

USER GUIDE

Cloud Based Student Computer Labs

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1. Introduction

Cloud Based Computer Labs makes it possible to use all education applications from any Student Computer Lab computer and from students own computers. The applications are executed at Microsoft Azure Data Center. It is therefore possible to use graphical demanding applications on thin clients and other kind of computers without expensive processors and graphical cards.

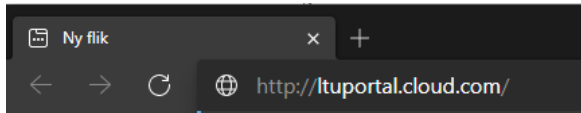
This guide is divided into four categories.

- STEP 1 – Log in to LTUportal
- STEP 2 – Install Citrix Workspace App
- STEP 3 – Launch applications or desktops
- STEP 4 – Log out
- Recommendations

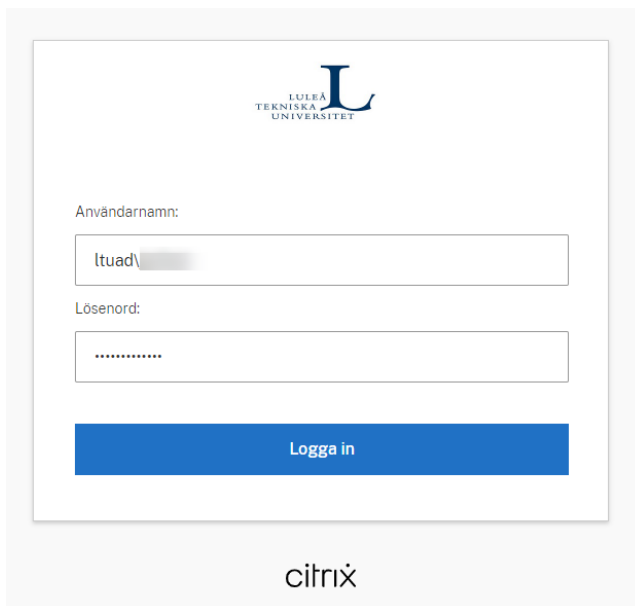
You only need to make step 2 once. You can skip this step the next time you log in. Then jump straight to step 3.

STEP 1 – Log in to LTUportal

Open a web browser and type in: <https://ltuportal.cloud.com>



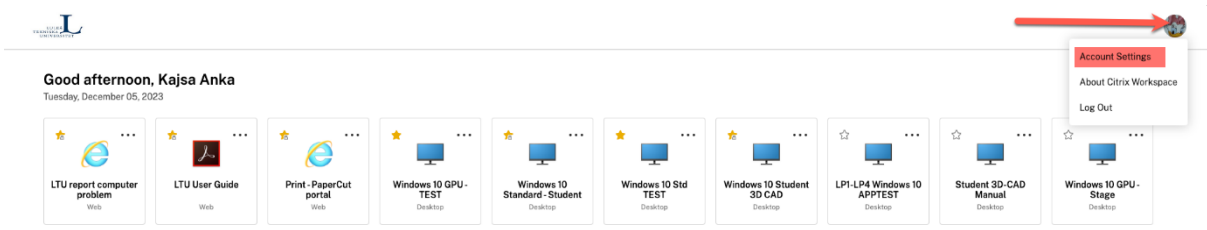
Login using either your e-mail address and password or your username in the following syntax: LTUAD\



