

March 2, 2009

EIU Citrix XenApp Web Interface **Access and Usage Guide**

In this guide you will find pertinent information regarding access to and usage of EIU Citrix XenApp Web Interface for EIU Citrix software access.

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Logging In

Open a web browser and go to <http://eiuapps.cats.eiu.edu>

Instructions specific to Students and Faculty / Staff are displayed at the main entry page:

CITRIX Access Gateway™

Welcome
Log On

User name:
Password:

EASTERN ILLINOIS UNIVERSITY™

Welcome to the EIU Citrix Web Interface

As we bring the new Citrix System into production, you will notice a few changes to the look and feel of the layout for Spring 2009. However, the login procedures and launching applications have not changed.

Students

In the **User name:** field above, enter *student*{ followed by your EIU Username (which is the same as your Panthermail username). Then enter your password in the **Password:** field (which is the same as your Panthermail password). At the next login screen, enter the Class Account username/password assigned by your instructor.

Example **User name:** student{iameiu
 Password: PanthersRock1!

Faculty

In the **User name:** field above, enter your EIU Username (which is your EIU NetID). Then enter your password in the **Password:** field (which is the same as your email password).

Example **User name:** iameiu2
 Password: StudyHard1!

Call EIU ITS Helpdesk for assistance. (217)581-HELP

Once logged in, Citrix will check for the appropriate Citrix client software installed on your computer. If it finds none, you will get an option to install it.

(See [Downloading Client Software](#) section below.)

Saving Your Work

Preferably, you will work from and save your work to the local hard drive on your computer (not a server drive).



On a Windows PC, from the Citrix application, click **File \ Save As**. This will open the Save As dialogue box. Find the **Save in:** textbox and click the dropdown arrow, then click on **C\$: on Client (V:)** to save to your local C:\ drive. Drives labeled as “x\$ on Client” (example: E\$: on Client (V:)) in My Computer are your local drives. Those not labeled with x\$ are Server drives.



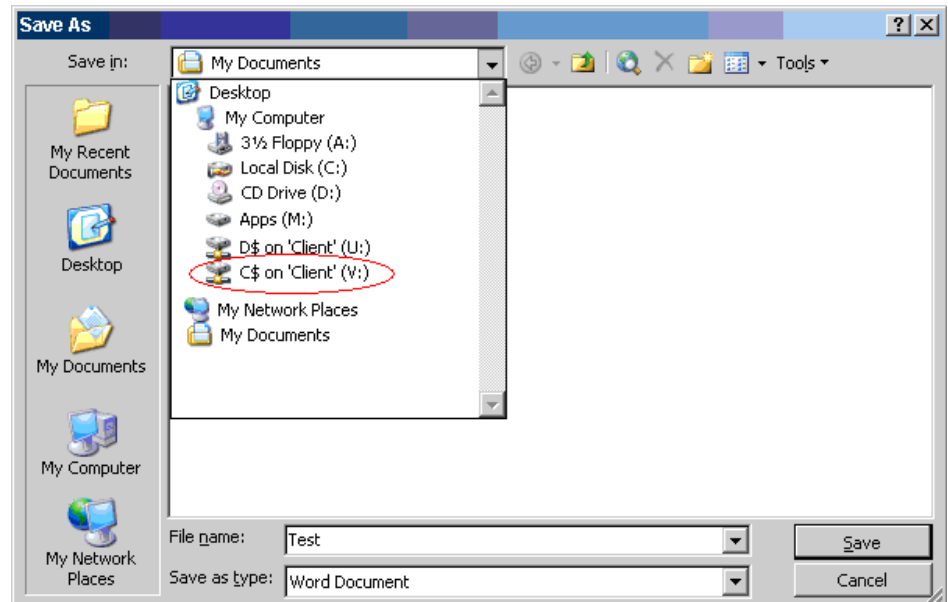
On a Mac, when you click **File \ Save As**, you will see **Save in:** textbox; click the dropdown arrow and select **C\$: on Client (V:)** then you will see the folders on your Mac drive.



If you want to save directly to a USB thumbdrive, you must plug it in prior to logging in on the EIU Citrix Web Interface page and launching applications.

