

# umApps

Using umApps/Citrix Cloud

## umTech

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## Table of Contents

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Logging Into umApps/Citrix Cloud .....	3
Installing the Citrix Workspace App .....	6
Mac Citrix Workspace App Installation Instructions .....	6
PC Citrix Workspace App Installation Instructions .....	10
Using the Citrix Workspace.....	13
Using the Web Browser Version .....	16
Working with Files Using Web Browser Version .....	18
Switching Between the Full and Web Browser Version.....	19
Setup OneDrive for File Storage .....	21
Locating Help Resources .....	25
Submitting a Service Request .....	25
Important Links .....	25

## Purpose

This training material highlights and describes how to manage and use the umApps, download and use them using Citrix Workspace/Citrix Cloud, and sync them with your UofM Microsoft 365 OneDrive, affiliated with the University of Memphis.

**Note:** *This does not include OneDrive, which is not affiliated with the University of Memphis or your personal OneDrive account.*

## Audience

This training material is designed for University Faculty, Staff, and Students who use the software the University provides in umApps.

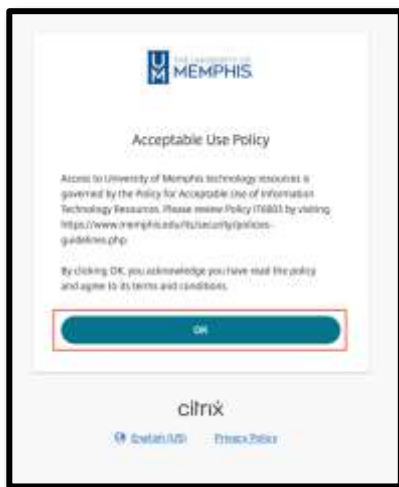
## Logging Into umApps/Citrix Cloud

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Logging into umApps/Citrix Cloud allows access to specialized software from anywhere with an internet connection using your UofM credentials (*your uuid and password are the same credentials for logging into myMemphis*). **Note:** Several products in umApps will ask you to sign in with your UofM email address and associated password before use. UofM Faculty & Staff will also be required to sign in.

Go to the umApps log-in page in any browser and Sign in using your uuid (before your @memphis.edu on your UofM email) and password. **Note:** You will be prompted to install the Citrix Workspace App the first time you log into the system.

1. Agree to the Acceptable Use Policy by clicking OK.



2. Next, you will be prompted to sign in using Single Sign On (SSO); enter your UUID and associated password. **A)** Enter the UUID and password associated with it.  
**B)** Next, click **Login**.



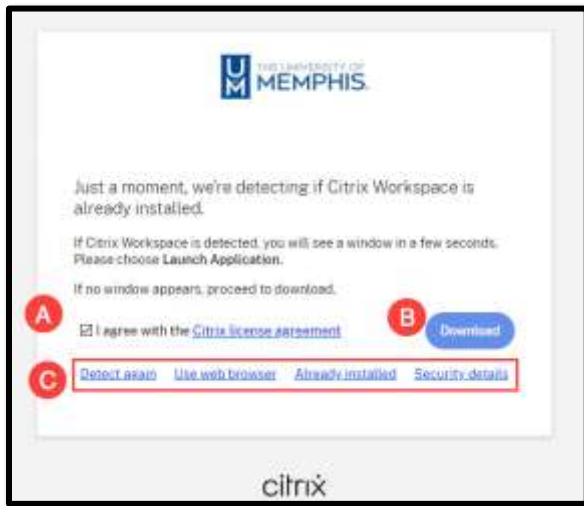
3. Authenticate using DUO.



4. Next you will be prompted to **A)** Detect Workspace or, **B)** Use the Web Browser Version.



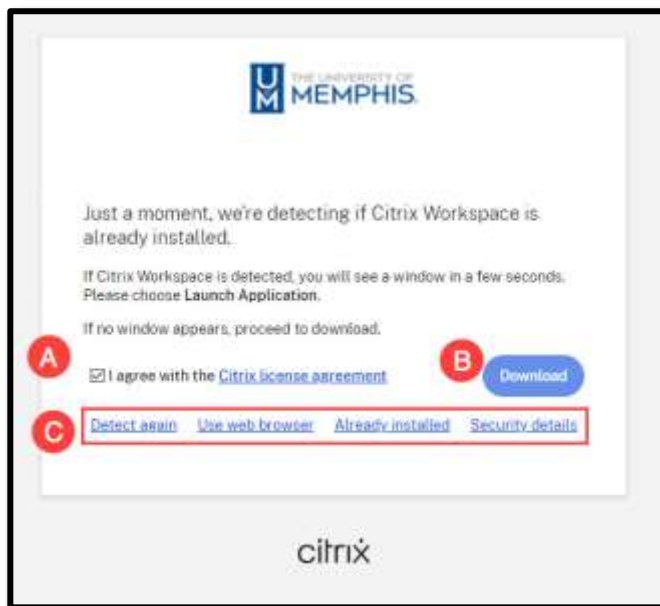
5. Next, Click **A)** I agree with the Citrix License agreement, **B)** Click to Download the installer, or **C)** Detect again; use the web browser, choose Already installed if you have previously installed workspace, or find the Security Details.




## Installing the Citrix Workspace App

### Mac Citrix Workspace App Installation Instructions

1. **A) Click I agree with the Citrix license agreement, B) Choose Download or C) Detect again, Use a web browser, Already installed, or Security details.**



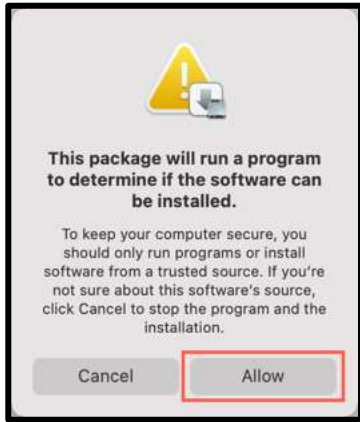
2. Installer will download to your designated download folder as a DMG.