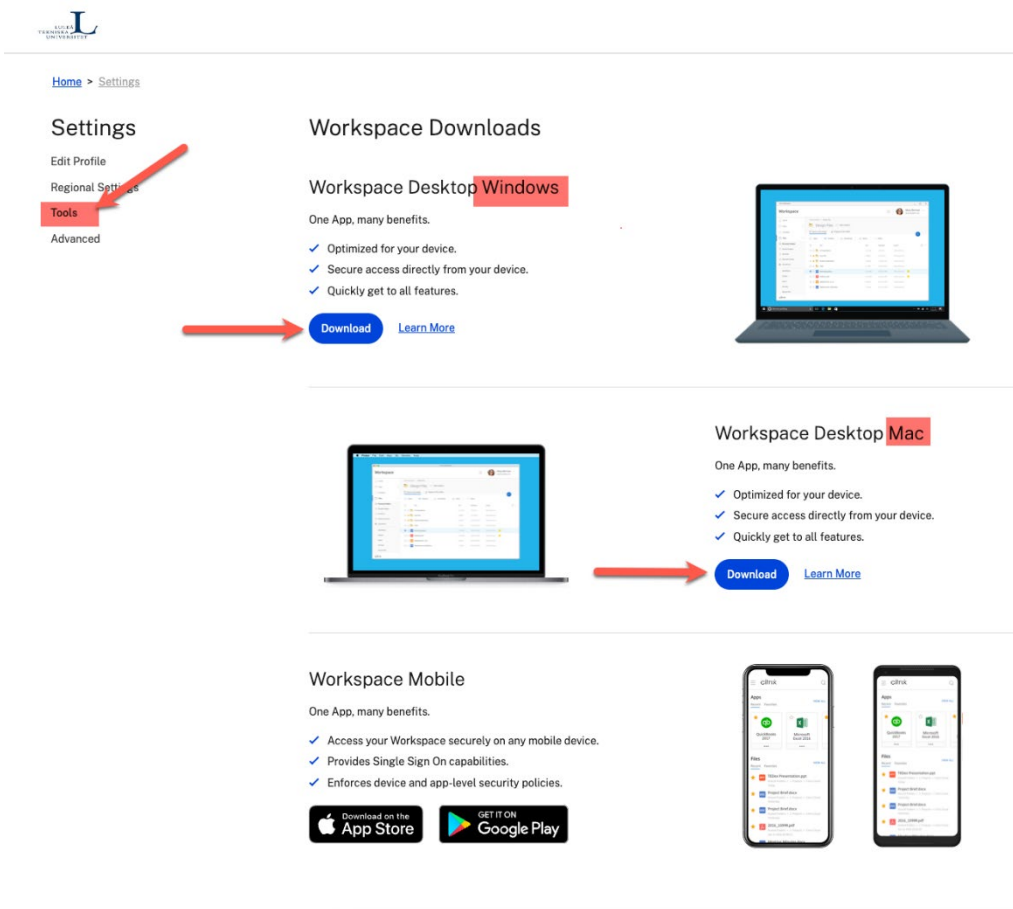
After you are successfully logged in, you will be presented a page similar to this. Before you start any applications or desktops, please make sure you have installed Citrix Workspace App (see STEP 2).

2. STEP 2 – Install Citrix Workspace App

It is essential that the Citrix Workspace App is installed on the computer you use. Performance becomes better and applications may crash if the application isn't installed.
Before you can start any applications or desktops you need to install Citrix Workspace App. Start by clicking your user ID in top right corner and select "Account Settings"



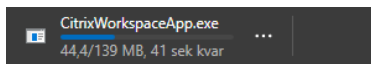
Click on “Tools” and download the correct version of Citrix Workspace App depending on your computer. You will now be redirected to Citrix website.



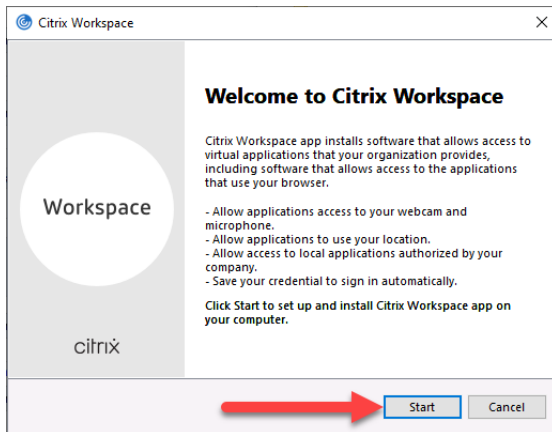
Click on Download Citrix Workspace app for...

The screenshot shows the Citrix website's download page. The main heading is 'Citrix Workspace app 2012.1 for Windows'. Below the heading, there is a 'Release Date: Dec 17, 2020' box. A 'Compatible with' section lists Windows 10, 8.1, Thin PC, and Windows Server 2019, 2016, 2012, and 2012R2. A prominent blue button labeled 'Download Citrix Workspace app for Windows' is highlighted with a red arrow. Below the button, it says '(138 MB - .exe)'. The version is listed as 'Version: 20.12.1.42 (2012.1)'. A 'Checksum' section shows the SHA-256 hash: 256- 53541e654f97fa6c0069a1f03f48f723ba26a8971aa7c9bc3f79463be079b169.

