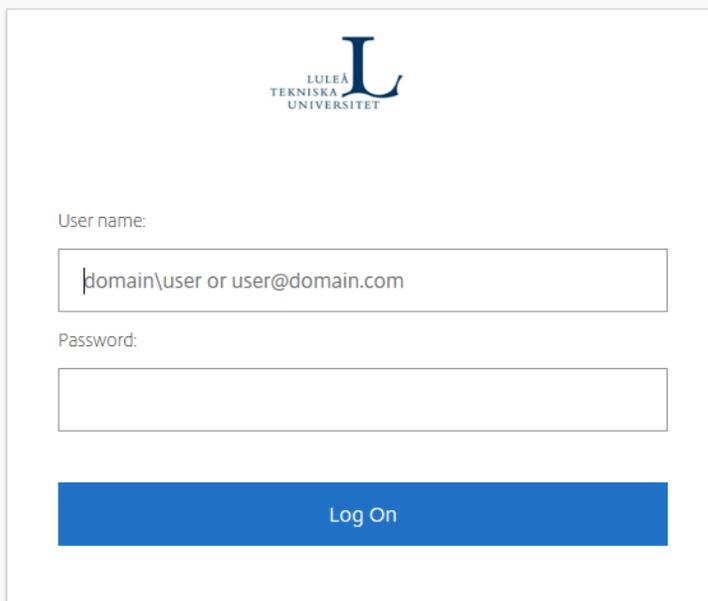


User guide Cloud-based Computer labs

Access through personal device or PC in computer lab

If you are using a personal device, please download and install Citrix Workspace App (<https://www.citrix.com/downloads/workspace-app/>). LTU computers in regular computer labs already have Citrix Workspace App installed.

Browse to <https://ltuportal.cloud.com>. Login using either your e-mail address and password or your username in the following syntax: LTUAD\



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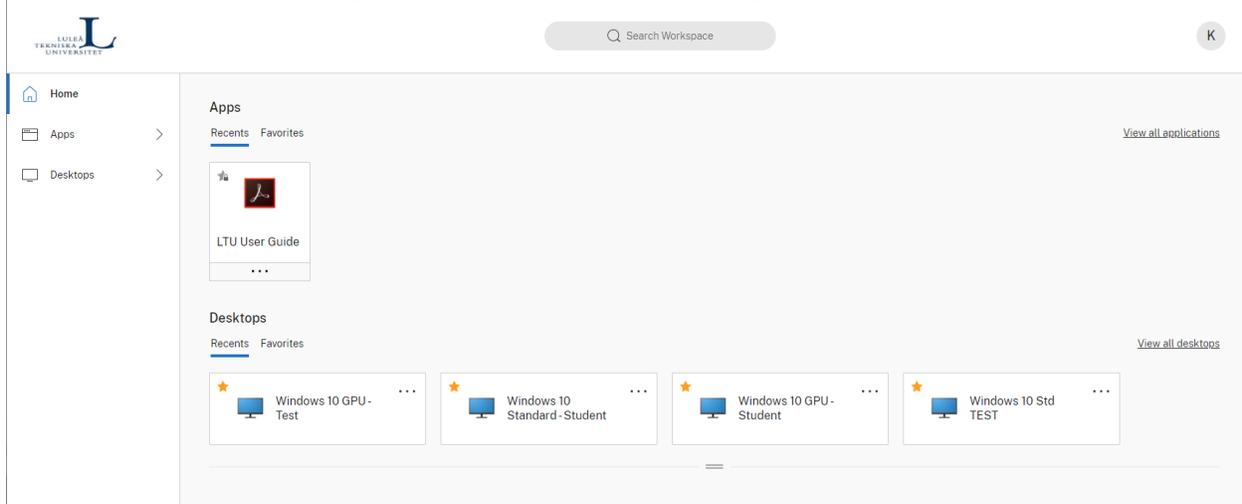
User name:

Password:

Log On

CITRIX

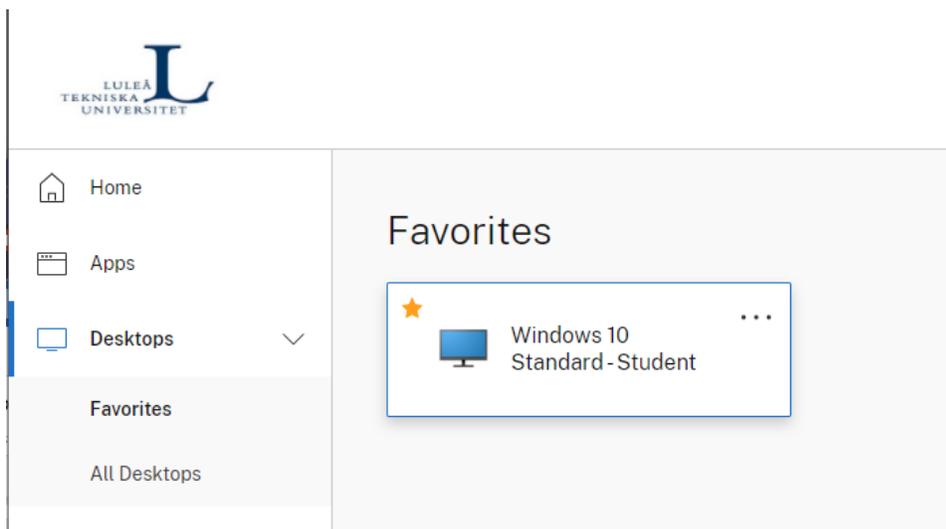
After you are successfully logged in, you will be presented a page similar to this.



