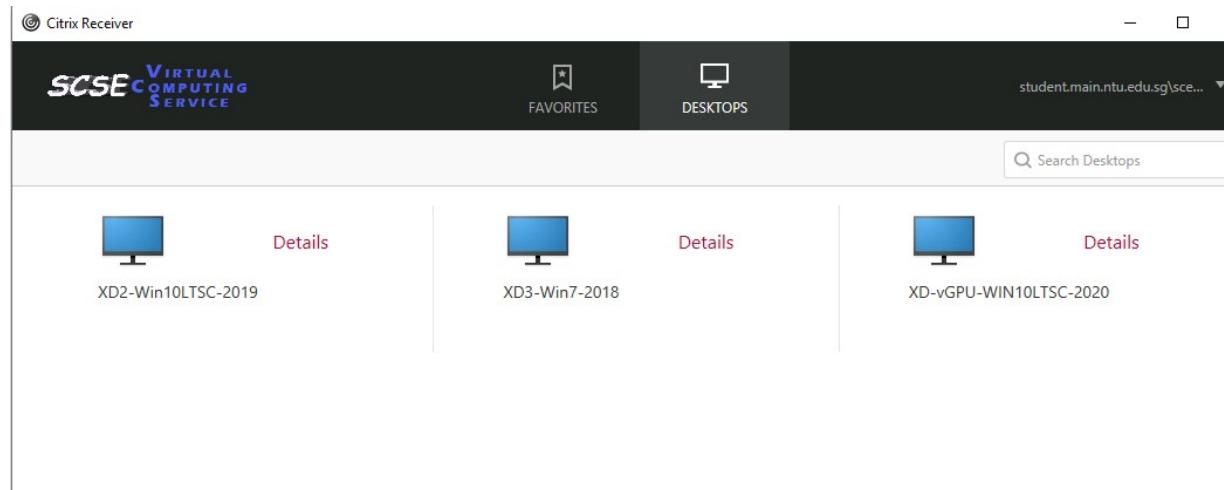


SCSE Virtual Computing Service is to let the user experiences the virtual services and as the alternative to use the available applications for coursework outside the lab. The virtual services are available 24/7 during school term.

The service (Citrix XenDesktop) transforms Windows desktops and applications into an on-demand service available to any user, anywhere, on any device. With this service, you can securely deliver individual Windows, web and applications, or full virtual desktops, to PCs, Macs, tablets, smartphones, laptops and thin clients—all with a high-definition user experience.



Access SCSE Virtual Computing Service

1. Login

For first-time access, the user must access via the web browser (Internet Explorer version 8 and above, latest version of Firefox or Google Chrome) to URL:

<https://vasce.ntu.edu.sg>

2. Off-campus Access

SCSE Virtual Computing Service is only available within NTU intranet.

For off-campus access from homes or remote sites to the University's network, the user has to use [VPN \(Virtual Private Network\)](#) to connect to NTU intranet.

For details, please visit the web site of CITS:

<https://ts.ntu.edu.sg/sites/CITS/homepage/Pages/index.aspx>

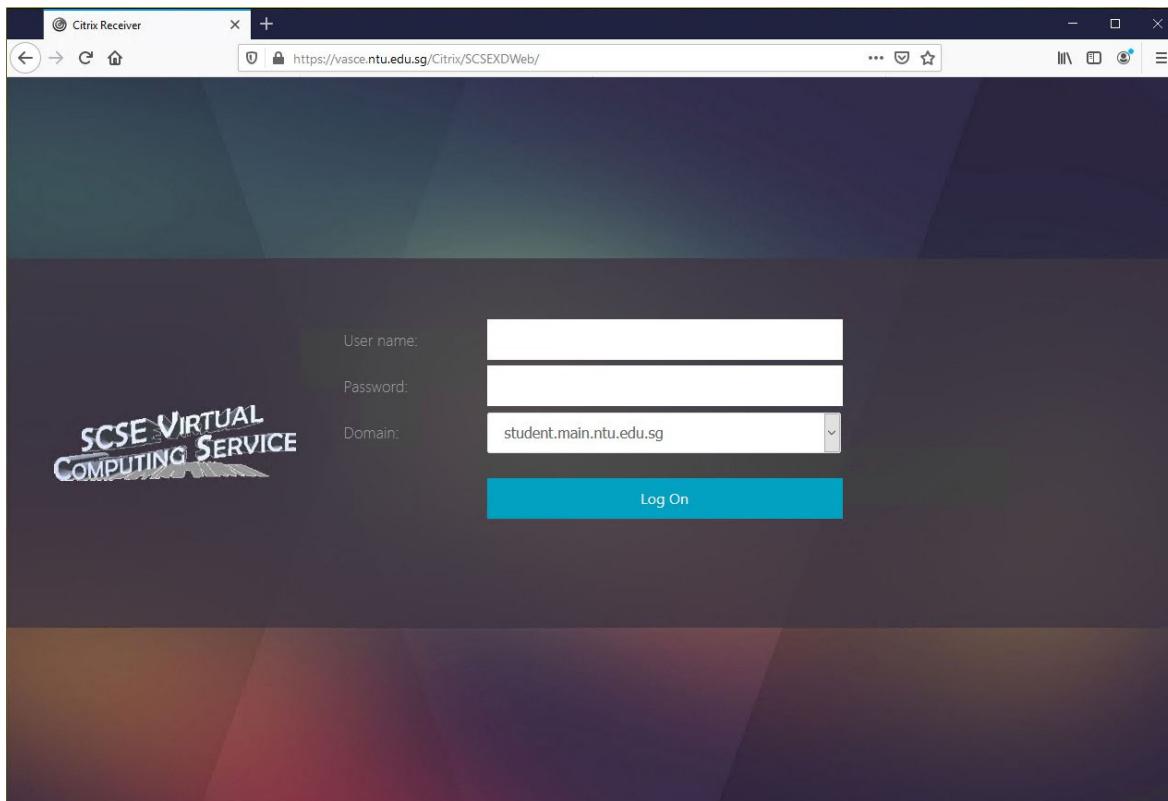
Please note that, for off-campus access, the performance of Virtual Computing Service may degrade due to bandwidth cap across different networks.