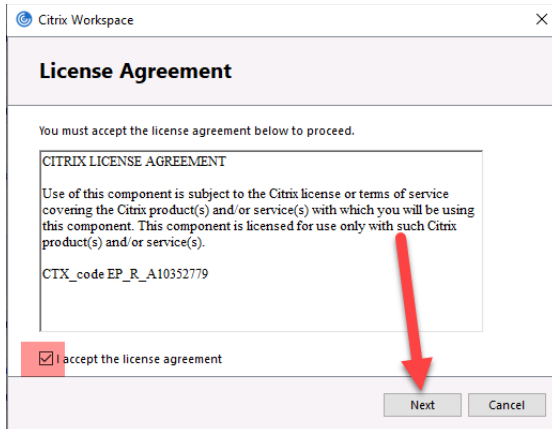
Download begins..



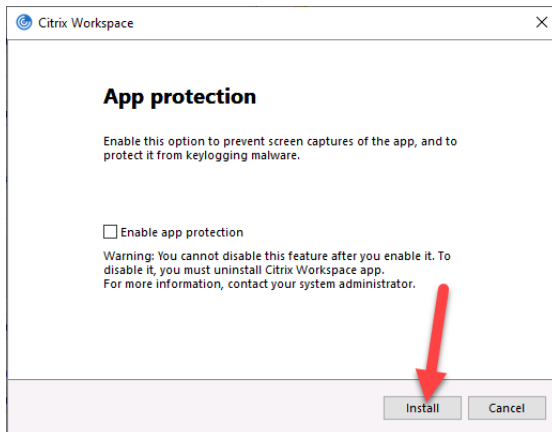
When the download has finished, start the installation by a click on the file. Click Start



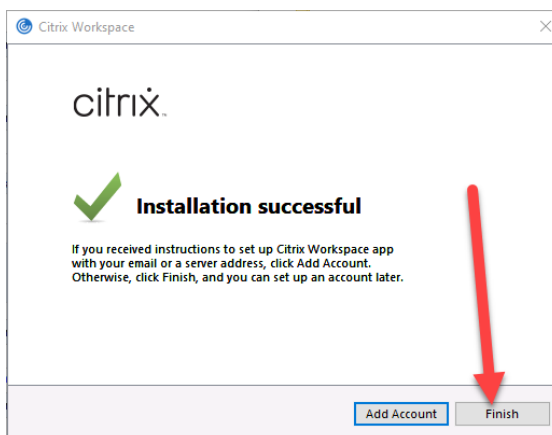
Select the checkbox and hit Next



Click on Install (do not enable app protection)



Click on Finish. You have now installed Citrix Workspace App on your computer!



Verify that you have enabled Citrix Workspace App on your computer by clicking “Advanced”.

Check if Current Method is set to “Citrix Workspace app”



Home > Settings

Settings

Edit Profile
Regional Settings
Tools
Advanced



Advanced

Apps and Desktops Launch Preference

Launch your apps and desktops with the app or with your web browser.

Current Method:

Apps and desktops will launch in your **Citrix Workspace app** on your device using Citrix Workspace Web Extension

[Use Web Browser](#)

Download Workspace Configuration

Add the workspace URL and other configuration details to the Workspace app on your device.

i You must have Citrix Workspace installed to use the configuration file. [Download Workspace app](#)

[Download configuration file](#)

Download and open the file, then click Add to update the Workspace app.

If Current Method is set to "web browser", then click on button “Use Citrix Workspace App”



Home > Settings

Settings

Edit Profile
Regional Settings
Tools
Advanced

Advanced

Apps and Desktops Launch Preference

Launch your apps and desktops with the app or with your web browser.

Current Method:

Apps and desktops will launch in your **web browser**.

[Use Citrix Workspace App](#)



Download Workspace Configuration

Add the workspace URL and other configuration details to the Workspace app on your device.

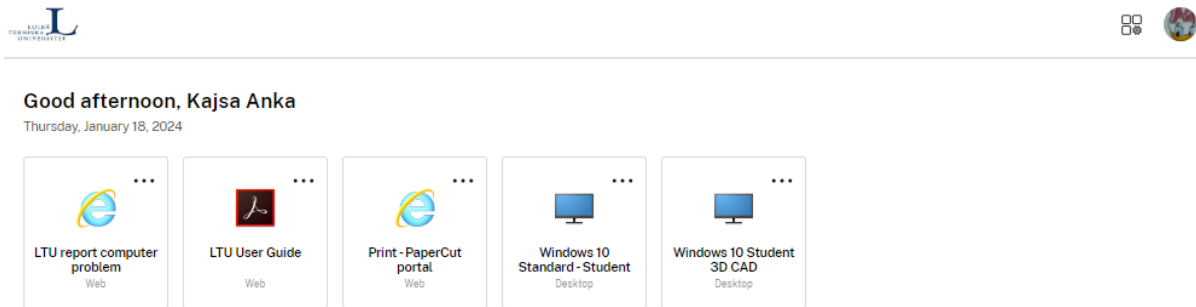
i You must have Citrix Workspace installed to use the configuration file. [Download Workspace app](#)

[Download configuration file](#)

Download and open the file, then click Add to update the Workspace app.

