Using CloudPC

Starting at the End: Close Apps When You're Done!

One of the biggest problems we've seen is when people can't launch applications anymore or an app they have running freezes. Often, this is due to a "hung session", which someone in UT has to clear.

To avoid this problem, please be sure to close all of the windows you have open for every application you use in CloudPC. For an app like SPSS, this includes that welcome window that first opens, as well as any and all data sets you open during use.

Closing your browser (or browser tab) or shutting your computer lid is not sufficient to properly disconnect your virtual session.

Using CloudPC with the Citrix Workspace app

The Citrix Workspace app replaces Citrix Receiver. Please see Setting Up Citrix Workspace for CloudPC for instructions on getting set up.

On certain devices, such as a Chromebook, you will be using CloudPC with the HTML5 client. See below for more information on the HTML5 client.

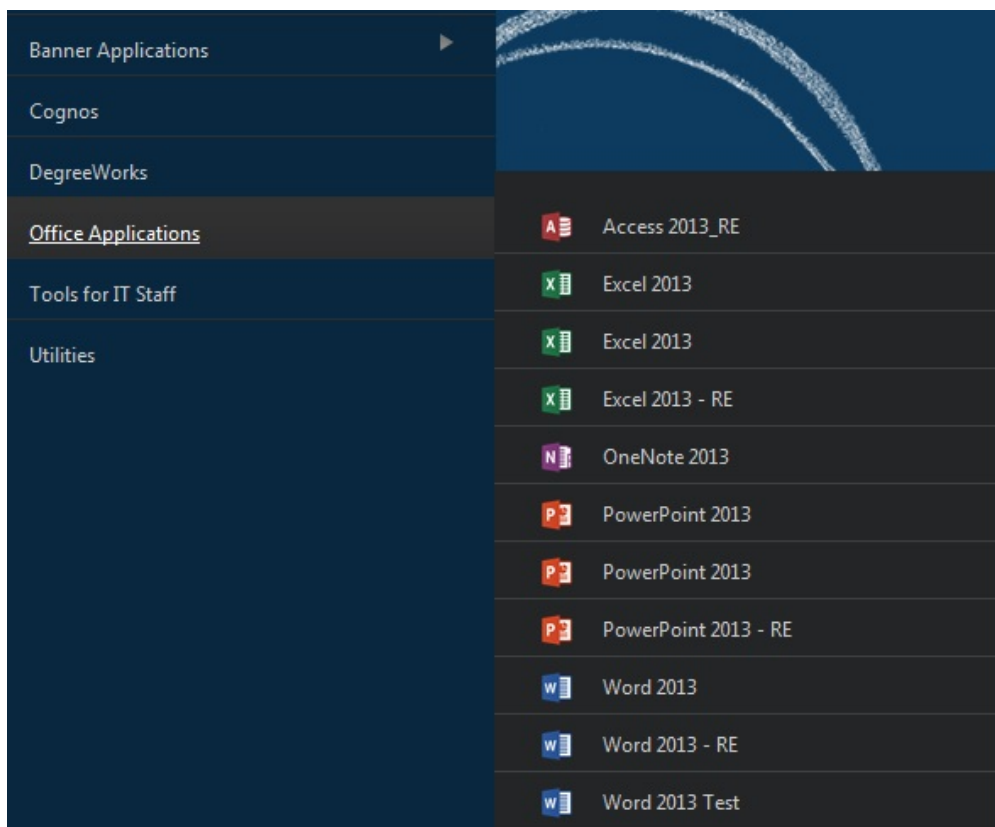### Adding Applications to your CloudPC Desktop