Name	Size	Kind	Date Added
 CitrixWorkspaceApp.dmg	268.4 MB	Disk Image	Today at 10:57 AM

3. Open the DMG, then double click on **Install Citrix Workspace.**



4. The Installer will ask permission to install, click **Allow**.



5. Click **Continue**.

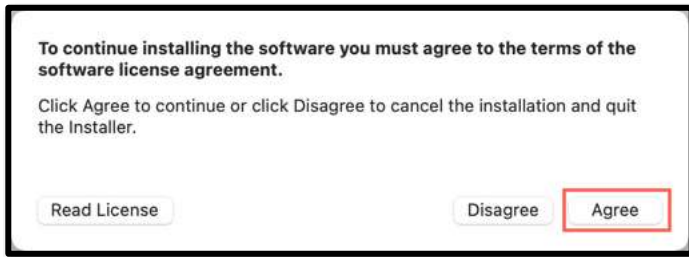


6. **A)** Select **Language**, then **B)** Click **Continue**.

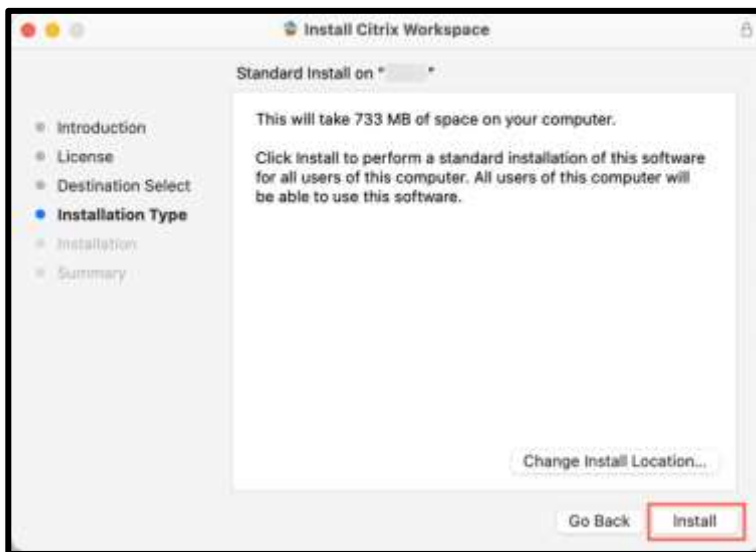




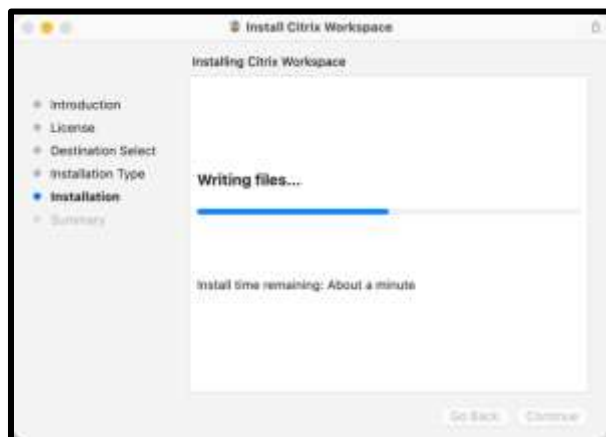
7. Click **Agree** to agree with License Agreement.



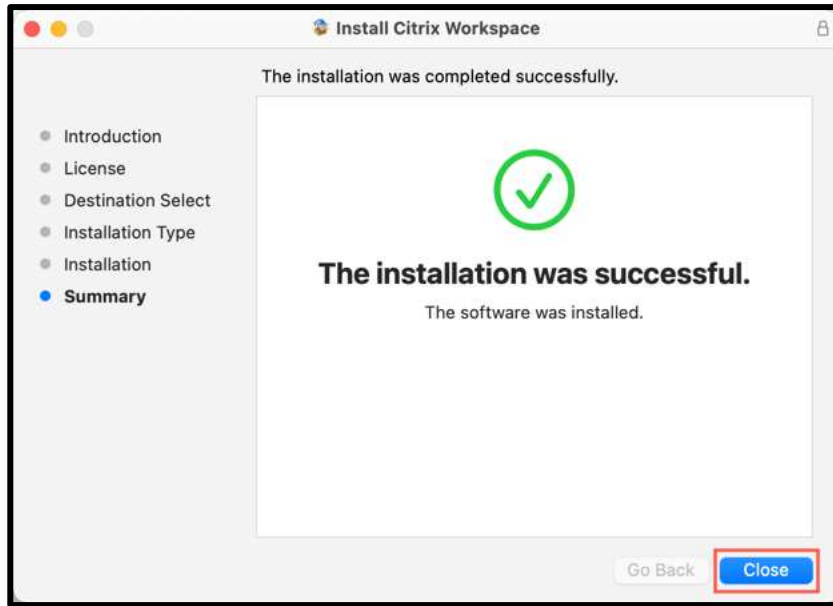
8. Choose install location, then click **Install**.



9. Installer will begin writing files to your system.



10. When Installation is complete you will see the following message. Click **Close**.



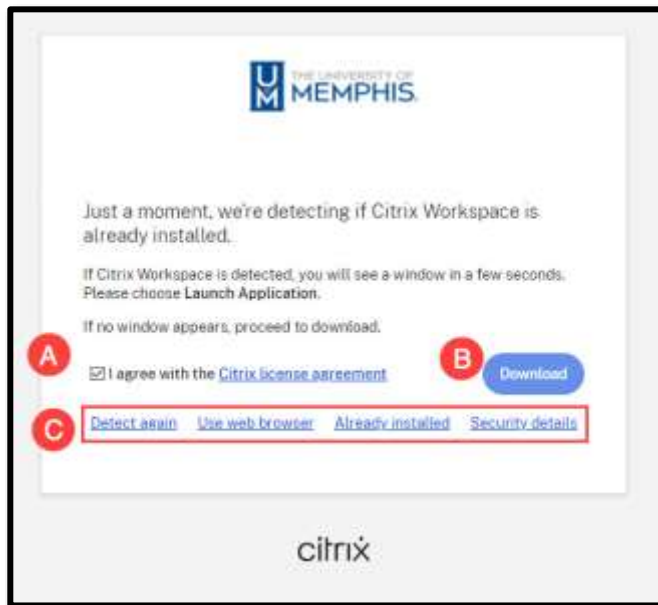
11. When the install is finished the installer will ask if you want to move the installer to the trash. Click **Move to Trash**.



