

MYCSUNSOFTWARE - REFERENCE GUIDE

INTRODUCTION

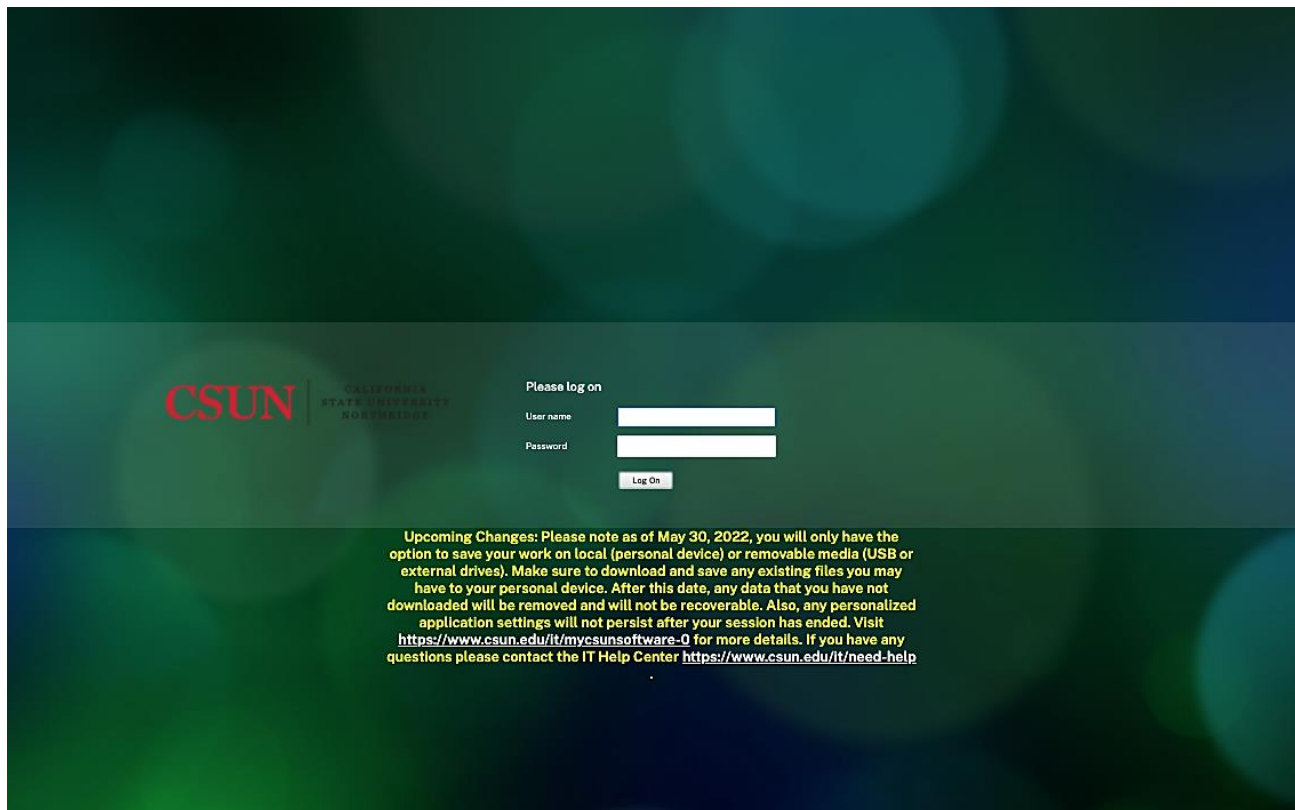
myCSUNsoftware provides remote and on-campus access to lab/course software. This approach is intended to simplify access for all users of Mac, PC, Linux and Mobile computing devices.

WHAT IS NEEDED?

1. **Your CSUN username and password** – the same credentials you use to log in to the myNorthridge portal.
2. **A DSL or better Internet connection.**
3. **Download and Install** the Citrix client. You will be prompted to do this upon initial log on.
4. **Supported Internet browsers: Firefox, Internet Explorer or Safari.** Others may work but may encounter problems.

Logging In – Desktops/Laptops

1. In your browser address field enter the following URL: <http://mycsunsoftware.csun.edu>.
2. **Log on** using your **CSUN User name** and **Password**.



