



Working with MT Virtual Desktop

MT Virtual Desktop (apps.mtsu.edu)

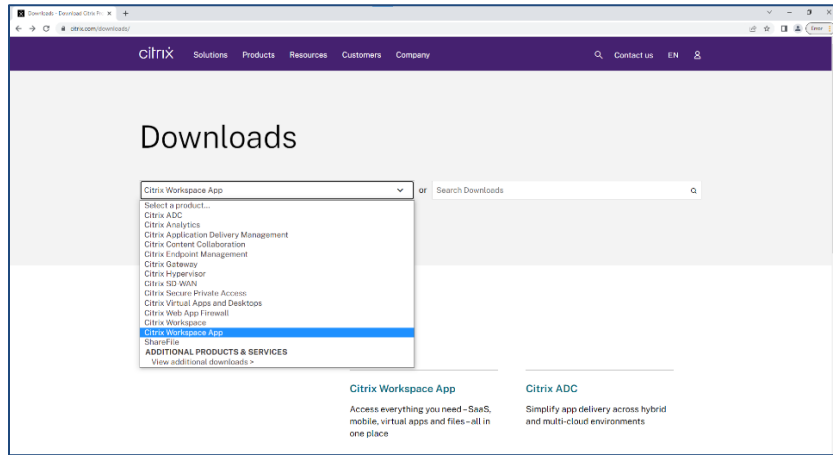
MT Virtual desktop (apps.mtsu.edu) allows you to access Windows versions of MS (Microsoft) Office applications remotely from any Internet-enabled computer. This application is helpful for students with Mac or Chromebook computers. This way, you will have access to the full Windows versions of MS Word, MS Excel, MS Access, and MS PowerPoint.

Downloading Citrix Workspace App on your computer

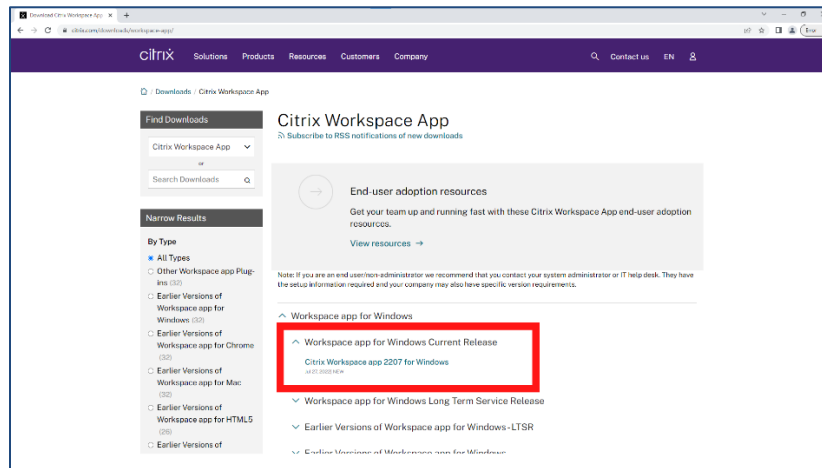
The first thing you need to do is install the latest Citrix Workspace app on your computer.

IMPORTANT: Download and install the latest "Citrix Workspace App" for your platform [here](http://www.citrix.com/downloads) (www.citrix.com/downloads)

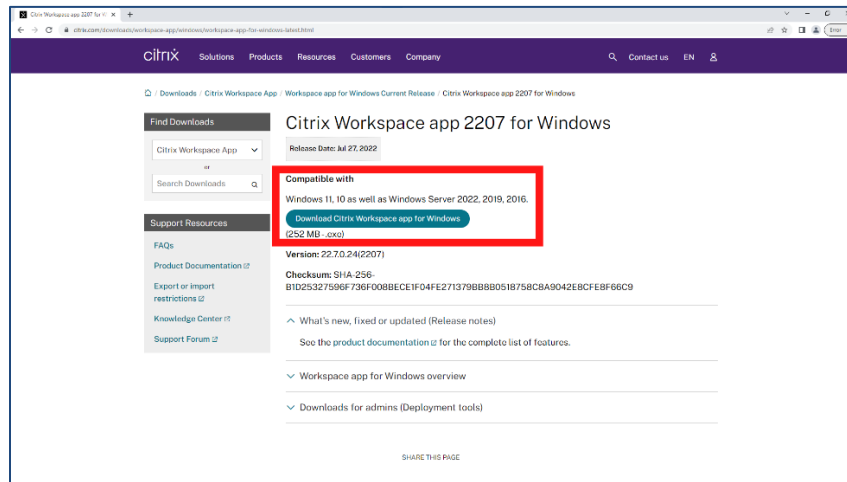
- Choose *Citrix Workspace App* from the drop-down menu