3. Install Client Software to launch the desktop in own PC

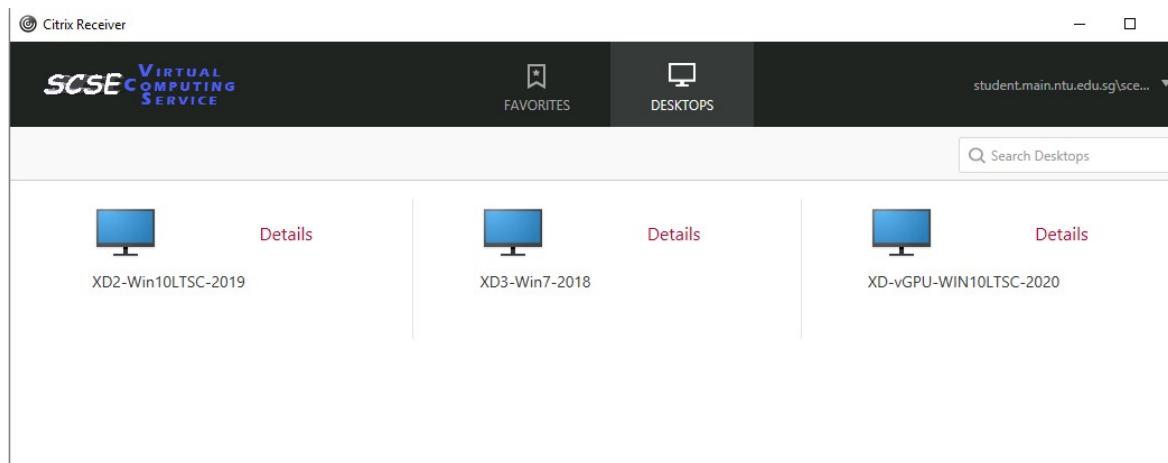
The user must install the client software to access the virtual desktops delivered by SCSE Virtual Computing Service. It is known as **Citrix Receiver**.

When a Desktop is being selected for access, an ICA file will be sent to the user device. The Citrix Receiver will use the ICA file to establish the connection to launch the virtual desktop.

When the user accesses SCSE Virtual Computing Service (<https://vasce.ntu.edu.sg>) in the web browser, the following screen will appear for user to login:



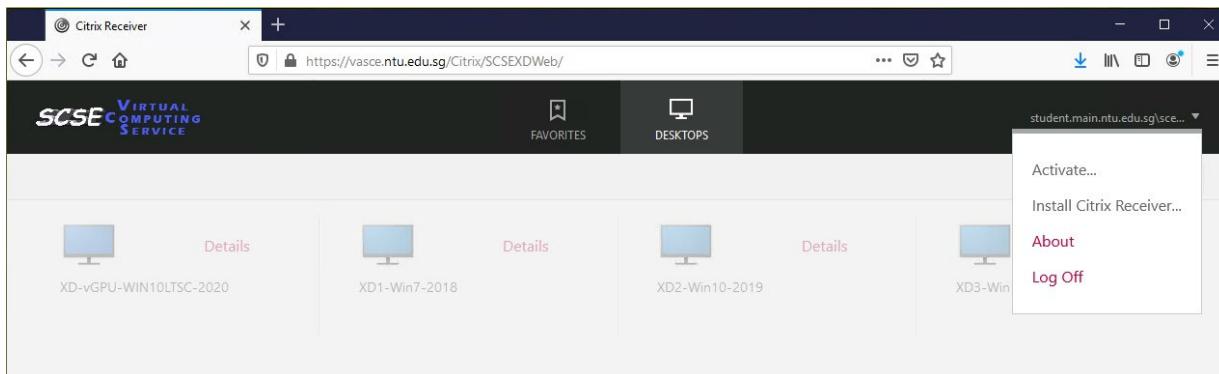
Enter NTU Username, password and Name of Domain (staff or student) to login