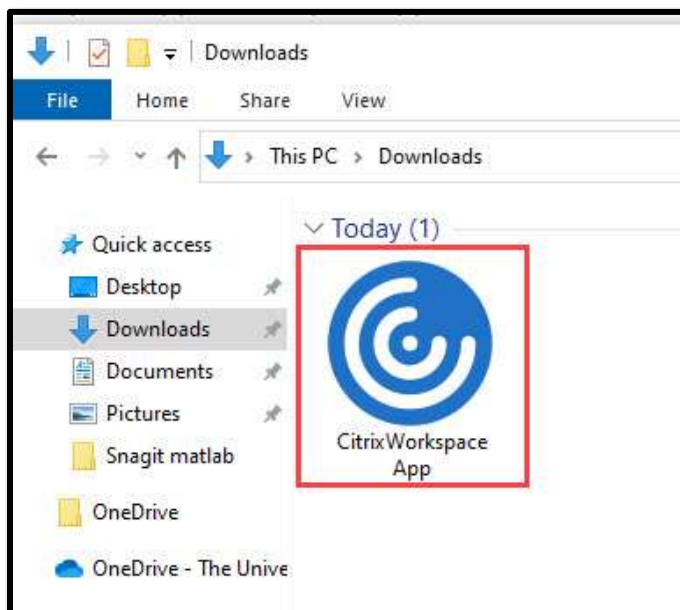
12. You Have Installed the Citrix Workspace App.

## PC Citrix Workspace App Installation Instructions

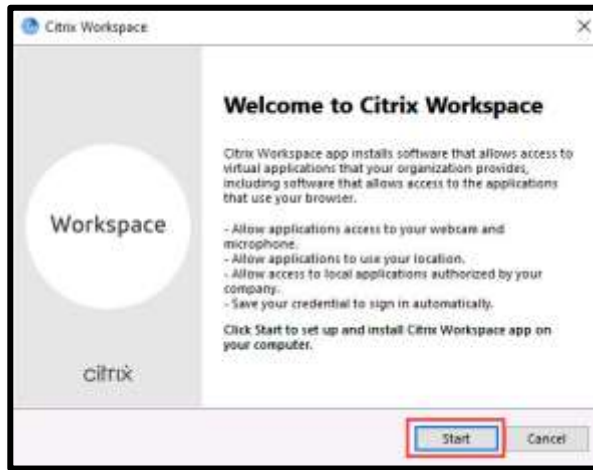
1. **A) Click I agree with the Citrix license agreement, B) Choose Download or, C) Detect again, Use web browser, Already installed, or Security details.**



2. The installer will download as an exe file to your designated download folder. Double-click the exe file to reveal the **Citrix Workspace App** installer.



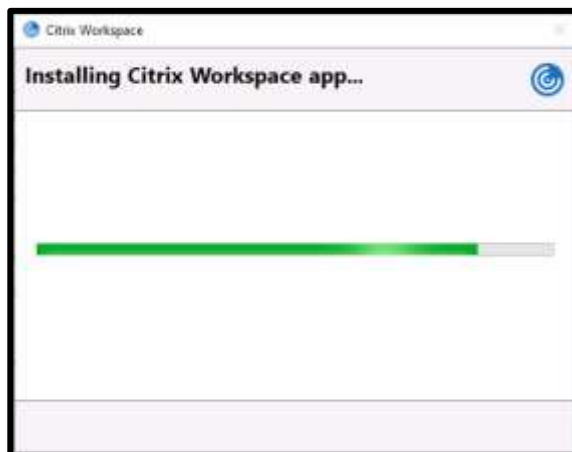
3. Click **Start**.



4. **A)** Click, **I accept the license agreement**, then **B)** Click Next.



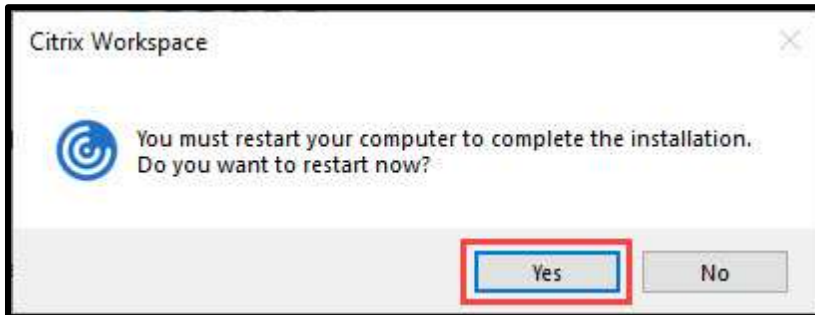
5. Install Progress bar will appear.



6. When **Installation successful** appears, Click **Finish**.



7. The Installer will ask you to restart your computer. Click **Yes**.



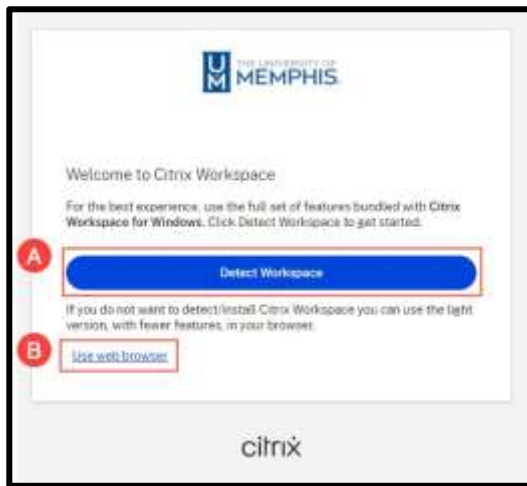
8. Once your computer has restarted you have installed Citrix Workspace.

## Using the Citrix Workspace

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The full Citrix Workspace App provides access to local resources, such as local hard drives, USB flash drives, printers and connected devices.