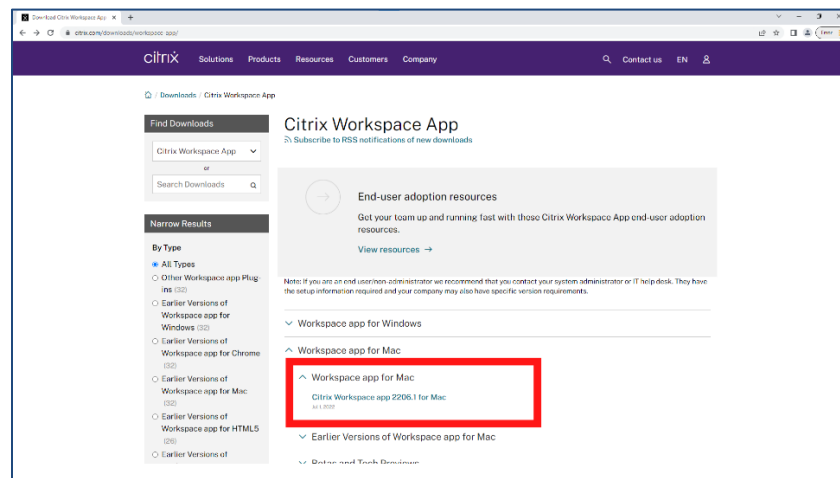
- If using Windows select the *Citrix Workspace app for Windows* (latest version.)



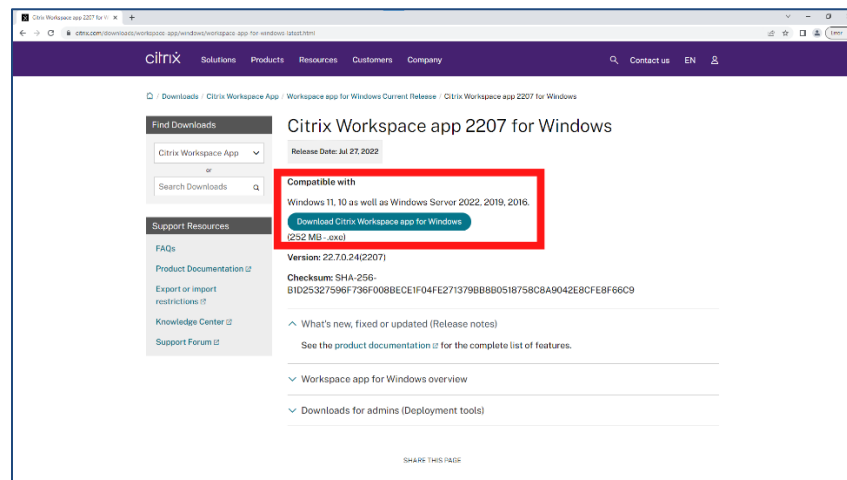
- Click on **Download Citrix Workspace app for Windows**; the download will start automatically



- If using Mac select the **Citrix Workspace app for Mac** (latest version).



