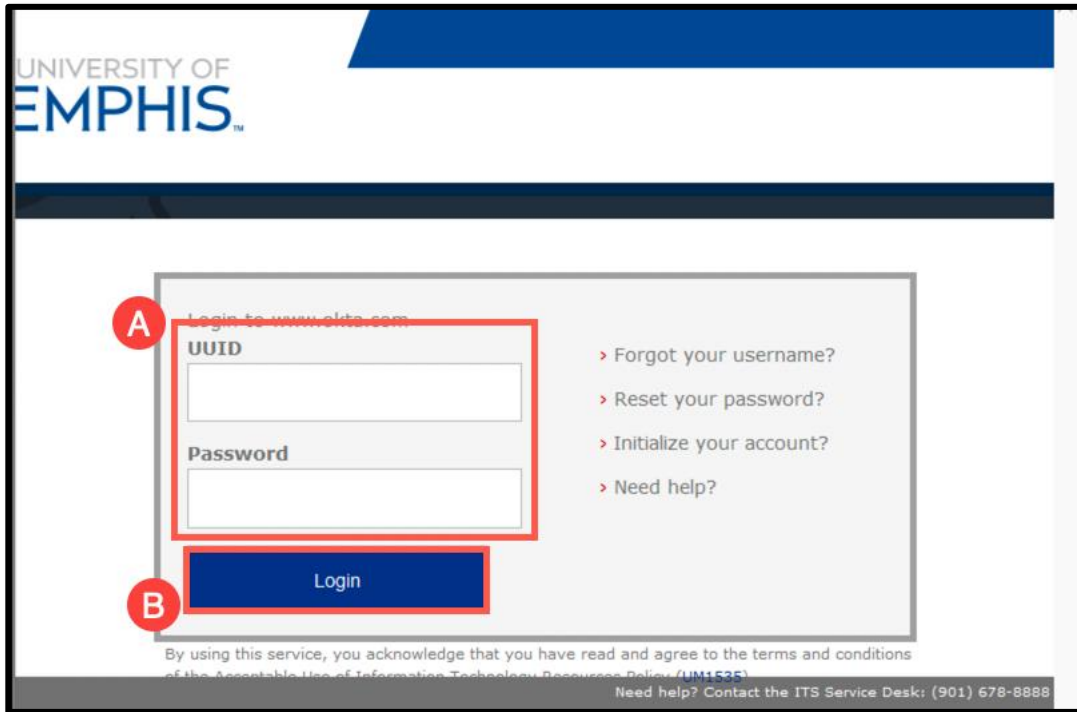
To Setup OneDrive:

1. Close any open umApps applications and desktops.

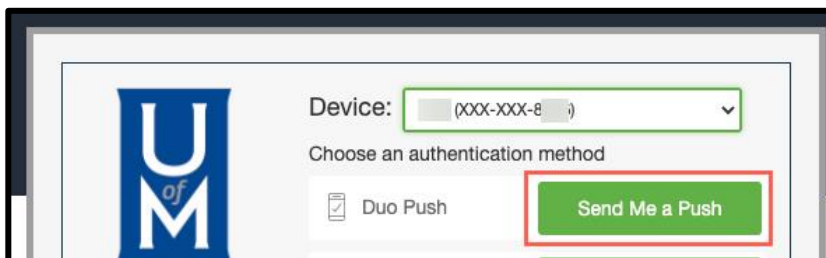2. Login to umApps and select the **Virtual Lab.**
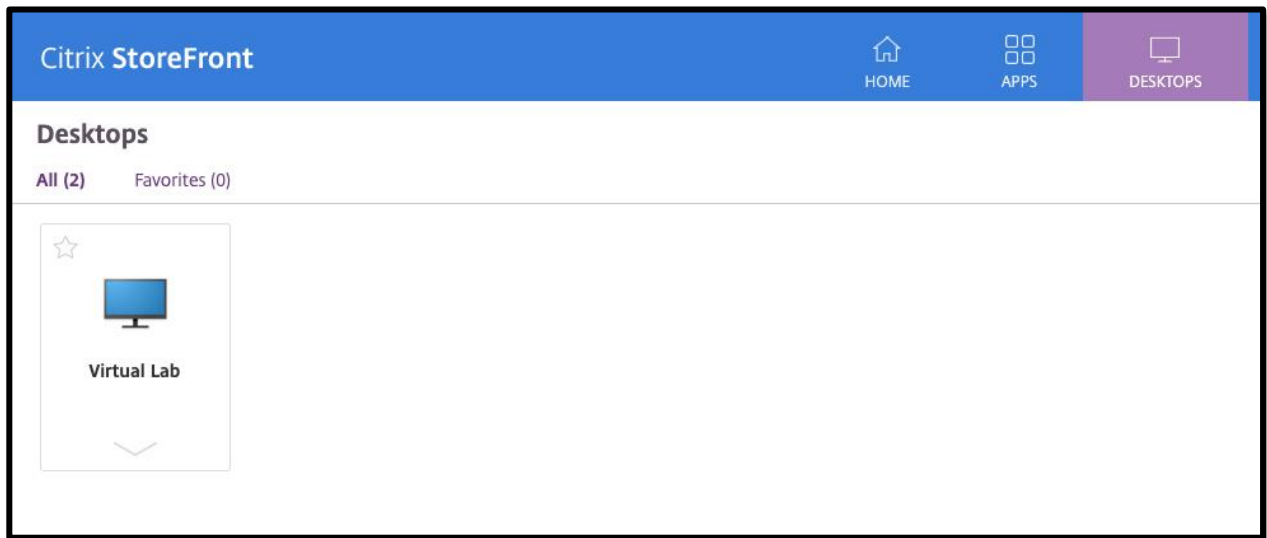
3. If not already configured, the OneDrive setup wizard will automatically start.
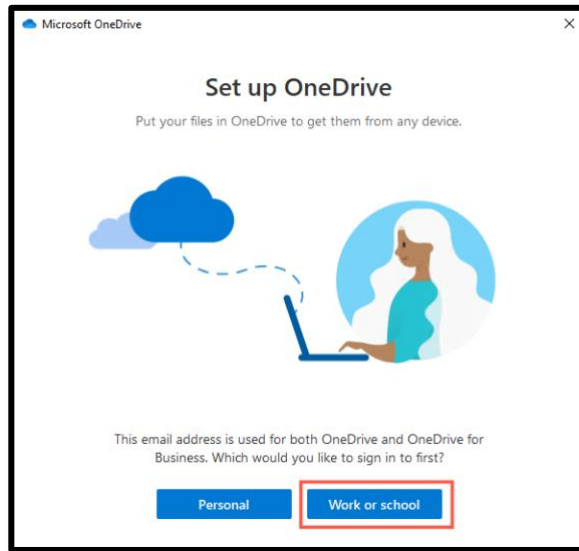   **A)** Enter your University email address and **B)** click **Sign In**
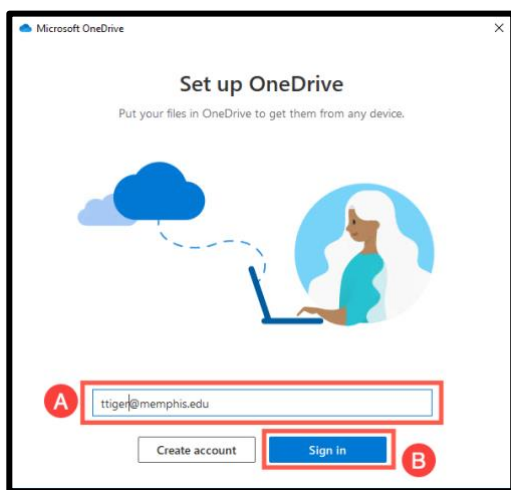
4. When prompted, Using Single Sign On (SSO), enter your UUID and password associated with it. **A**) enter your UUID and Password associated with it. **B**) Next, click **Login**.
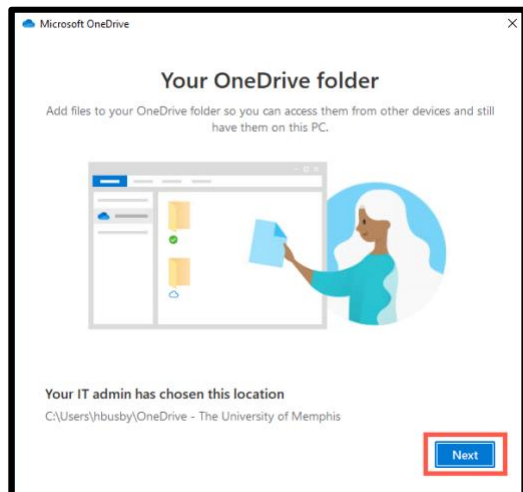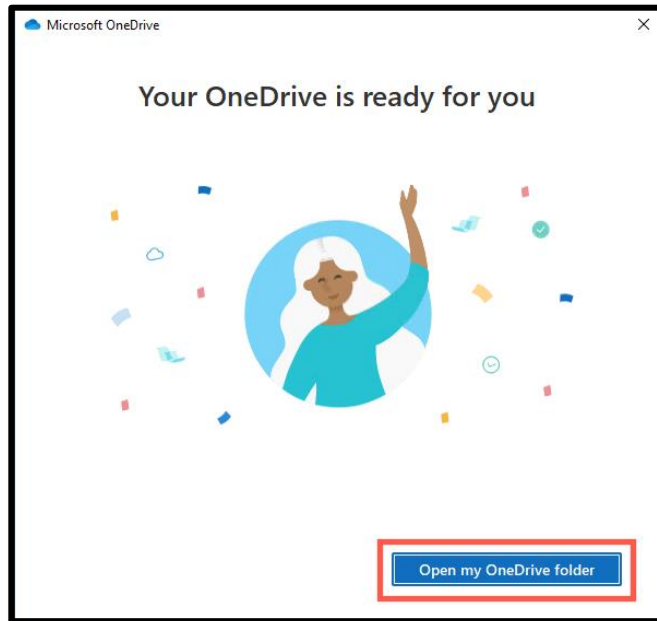