NOTE: If you plug it in afterwards, Citrix won't be able to recognize it.

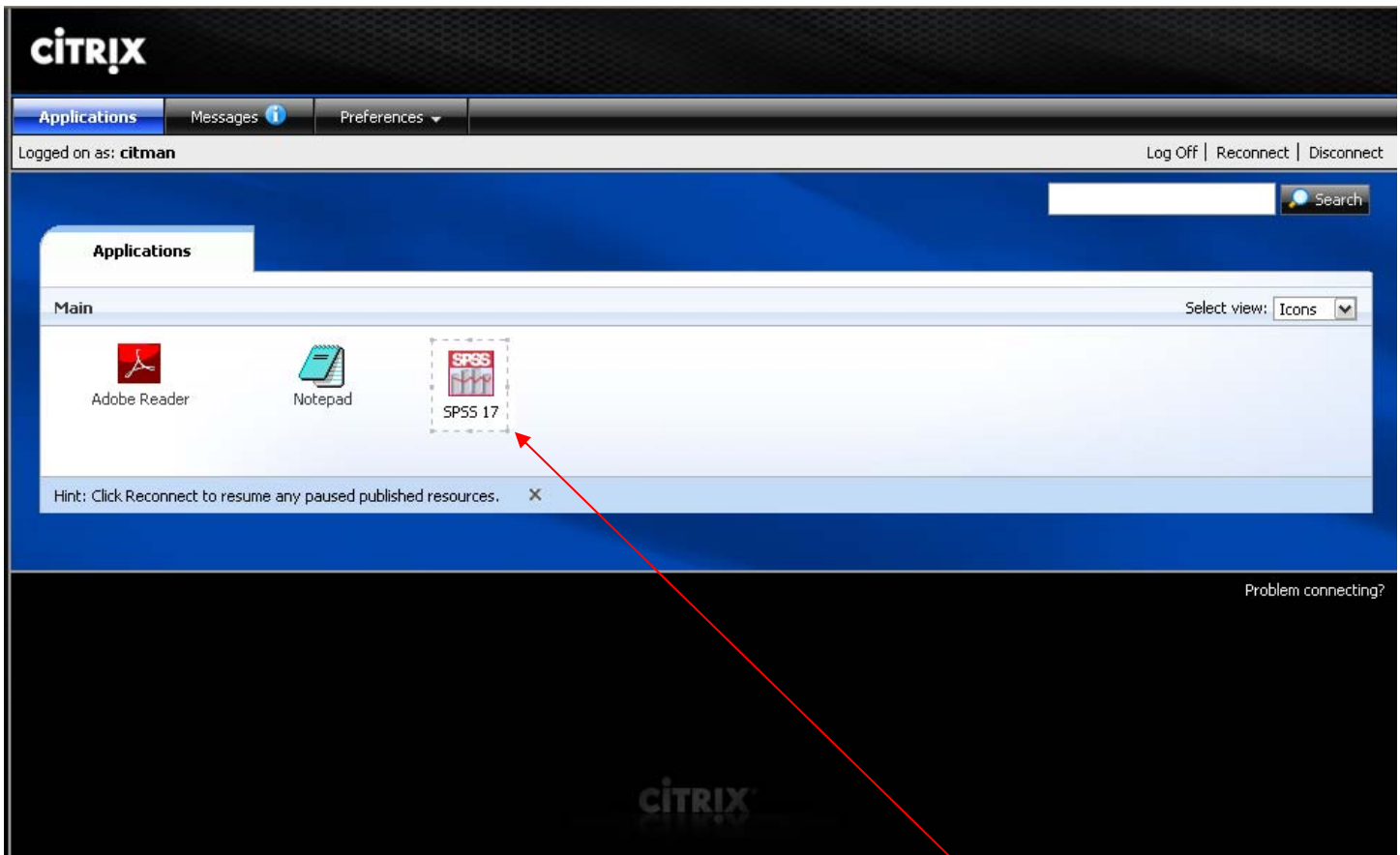
Be sure to check the File Access settings to ensure Citrix has Full Access to your hard drive. (see The Connection Center section below for more details)



After the first logon, *students* will see the second logon page. They will use the Class Logon Account (username/password) that the instructor gave them in class. Then they will see a webpage with the applications needed for class.