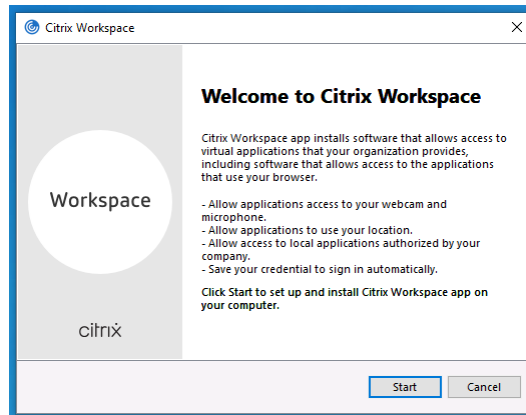
- Click on the **Download File** button, and the download will start automatically



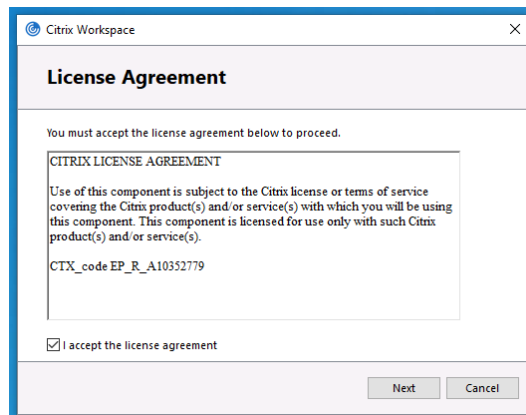
Installing Citrix Workspace App on your computer

Now, you can run the downloaded Citrix install program. The same steps apply to Microsoft and Mac users.

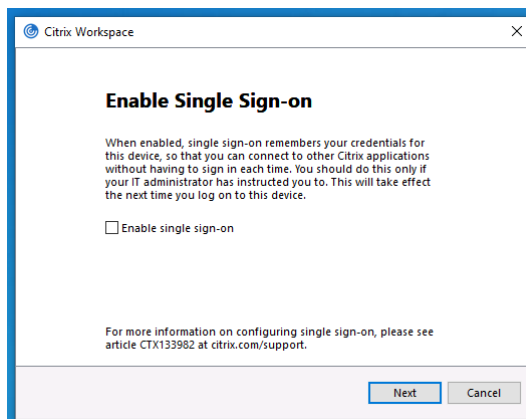
- Click on the **Start** button to begin the installation process



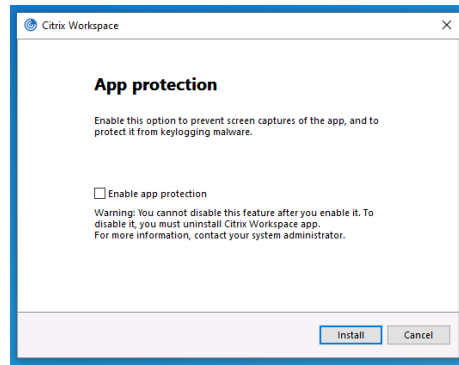
- Accept the license agreement and click on the **Next** button



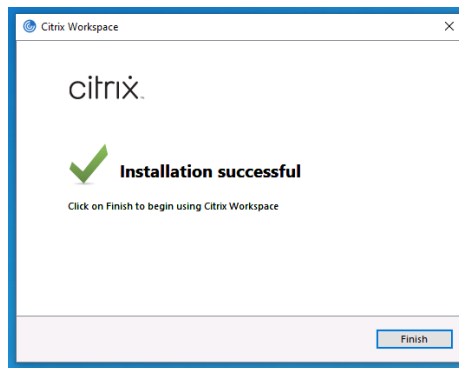
- Ignore the **Enable single sign-on** option and click the **Next** button



- Ignore the *Enable app protection* option and click the **Install** button



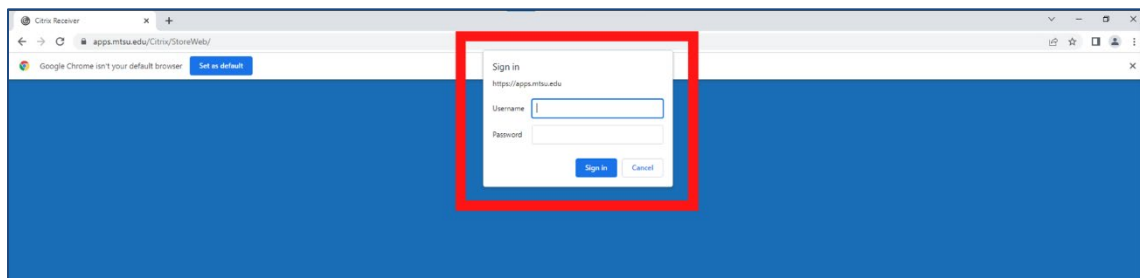
- This screen appears when the installation completes. Click the **Finish** button



