

Self-Help Guide

AppsToGo: Use UMN Apps on Your Personal Device

This guide walks you through how to gain access to virtual apps available through AppsToGo, the University of Minnesota's Application Delivery Infrastructure. AppsToGo apps are available to students in the College of Science and Engineering and to students who are enrolled in a course that uses AppsToGo. Software used on AppsToGo is for instructional needs only; it is not available for research needs.

Gain Access and Use AppsToGo

Learn About AppsToGo

What is it?

Body

AppsToGo is a client virtualization service that allows you to use certain discipline-specific software (Apps) on your desktop, laptop or mobile device. AppsToGo is available for students who access specific computer labs or are enrolled in classes that use this service.

The following pages will explain if you have access to AppsToGo, how to set up your computer or device to use AppsToGo and how to save files generated within an App.

If you are a faculty member who would like to offer this service to your students for a specific class, please fill out the [AppsToGo Request Form](#).

Understand Security and Privacy

Body

Security

By default, [AppsToGo](#) is designed to be secure and is password protected. It is recommended to save your work files to Google Drive or network-attached drive. Please ensure that wherever you save your files, they are secured and backed up.

Privacy

AppsToGo fully complies with FERPA* privacy policies.

*To the extent the University generates or maintains educational records related to accessing and using AppsToGo under this Agreement, the University will comply with the Family Educational Rights and Privacy Act (FERPA) and shall limit access to only those school officials with a legitimate educational interest. Student data at the University of Minnesota is governed by FERPA (Family Educational Rights and Privacy Act). Student educational records are private student data with the exception of directory information. Among other things, this law enables students to suppress some or all of their directory information, such as their Internet IDs and email addresses. Students who do not agree to sharing this information with University staff for the purpose of gaining access to AppsToGo may be denied use of AppsToGo. For example, AppsToGo access rules may require student ID's to be put in an Active Directory group linked to the course they are enrolled in. For more information, read the [student guide to FERPA at OneStop](#).

Consider Limitations and Restrictions

Body

Before using Apps and Desktops through AppsToGo to complete coursework, be sure you understand the following considerations to successfully use Apps for assignment completion.

Assignment Considerations

- To prevent data loss due to inactivity timeouts, sessions should not be left idle or disconnected with unsaved work. Batch queuing is not supported.
- Application licenses are on a first-come, first-served basis. Most Apps have restrictions on how many users can be accessing the app at the same time. For that reason, there is a possibility of apps being unavailable during peak work times.
- In general, AppsToGo behaves like a public computer in a lab. Work must be saved to a [Google Drive](#) or network share as it will not be retained after logging off the AppsToGo session.

AppsToGo Availability Considerations

- AppsToGo is available 24/7 except for during the routine maintenance period -- every Sunday from 3am - 6am.
- AppsToGo is rebooted during the routine maintenance period. If you are using AppsToGo during this time, you will receive a message asking you to save your work and log off. Please do so because any work that is unsaved will be lost when AppsToGo reboots.

Access AppsToGo

Step 1: Install Citrix Workspace

Body

This article links to instructions for downloading and installing Citrix Workspace (formerly, Citrix Receiver) on UMN-managed and personally-owned devices. Choose the link below to install the Citrix Workspace for your specific operating system. You only need to install Citrix Workspace once.

In this article:

- [Install Citrix Workspace on Your Personally-Owned Device](#)
 - [Windows and macOS Devices](#)
 - [iOS Devices](#)
 - [chromeOS / Chromebook Devices](#)
 - [Android Devices](#)
 - [All Other Devices](#)
- [Install Citrix Workspace on Your UMN-Managed Device](#)
 - [Windows Devices](#)
 - [chromeOS / Chromebook Devices](#)
 - [macOS or iOS Devices](#)

Install Citrix Workspace on Your Personally-Owned Device

NOTE: While installing, if you receive a pop-up message that asks if you want to set up a Citrix account you can select **No**.

Windows and macOS Devices

Visit the [Citrix](#) website to download and install the latest version of Workspace.

- **Note:** The website may open to show the first download link option as a restricted link that requires sign in. If so, disregard that link and look for the relevant Windows or Mac section to find the most recent download for your device. It may ask you to agree to the End-User License Agreement to download, but it will not require you to sign in.

iOS Devices

Open the Apple App Store and search for Citrix Workspace to download and install the latest version.

ChromeOS / Chromebook Devices

Open the Chrome Web Store and search for Citrix Workspace to download and install the app to your Chromebook.

NOTE: Use the Citrix Workspace App to access AppsToGo, NOT your web browser. If the .ica file does not launch automatically, double-click on it and it launches fine then.

Android Devices

Open the Google Play Store and search for Citrix Workspace to download and install the latest version.

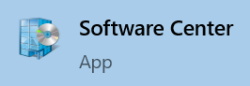
All Other Devices

Please visit [Citrix](#) to find the version of Workspace that is supported on your platform.

Please note not all platforms are publicly available. If you need Workspace for a platform other than what is listed above, and that requires a sign-in, please email help@umn.edu

Install Citrix Workspace on Your UMN-Managed Device

Windows Devices

1. In your Windows search bar, search for **Software Center**
2. Open **Software Center** 
3. Search for **Citrix Workspace**
4. Click on and install Citrix Workspace.

Note: If you are having problems opening Software Center or do not see Citrix Workspace available, contact 1-HELP by visiting it.umn.edu/help

chromeOS / Chromebook Devices

1. Open the **Chrome Web Store**
2. Search for **Citrix Workspace**
3. Download and install the app to your Chromebook

Note: Use the Citrix Workspace App to access AppsToGo, NOT your web browser.

macOS or iOS Devices

Open [Self Service](#), click on and install Citrix Workspace.

If you are having problems opening Self Service or do not see Citrix Workspace available, contact the Help Desk by visiting it.umn.edu/help

Need Help?

Please contact University of Minnesota Technology Help using any of the methods listed at it.umn.edu/help.