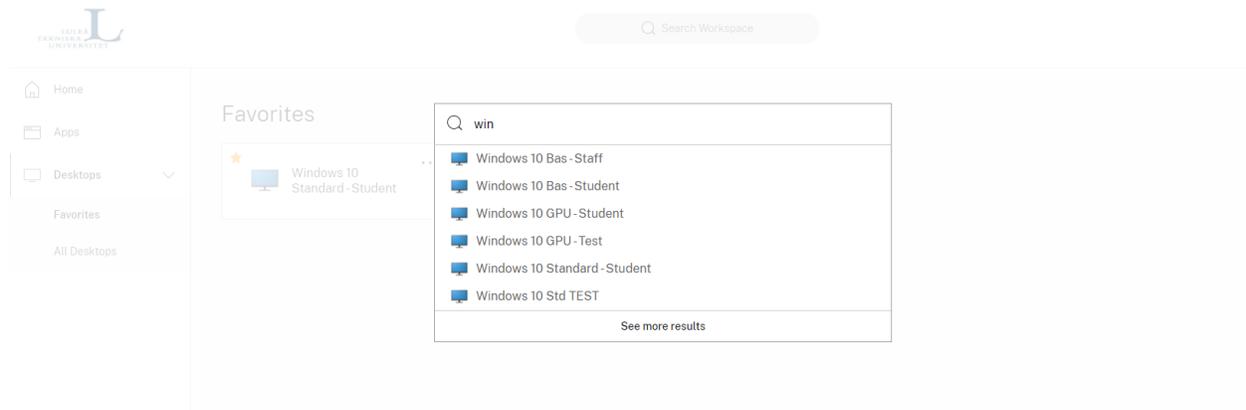
Please note that the first time you login you will not see any Desktops or Applications listed under Recents. When you have started a Desktop or an application one time it will show up on the home page. To access your applications or Desktops simply click on "View all applications" or "View all desktops". You can also click on the menu on the left-hand side. To start a resource (app or desktop), simply click on it. A connection and login process will then take place. The resources are hosted in Microsoft Azure in Amsterdam so it might take a little while to complete but when the connection/login process is done the other resources should start faster because the system will try use the same machine in Azure if possible.

Please note that from 2021-01-01 most of the applications that has been published before, have been disabled. You can find all applications in the start menu when you login to the Desktops instead from now on.

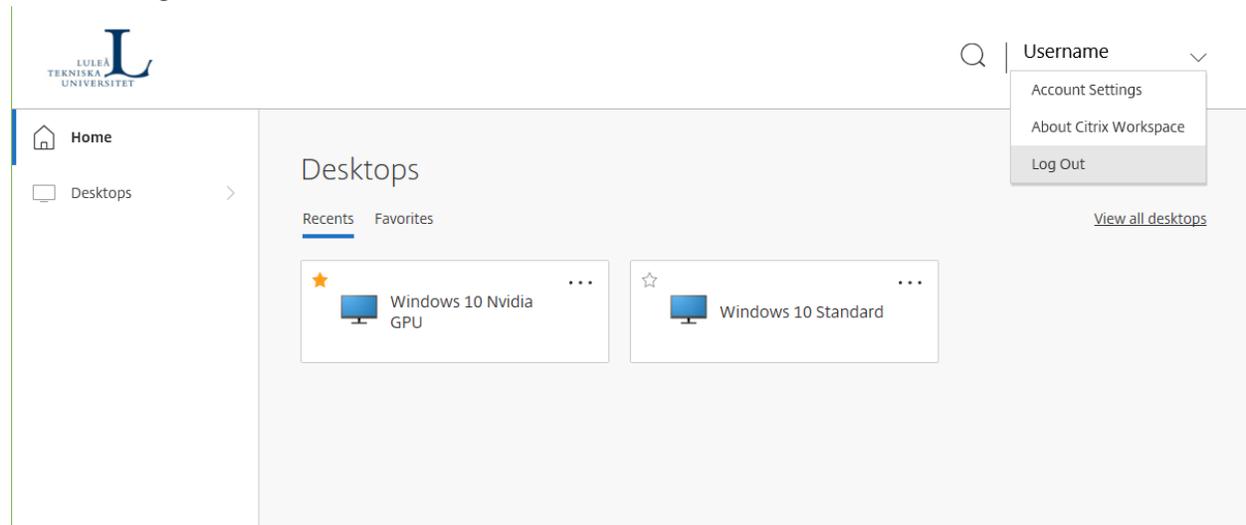
If you would like to mark a resource as a favorite, you can click the little star and it will become yellow. You can then easily find it on the home page under Favorites.



Citrix Workspace also comes with a search functionality that you can access by clicking the magnifying glass in the top right corner. You can use it to find applications or desktops in a fast and easy way.

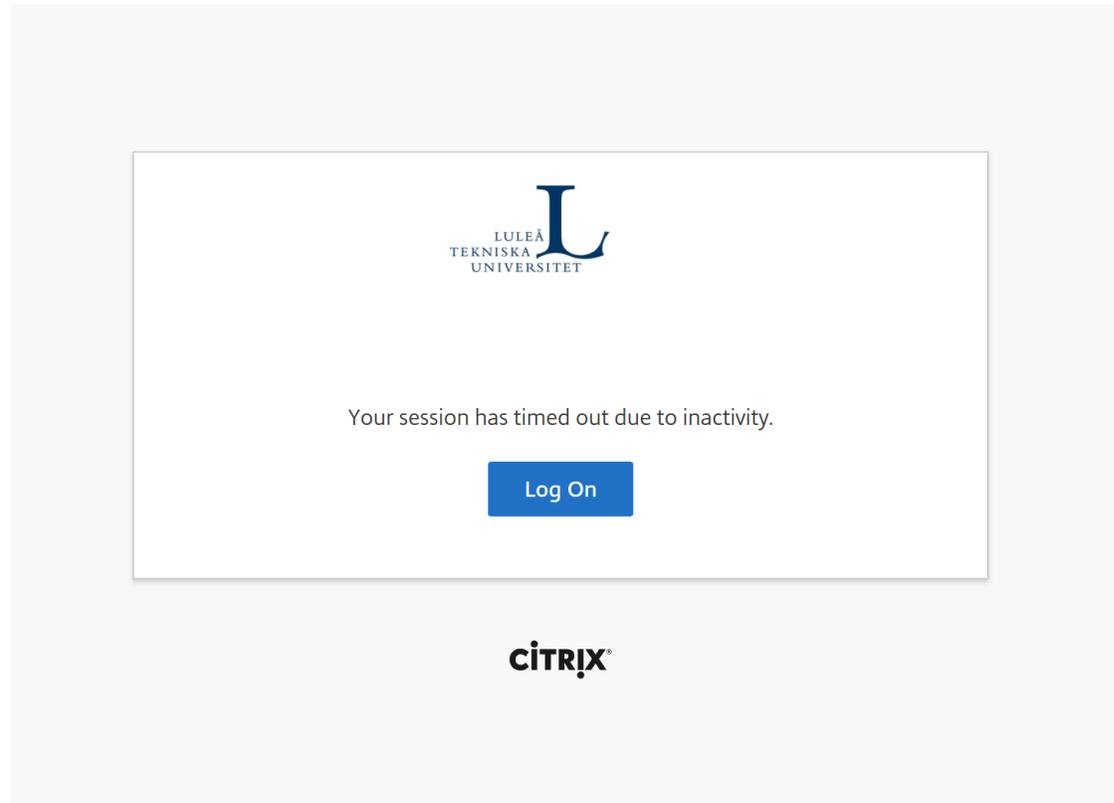


When you have completed your work and want to logoff, you click your name in the top right corner and then click Log Out.