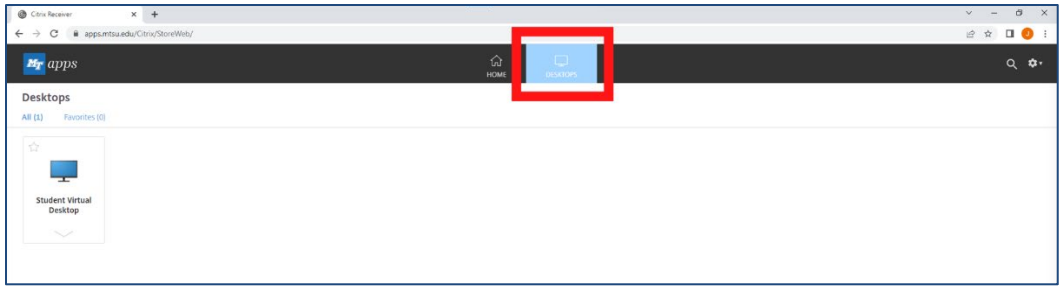
Logging into MT Virtual Desktop

To access the MT Student Virtual Desktop service, please follow the instructions below:

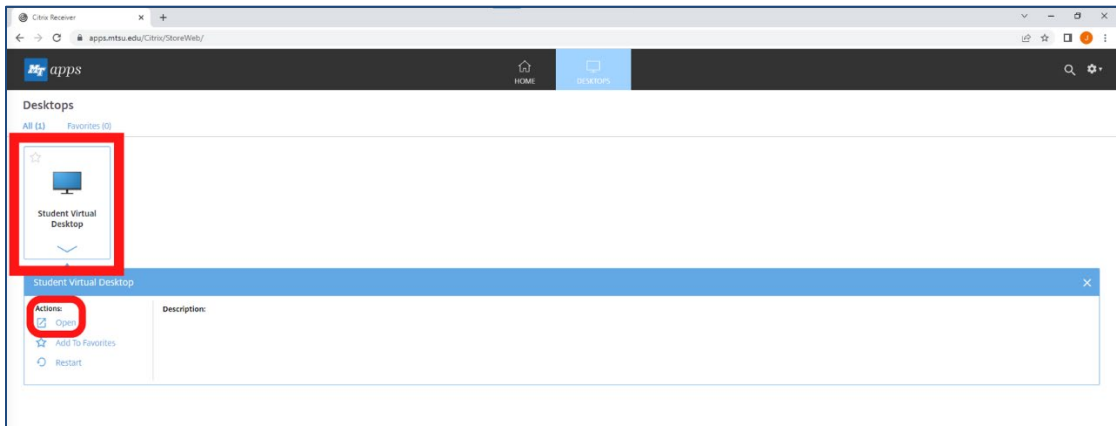
- **IMPORTANT:** By default, when using the virtual desktop, all files will save to the Documents folder on the virtual desktop. We recommend you keep your files on your local computer's hard disk or USB drive. If using a USB drive, you must connect it before logging in to your virtual desktop.
- Open your browser and go to <http://apps.mtsu.edu>