3. STEP 3 – Launch applications or desktops

First time you logon you will see all desktops and applications that has been assigned for you.

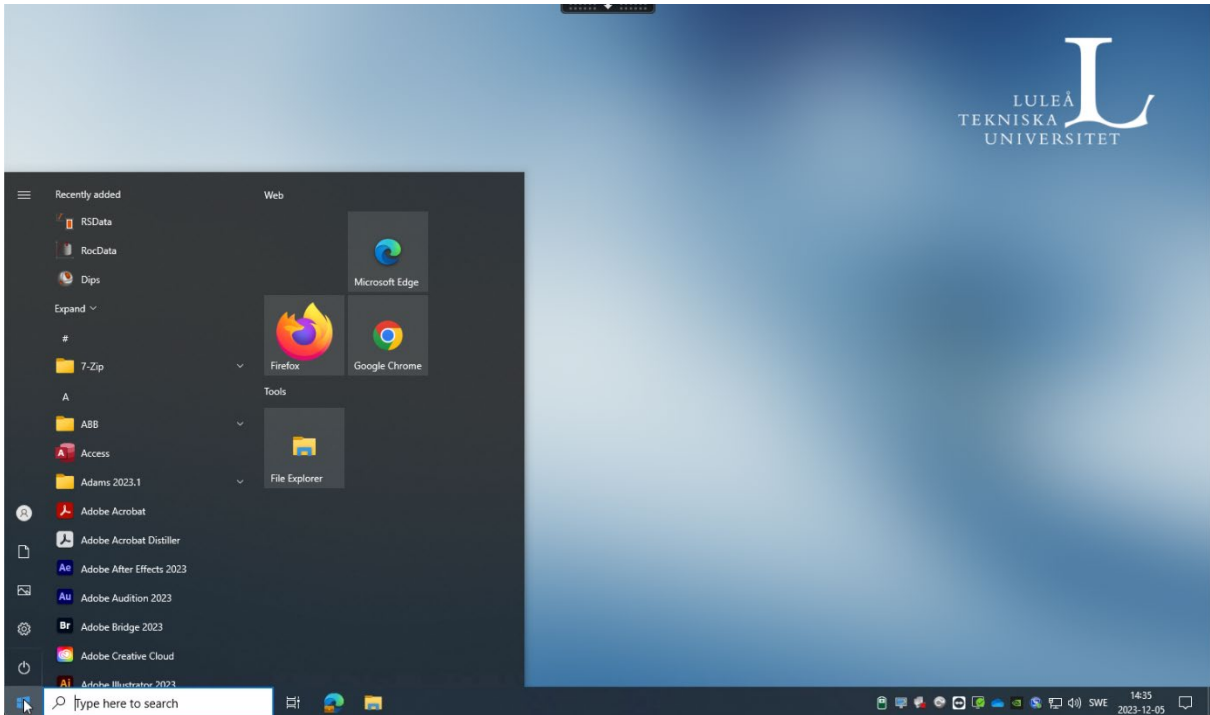


To start a desktop, simply click on it. A connection and login process will then take place. The resources are hosted in Microsoft Azure in Amsterdam so it might take a little while to complete but when the connection/login process is done the other resources should start faster because the system will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

Please note that decisions made in 2021-01-01 have removed most of the applications that used to be published in the portal before. From now on you find all applications in the start menu after you have started the published desktops.

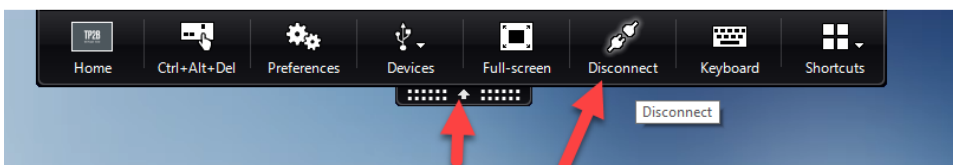
- Windows 3D CAD Student contains applications that need extra graphic processing.
- Windows 10 Student contains standard applications that don't need extra graphic processing.

When your desktop has started it looks and works like a normal Windows PC. Applications could be found under the start menu.