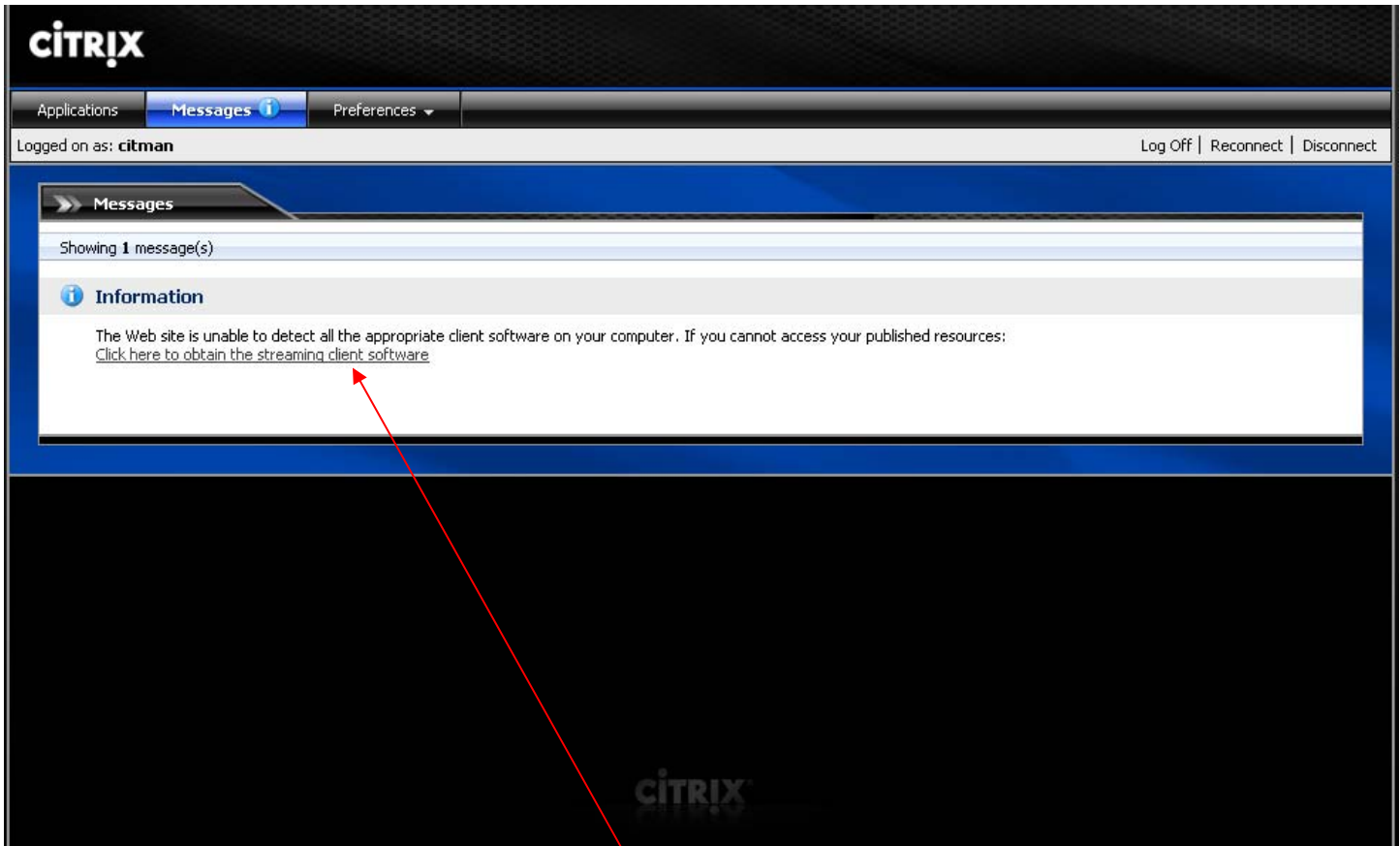
The Applications Tab

Once a *Faculty/Staff* member logs in, he/she will see this page:



On the Applications tab, you will find a list of programs you have been given permission to use. For example, SPSS 17 is in the list. Single Click on it to launch SPSS17

The Messages Tab

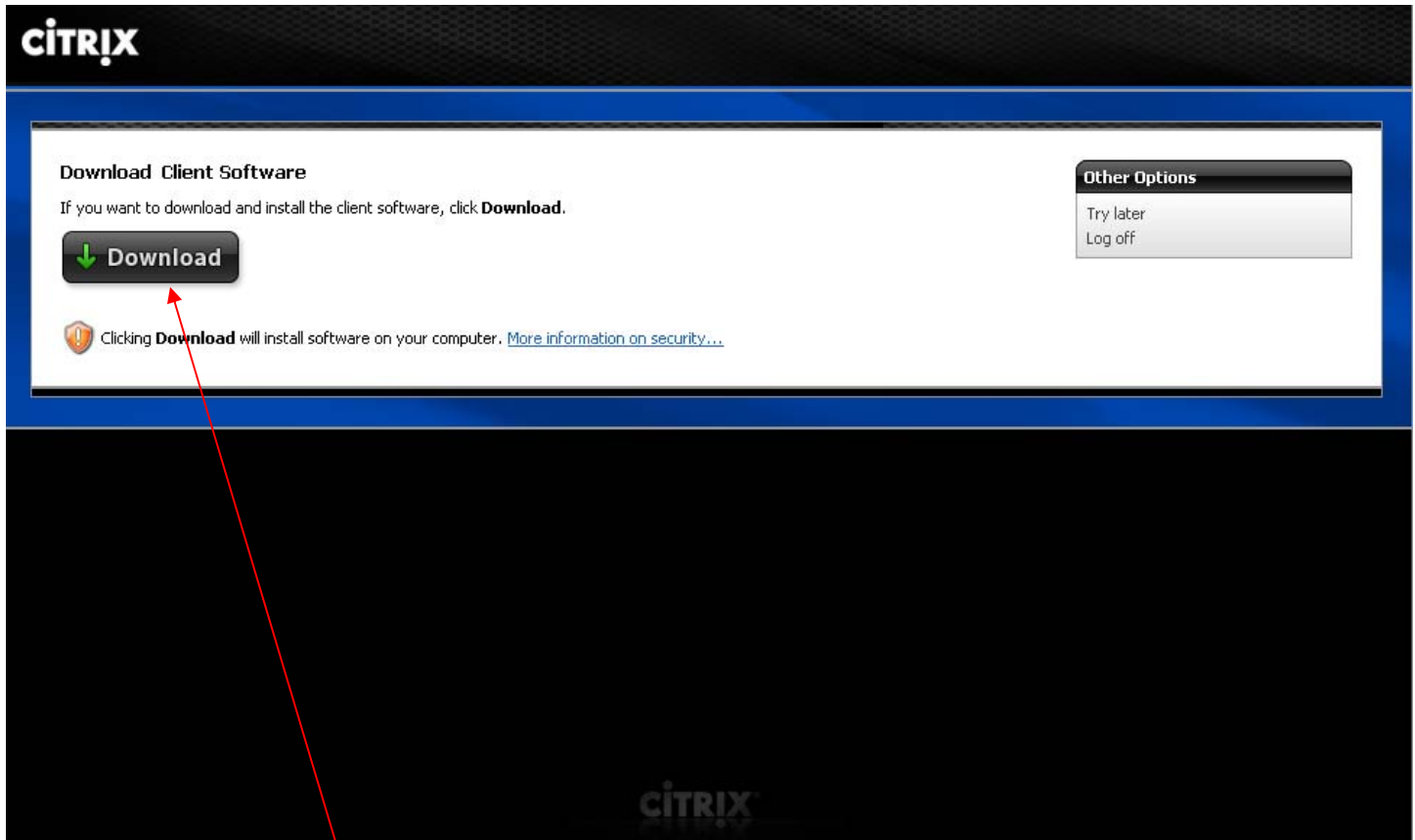


The Citrix Web Interface will Auto-detect the ICA client software on your computer.

