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HOW TO ACCESS VIRTUAL DESKTOPS - QUICK GUIDE

REQUEST A VIRTUAL DESKTOP

Users need to submit a ticket to the IT Help Center to request a Virtual Desktop.

1. Go to: https://csun.topdesk.net/ to submit a request.

INSTALL THE CITRIX RECEIVER

You may, or may not have the Citrix Receiver, or Citrix Workspace installed on your workstation or personal computer. Follow the instructions below to ensure the latest version of the Citrix Workspace App is installed.

*Note: installation **REQUIRES** local administrator rights for Windows and Mac devices. Contact the IT Help Center for guidance if you cannot perform the installation.*

1. From a Mac or PC, open the Chrome browser (*only*).

2. Follow the links below to download the appropriate Citrix Workspace application for your device:
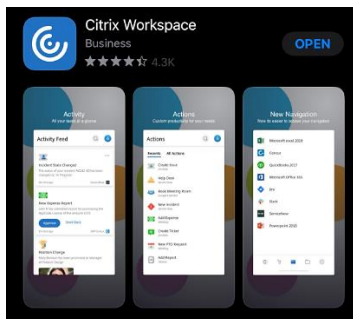
    2a. **Windows**

    https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html

    2b. **Mac**

    https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html
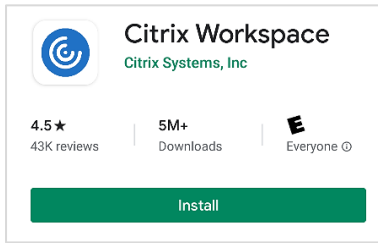
    2c. **iOS**

    Go to the **Apple App Store** on your device and download **Citrix Workspace**.
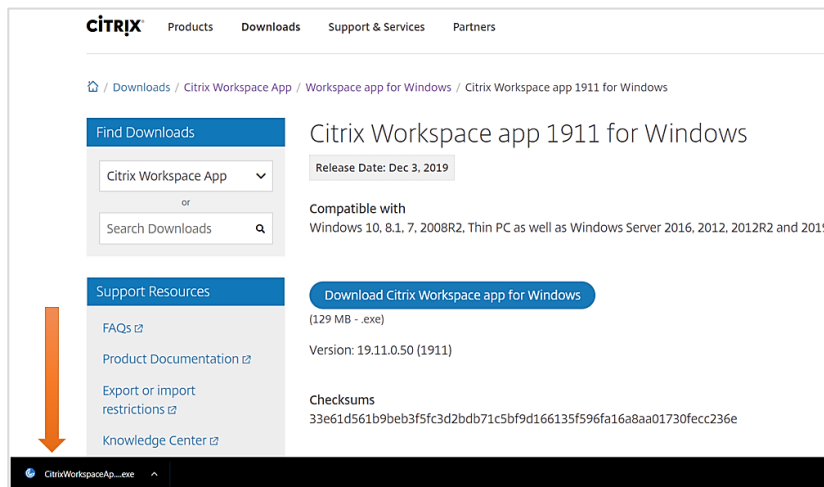
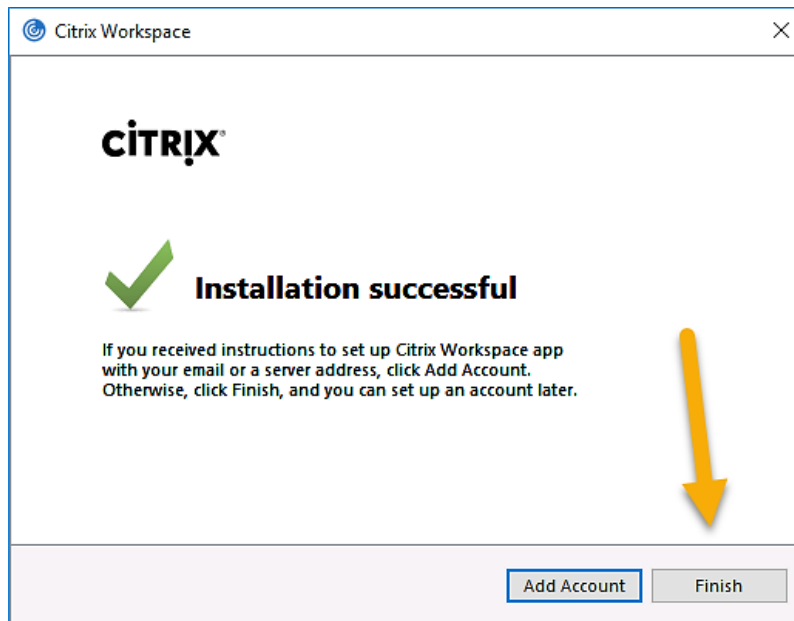**CSUN** | INFORMATION TECHNOLOGY