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Please log on

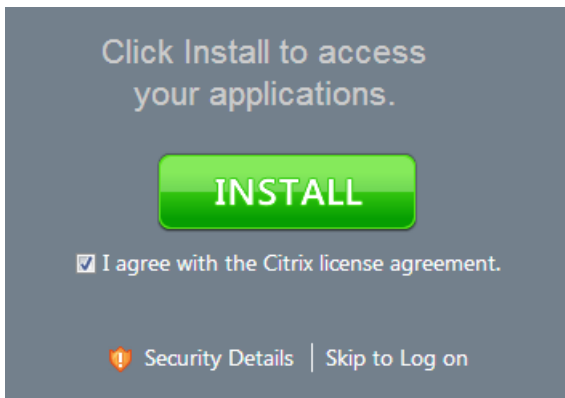
User name

Password

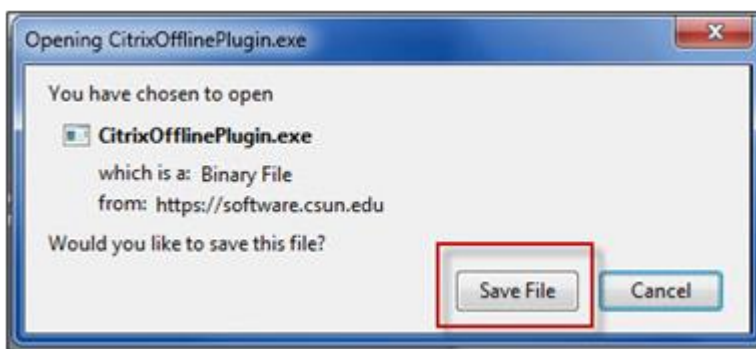
Log On

Upcoming Changes: Please note as of May 30, 2022, you will only have the option to save your work on local (personal device) or removable media (USB or external drives). Make sure to download and save any existing files you may have to your personal device. After this date, any data that you have not downloaded will be removed and will not be recoverable. Also, any personalized application settings will not persist after your session has ended. Visit <https://www.csun.edu/it/mycsunsoftware-0> for more details. If you have any questions please contact the IT Help Center <https://www.csun.edu/it/need-help>

3. **Select the Log On** button.
4. The first time you log in you may be prompted to install the Citrix client.



- a. Select the **check box** for “I agree with the Citrix license agreement.”
- b. Select the **Install** button.
- c. The **Opening CitrixOnlinePluginWeb.exe** dialog box displays.



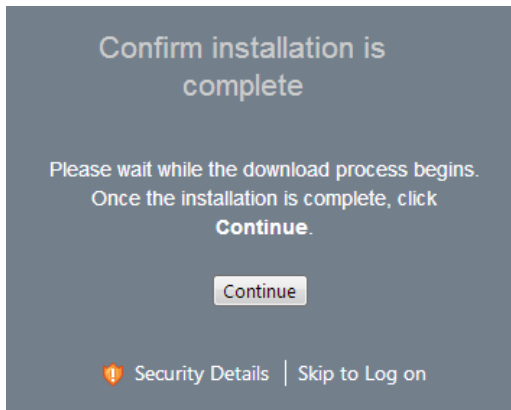
- a. Select the **Save File** button.

NOTE: Different browsers may show a slightly different dialog box option for saving or running the file. Some browsers may show an option button to Run. You may select the **Run** button to download and install the file.