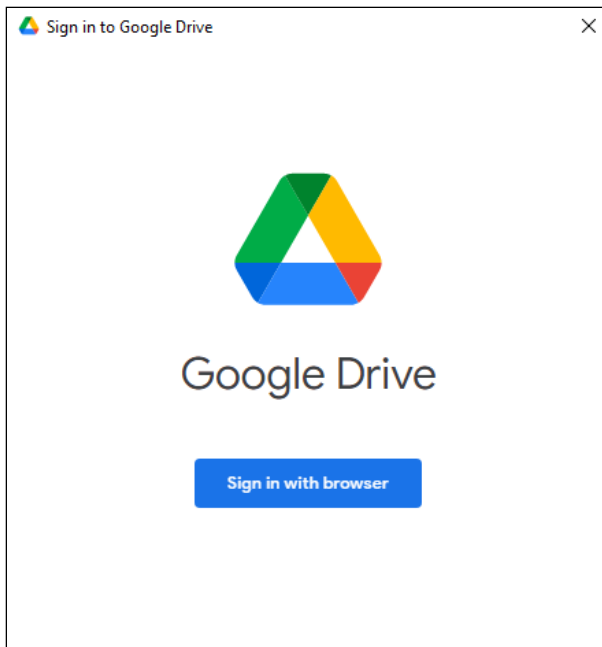
Step 2: Link Your Google Drive

Body

Mapping your Google Drive to the AppsToGo environment will be done using the Google Drive Desktop application. To enable the Drive mapping, you will first need to authenticate to the Google Drive Desktop application as described below.

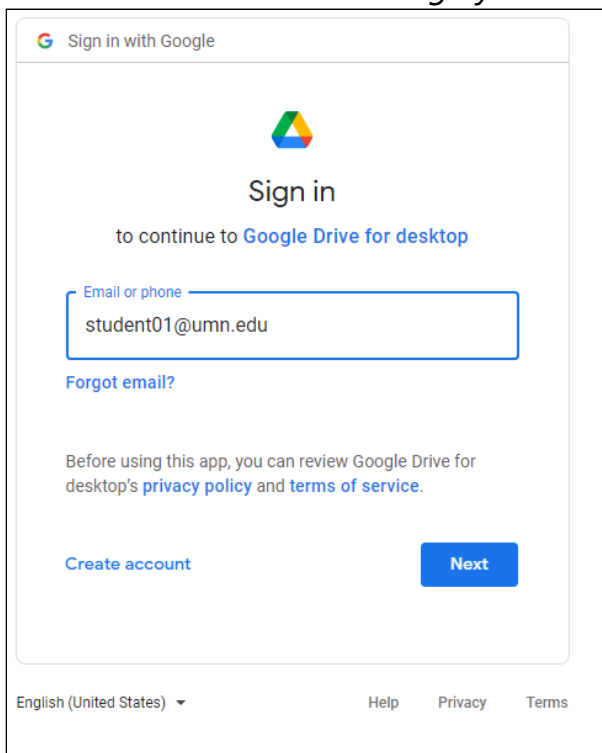
Enabling Google Drive Mapping

1. Upon launching a virtual application or desktop from [AppsToGo](#) you will be prompted to Sign in to Google Drive. Select the **Sign in with browser** button to be redirected to web logon.



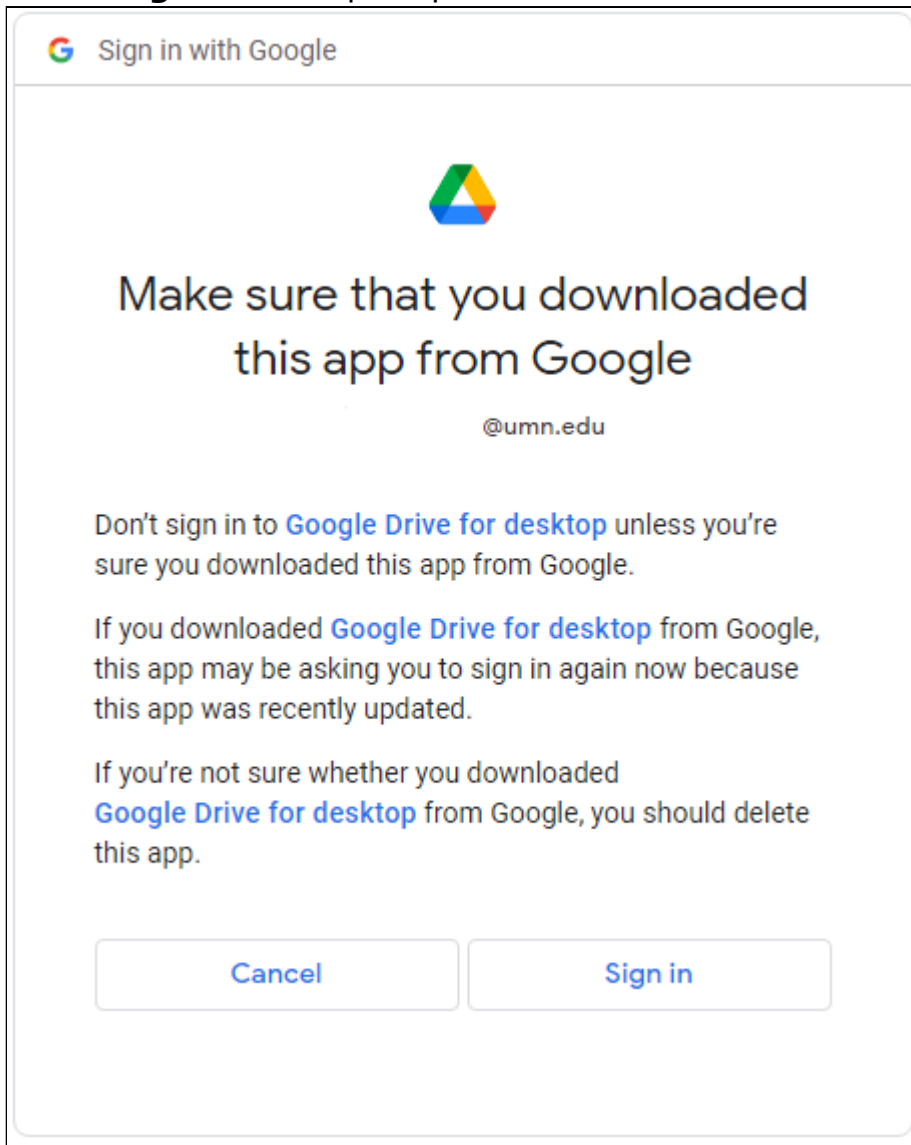
- **Note:** It may take a minute for this automatic prompt to appear. If you are logging in to a virtual desktop you can also launch Google Drive from the Windows Start Menu.