Upon successful login, the user will see the list of Desktops grants for access

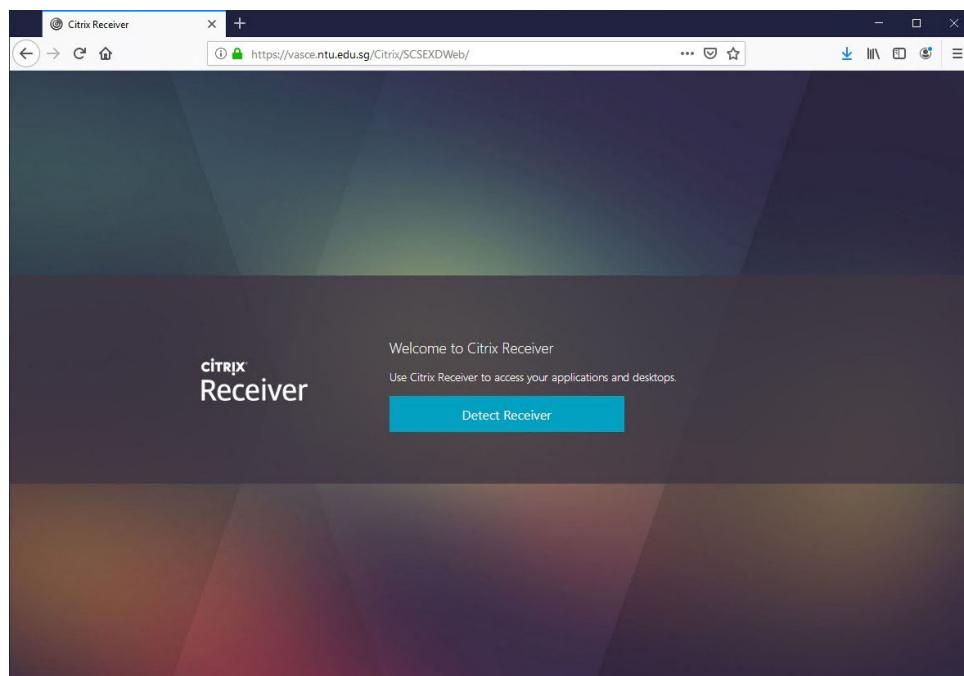
SCSE Virtual Computing Service User Guide

For first-time access, the user must download and install the Citrix Receiver in own device. The download is triggered by clicking on the Username at top right corner to open a menu. Then, select “*Install Citrix Receiver...*” in the menu to start the download.



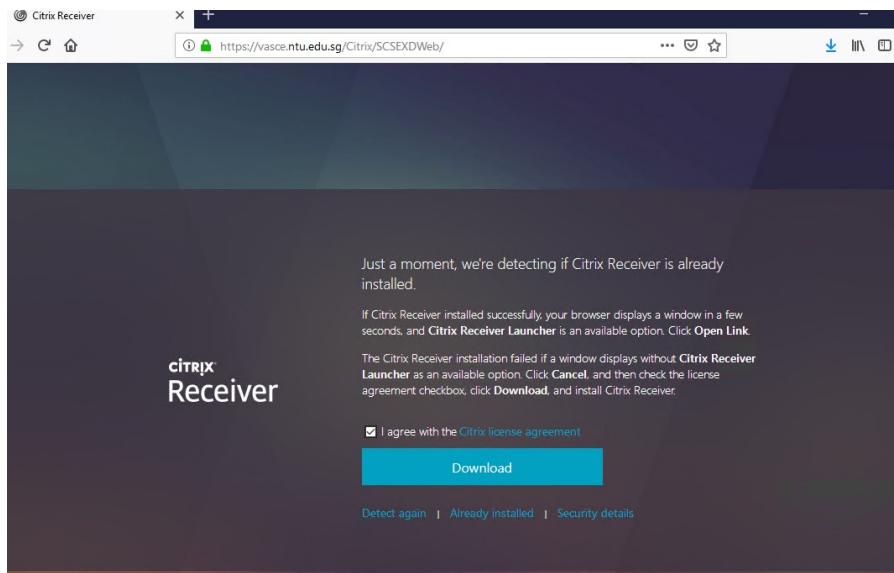
Click on “Install Citrix Receiver...”

The following screen will appear for the user to click on “*Detect Receiver*”, to verify on the right edition to download for the user device.