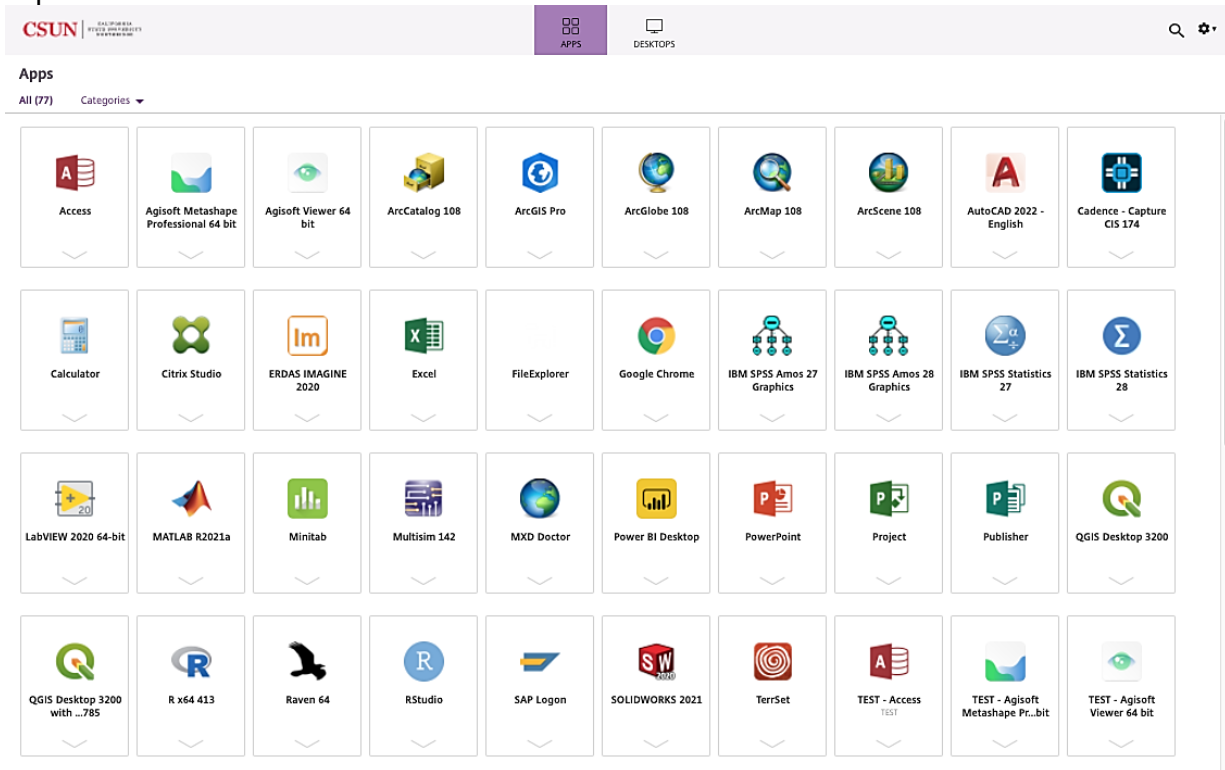
- b. To install the file, **locate the downloaded file** and double click on it to run the file install. The **Install in progress** box displays.



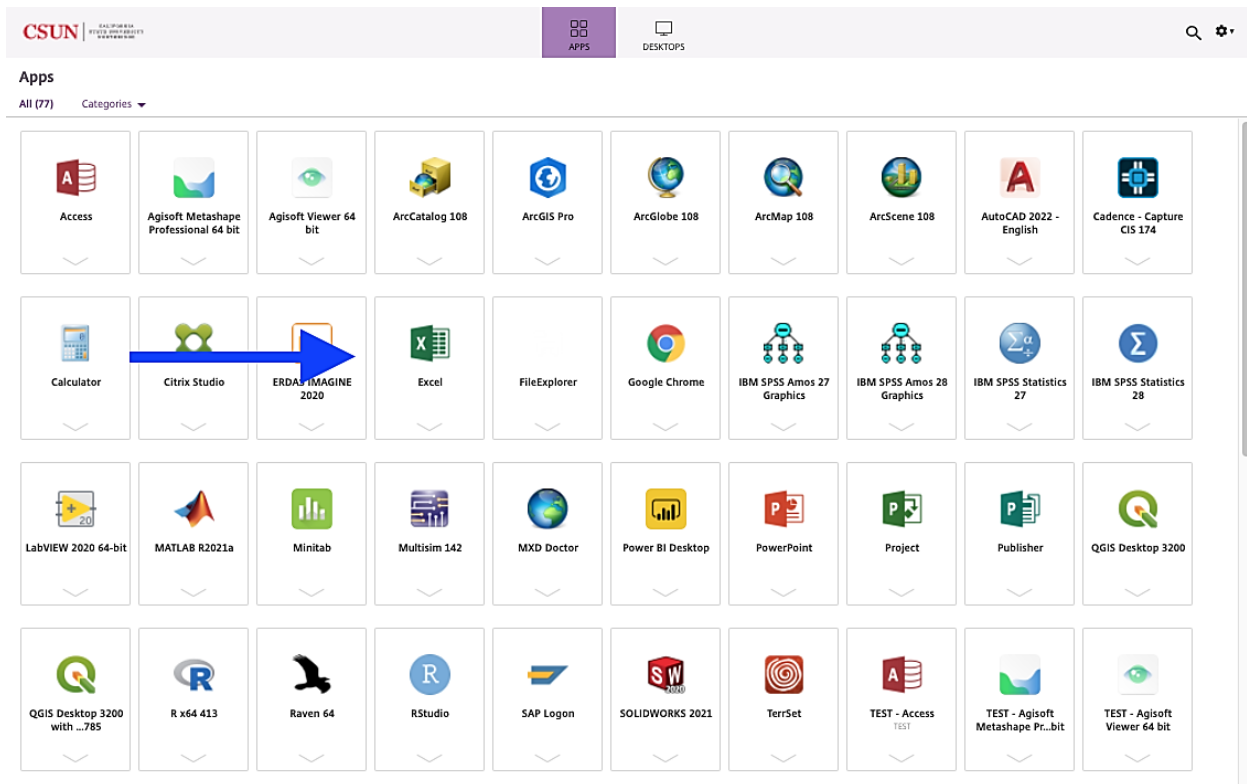
- c. Once the install is complete the **Confirm installation is complete** dialog box displays. **Select the Continue** button.