2. Enter your **University email address** at the prompt and select **Next**. *The authentication screen brings you to the University's Single Sign-On portal.*

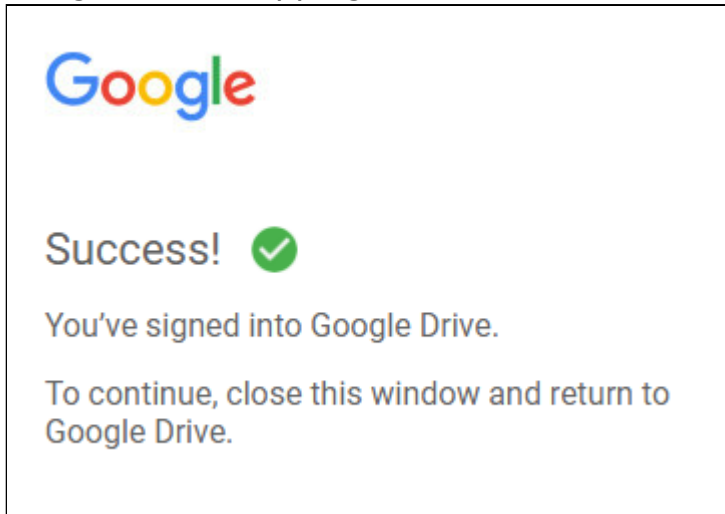


3. Enter your University Internet ID and password and select **Sign In**. *You will be prompted to complete Duo multi-factor authentication.*

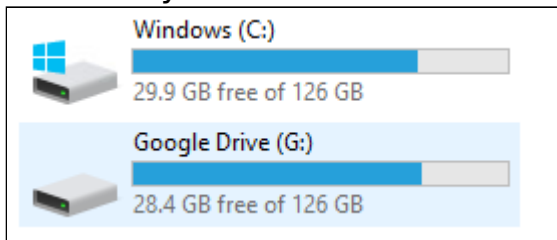
4. [Authenticate with Duo](#) to complete the sign-in process.
5. Select **Sign In** when prompted.



6. You will receive a **Success!** message stating that you have completed the Google Drive mapping.



7. Once you authenticate the Google Drive will be mapped to your environment most likely as the G Drive and will be labeled Google Drive.



Note: The authentication prompt will re-appear periodically depending upon password resets and vendor timeouts.

Step 3: Log in and Access Apps

Body

This article describes how to log in to AppsToGo and access Apps after you have completed **Step 1: Install Citrix Workspace (formerly Receiver)** and **Step 2: Link Your Google Drive** in the [AppsToGo Self-Help Guide](#).

Logging In and Accessing Apps

1. In a web browser such as Firefox or Safari, go to [AppsToGo](#). (Chrome Web Browsers, ChromeOS and Chromebook users please refer to [AppsToGo: Using Chrome Web Browsers](#).)

Please log on

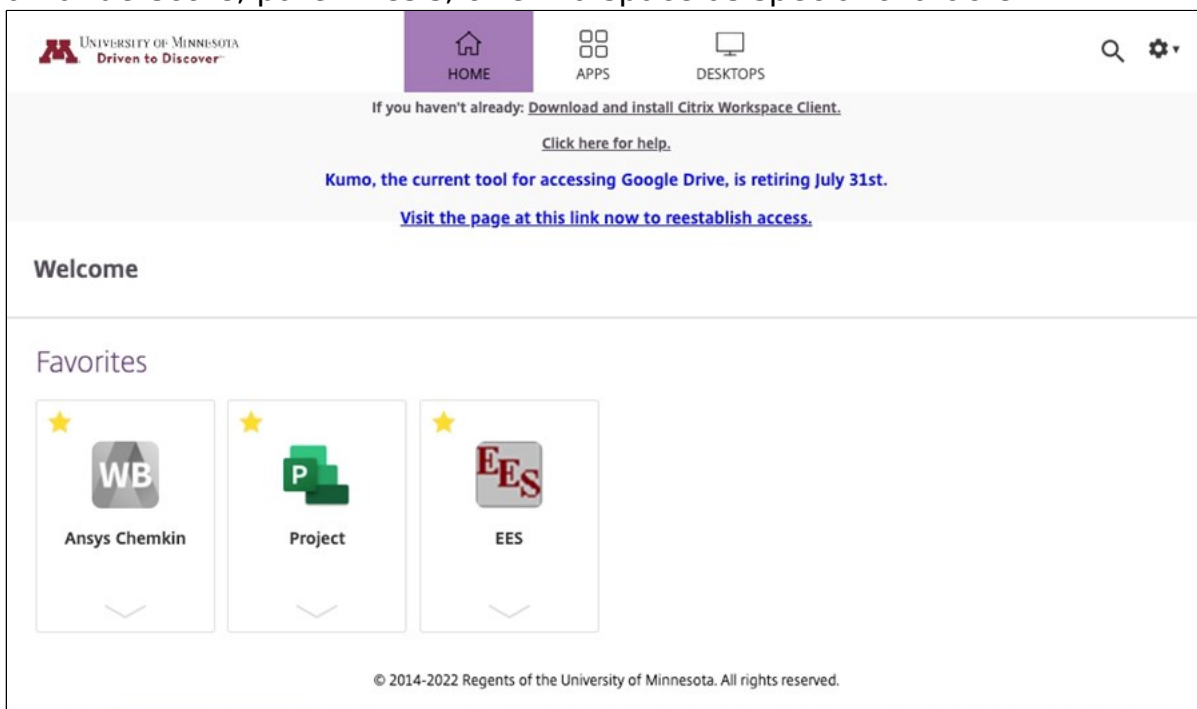
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User name userx001

Password

Log On

2. Log in with your internet ID and password. *You will be brought to your **Home** page where all the apps you have access to and have favorited are listed.*
- If you are asked to trust any certificates, **accept and trust them**.
 - If you cannot log in, please wait 24 hours or until you receive an email stating you have access.
 - Note: You may have issues logging into AppsToGo if your password uses an underscore, parenthesis, or extra space as special character.