There is a time limit that can be good to know. If you have not typed or touched the mouse pointer for 1 hour, your desktop will be disconnected. However, you can reconnect to the desktop again by clicking on the desktop in LTUportal (<https://ltuportal.cloud.com>). If you do not reconnect to the desktop within 1 hour, you will be logged out completely and your work that has not been saved may be lost.

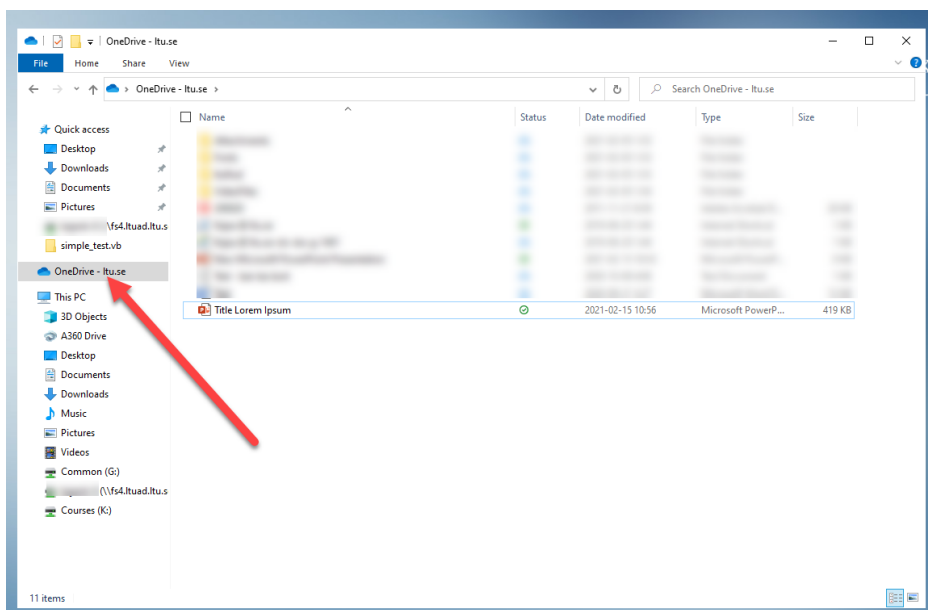
If you want to disconnect from your desktop manually you can click on the toolbar menu at the top of the screen and click on "disconnect". This can be useful if you want to change device.



Your desktop will now be disconnected (not logged off). You can reconnect to your desktop within 1 hour as mentioned above. After that your desktop will log off.

To store the material in a safe place we recommend using **OneDrive for storing material because you can then access it anywhere and not just in the computer rooms. Another reason why we recommend using OneDrive is that our tests shows that the transfer speed is significantly higher there than copying via a USB device or H: \.**

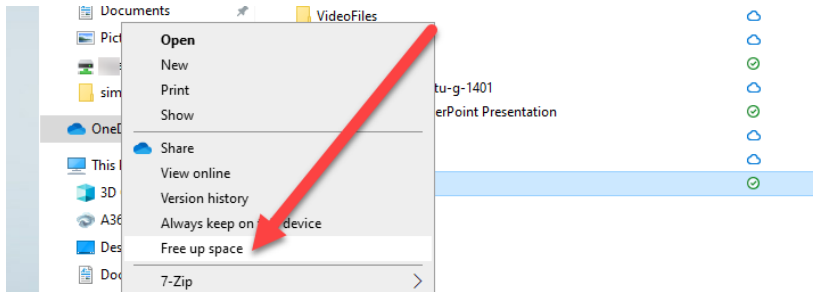
Once logged in to your desktop you will find OneDrive in File Explorer.



When you save a file to the OneDrive folder it will show up with status of a green checkbox



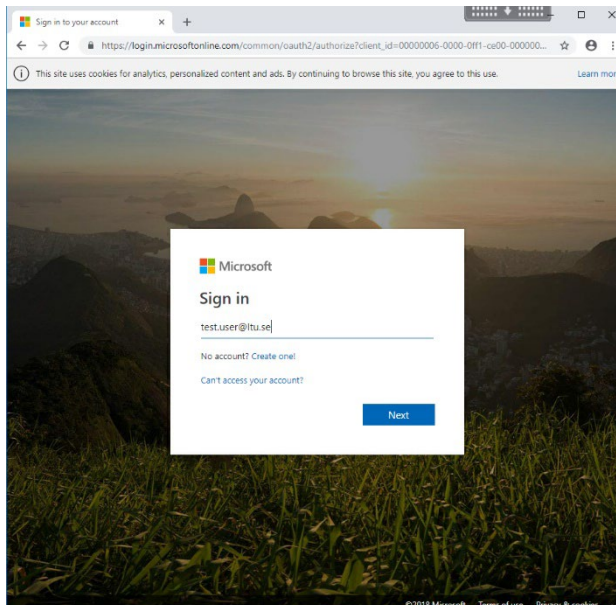
To make sure your files are in a safe place we recommend you to right-click the file and select “Free up space”. This action will synchronize the file to OneDrive in cloud so that you can access it from anywhere but it will also free up space in your user profile.