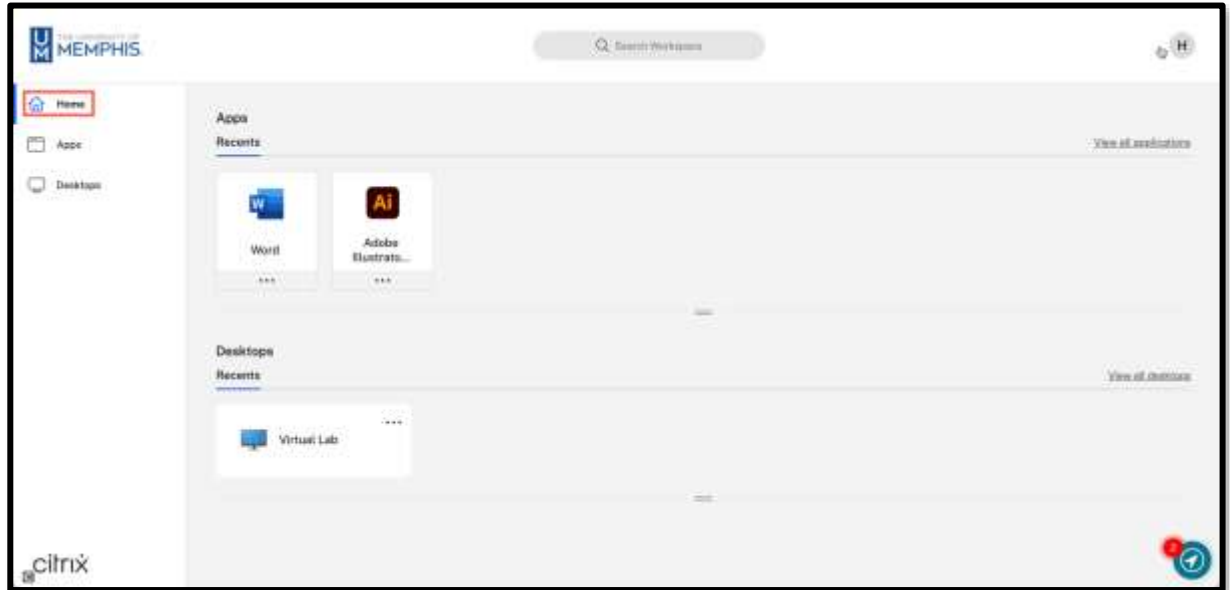
1. If you are visiting umApps for the first time, you will be prompted to install the Citrix Workspace app. If you are unsure or have already installed the Citrix Workspace app, click **A)** Detect Workspace to detect and use it, or **B)** To use the Web browser version, click **Use web browser**.



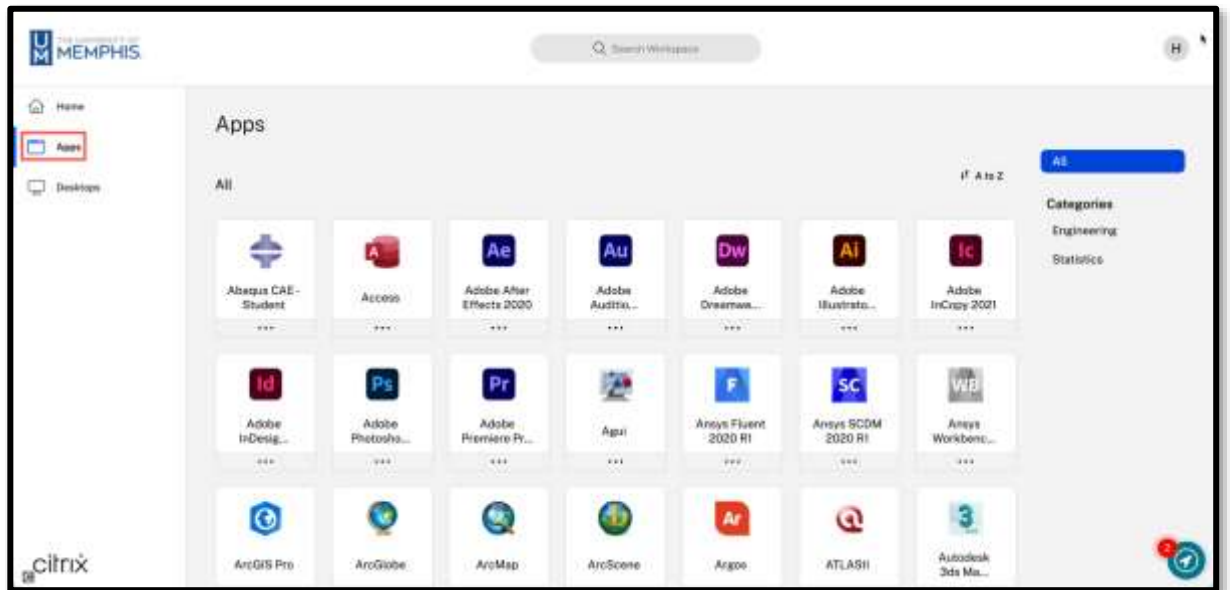
2. **Always allow memphis.cloud.com to open links of this type in the associated app**, then click **Open**.