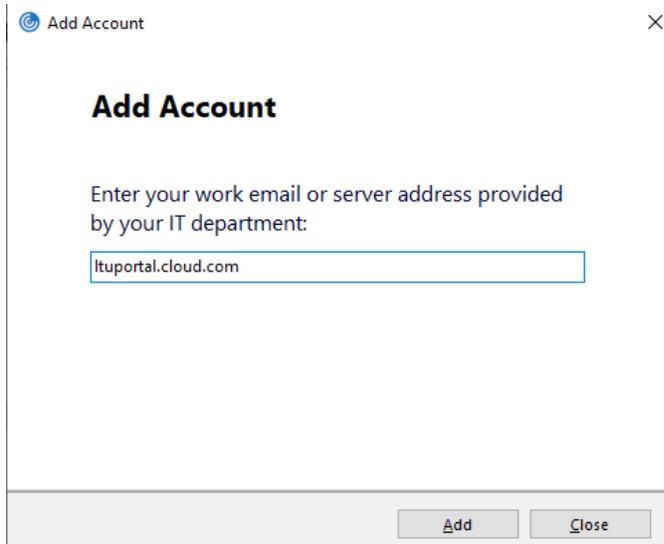
Refer to the Recommendations section for more information about configuring OneDrive, printing, web browsing and so on.

There is also a 60-minute timeout that will cause an automatic logoff from the portal if you are in an idle state. If you selected to disconnect from the desktop session it will remain active for a couple of hours so you can reconnect to the session if you for example must move to another location to continue your work elsewhere. However, it is very important that you save your work, so you don't lose data if you get logged off due to session limits.



Add user account to Citrix Workspace App on your personal device

If you would like to add your account directly in Citrix Workspace App, you specify **ltuportal.cloud.com** as below (*please note that e-mail based discovery is currently not implemented*) and click Add.

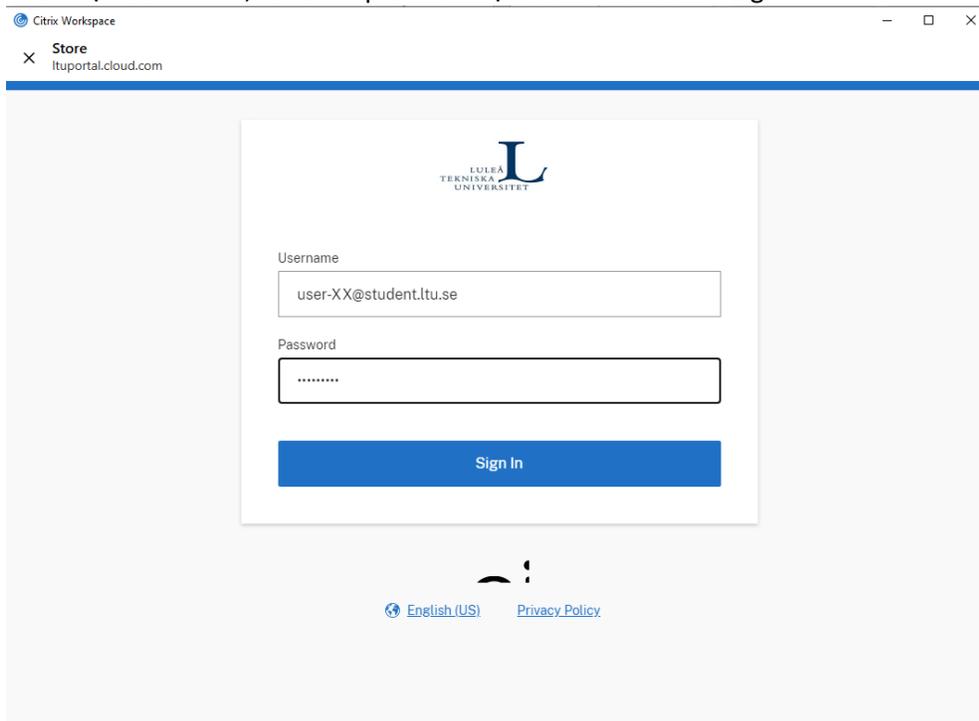


Add Account

Enter your work email or server address provided by your IT department:

Add **Close**

Login using either your e-mail address and password or your username in the following syntax: LTUAD\<>username>, for example LTUAD\student-9 and click Sign In.



