HOW-TO HELPSHEET

FRIB

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How to Utilize Citrix for Remote Access to FRIB Laboratory Resources

What is Citrix?

Citrix (Virtual App) is a secure service that allows users to remotely access applications and resources within the FRIB Laboratory from personal and lab-owned devices.

Which applications are available via Citrix?

Many commonly used applications are available to all users with FRIB credentials. Applications that require a paid license such as Microsoft Project or Visio are enabled on Citrix for users who have purchased them. Access to applications that are specific to certain tasks (for example, controls software) require permission from a line manager. Route requests through helpme@frib.msu.edu.

How do I access Citrix?

Access the FRIB Citrix StoreFront at apps.frib.msu.edu. Offsite users will need to be set up with two-factor authentication in order to successfully login. Instructions on setting up two-factor are here: portal.frib.msu.edu/sites/dcc/pages/dcclink.aspx?WBS=T10300&Sub=MA&SN=005067

Tutorial

1. **Install Citrix Workspace (optional but recommended)**
    a. From the device you wish to connect from, open a web browser and navigate to www.citrix.com/downloads/workspace-app/. Download and install the applicable version for your platform.
    b. If you do not install Citrix Workspace, you can still view applications within your browser window as long as the browser is capable of HTML5. However, installing Citrix Workspace provides the best user experience.
2. **Navigate to apps.frib.msu.edu in a web browser. If using Citrix Workspace, enter "apps.frib.msu.edu" when prompted for a server address after installation.** You will be prompted to authenticate with your lab credentials plus security token for two-factor:

Once you are authenticated, click "Apps" at the top of the page to see a list of your available applications. Click "All" to see all applications, or "Categories" to find an application by type.

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3. **Click the desired application icon to launch it.** Add frequently used applications to the "Favorites" menu (the first screen users see after logging in) by clicking "Details" and then "Add To Favorites." Your favorite applications will remain consistent on any device you use to access Citrix.
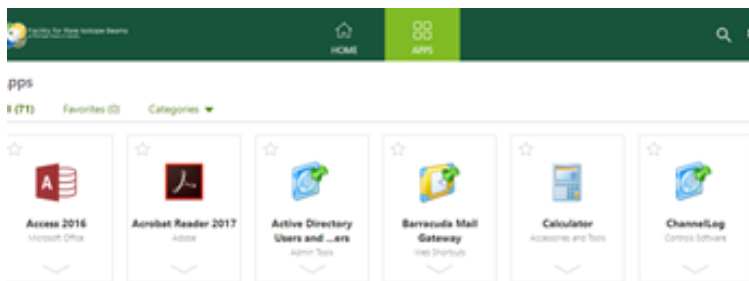
Tips for using Citrix

1. The Citrix user experience is largely based on the speed of the internet connection you are connecting from. By default, applications are launched with a base level of compression in order to improve responsiveness. However, if you are confident that your connection speed is good, you can enable a "true lossless" mode from the Lossless Indicator in your system tray.
   a. Locate the icon that looks like this:
   b. Right-click and select "Lossless Switch"
   c. When in true lossless mode, the icon will show a green arrow
2. Many Citrix users use the service exclusively for Remote Desktop (specific instructions included below), but it is recommended that if you know which application you want to use, simply launch that app directly (for example, if you need to make a quick edit in Excel, launch Excel from Citrix instead of remoting to your desktop and running from there). There is no harm in remoting in to your desktop and working from there, but the option to launch single applications provides a cleaner experience.
3. Network share drives will map in Citrix applications (H: and I: drive). To save to the local computer you are working from, look for the **"Local Disk *driveletter*: on *device name*"** drive from the "Save As" or equivalent menu.

Remote Desktop Instructions

Remote Desktop access must be requested by submitting a ticket to helpme@frib.msu.edu. If you log onto Citrix and do not see the Remote Desktop application, this means you have not been enabled for this access.
1. As described earlier, log onto Citrix Storefront at apps.frib.msu.edu/.
2. Log in with your lab credentials and second factor passcode.
3. Find the Remote Desktop Connection application and launch it.
4. Enter the name of the computer you wish to connect to (your computer's name can be found on a white label affixed to the top or front of the computer).
5. Type your password and click "OK."
6. You should now have a remote connection to your lab desktop computer.
   a. If you want to connect to your work computer, you need to leave it powered on before leaving for the day.

For more information

Contact Helpme at extension 517-908-7407 or helpme@frib.msu.edu.
Review all FRIB training fliers at portal.frib.msu.edu/helpsheets.