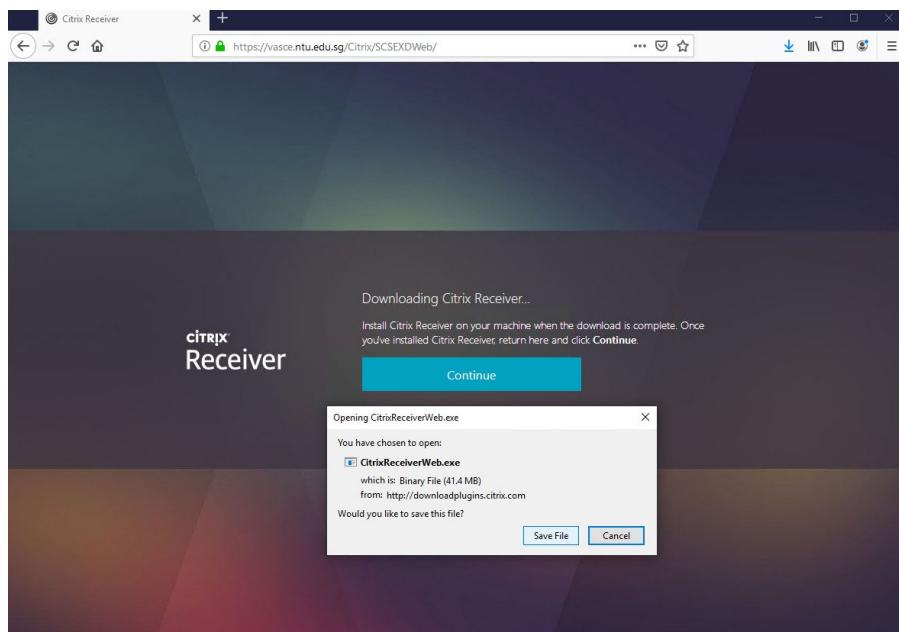
Click on “Detect Receiver”

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TICK the option "*I agree with the CITRIX...*"

Click on "**Download**" to continue



Save the installer "**CitrixReceiverWeb.exe**" to your local system and install.

After installing, click on "**Continue**" to continue the access.

The Citrix Download Site (<http://downloadplugins.citrix.com>) may direct the user to download **Citrix Workspace**, instead of **Citrix Receiver**. The change may be determined based on the current operating system running at user device. Thus, do not be alarmed, just go ahead to download and install.

Citrix Workspace is the new client software replacing Citrix Receiver, with effect from August 2018. The Citrix Receiver, released before August 2018, can still download and install for operation. The new features and enhancements will only be released in Citrix Workspace.

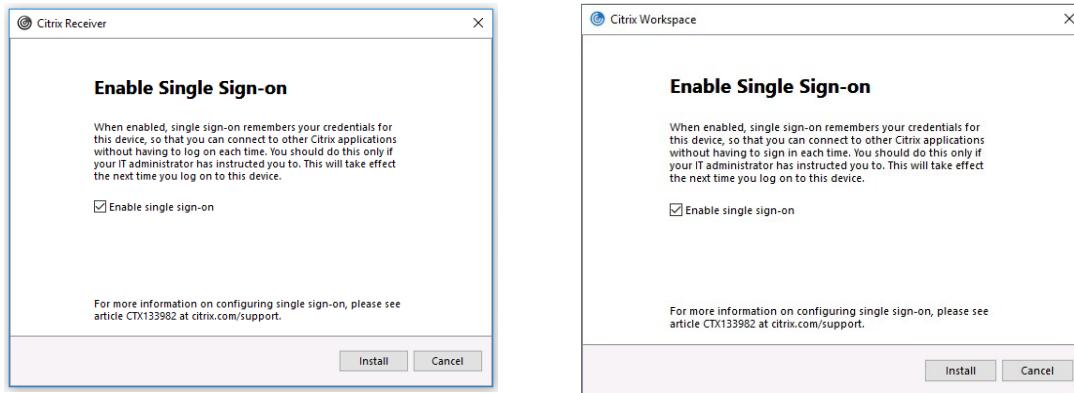
The installation and operation of Citrix Workspace are similar to Citrix Receiver. The difference between them is the appearance of their icons. The icon of Citrix Receiver is BLACK while the icon of Citrix Workspace is BLUE .

4. Access SCSE Virtual Computing Service via Citrix Client Software

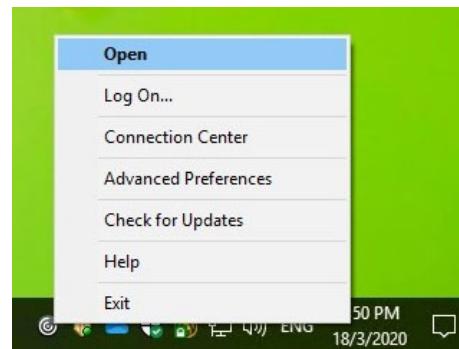
Citrix Receiver and Citrix Workspace allow the client device to connect to the desktop virtualization with the option “**Enable single sign-on**” being enabled.

During the installation, choose to enable the single sign-on.