Citrix Workspace

Store ltuportal.cloud.com

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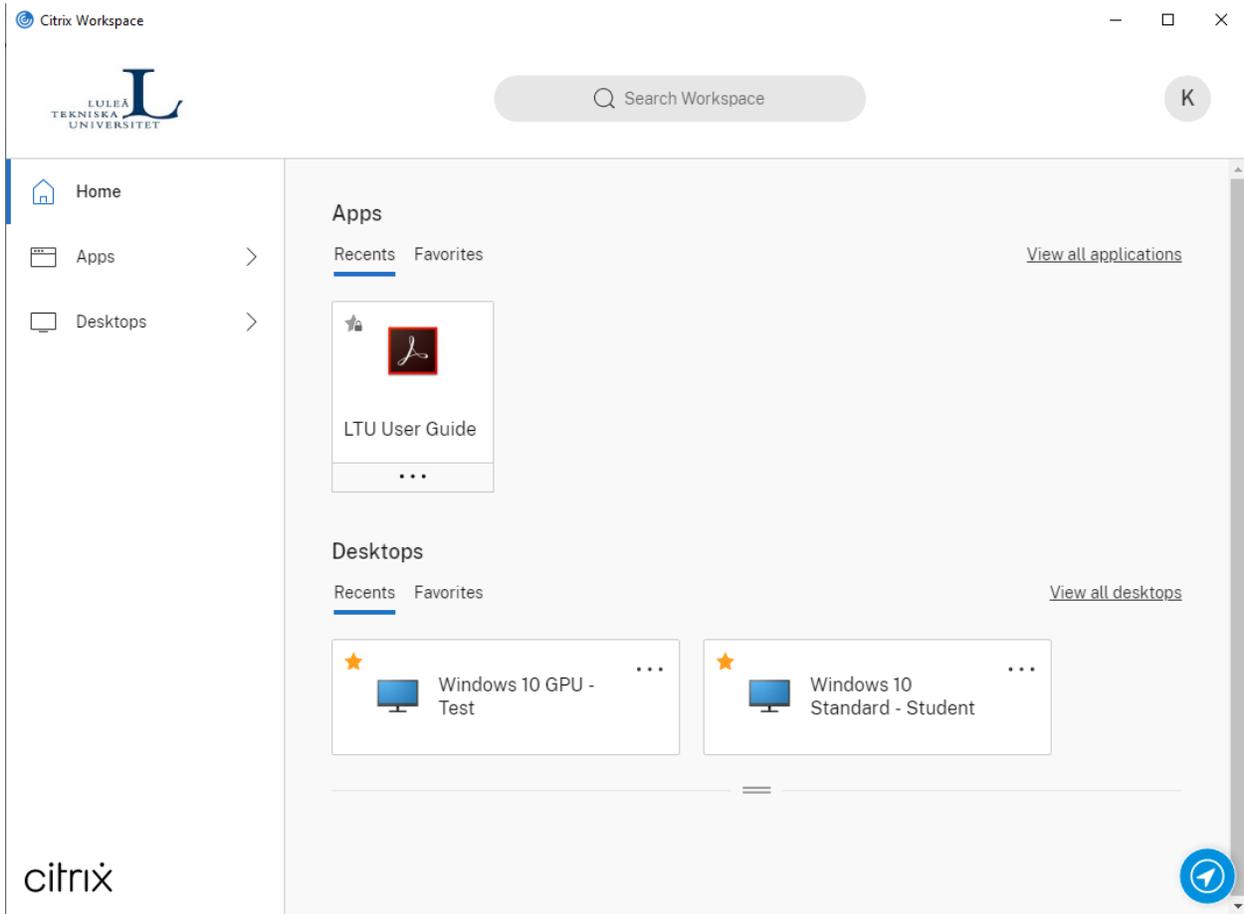
Username
user-XX@student.ltu.se

Password
.....

Sign In

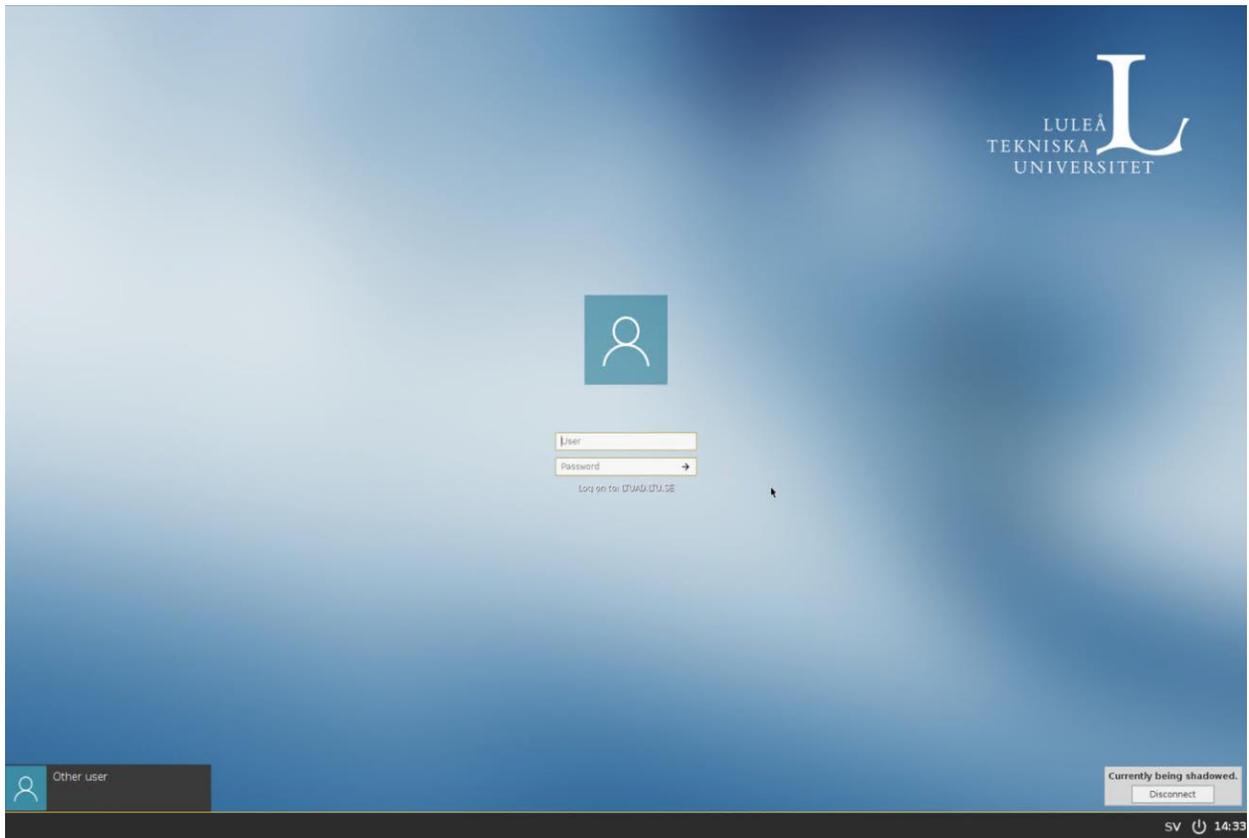
[English \(US\)](#) [Privacy Policy](#)

Then you can use the Workspace App to start applications and desktops in the same manner as described in the document above.