2d. **Android**

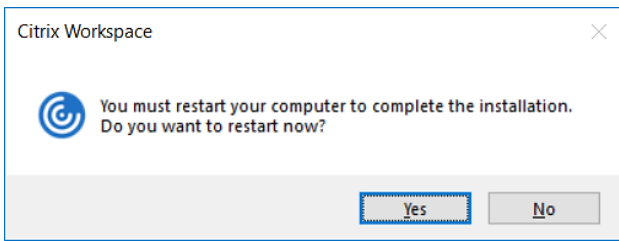Go to the **Play Store** on your device and download **Citrix Workspace**.

3. Install the **Citrix Workspace App** you just downloaded and follow the general instructions.

4. When completed, you will see the following pop-up. DO NOT select 'Add Account', simply select **Finish**.

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4a. If you see the following message, you must restart your computer.

5. Once the application is installed, you may encounter this pop-up. Disregard this pop-up and select the **Close** button.
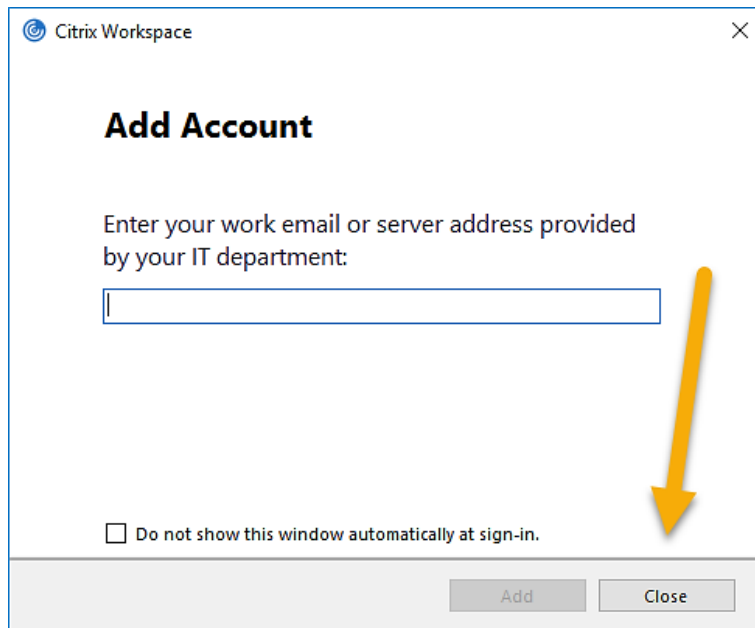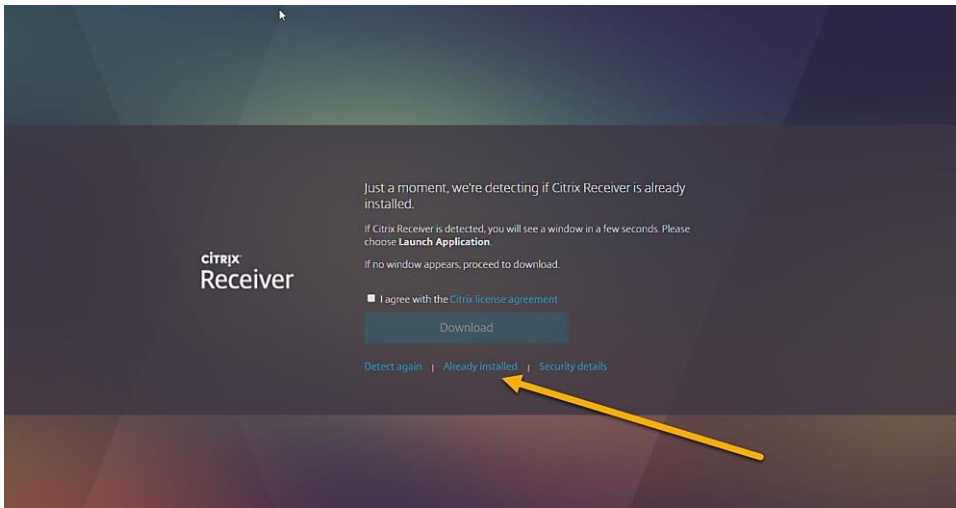