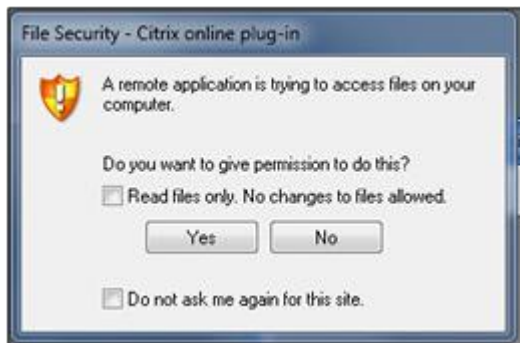
5. The **Main** window displays showing the applications available to you based on your course participation.



6. Select the application folder for the application you want to use. For this example, Microsoft Excel was selected.



7. The available programs display. Select the program to launch. Once opened, it runs as if it were on your computer.
8. The **File Security** dialog box may display. **Select the Yes** button to allow the software to access files on your computer.



LOGIN IN – MOBILE DEVICES


Use your mobile device to access myCSUNsoftware.

WHAT IS NEEDED?

1. Wi-Fi or internet broadband connection (3G or 4G)
2. Citrix Receiver App

Connect with an iPad or iPhone


To access myCSUNsoftware with an iPhone or iPad:

1. First, **download the Citrix Receiver app** or **Citrix Receiver for iPad** app from the iPhone/iPad App store.
2. **Select the Citrix Receiver App** . You may be prompted for your iTunes username and password.
3. Once installed, return to <https://mycsunsoftware.csun.edu>, and log in.
4. Select the software application. The software will launch and you are ready to begin working.

Connect with an Android based tablet or phone

Android OS 2.0 or above is recommended. **NOTE:** Each Android OS varies slightly and steps may vary slightly.

To access myCSUNsoftware with an Android based phone or tablet:

1. First, **download the Citrix Receiver app** from **market.android.com** app store.
2. **Select the Citrix Receiver app** .
3. Select **install**. The app will download. Follow the install prompts.
4. Once installed, return to <https://mycsunsoftware.csun.edu>, and log in.
5. From the home screen select the application to launch.