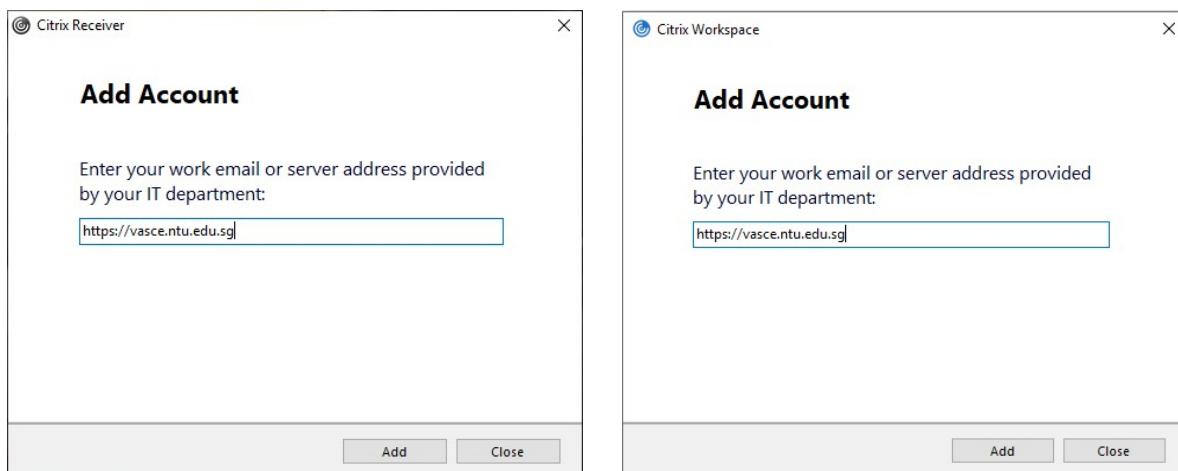
This way, the user can connect to SCSE Virtual Computing Service without logging on via the web browser.



After the installation of Citrix Receiver or Citrix Workspace, the user can close the web browser, mouse-Right-Click on the Citrix icon ( or ) at the taskbar to open the menu. Select “**Open**” to access the window “**Add Account**”.

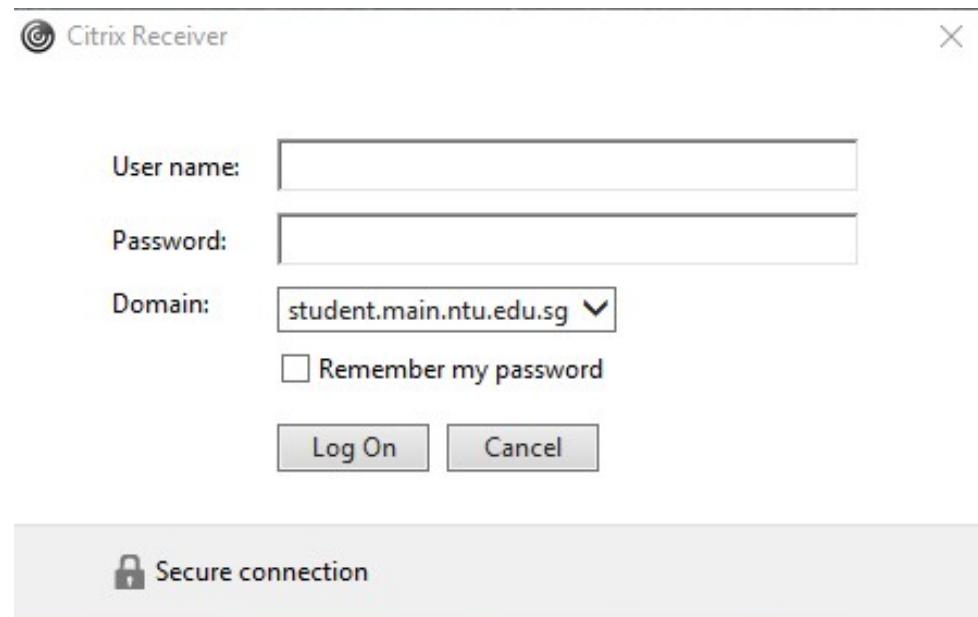


Enter the URL <https://vasce.ntu.edu.sg> and click on “**Add**”