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HOME APPS DESKTOPS

If you haven't already: [Download and install Citrix Workspace Client.](#)
[Click here for help.](#)

Kumo, the current tool for accessing Google Drive, is retiring July 31st.
[Visit the page at this link now to reestablish access.](#)

Welcome

Favorites

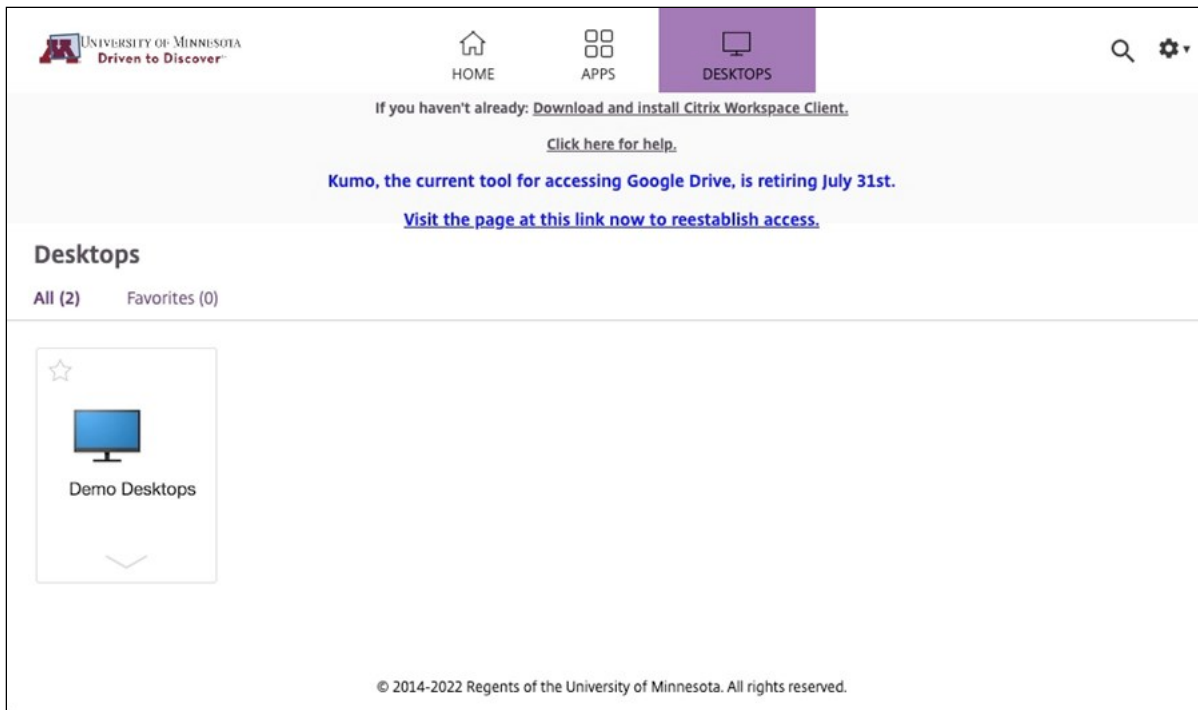
WB
Ansys Chemkin

P
Project

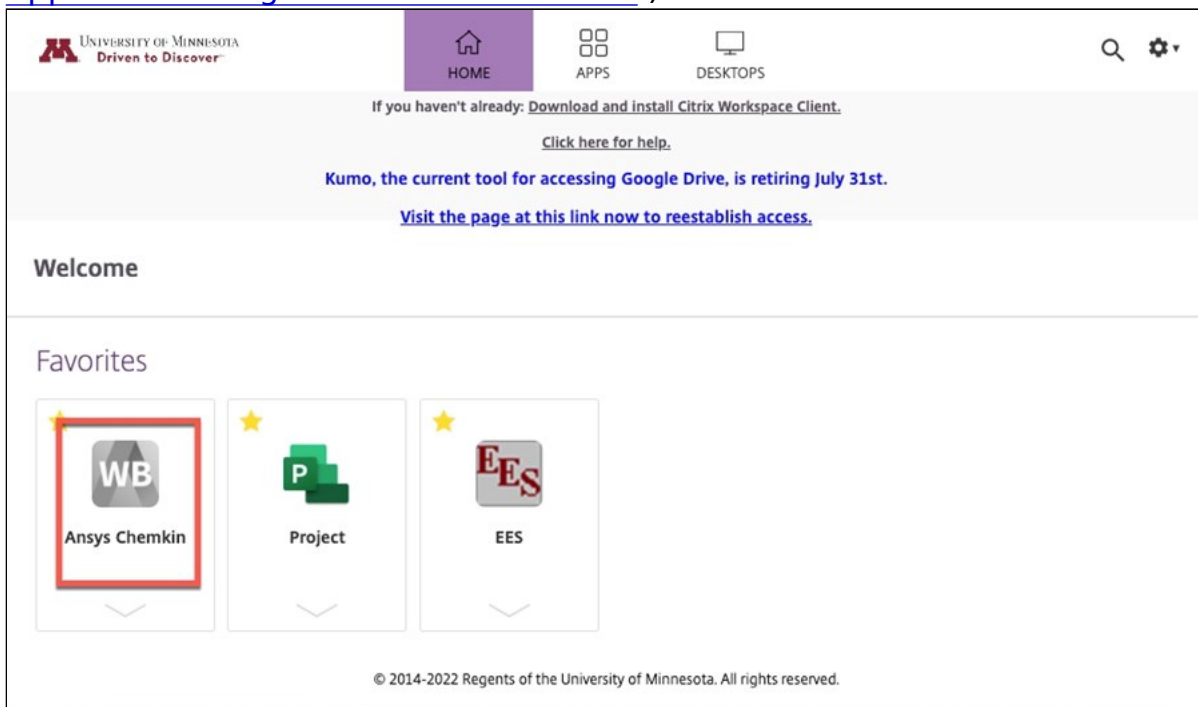
EES
EES

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3. To access to a desktop, click on the **Desktops** icon.