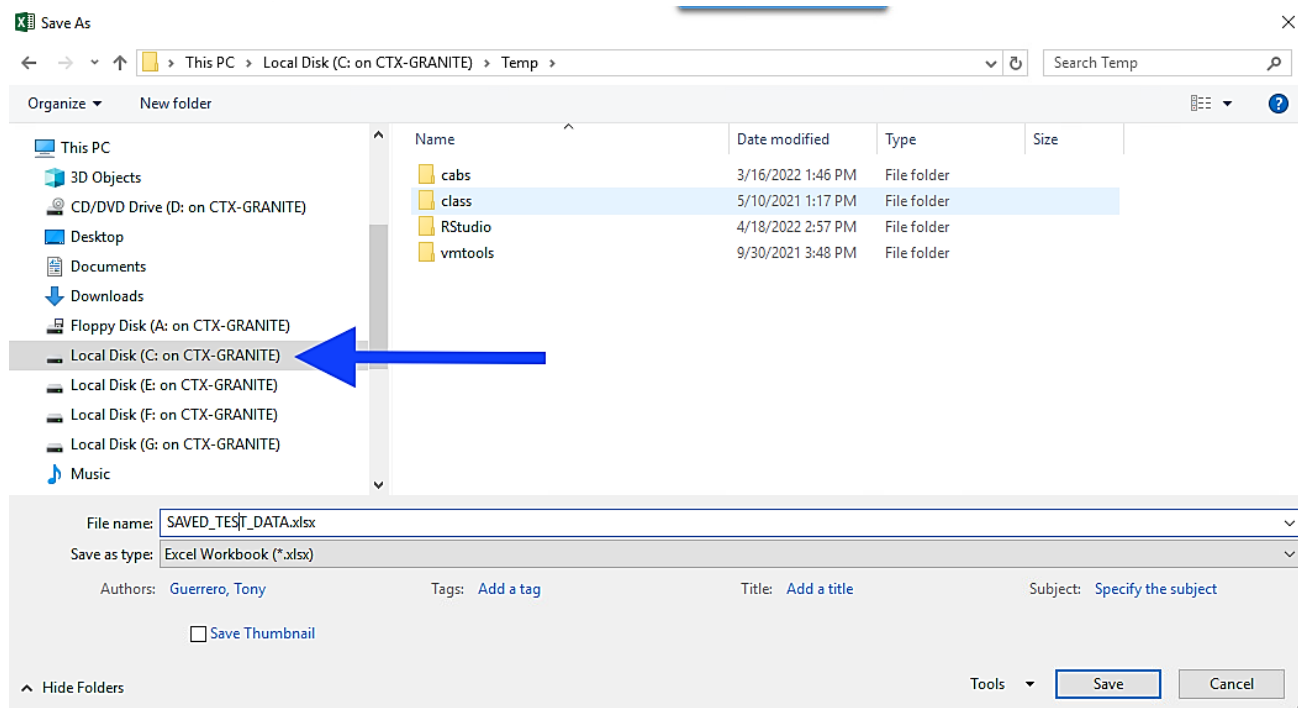
SAVING YOUR WORK

Work must be saved. Not doing so will result in a loss of data when your session ends.

Upcoming Changes: Please note as of **May 30, 2022**, you will only have the option to save your work on local (personal device) or removable media (USB or external drives). Make sure to download and save any existing files you may have to your personal device. After this date, any data that you have not downloaded will be removed and will not be recoverable. Also, any personalized application settings will not persist after your session has ended. Visit <https://www.csun.edu/it/mycsunsoftware-0> for more details. If you have any questions please contact the [IT Help Center](#).

To Save Your Work

1. Select **File > Save As** from within the software application.



2. **Select Computer** from left panel. Your local drives will appear in the right pane.
3. Select the appropriate storage drive (This PC – C: drive . . . Is the recommended storage drive).