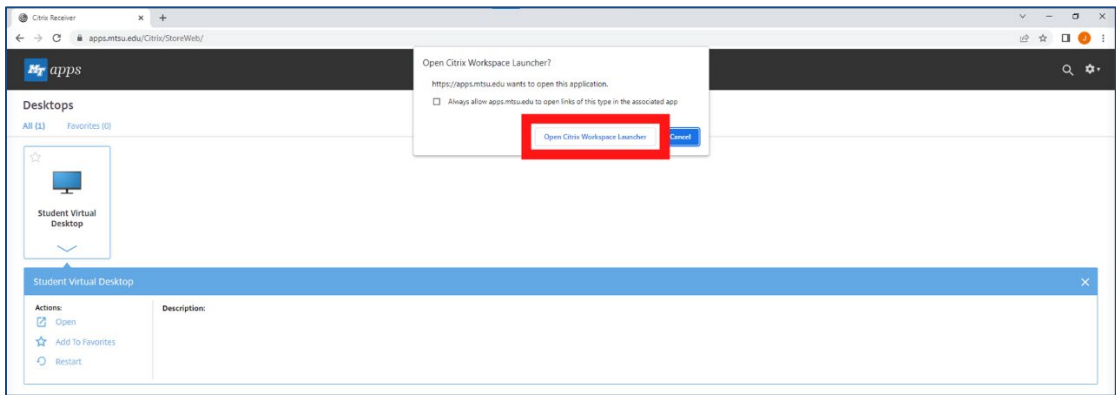
- Log in with your MT email username (use full MT email address if you are off-campus)
- Password: your MT email password
- If you can't log in, it is probably because you have never reset your FSA/email password. You will have to do that to proceed. To reset your password, go to <http://www.mtsu.edu/changepw>
- **NOTE:** Sometimes, the message to "Install the Citrix Workspace" keeps appearing even after installing it. Just click on "Skip to Log On."
- Click on the **Desktops** tab on the page, then click on the **Student Virtual Desktop** icon



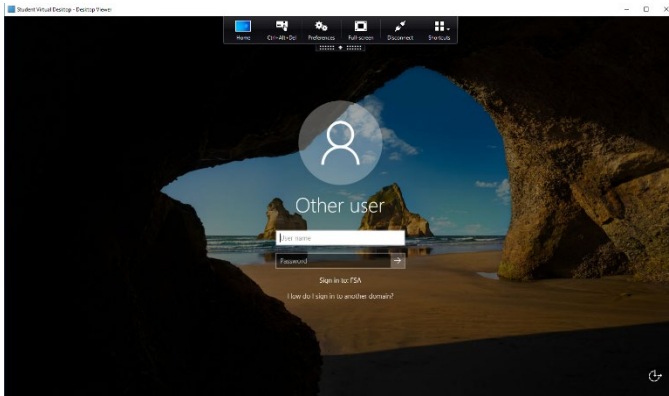
- Click on the arrow under *Student Virtual Desktop* to see the menu that will drop down. Click on *Open*



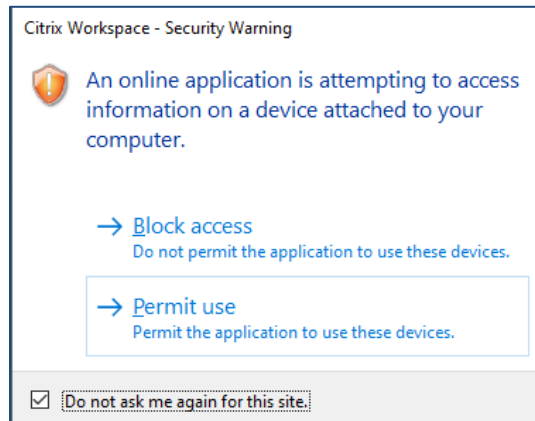
- Click on *Open Citrix Workspace Launcher*



- Depending on your browser, you may see prompts to download and run the "**launch.ica**" file. Make sure you run or open this file. The Citrix Workspace will run and open a virtual Windows desktop window named "Student Virtual Desktop – Citrix Workspace." Log in using your FSA credentials. The Windows desktop will appear. Just click on the application you want to run.



- **IMPORTANT:** If presented with the following or similar prompt, check "**Do not ask me again for this site**" and select **Permit Use**. Make sure you give the application full access to your drives.