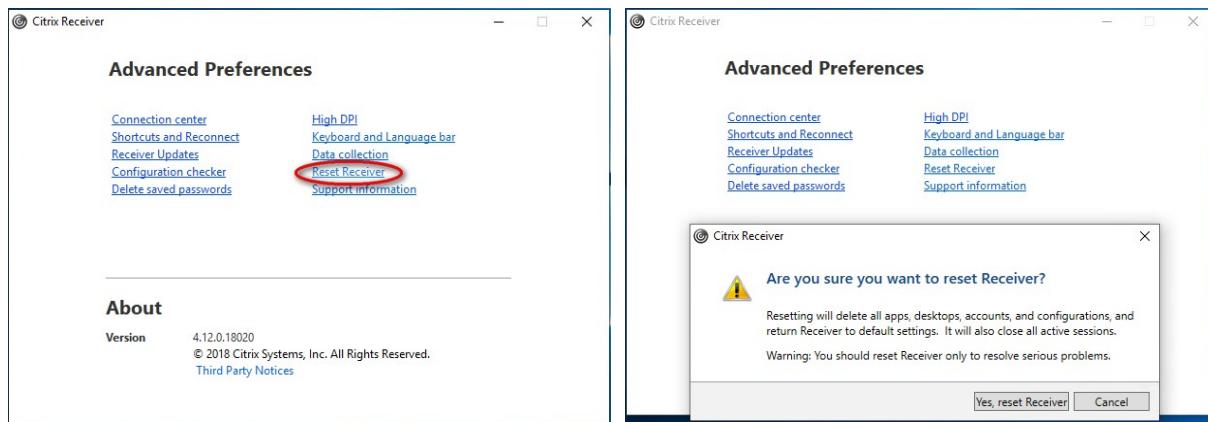


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Then, enter the domain user name and password, click on “**Log On**”.

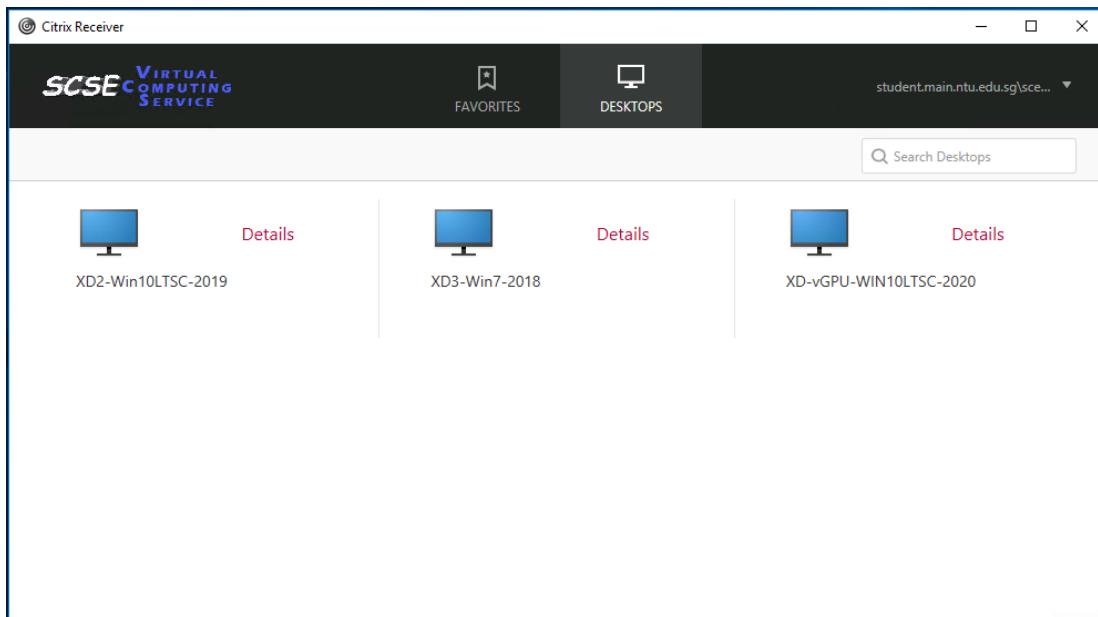


To reset the account setup in Citrix Receiver, the user can access “**Advanced Preferences**” and click on “**Reset Receiver**”. Similar for Citrix Workspace, the reset button is “**Reset Workspace**”.