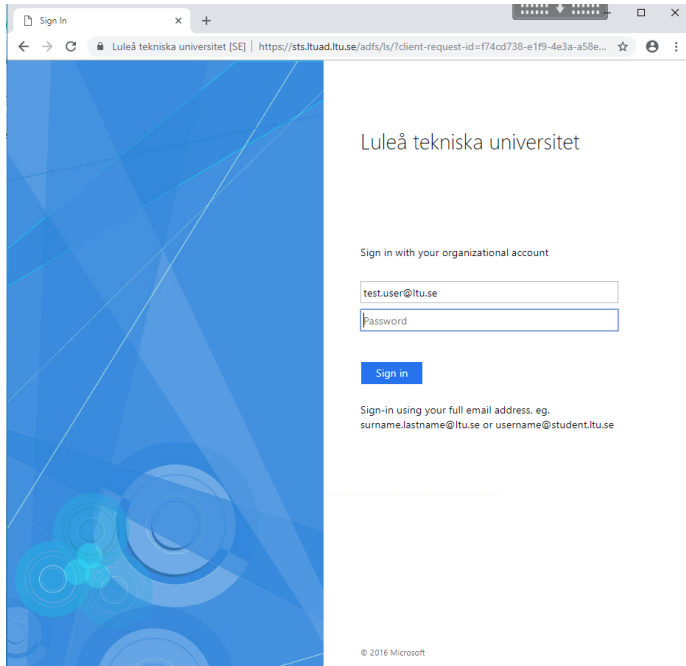
The status icon will change from a green checkbox to a blue cloud symbol. You can still open the file just like normal by double click on it. Please make sure that you right click and select “Free up space” once you have done any changes to the file.



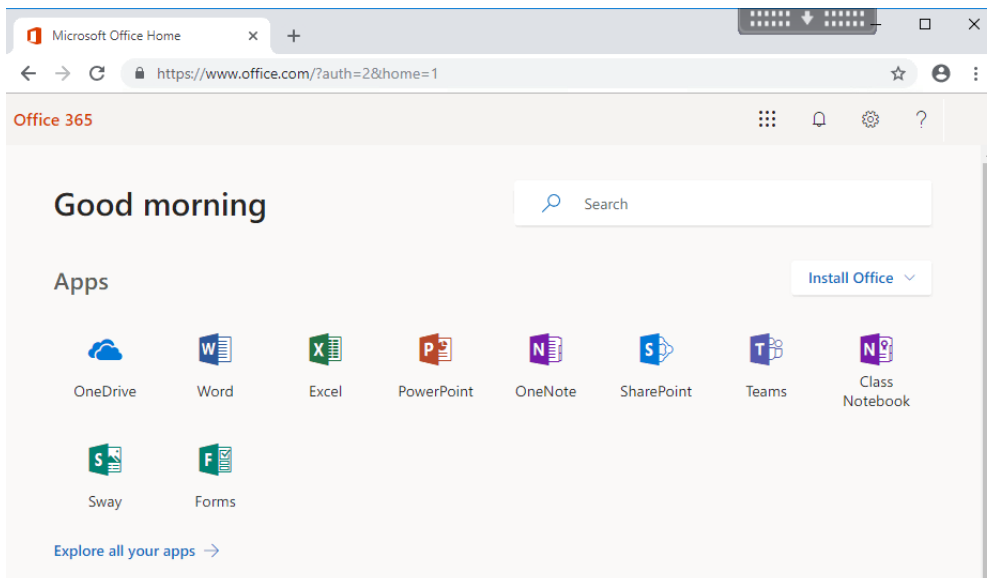
To login to OneDrive from anywhere, open a web browser within the desktop and type <https://portal.office.com>. Log in with your email address.



You will be redirected to LTU. Type your password

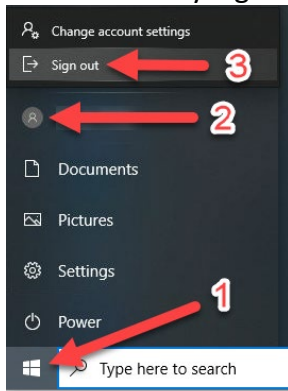


Click the OneDrive icon to access your files.