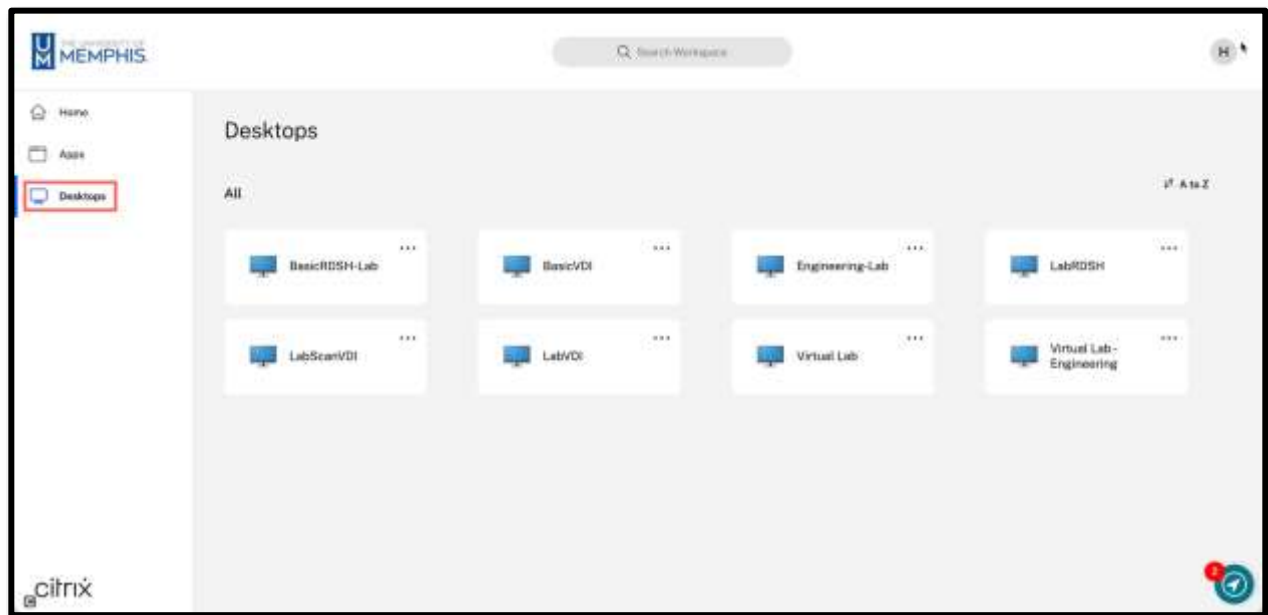
3. The **Home** screen will look like this. You will see the most recent apps and desktops you used.



4. **Apps** will show you all the applications available for use.



5. **Desktops** will show all the virtual machines you can use. We recommend you use **Virtual Lab**, as the projects saved to the drive remain saved for both fall and spring semesters.





## Using the Web Browser Version

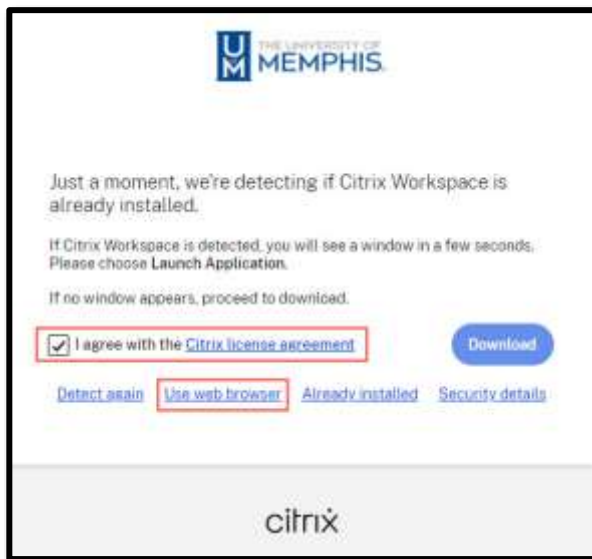
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umApps provides support for **Web browser version**, which means that no Citrix Workspace app is required to be installed on your computer.

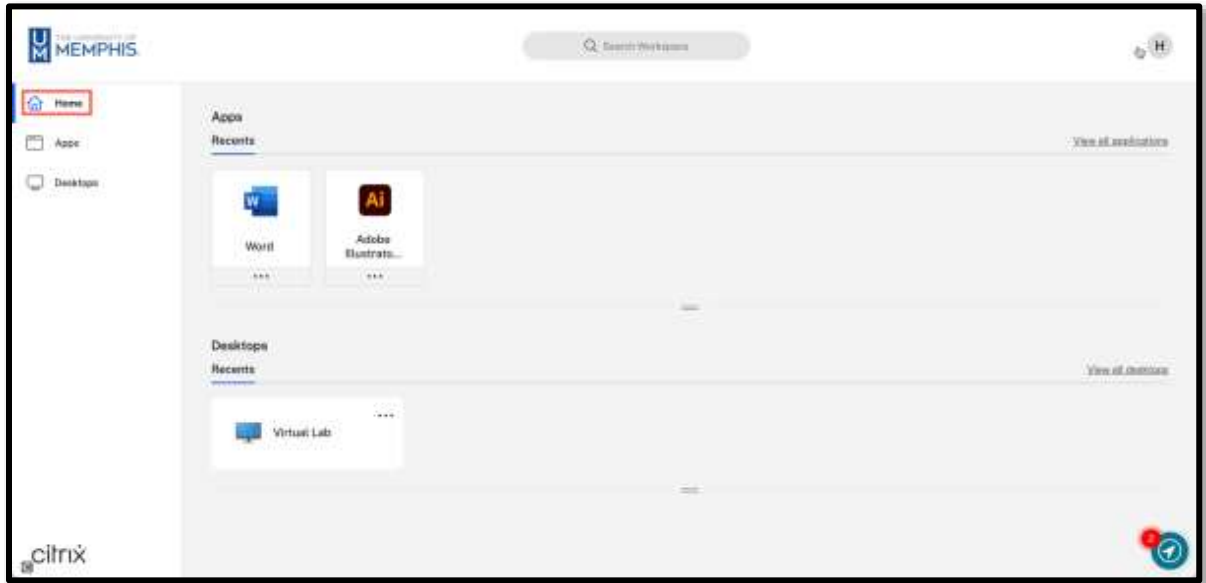
**Note:** *Google Chrome (latest version) is the recommended browser for the web browser version, Microsoft Edge, or Safari.*

To use the Web browser version, after logging in, follow these steps:

1. Check I agree with the **Citrix license agreement**. Next, click **Use web browser**.



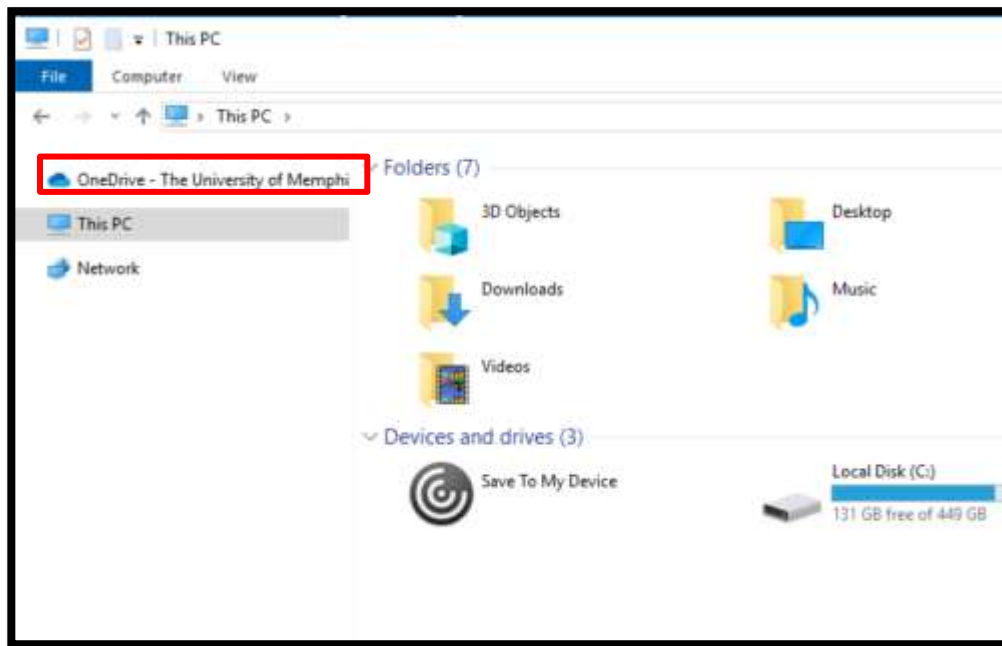
2. You will be taken to the umApps home page after you select the **Use web browser**.



## Working with Files Using Web Browser Version

To work with files using the web browser version, you must upload them to your OneDrive.

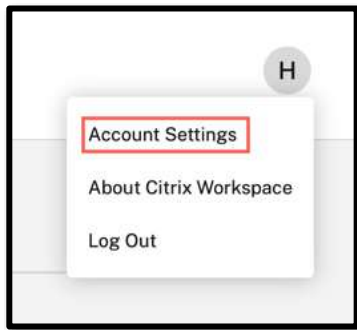
1. Complete the OneDrive setup (above) and upload your files to your [OneDrive](#)
2. After you have uploaded your files to OneDrive, they will appear in umApps as a Quick access location with the name **OneDrive for Business – The University of Memphis.**



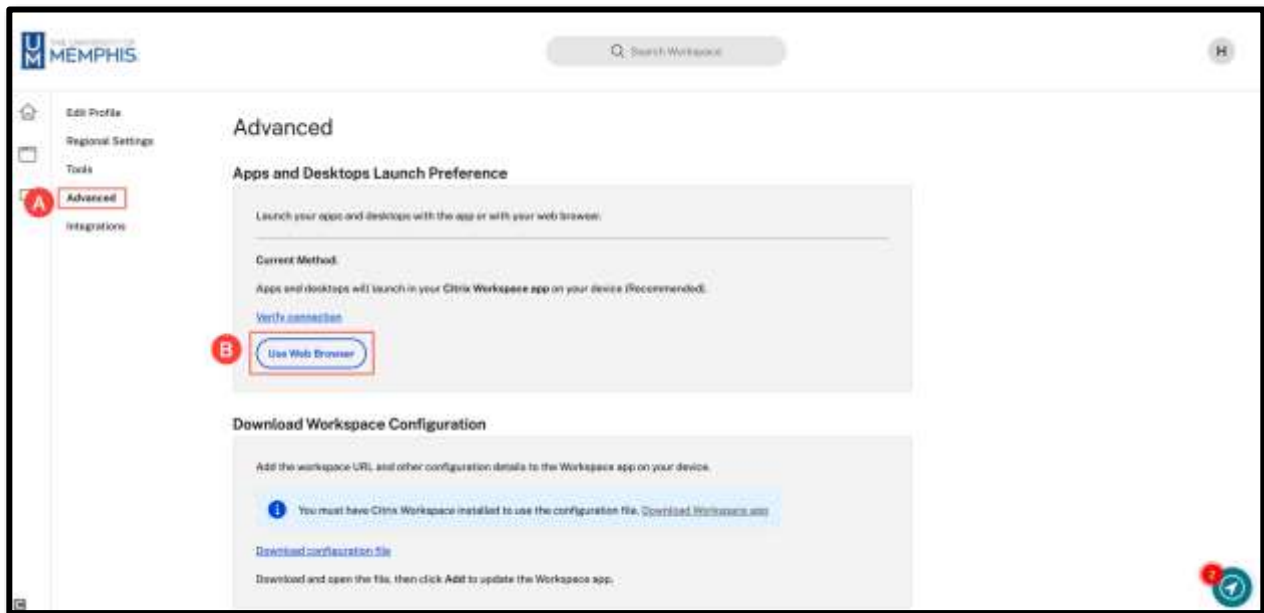
3. After your files have been uploaded to your OneDrive, you can access them in umApps by navigating to the file in your **OneDrive for Business – The University of Memphis folder.**

## Switching Between the Full and Web Browser Version

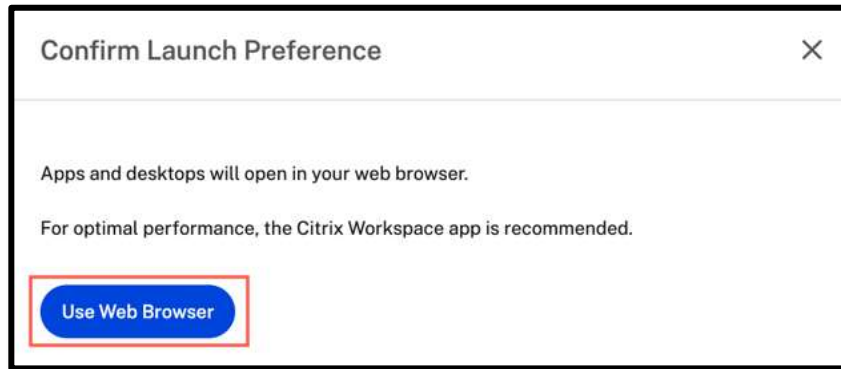
1. You can switch between the full and **Web browser versions at any time by clicking the initial at the top right corner.** Next, click **Account Settings**.