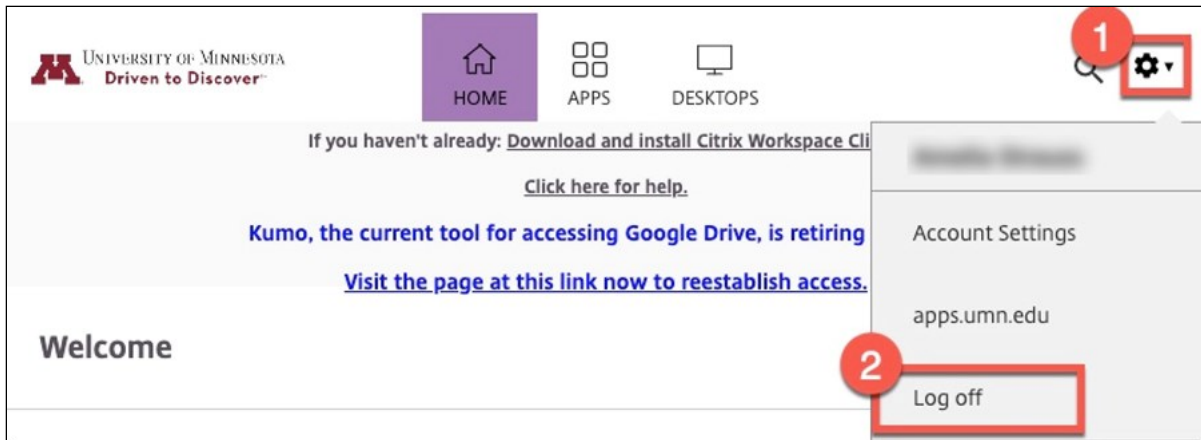
- To access an app, click on the icon for the app and it will launch the Citrix Workspace application and open the App. (If you are using Chrome and a file with the suffix ".ica" is downloaded, please see the instructions at [AppsToGo: Using Chrome Web Browser.](#))



- When you are finished, quit the App as you would a normal Windows application.
- To log out of AppsToGo, click on the gear icon



at the top of the window, and choose **Log Off**.



Notes

- It is important to always quit the Apps and Log Off when you are finished working. If you do not Log Off, your session remains active for 30 minutes before it times out. Please Log Off every time to allow other students to use AppsToGo.
- The next time you log on to AppsToGo, you will be brought back to your **Favorites**.
- Save all work to your connected drive of choice by following the instructions in [AppsToGo: Saving Your Work](#). Be sure that you have completed the one-time [enable mapping on your Google Drive](#). Do NOT save files to your desktop unless instructed. They will not be there the next time you log in.

Linux User Notes

Some Linux users have reported issues when trying to open Ubuntu. Follow these steps for help:

1. In the CMD window, enter the following commands

```
cd/opt/Citrix/ICAClient/keystore/  
sudo rm -rf cacerts  
sudo ln -s /etc/ssl/certs cacerts
```

2. Disable ipv6 in the config files.

3. Reboot and try opening Ubuntu again.

Additional Information

- If you launch an App using the Citrix Workspace application that you downloaded and installed, you *may* need to input the following information:
 - **Server address:** <https://apps.umn.edu> **OR** ad.umn.edu
 - **Log in** as: AD\first_part_of_email_address *Example:* AD\name001
- When you launch an application for the first time, Citrix Workspace *may* prompt access to your local hard drives. If you want this option to save your work directly to the computer you are accessing apps.umn.edu from, you will need to Permit access.



Use AppsToGo

Save Work to Google Drive

Body

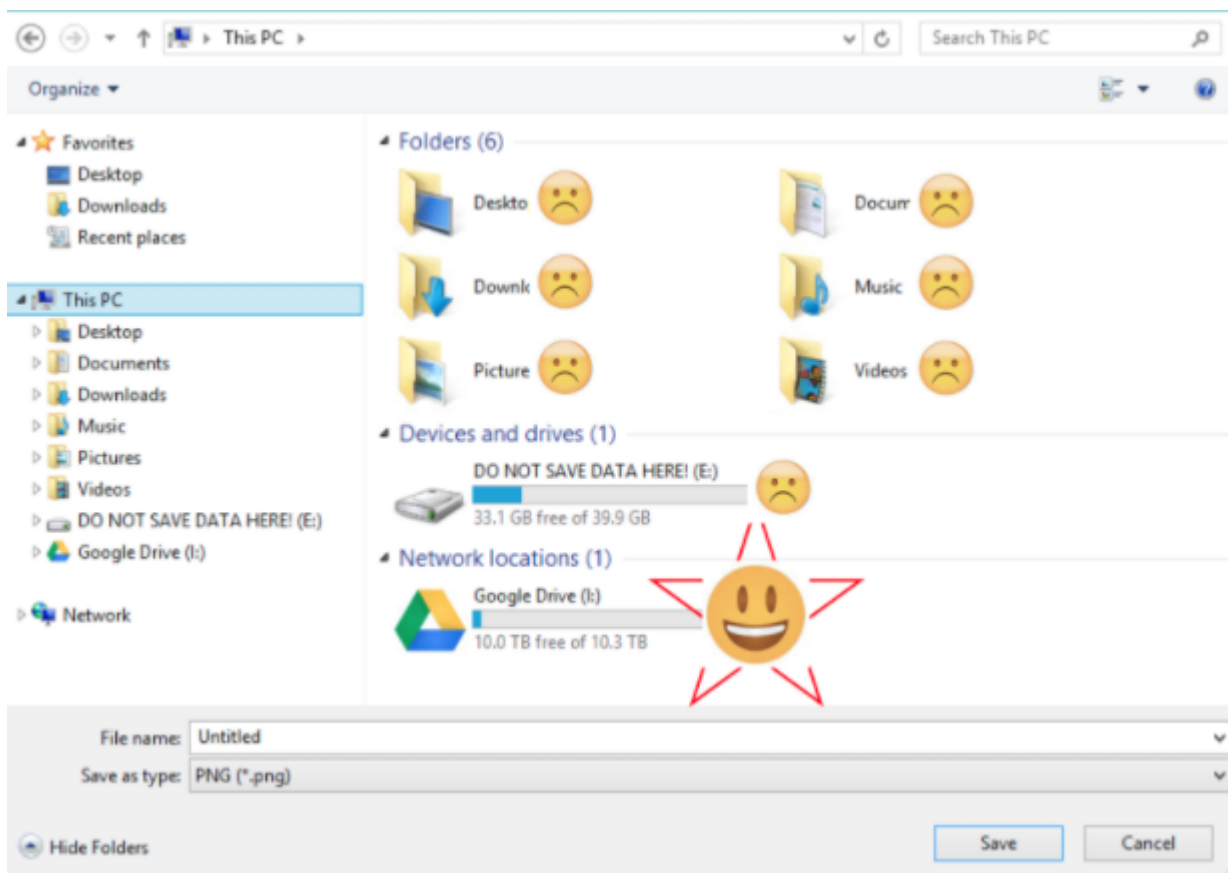
All AppsToGo apps and desktops run from a virtual server. The virtual server looks like a real computer, but the drives don't save data. Data saved to a virtual server's "internal" drives will be erased when you log off and the virtual server is rebooted. Be sure to always save your work outside of the virtual server.