If you've already set up Citrix on your computer, going to cloudpc.drew.edu should bring you to your CloudPC desktop, or storefront. This is where you can customize your available applications. To add an application, follow the arrow and click on the + sign on the left.
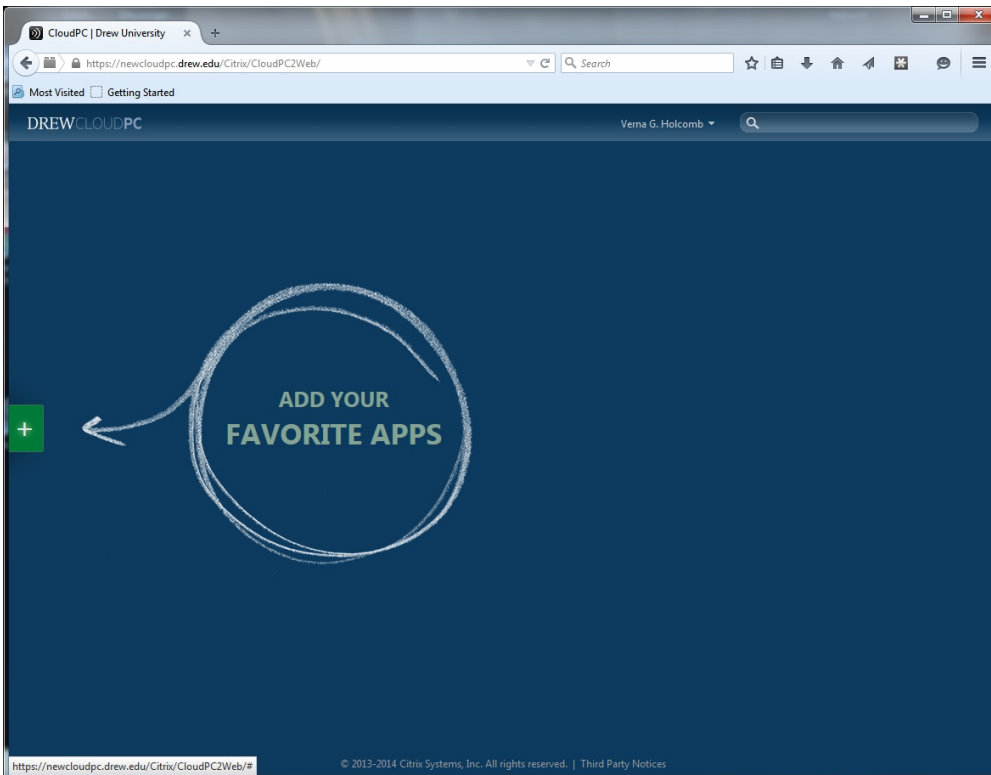
The applications are sorted into categories. These categories are similar to the folders in the previous CloudPC system.
If you wish, you can also use the Search bar in the upper right of the CloudPC Desktop.
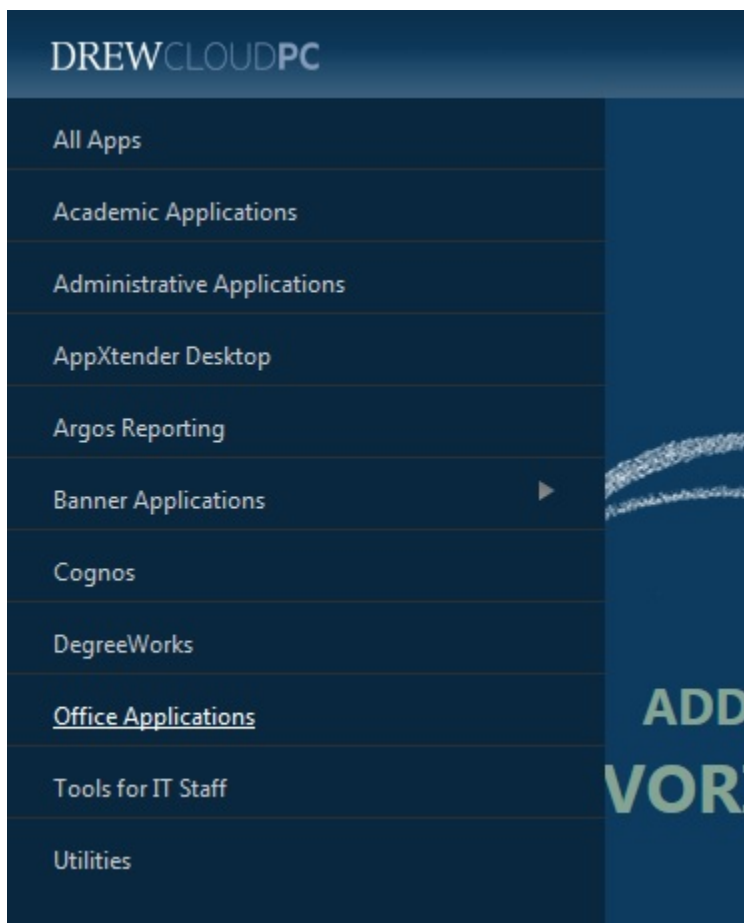
Please note: Your list of available applications depends on your role(s) at Drew.