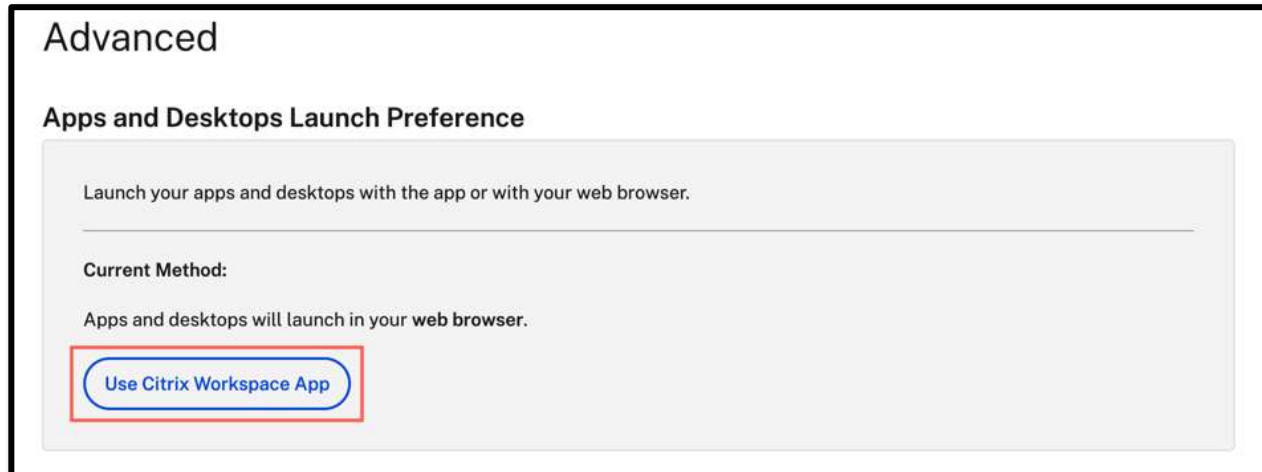
2. **A) Click Advanced, then B) Click Use Web Browser.**



3. Next Click the **Use Web Browser** button.



4. To switch back to **Citrix Workspace App**, follow the same procedure but click **Use Citrix Workspace App**.



## Setup OneDrive for File Storage

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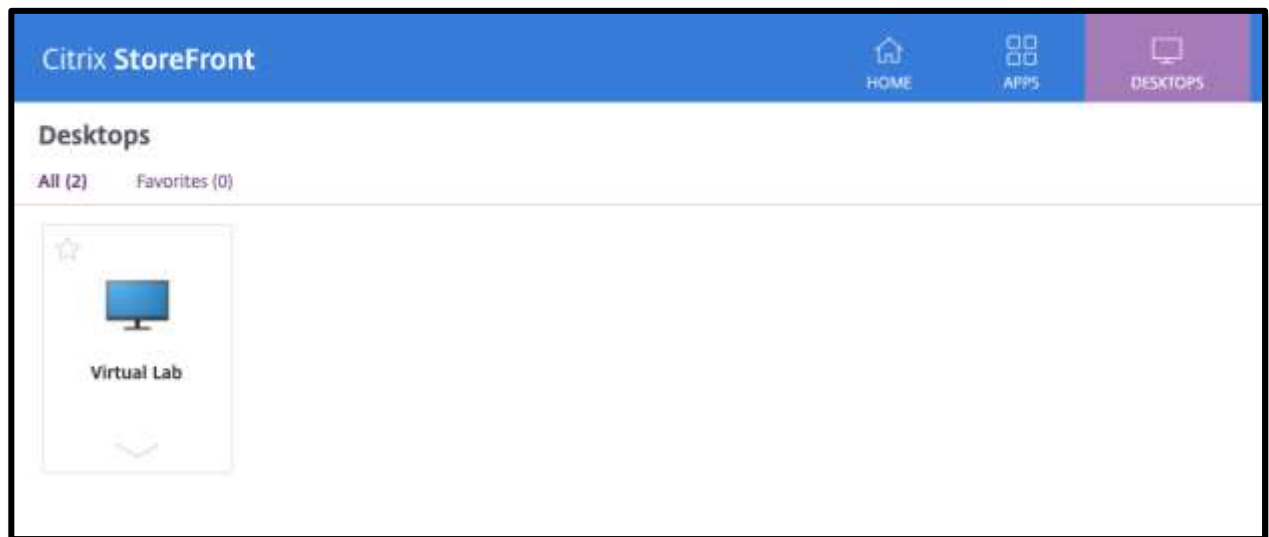
OneDrive has been integrated into umApps virtual applications and desktops. Utilizing OneDrive for file storage can ensure that all your files are backed up and available on virtually any device. One must integrate into the uofmApps OneDrive.

**Note:** This does not include OneDrive, NOT affiliated with the University of Memphis or your OneDrive account.

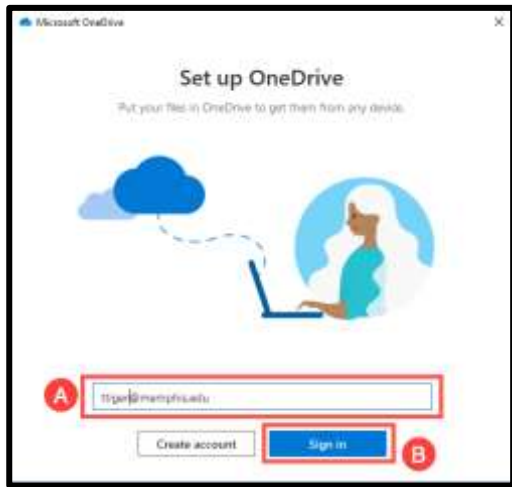
For additional documentation about OneDrive, [Please see our OneDrive page](#).