Saving Your Work

Where you can save files will depend on the app or desktop you are using.

- **Google Drive:** To have your Google Drive connect to your AppsToGo session, [enable mapping on your Google Drive](#) so that you can save your work to Google Drive. After this one-time registration, your device will automatically connect your Google Drive when you launch an AppsToGo App. There is no cost for this registration.
- **Network Drive:** Some applications don't work well when reading or writing data to a Google Drive. In this case you may find that your network drive works better. Colleges that offer students a network drive will generally have them mapped to AppsToGo.

AppsToGo app and desktop sessions are *temporary* unless you are instructed otherwise. You are responsible for saving your work to your Google Drive or mapped network drive, just as you would in a public or college computer lab.



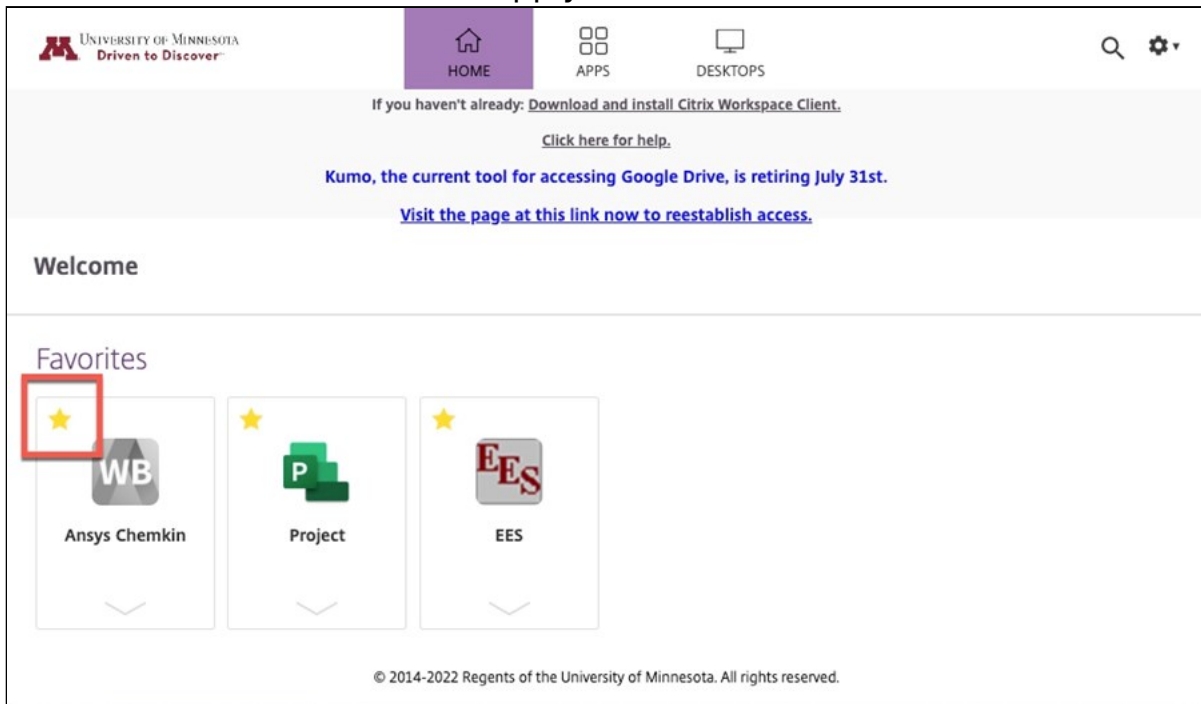
Remove Apps

Body

The first page you see after logging on to AppsToGo is your **Home**. All apps that you have access to show up in your Favorites by default.

Removing an App from Your AppsToGo Favorites

1. Click the star icon next to the App you wish to remove.



2. The button will star icon will change to an empty star.

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HOME APPS DESKTOPS

If you haven't already: [Download and install Citrix Workspace Client.](#)
[Click here for help.](#)

Kumo, the current tool for accessing Google Drive, is retiring July 31st.
[Visit the page at this link now to reestablish access.](#)

Welcome

Favorites

- Ansys Chemkin
- Project
- EES

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3. If you re-load the page, the application no longer appears in your Favorites.