Clicking the application name in either the Applications Menu or the Search will add it to your CloudPC Desktop. Single-click an application to launch.


Connecting to Your Local and Network Drives

When you connect to a CloudPC session with Citrix Workspace, the options you have to save or open files will look a bit different than those available to you on your local machine.

The first time you try to access your drives, you will be asked if Citrix Workspace has permission to access your files.

Windows
On a Windows computer, the approval prompt looks like this:
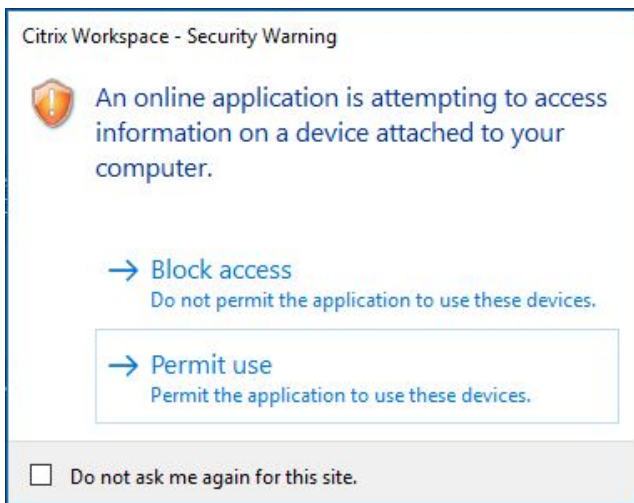
If you intend to both open files from and save files to your drives, you will want to select "Permit all access". You can check the box to not be asked again if you wish.
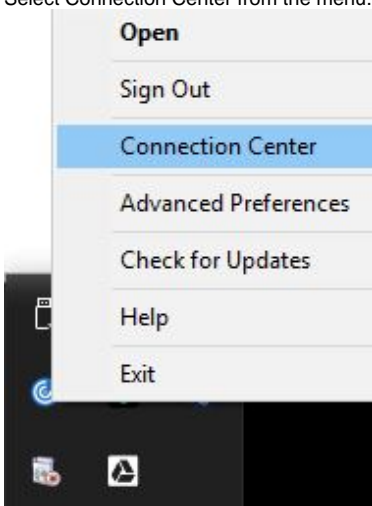
If there is no prompt and you don't see your drives, you're either 1) using the HTML5 client (app is open in a browser tab and not a seamless window) or 2) have chosen "Block Access" in the past and chosen to remember that choice.
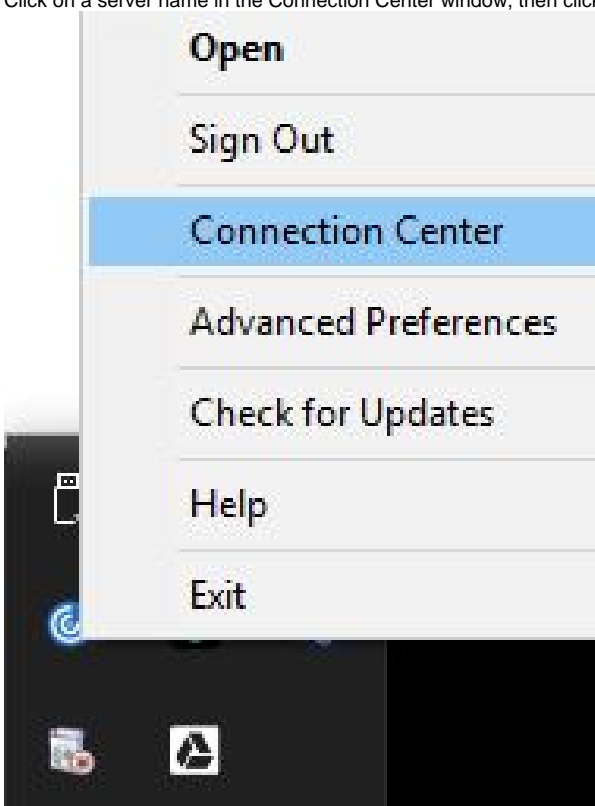
To change the access setting:

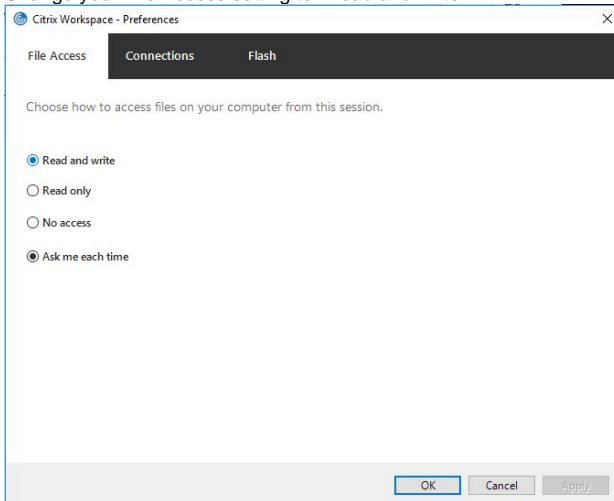1. Right click the Citrix Workspace icon in the system tray.
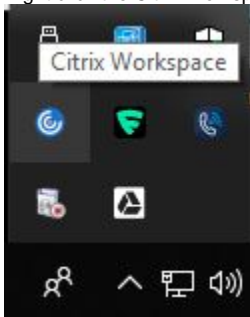
2. Select Connection Center from the menu.