6a. Go to https://mycsunsoftware.csun.edu/Citrix/myCSUNWeb/. You should encounter a page that is trying to detect the Workspace application. Select **Detect Receiver**.
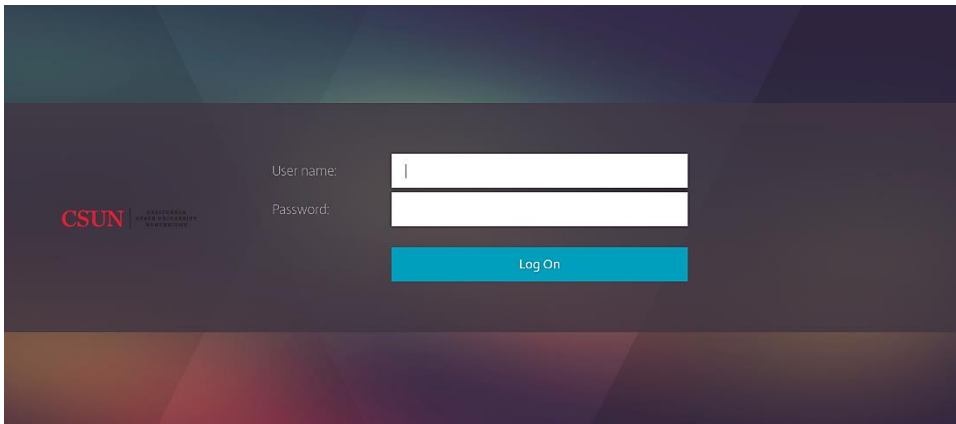