5. Authenticate using DUO.

6. Click **Work or School.**

7. Enter your UofM email address, then click **Next** on the OneDrive folder screen.

8. Once the setup wizard has completed, click **Open My OneDrive** Folder to close the setup wizard.

9. After the OneDrive setup has completed, you will see a OneDrive for Business – The University of Memphis icon in the File Explorer. When using applications in umApps, be sure to save in this location to ensure your files are backed up and accessible from other locations. In addition, your Desktop and Documents folders will automatically be backed up to OneDrive for all your umApps sessions.
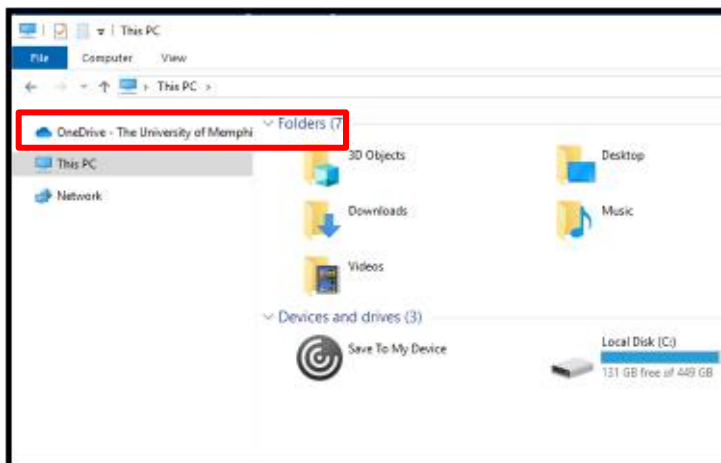
Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
    - Here is a link to our service desk ticketing system
    - After logging in, choose the link **Request Help or Services**.
    - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
    - Monday – Friday 8:00 am – 8:00 pm
    - Saturday 10:00 am – 2:00 pm
    - Sunday 1:00 pm – 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- **Explore the umTech Website**
- **Search Our Solutions Page**