3. Click on a server name in the Connection Center window, then click **Preferences**.

4. Change your File Access setting to "Read and write".

5. Click **OK**.
6. Click **Close**.

Here is an example of the drives you can see (this example is from a Drew-issued desktop computer - what you see will be slightly different depending on your computer):
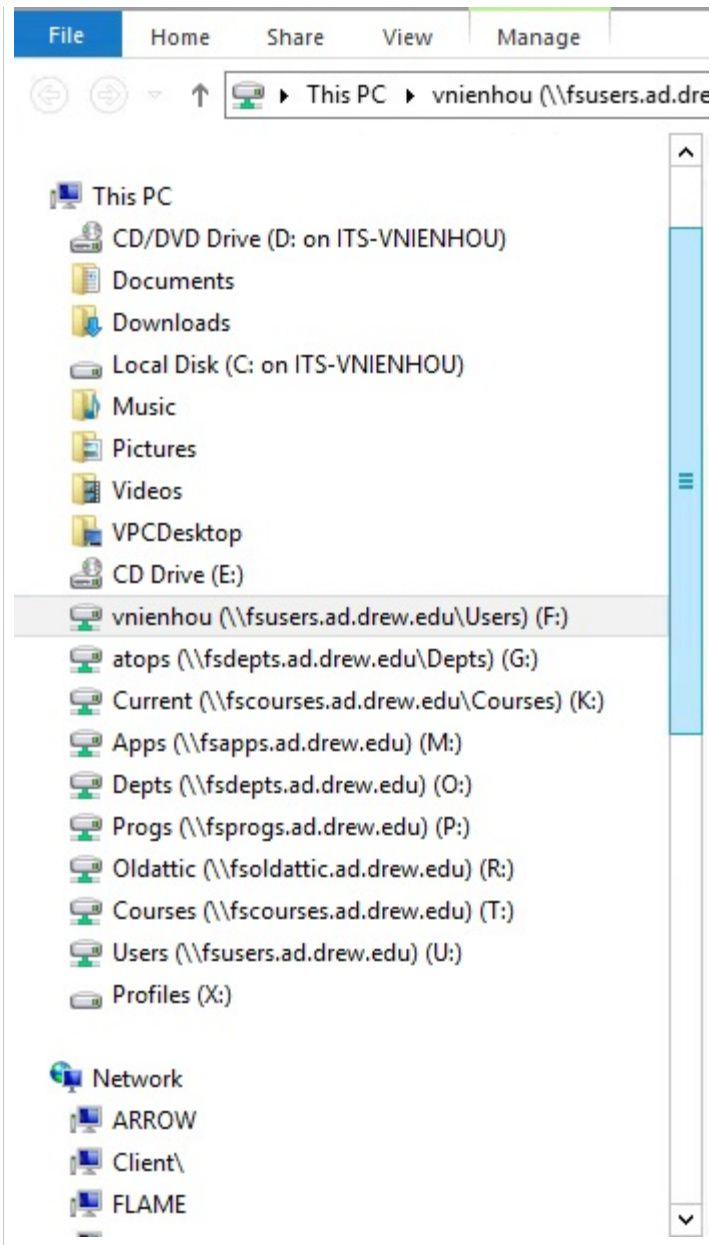
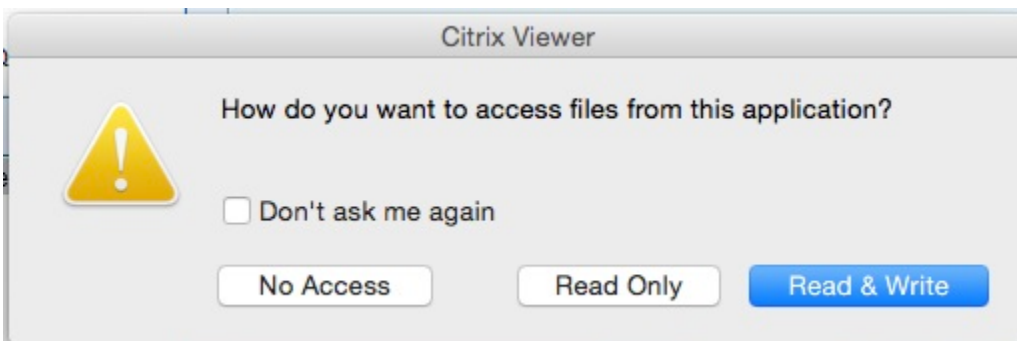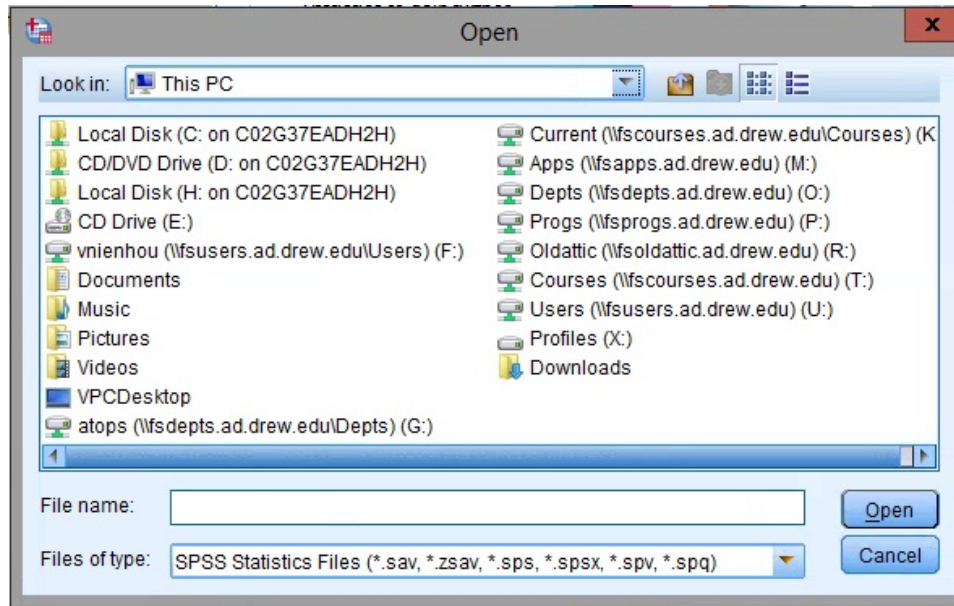|	Your local hard drive will be listed as "Local Disk (C: on COMPUTER-NAME)".
	You will need to know how your computer is set up to locate any files saved to your desktop, Documents, or Downloads folders.
	Drew faculty and staff: Please note that Drew-issued staff and faculty desktop computers are set up so that these folders save to the personal network drive (F:), not the C: drive.
	The Documents, Downloads, etc folders you see in this list are the folders (with the same names) on your personal network drive (F:).
	These can also be accessed by selecting the drive with your username (for example, "vnienhou (\\fsusers.ad.drew.edu\Users) (F:)").