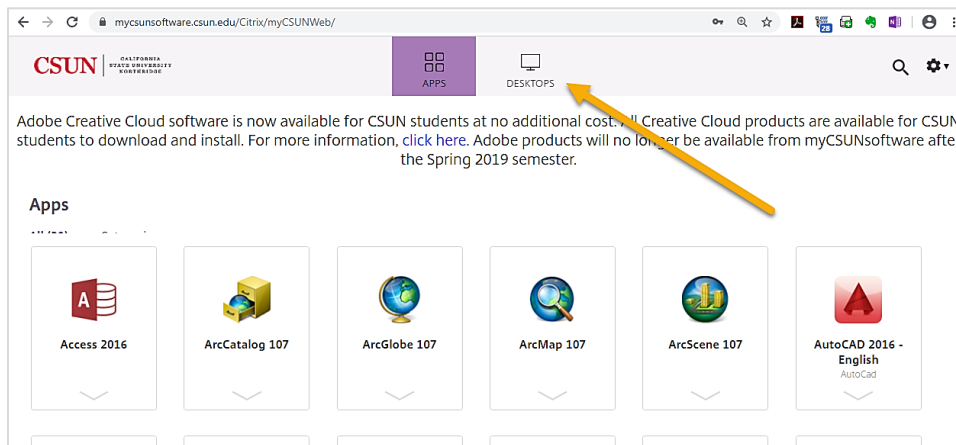**OR**

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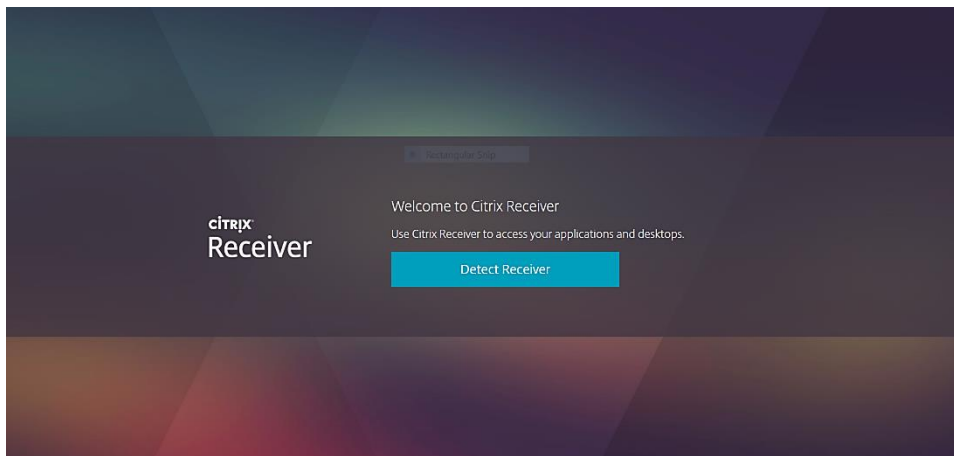
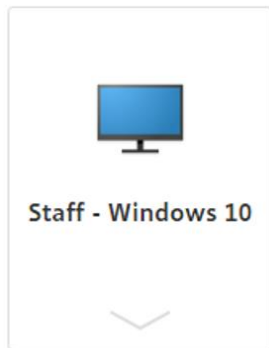6b. If you see the following page, you can select **Already Installed**.

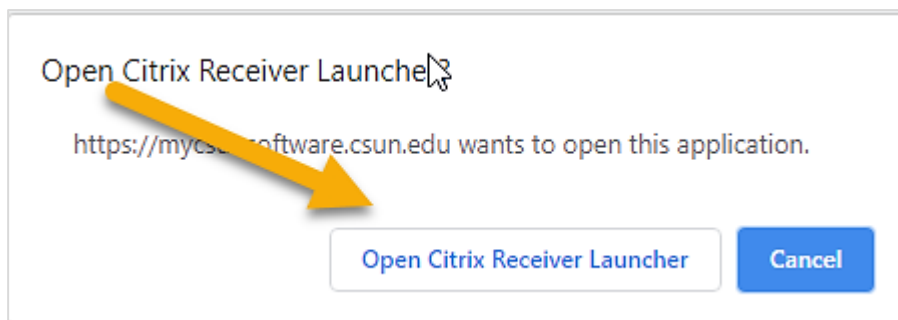7. Log in with your CSUN credentials.

8. Select the **DESKTOPS** tab.

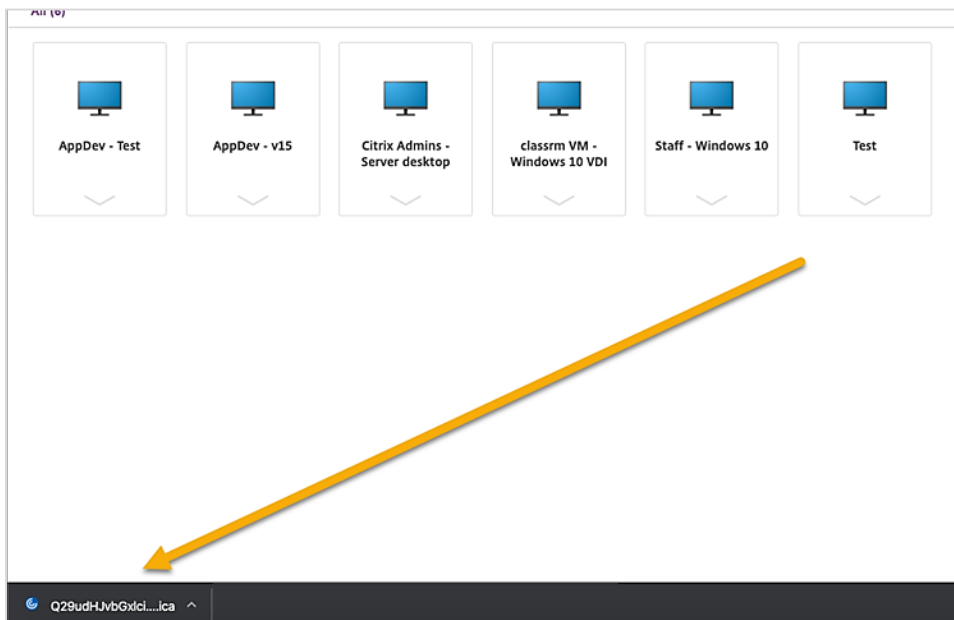9. Select the **Staff – Windows 10** icon to launch the Virtual Desktop.