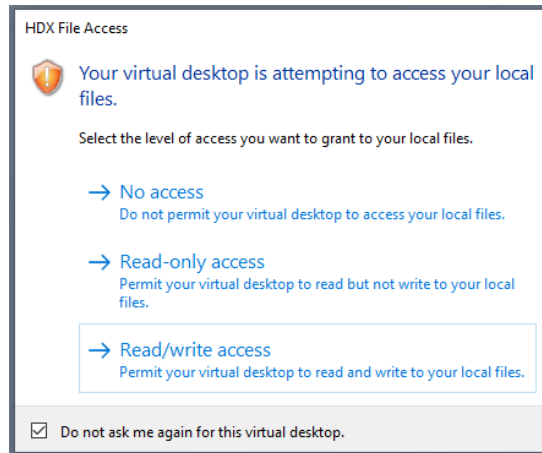


NOTE: This allows Citrix Workspace to save files on your local computer, including local hard disks and USB drives.

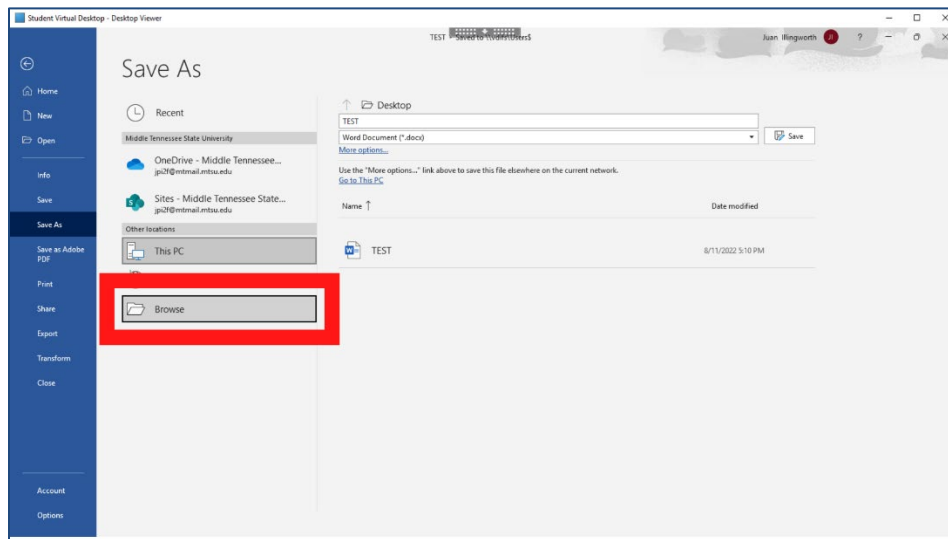
How to save files to your computer's drive

Because the virtual desktop is not a physical computer but rather a "virtual" computer created on demand, it does not keep data permanently. Therefore, you must save files on your local hard drive instead of the virtual desktop. If you want to save your data on your local hard drive and be able to access them at any time (even without opening your Virtual Desktop), you should follow these steps:

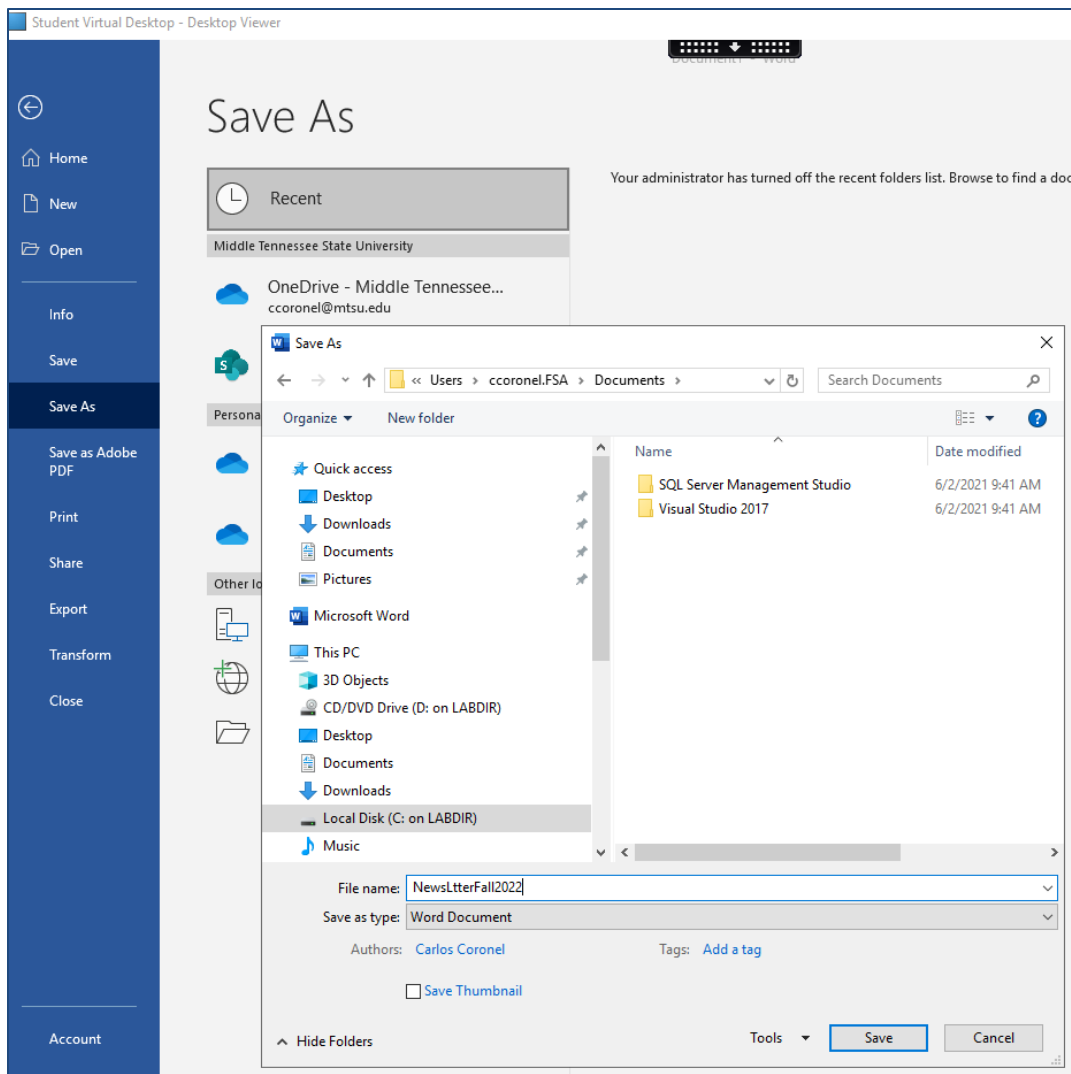
- When presented with this message, click on **Read/Write access** and check the **Do not ask me again for this virtual desktop** option.



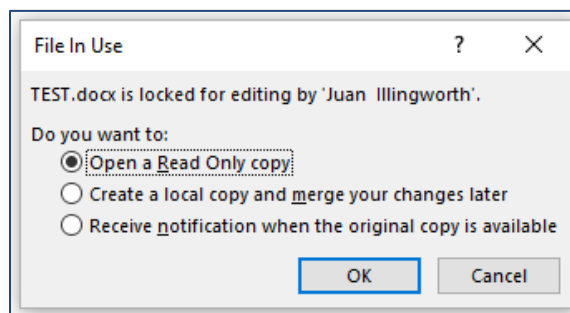
- If you want to save a file from, for example, Word, first you click on **File**, then click **Save As**, and next click on **Browse**.



- On your left, find the **Local Disk (C: on yourcomputername)**, and select the folder in which you want to save your file. For example, you can navigate to **C:\Users\username\Documents**.



- Click on **Save**. The file will be saved in the *Documents* folder on your local hard disk.
- As shown in the above figure, note that you also have the option to save your file to *OneDrive*.
- If presented with this message while saving or opening a file, it is because the file is open by another application.



For example, this message appears when you use the virtual desktop and save a file on your local hard disk. Then, you open the same file using your local computer instead of the virtual desktop. When the virtual desktop application tries to open or save the file again, it shows that message to let you know the file is open by another application. Either choose the option that works for you or close the application that has the file open.