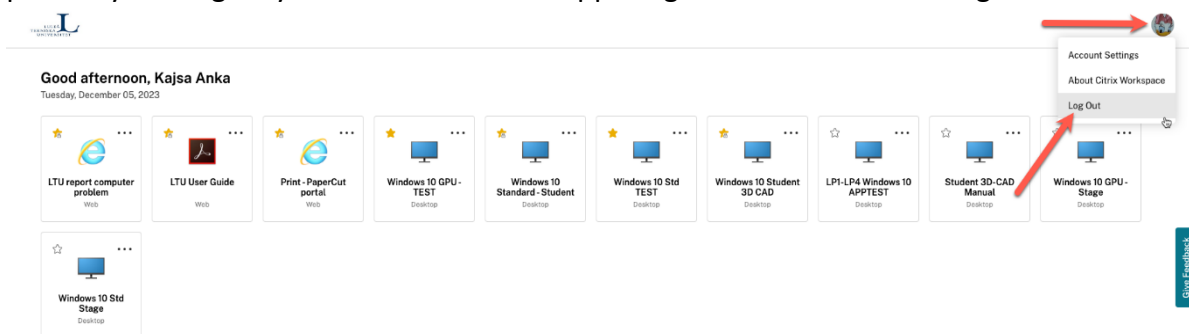


4. STEP 4 – Log out

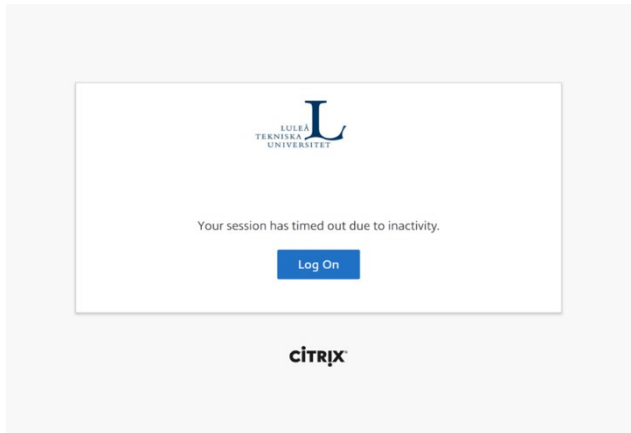
When you have finished working and want to log out of the desktop, press Start, then your user and finally Sign out.



To restart the desktop, just click it again. If you are ready for the day, log out of the LTU portal by clicking on your username in the upper right corner and select Log Out.



There is also a timeout of 1 hour in LTUportal which means that you are automatically logged out if you are inactive. Therefore, it is also important that you save your work continuously to avoid losing data.