Mac

On a Mac, the prompt looks like this:

If you intend to both open files from and save files to your drives, you will want to select "Read & Write". You can check the box to not be asked again if you wish.

Here is an example of the drives you will see (this is a laptop running Mac):

Your local hard drive will be listed as "Local Disk (C: on COMPUTER-NAME)". Computers with multiple partitions may see more than one local disk.

You will need to know how your computer is set up to locate any files saved to your desktop, Documents, or Downloads folders.

The Documents, Downloads, etc folders you see in this list are the folders (with the same names) on your personal network drive (F:).

These can also be accessed by selecting the drive with your username (for example, "vnienhou (\\fsusers.ad.drew.edu\Users) (F:)").

Printing from CloudPC

When you open a CloudPC session using Citrix Workspace, CloudPC automatically creates the printers installed locally. This means you can print from a CloudPC application the same way you are accustomed to printing from any software application installed on your computer.

Using CloudPC with the HTML5 Client

Devices which do not allow you to install programs like Citrix Workspace, such as a Chromebook, will run CloudPC applications within the browser using the HTML5 client.

Much of the functionality is the same, but the presentation will be different (as you will see the application within the browser, rather than in its own seamless window).
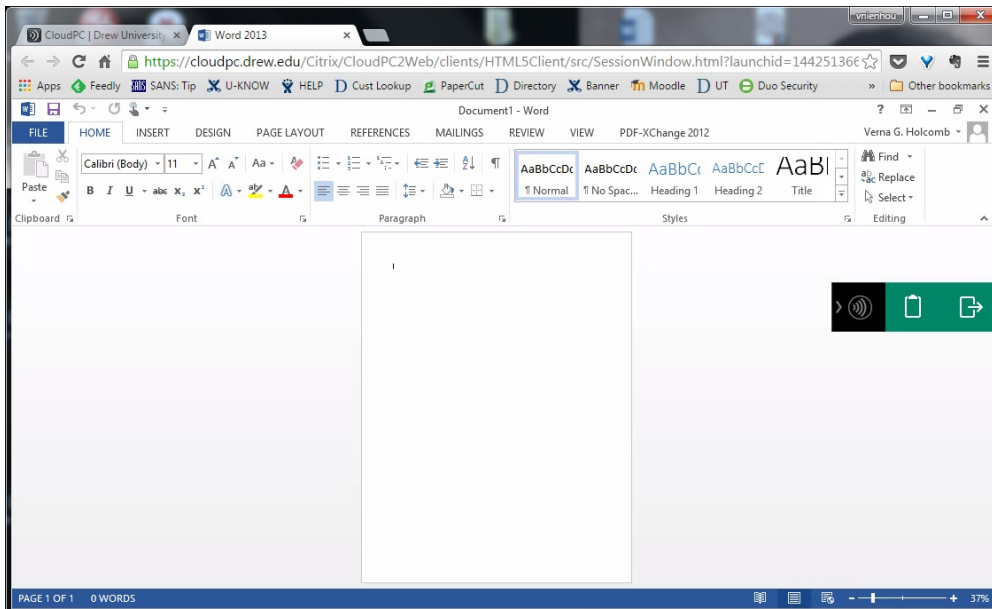
You will be able to access your network drives and the virtual PC desktop, but not your local hard drive.
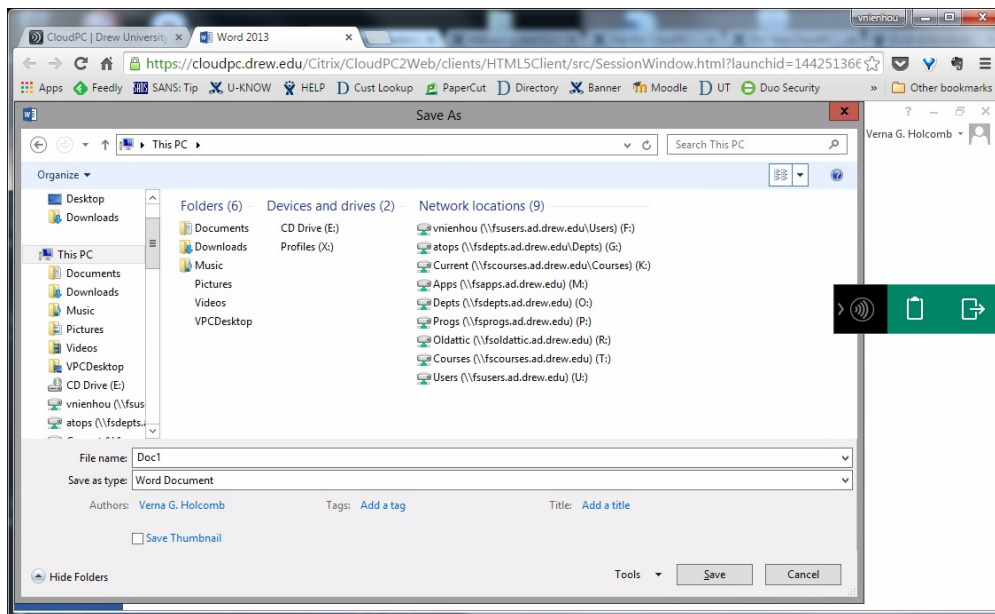
You can print to the Citrix PDF printer (essentially saving as a PDF), but you cannot print to your local printer(s).
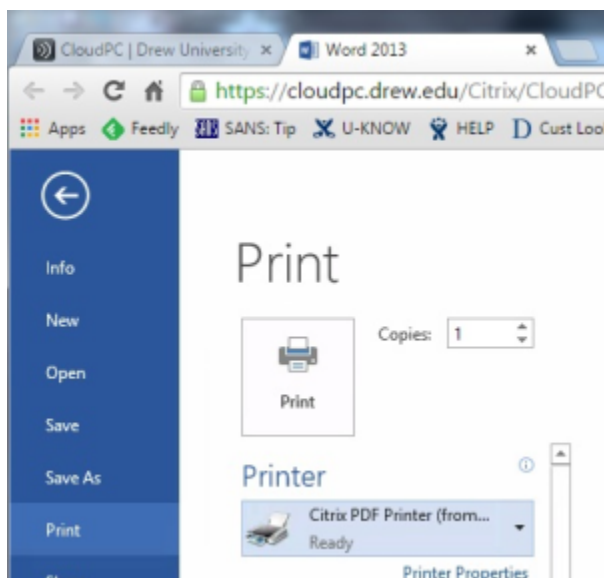
If you wish to print something from a CloudPC session you are running in the HTML5 Receiver, and using a different browser is not an option (such as on a Chromebook), we suggest you save what you wish to print as a PDF to your F: drive. You can then open myfiles.drew.edu (instructions for using MyFiles) and print the PDF to your local printer.

Reviewed June 5, 2023