If it doesn't find it, you will see this message -->

Click on the [Click here to obtain the streaming client software](#) link to install the Citrix ICA client software. (See the next section [Downloading Client Software](#) below.)

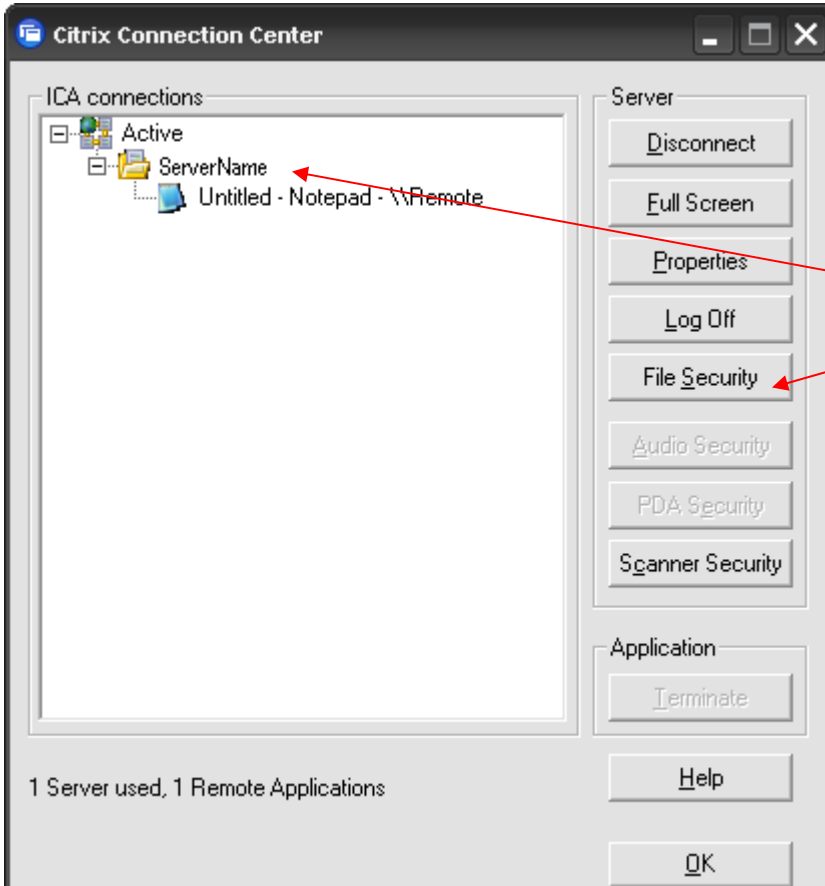
Downloading Client Software



Click Download button to download the latest client access software. This program (Citrix ICA Client) is required to be installed (Windows, Mac and Linux), at least once, before you can launch any applications available from the EIU Citrix XenApp Web Interface.

The Connection Center

Right click on the blue circle Citrix XenApp taskbar icon and click on Connection Center to open the Citrix Connection Center.