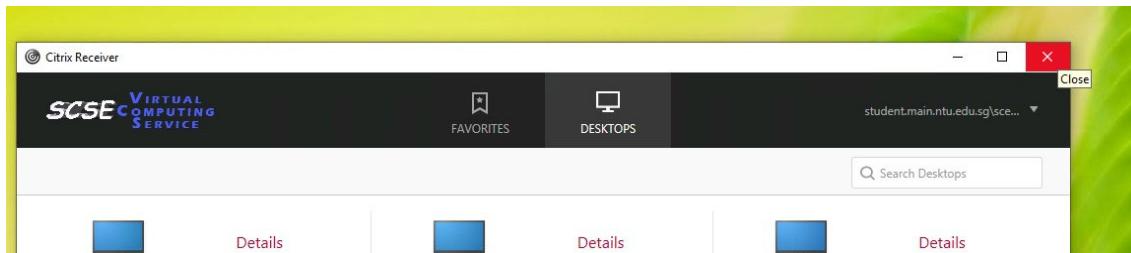


5. Access the Virtual Desktop

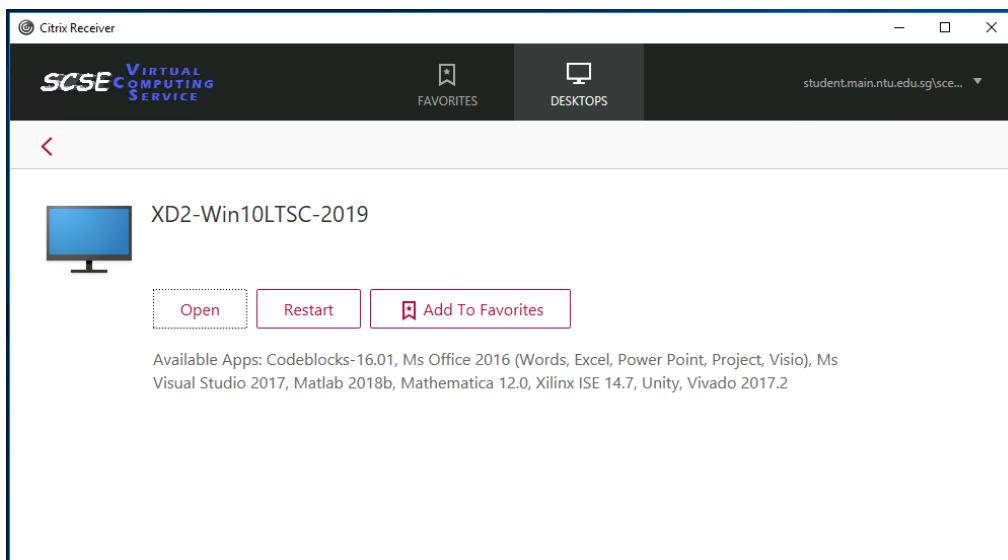
Upon login to SCSE Virtual Computing Service, the site will display the Desktop Groups granted for user access:



To exit, just click on the “X” at the right corner.



Click on the key word “**Details**” of the selected Desktop Group to display more information.



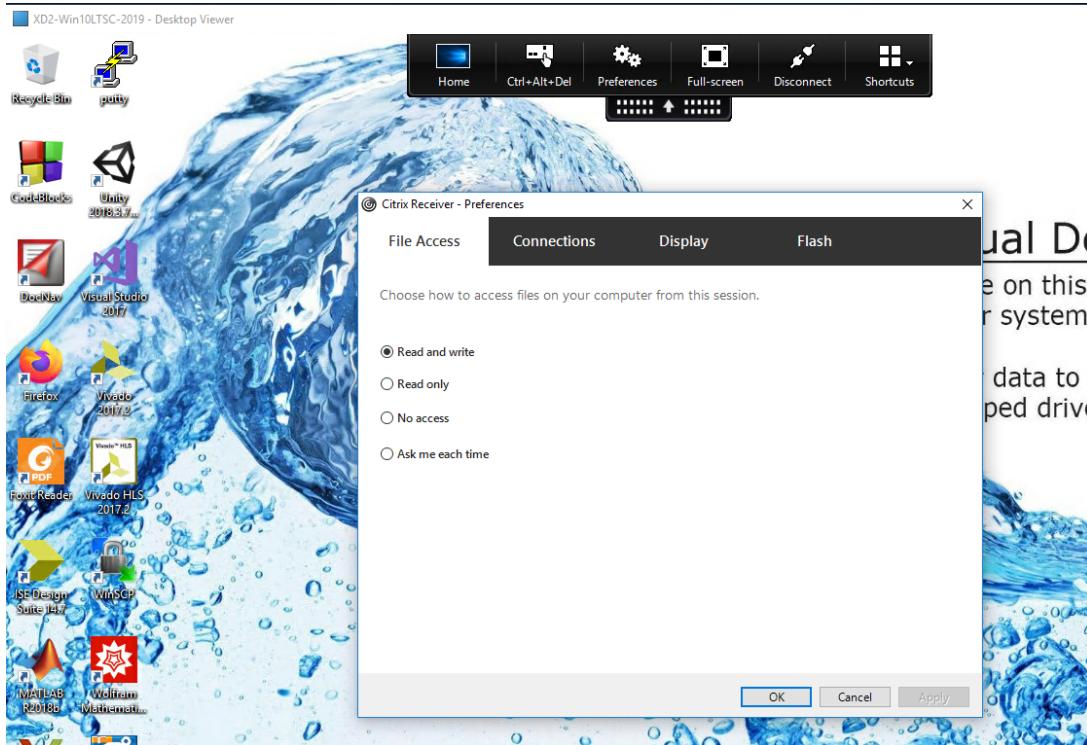
SCSE Virtual Computing Service User Guide

Click on “**Open**” to stream down the virtual desktop to your desktop. For first-time access, the startup may be slow as the system requiring some time to setup your profile.