To Setup OneDrive:

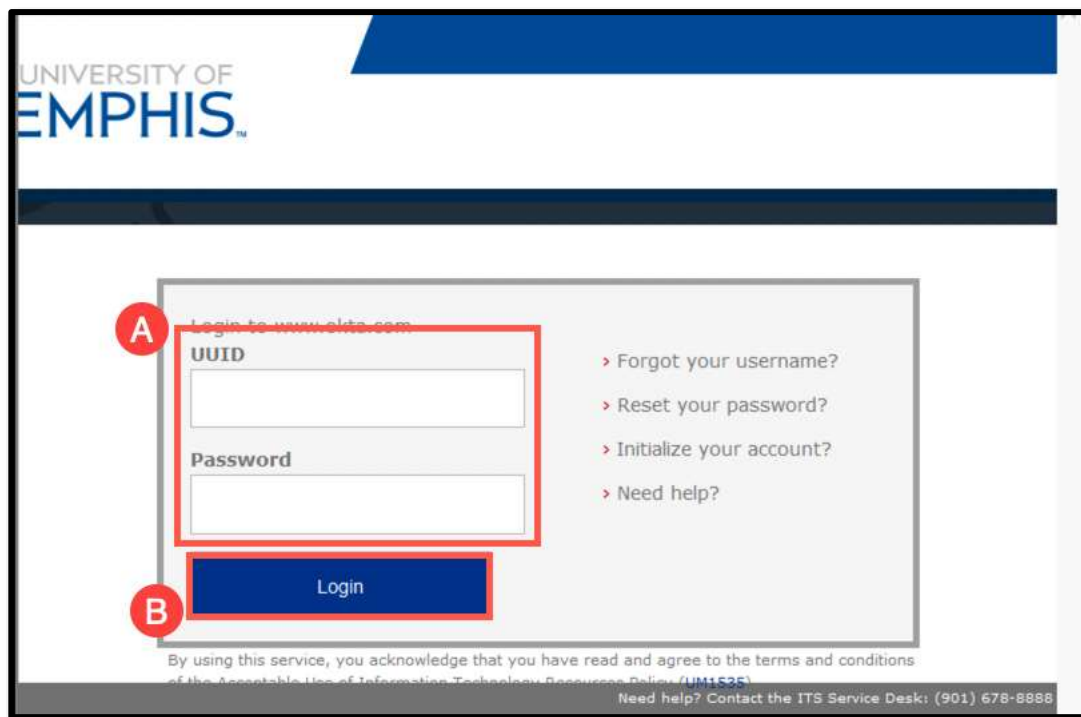
1. Close any open umApps applications and desktops.
2. Login to umApps and select the **Virtual Lab** from **Desktops**.



3. the OneDrive setup wizard will automatically start if not already configured. **A)** Enter your university email address and **B)** click **Sign In**



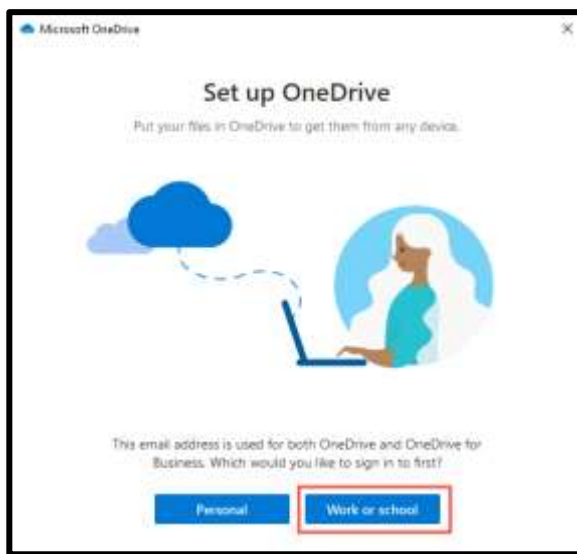
4. When prompted, using Single Sign On (SSO), enter the UUID and associated password. **A)** Enter the UUID and password associated with it. **B)** Next, click **Login**.



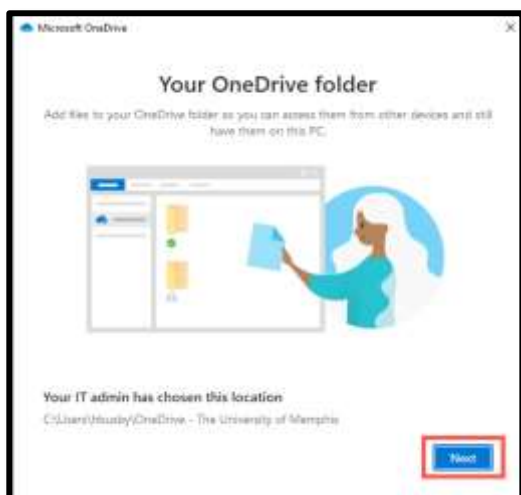
5. Authenticate using DUO.



6. Click **Work or School**.



7. Enter your UofM email address, then click **Next** on the OneDrive folder screen.

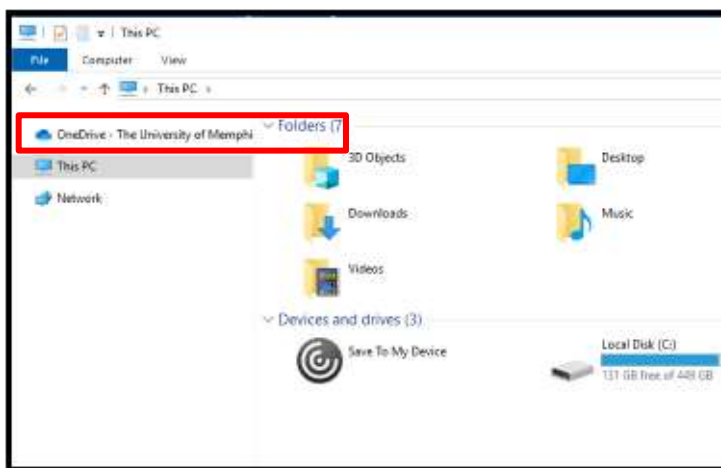




8. Once the setup wizard has completed, click **Open My OneDrive Folder** to close the setup wizard.



9. After completing the OneDrive setup, you will see a OneDrive for Business - The University of Memphis icon in the File Explorer. When using applications in umApps, save in this location to ensure your files are backed up and accessible from other places. In addition, your Desktop and Documents folders will automatically be backed up to OneDrive for all your umApps sessions.



# Locating Help Resources

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umTech supports faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

## Submitting a Service Request

Login URL: [Click here for our service desk ticketing system](#). After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

### [ITS Service Desk Hours](#)

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at [umtech@memphis.edu](mailto:umtech@memphis.edu). *(Using this email will automatically generate a service request).*

## Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)