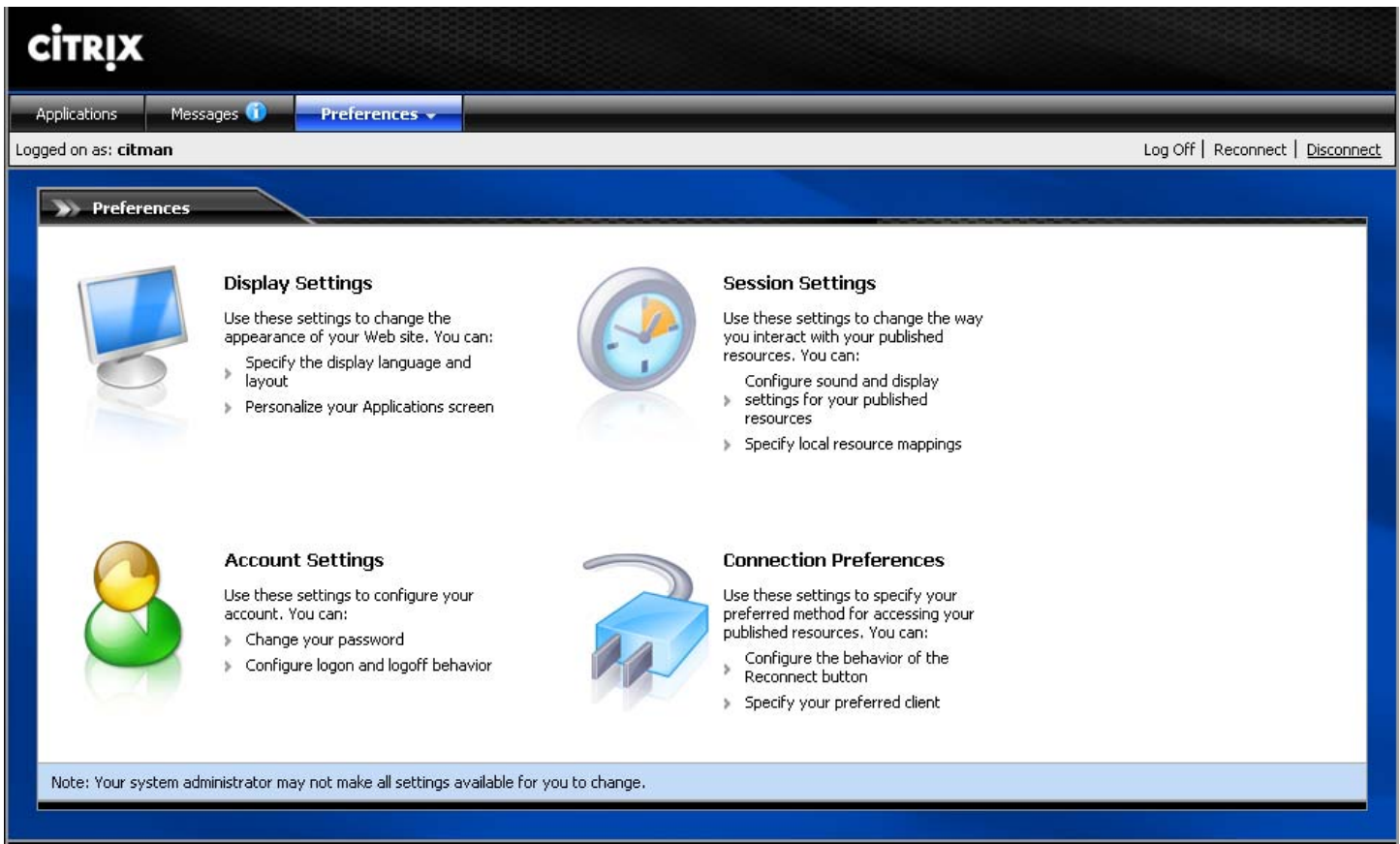


Click on a Server Name
Then click on File Security
button

Select Full Access to allow Citrix Applications to save
to your Local Computer drives.



The Preferences Tab



The screenshot shows the Citrix web interface with the 'Preferences' tab selected. The interface includes a top navigation bar with 'Applications', 'Messages', and 'Preferences' tabs. Below the navigation bar, the user is logged in as 'citman'. The main content area is titled 'Preferences' and contains four sections: Display Settings, Session Settings, Account Settings, and Connection Preferences. Each section includes an icon, a title, a brief description, and a list of settings that can be configured.

CITRIX

Applications | Messages | **Preferences**

Logged on as: **citman** | Log Off | Reconnect | [Disconnect](#)

Preferences

Display Settings
Use these settings to change the appearance of your Web site. You can:

- Specify the display language and layout
- Personalize your Applications screen

Session Settings
Use these settings to change the way you interact with your published resources. You can:

- Configure sound and display settings for your published resources
- Specify local resource mappings

Account Settings
Use these settings to configure your account. You can:

- Change your password
- Configure logon and logoff behavior

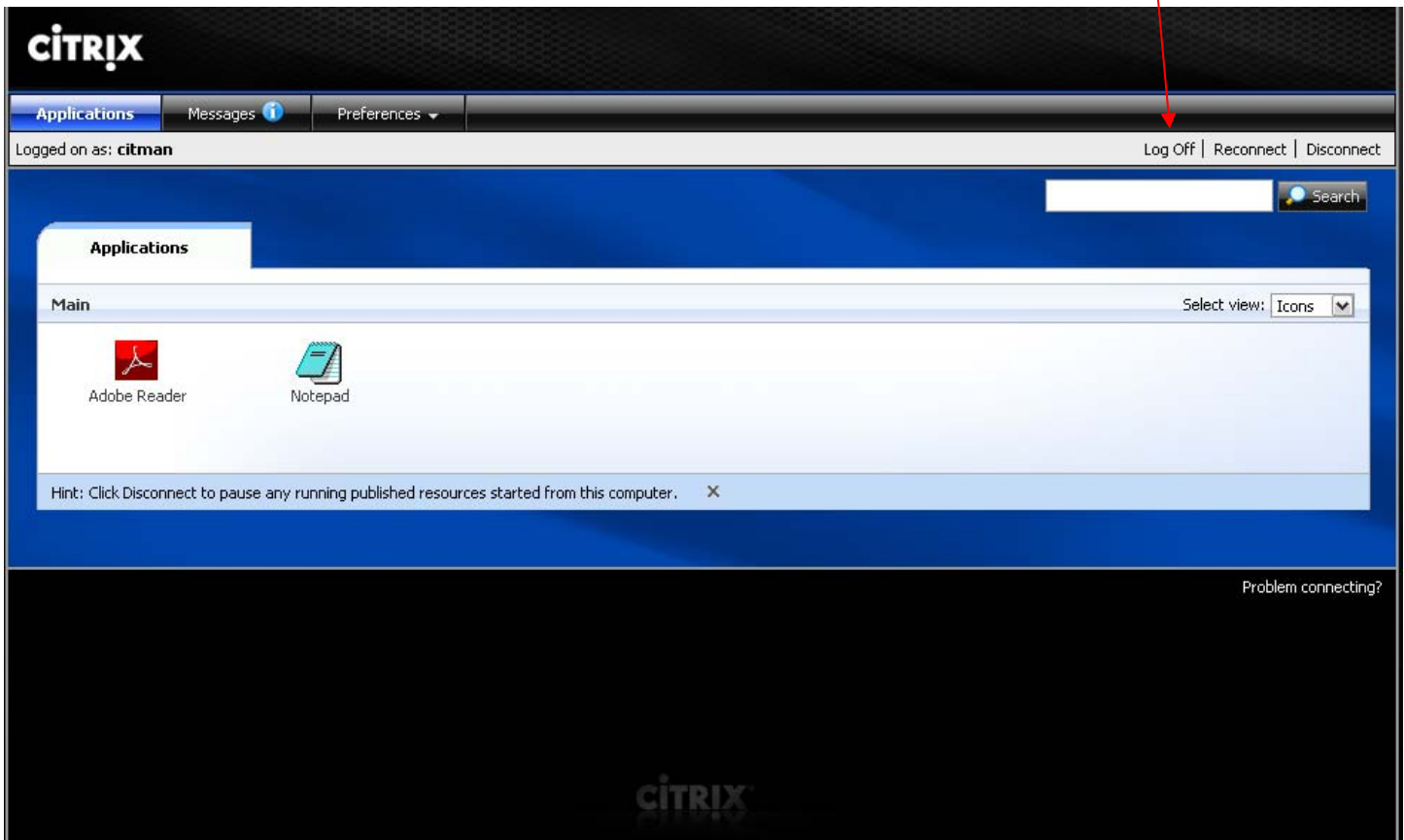
Connection Preferences
Use these settings to specify your preferred method for accessing your published resources. You can:

- Configure the behavior of the Reconnect button
- Specify your preferred client

Note: Your system administrator may not make all settings available for you to change.

Logging Off

After saving your work and closing the application, be sure to click Log Off to end your Citrix session.



Session Expired



After ~20 minutes of inactivity
your session with the Citrix server
will expire.

Click the link to re-login and continue working