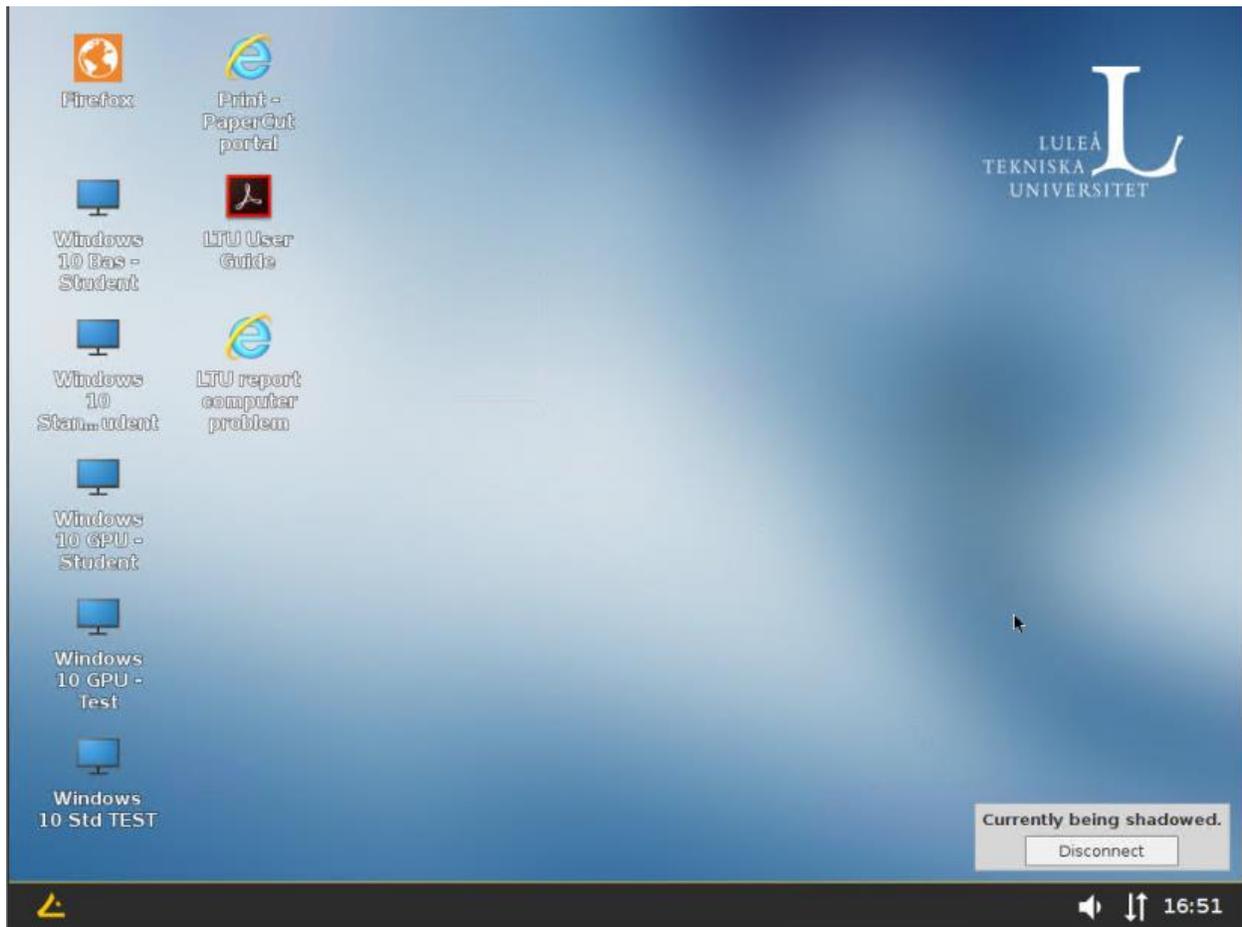


Thin client (Igel)

Login with your regular LTU username and password.