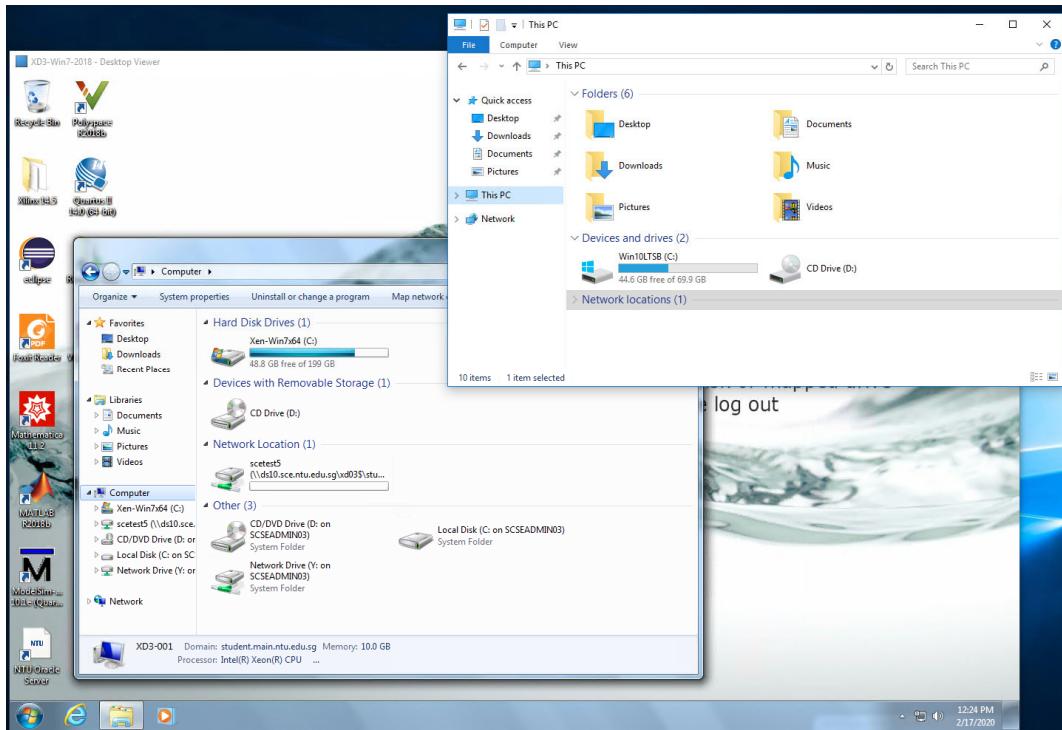
6. Save your data to Local Disk Drives

In the Virtual Desktop, you can click on the Top Desktop Toolbar and select “**Preferences**” to verify and set the type of access to your local disks and devices.



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The local drives will be appeared under “**Other (3)**” in the Virtual Desktop.



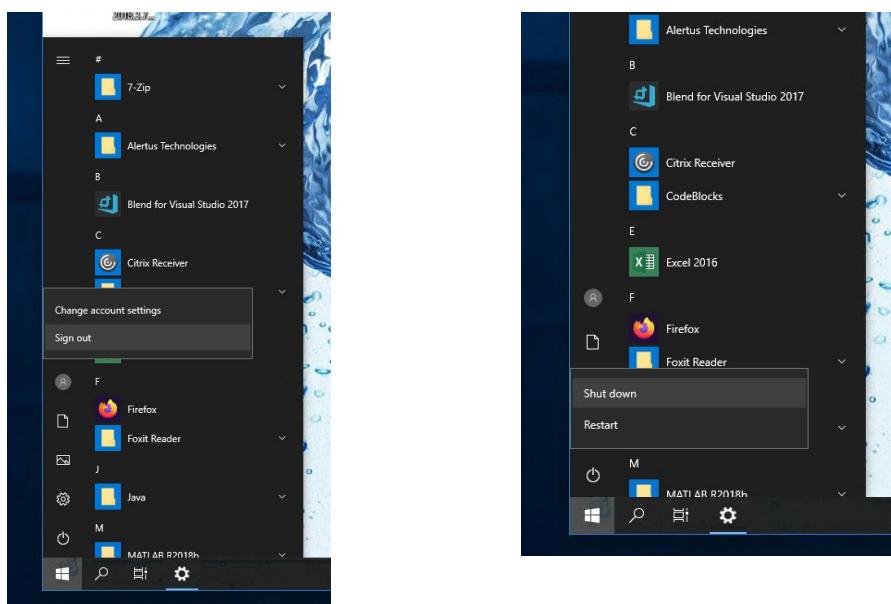
7. Ending the session

Ways to exit from the Virtual Desktop:

- Double-click on the icon “Win10 [LogOUT]” on the Desktop



- Select “Sign out” or “Shut down” in the Windows Start Menu



- Select “**Disconnect**” from the top menu



- Select “**X**” to close the desktop



When the session being ended, the virtual desktop will be rebooted and release back to the pool for other to access.

The virtual desktop is assigned by random access. You may not be assigned to the same desktop at next login.

8. Help Desk

For technical support or enquiries on SCSE Virtual Computing Service, please email SCSE IT unit at SCSEIT@ntu.edu.sg

The Virtual Computing Service is only available to SCSE staff and students.

For students from other schools in NTU, taking courses in SCSE and want to use the service, can email the request to SCSE IT Unit with the following information:

- Mail Subject: Request for temporary access to SCSE Virtual Computing Services
- Name of user
- NTU User ID
- Name of Course taking in SCSE
- Duration of the Course (Start and End dates)

After the application being processed, the students will be granted the access until the end of the course.

-The-End-