Staff - Windows 10

10a. The browser will either start the Citrix Workspace.

Open Citrix Receiver Launcher

https://mycsunsoftware.csun.edu wants to open this application.

Open Citrix Receiver Launcher   Cancel

**OR**

10b. The browser will download the ICA file and you will need to double-click the file in order to start the Virtual Desktop.

| AppDev - Test | AppDev - v15 | Citrix Admins - Server desktop | classrm VM - Windows 10 VDI | Staff - Windows 10 | Test |

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11. The Citrix Receiver will start the Virtual Desktop. Eventually the screen will show a pop-up for Box.com and another for the Citrix Receiver, giving an indication the system is ready for use.

12. You may select **Close** on the Citrix Workspace pop-up. You may also log in to Box.com to setup your Box Drive or close this pop-up as well.
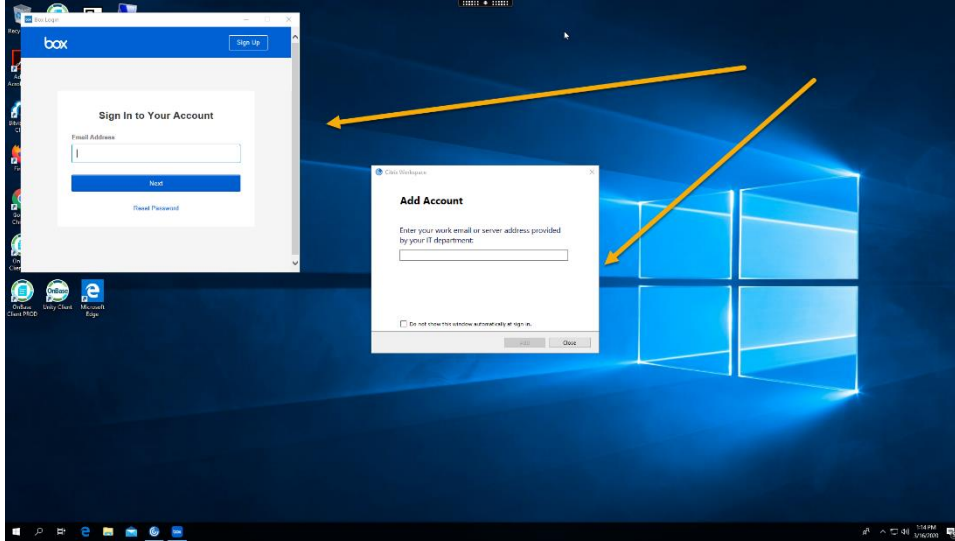
13. The Virtual Desktop is now ready to use.

14. When finished using the Virtual Desktop, select the **Start** button, and then the **Power** button, or right-click on the **Start** button, and then select **Sign Out**. This will end your Virtual Desktop session.

Save or bookmark the following link to access your Virtual Desktop again:

https://mycsunsoftware.csun.edu/Citrix/myCSUNWeb/

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, First Floor, Learning Commons).

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