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HOME APPS DESKTOPS

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Welcome

Favorites

- Project
- EES

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Adding an App to Your Apps To Go Favorites

1. Click on the **Apps** icon at the top of the page.

The screenshot shows the top navigation bar of the University of Minnesota Apps To Go interface. It includes the university logo, navigation icons for HOME, APPS (highlighted in purple), and DESKTOPS, along with search and settings icons. Below the navigation bar, there are several informational messages: a notice about downloading the Citrix Workspace Client, a link for help, and a notice about Kumo retiring on July 31st with a link to reestablish access. The main section is titled 'Apps' and has two tabs: 'All (22)' and 'Favorites (2)'. Below the tabs, there are four application tiles, each with a star icon in the top left corner and a dropdown arrow at the bottom. The tiles are: Ansys Chemkin (WB icon), Creo Direct 7050 (crosshair icon), Creo Layout 7050 (grid icon), and Creo Parametric 7050 (blue square icon). Below the tiles, there are four more star icons in a row, with the second one from the left being a yellow star, indicating it is a favorite. At the bottom of the screenshot, there is a copyright notice: '© 2014-2022 Regents of the University of Minnesota. All rights reserved.'

2. Click the star icon next to the app you want to add to your Favorites.

If you haven't already: [Download and install Citrix Workspace Client.](#)

[Click here for help.](#)

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[Visit the page at this link now to reestablish access.](#)

Apps

All (22)

Favorites (3)



WB
Ansys Chemkin

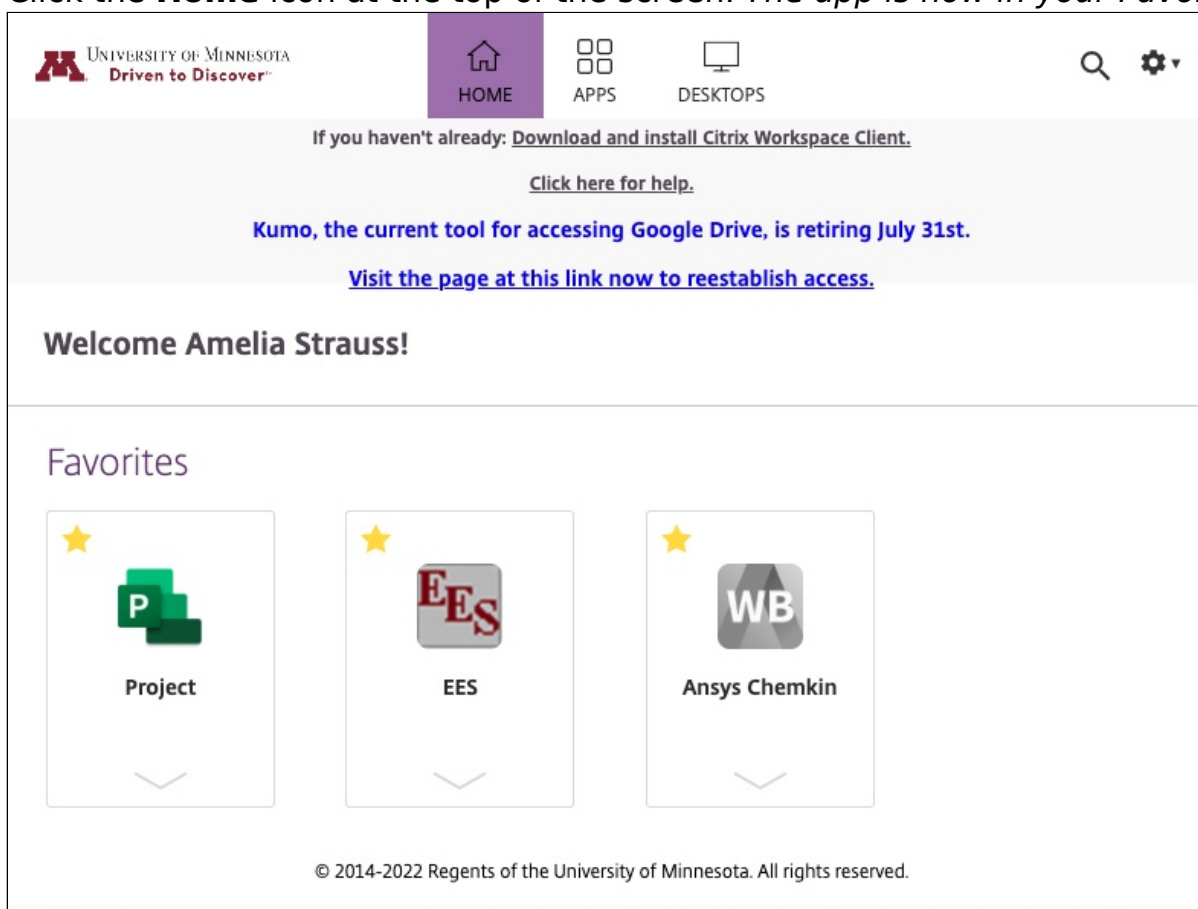
Creo Direct 7050

Creo Layout 7050

Creo Parametric 7050



3. Click the **Home** icon at the top of the screen. *The app is now in your Favorites.*



Troubleshoot AppsToGo

Troubleshoot AppsToGo

</services-technologies/how-tos/appstogo-known-issues>

Disable Access to the Local Hard Drive

Body

When you use AppsToGo, you have many choices of where to save (or print) your work. These instructions will guide you through how to turn off the ability to save files to your computer's local hard drive.

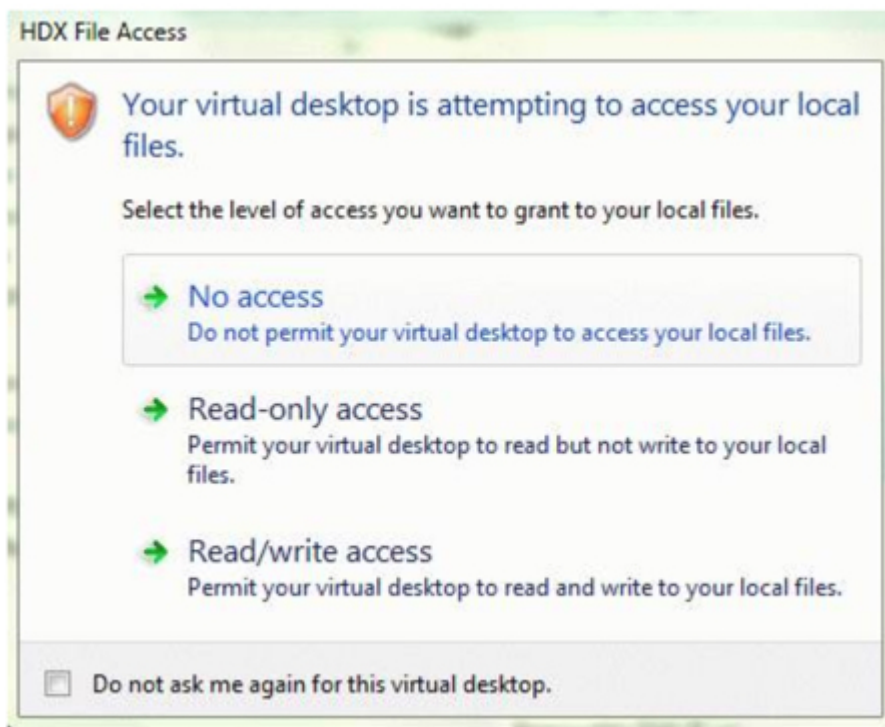
Use these instructions if you want to prevent the accidental saving of files to your computer's local hard drive or printing from your computer's local printers when