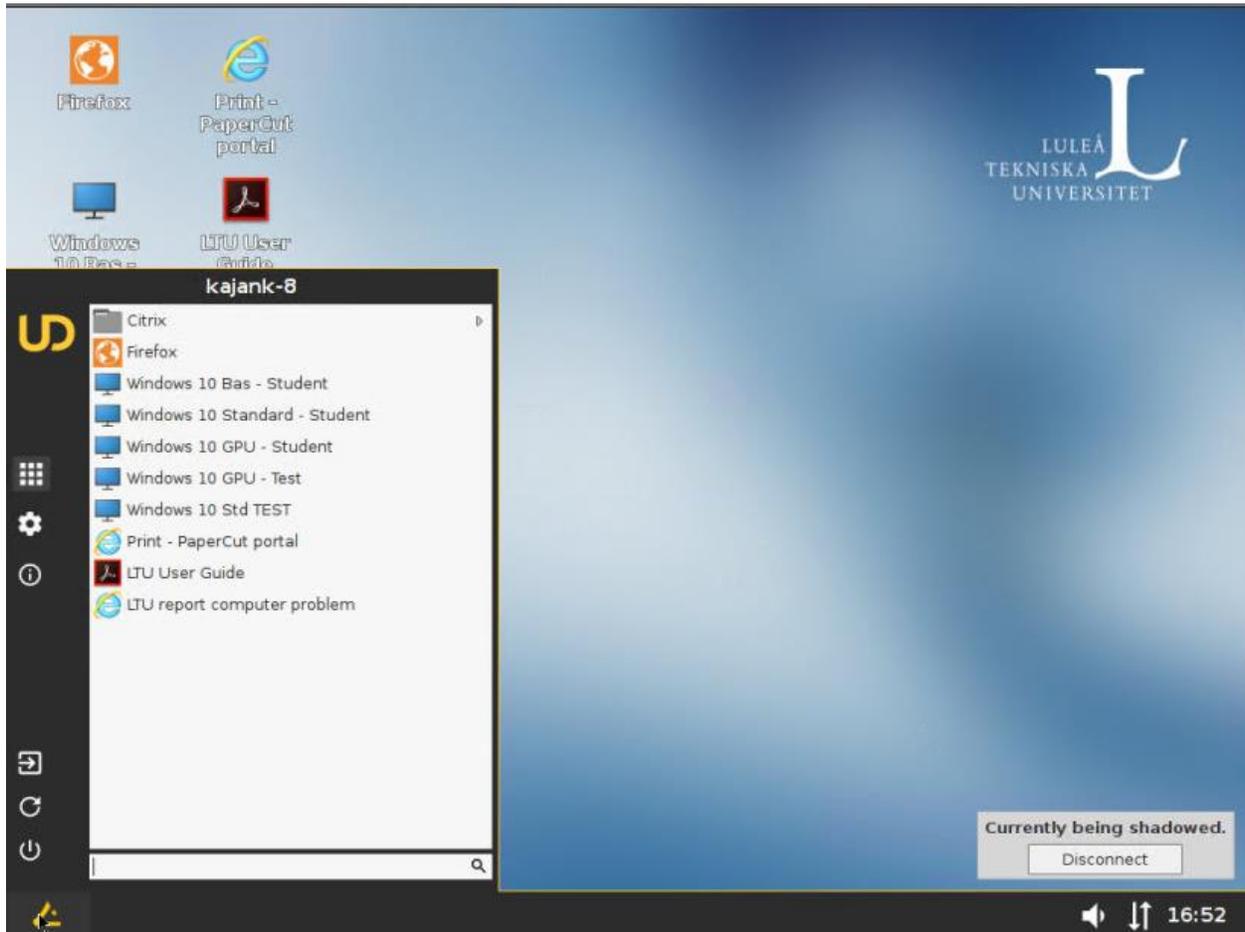


After you have successfully logged in, icons will soon appear on the desktop and then it will look something like this.

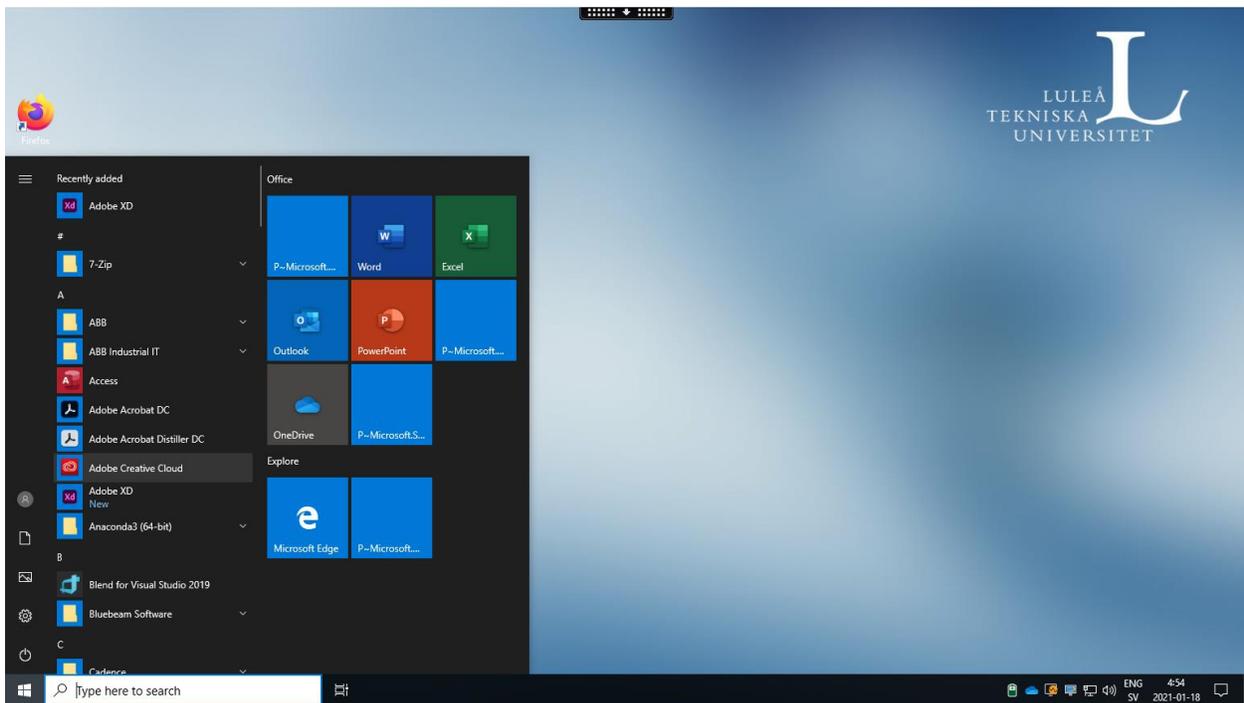
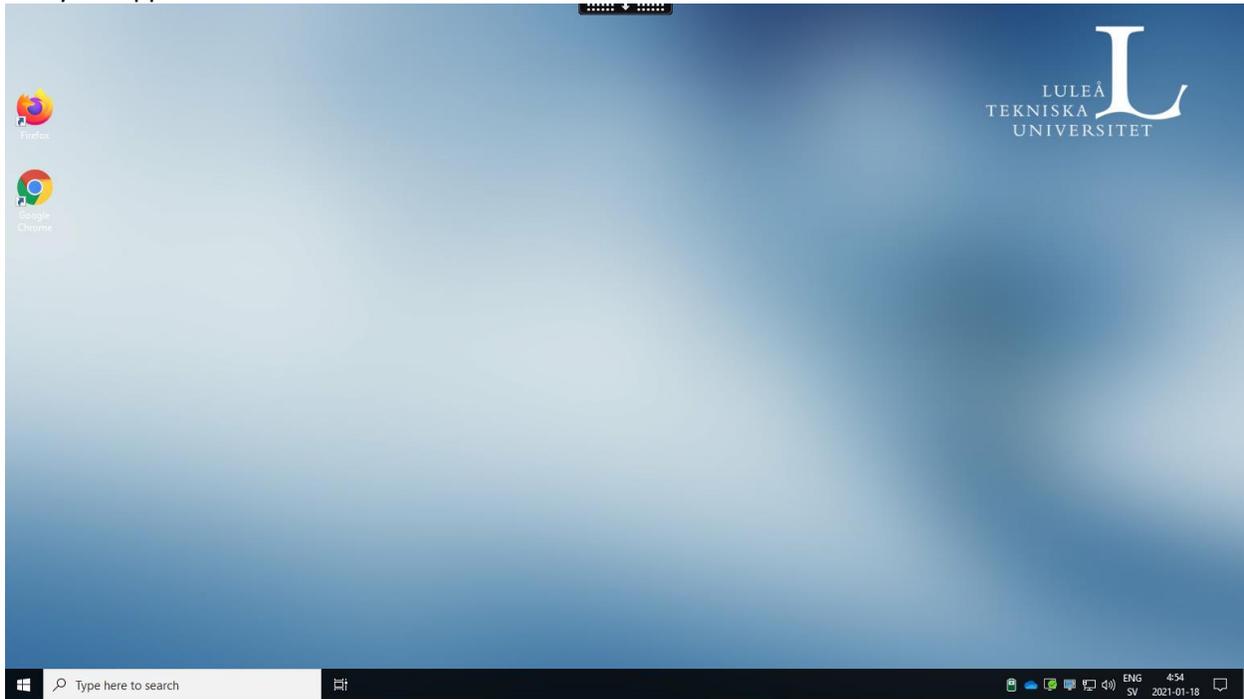