ENDING YOUR SESSION

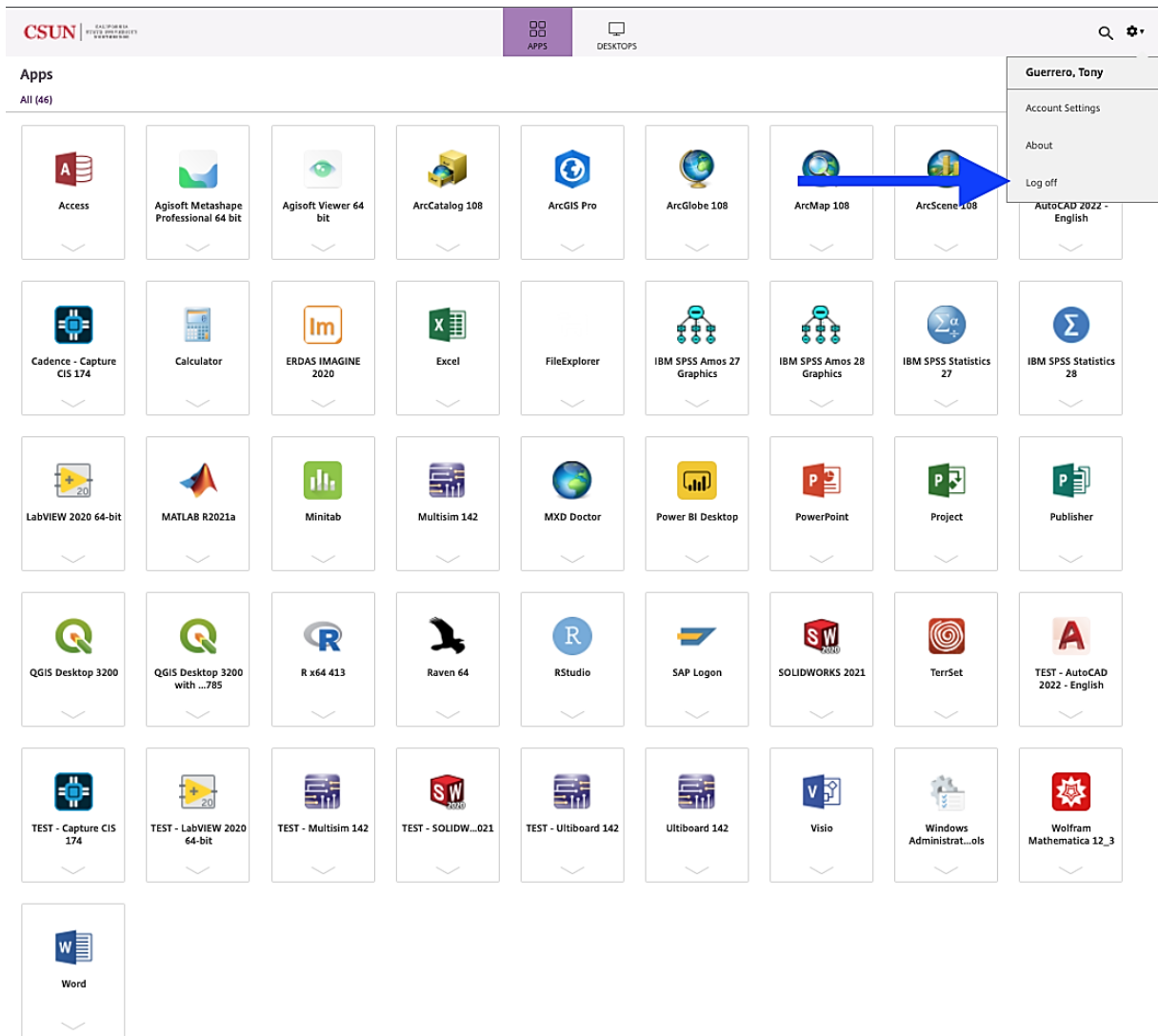
It is important that you **Log Off** and close the application and connections properly once finished using the software. Failure to do so ties up licenses for the next person who wishes to access the software.

To End/Log Off:

1. Select the **Red X** in the upper right of the application window to close the application.



2. **Desktop**
 - On a desktop machine select the **Log Off** icon at the upper right of the Main window to log out of myCSUNsoftware.



iPhone

- Close connection by selecting the **red X** in the upper right corner of the application screen.

- Next, select the **home** button at the bottom of the device.



iPad

- Select the **home** button at the bottom of the device.

THINGS TO KNOW

When is myCSUNsoftware available?

It is available 24 hours a day 7 days a week. To keep myCSUNsoftware running optimally, scheduled maintenance will take place Saturday mornings 12:01AM to 6:00 AM. During this time users may experience interruptions.

Does the session time out if there is inactivity?

The log in page will timeout after 15 minutes of inactivity however, if you are using an application, the application will continue to run. If an application is inactive for 90 minutes the application will close. Logging back in will allow you to continue your session without loss of work, however, if the application is inactive for 120 minutes, the application will disconnect and any work performed will be lost. Remember to save your work often while using an application.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<https://csun.topdesk.net>) or in person in (University Library, First Floor, Learning Commons).