using AppsToGo. Following these instructions will not affect the ability to save to your mapped network drive (or your [Google Drive](#)). These instructions may be reversed at any time.

The first time you log on to AppsToGo, CitrixWorkspace (or Citrix Receiver) will display asking if you want to allow access to your local hard drive. The dialogue box will be similar to the one below.

Your choices will be:

- No access
- Read-only access
- Read/write access



At this point you may choose what level of access you would like to allow.

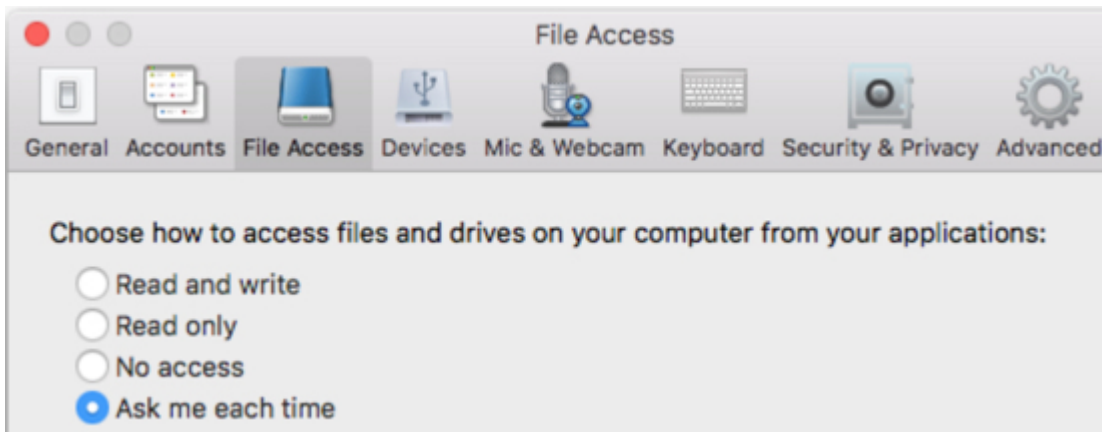
You may disable your user-level account's access to your local hard drive at any time by modifying the preference within the Citrix Workspace (or Citrix Receiver) application. Changing access to local hard drives on the computer's *system-level* requires the manual modification of the .ini preference file for Citrix Workspace (or Citrix Receiver). For instructions, see below.

Note these things in regards to changing Citrix Workspace (or Citrix Receiver) preferences on Windows and Mac OS X:

- Changes take effect *after* quitting and relaunching Citrix Workspace (or Citrix Receiver).
- If you disable access to your local hard drive, your local hard drive *may* still show up in the sidebar of the application, however, you will receive an error message if you try to access it.


Disable access to client hard drive (MAC OS X)

1. Open Citrix Workspace (or Citrix Receiver).
2. In the application toolbar, select **Citrix Workspace (or Citrix Receiver)** and click on **Preferences**.
3. Click on the **File Access** icon.



4. Click the **No access** selection to disable access.
5. Close the Citrix Workspace (or Citrix Receiver).

Disable access to the computer's local hard drive for one virtual app/desktop (Windows machine)

1. Go to apps.umn.edu using a supported web browser (see the [Self-Help Guide](#)).
2. Launch any AppsToGo application/desktop.
3. Right-click on the **Citrix Workspace (or Citrix Receiver) Icon**  in the Windows notification area at the bottom of your screen (you may have to unhide your notifications to see the Citrix Workspace (or Citrix Receiver) Icon).
4. Click **Connection Center**; click **Preferences**.

5. Under the File Access tab, you will see some options to choose. To disable access until further notice, select **No Access**.
6. Click **Apply**, and then click **OK** to close out of the preferences area.
7. Click **Close** to get out of the Citrix Connection Center.

Note: For individual Windows Published desktops the drive settings are located in the Preferences Dialog and can be accessed via the toolbar at the top of the screen.

Disable access to Windows hard drives and printers on a Windows client computer for all virtual applications and/or desktops

NOTE: Disabling local client drive access globally requires manually editing the Citrix Workspace (or Citrix Receiver) configuration file on the client's computer. Therefore, these steps can only be followed on a device that you have admin access to (eg. not UMN managed devices).

1. Log out of your AppsToGo session and quit Citrix Workspace (or Citrix Receiver).
 - Search **documents: appsrv.ini**
 - Click **Search** in File Explorer
2. Find the APPSRV.INI file (in %APPDATA%\ICACLIENT).
3. Run: notepad.exe %APPDATA%\ICACLIENT\APPSRV.INI
4. In notepad, find these lines and change them all to off:
 - COMAllowed=off
 - CPMAllowed=off
 - VSLAllowed=off
 - CDMAllowed=off
5. Click **Save**.
6. Quit Notepad.

Definition of variables listed above:

- COMAllowed=on/off - set CLIENT COM Port mapping
- CPMAllowed=on/off - set CLIENT LPT Port mapping
- VSLAllowed=on/off - set CLIENT PRINTER mapping
- CDMAllowed=on/off - set CLIENT DRIVE mapping