To start a Windows desktop you double click the resource. A connection and login process will then take place. The resources are hosted in Microsoft Azure in Amsterdam so it might take a little while to complete but when the connection/login process is done the other resources should start faster because the system will try use the same machine in Azure if possible.

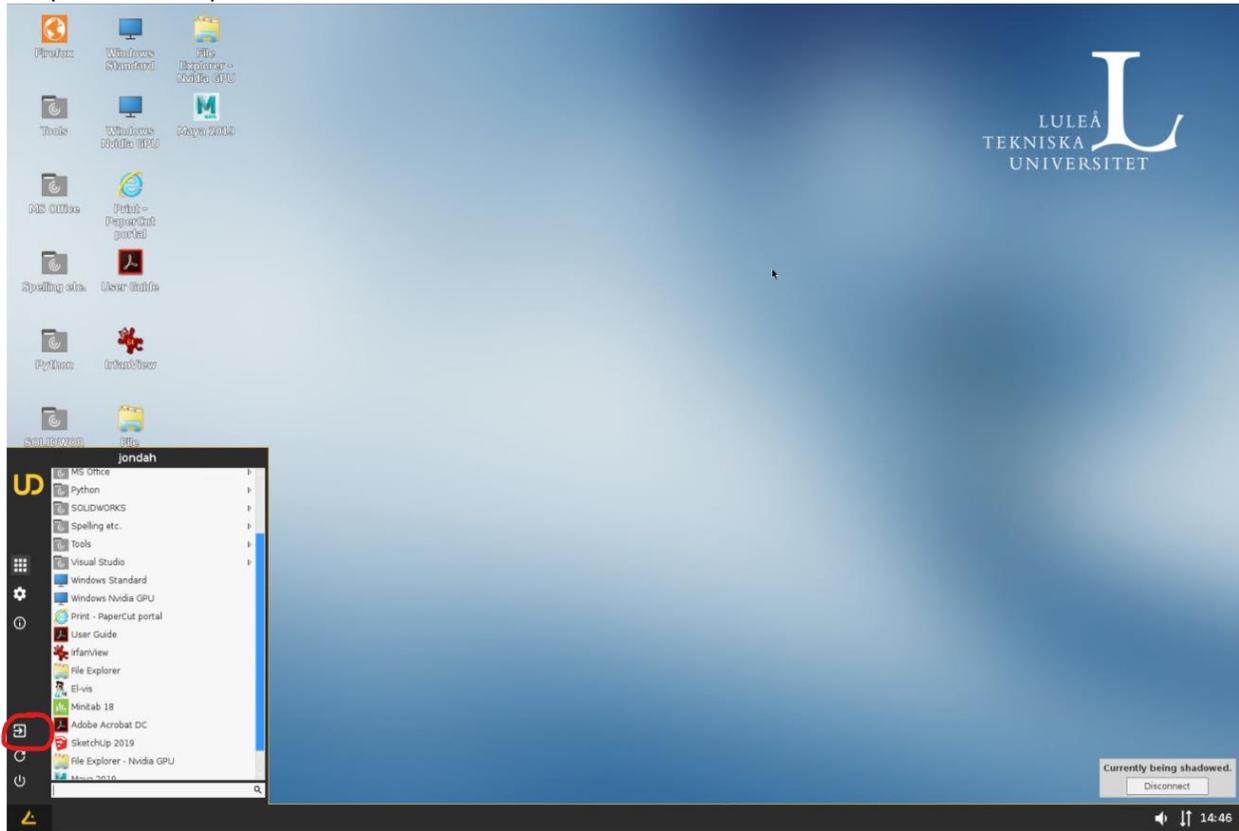
You can also click the start menu at the bottom left side of the screen and then click on the desktop you would like to connect to. Then it may look something like this.



When you connect to a Windows Desktop it works like any other Windows-based computer. You can find your applications in the start menu.



When you are done, you close your applications, click on the start menu on the thin client and select log out (circled in red).



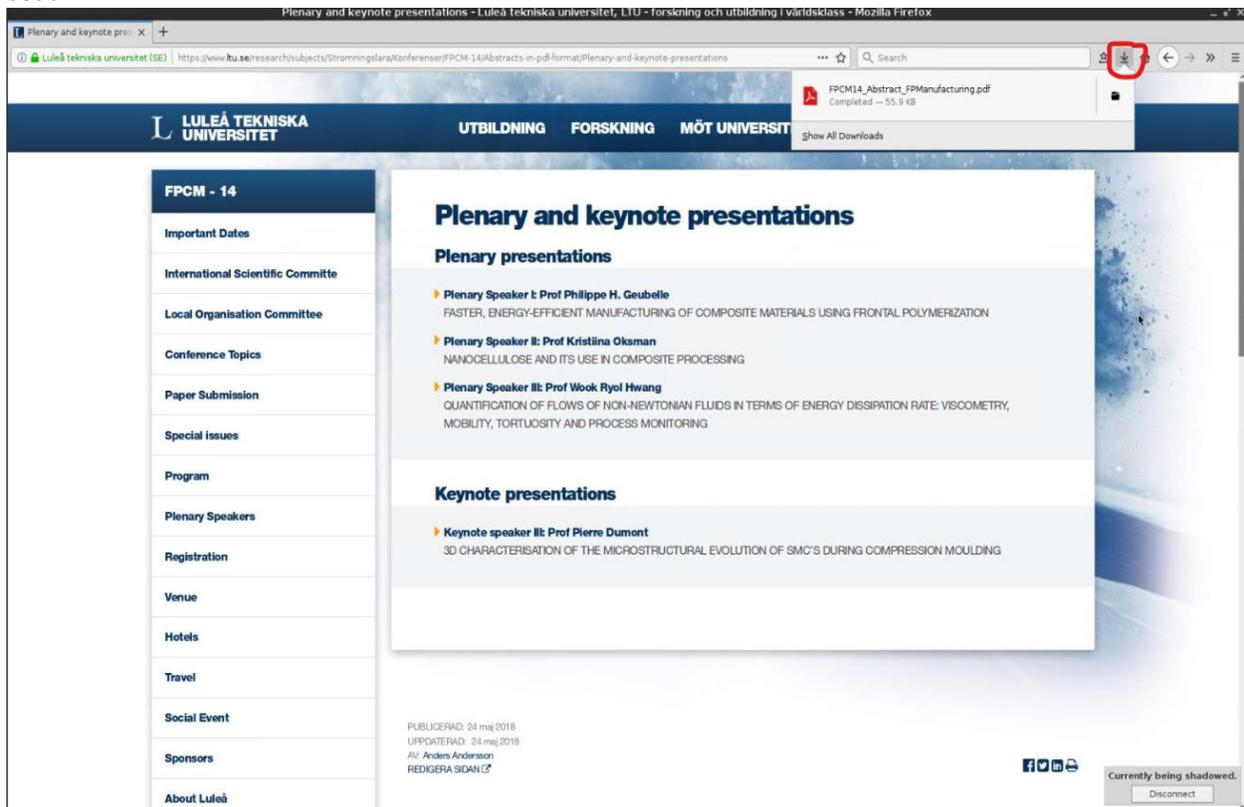
Recommendations

Web browsing

Another thing that may be good to know is that we recommend browsing through the orange and white icon **Firefox** at the top left of the screen as you then access the Internet directly through the thin client. If you browse through a published browser, some websites can identify that you are from Amsterdam and you can get strange search results. This is because the virtual machines running published browsers run in Microsoft's Azure datacenter located in Amsterdam.

PDF-files

If you browse through the thin client as above and try to open a PDF file, you can sometimes get a question about what you want to do with the file, then select Save. Then click on the Firefox Download Manager (symbol with a down arrow) and click on the file you want to open. Then it should open as usual.

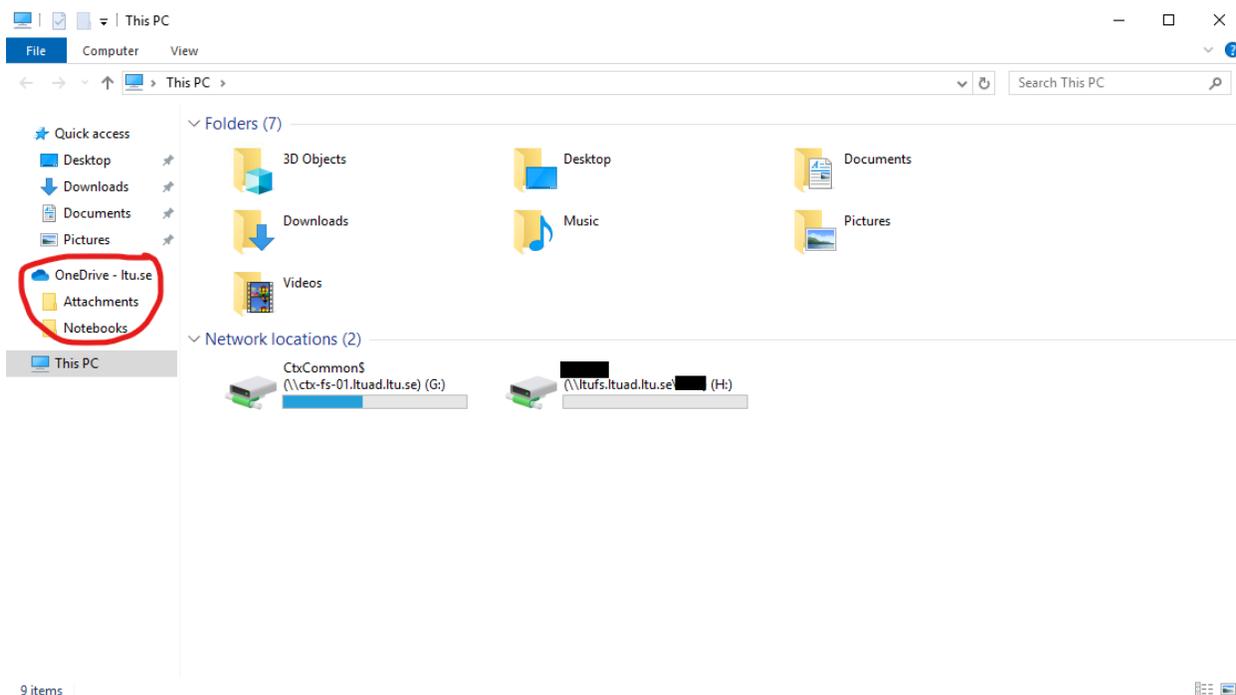


Printing

Printing can be done using either using the printer **eduPrint-LTU** or the PaperCut portal. The PaperCut portal icon is presented on the desktop and you log in with your regular LTU user account in the portal. You can also use the following URL to access the portal: <https://portalltu.onricoh.se/>.

Storing personal data

The user's home directory (H:\) and the courses disc (K:\) are mapped at login, and OneDrive is configured automatically for you. We recommend using OneDrive as much as possible for storing personal data. This is both due to the fact that you can access this data not only in the computer labs but from anywhere and any device by logging in to <https://portal.office.com>, and our tests also show that the data transfer rate to and from OneDrive is significantly higher than copying data via a USB-device, H:\ or K:\. Please always save your work to OneDrive, H:\, K:\ or G:\ as the data might be lost when you close the applications if you have saved the data in another location. Avoid working directly with files located on USB-devices because it will cause long delays. If you still want to use USB-devices, we recommend that you upload the material you want to work with either to OneDrive or to G:\ first for better performance. Another way of working is to use Microsoft Teams instead of using Courses (K:\).



Report computer problems

Report computer problems via the link on the desktop or via the following URL:

<https://sdplus.ltu.se/WorkOrder.do?reqTemplate=9904>

Description of the network traffic flow

See image on the next side for a description of the network traffic flow.