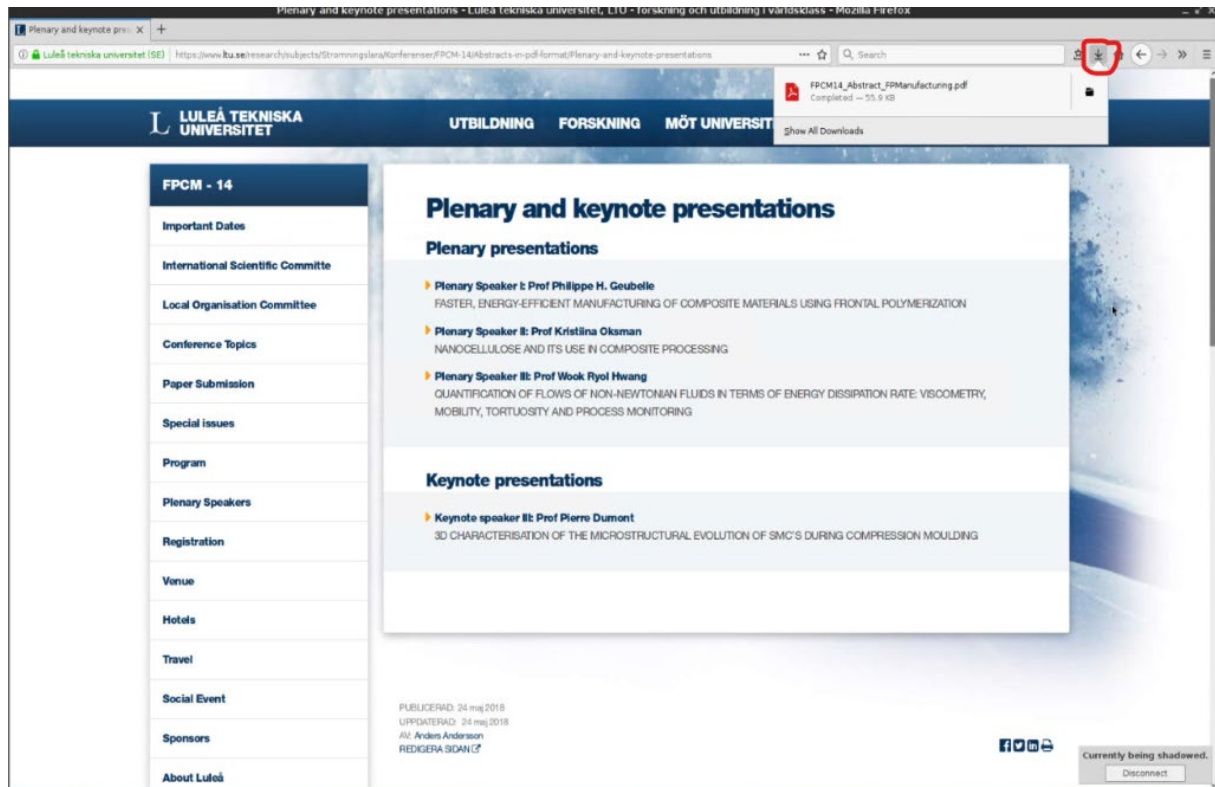
5. Recommendations

5.1 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.

5.2 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.

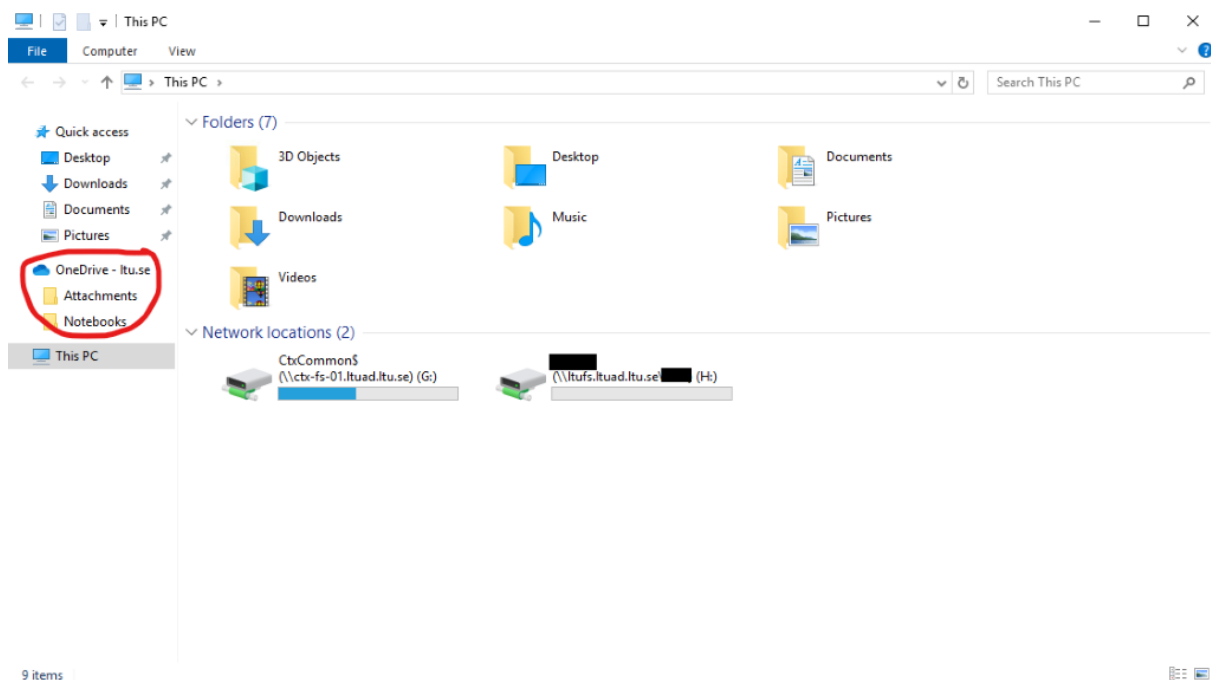


5.3 Printing

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/>.

5.4 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 as the data might be lost when you close the applications if you have saved the data in another location. Also **make sure that you run "Free up space" to synchronize the files to OneDrive in Cloud**. Avoid working directly with files located on USB-devices because it will cause long delays.

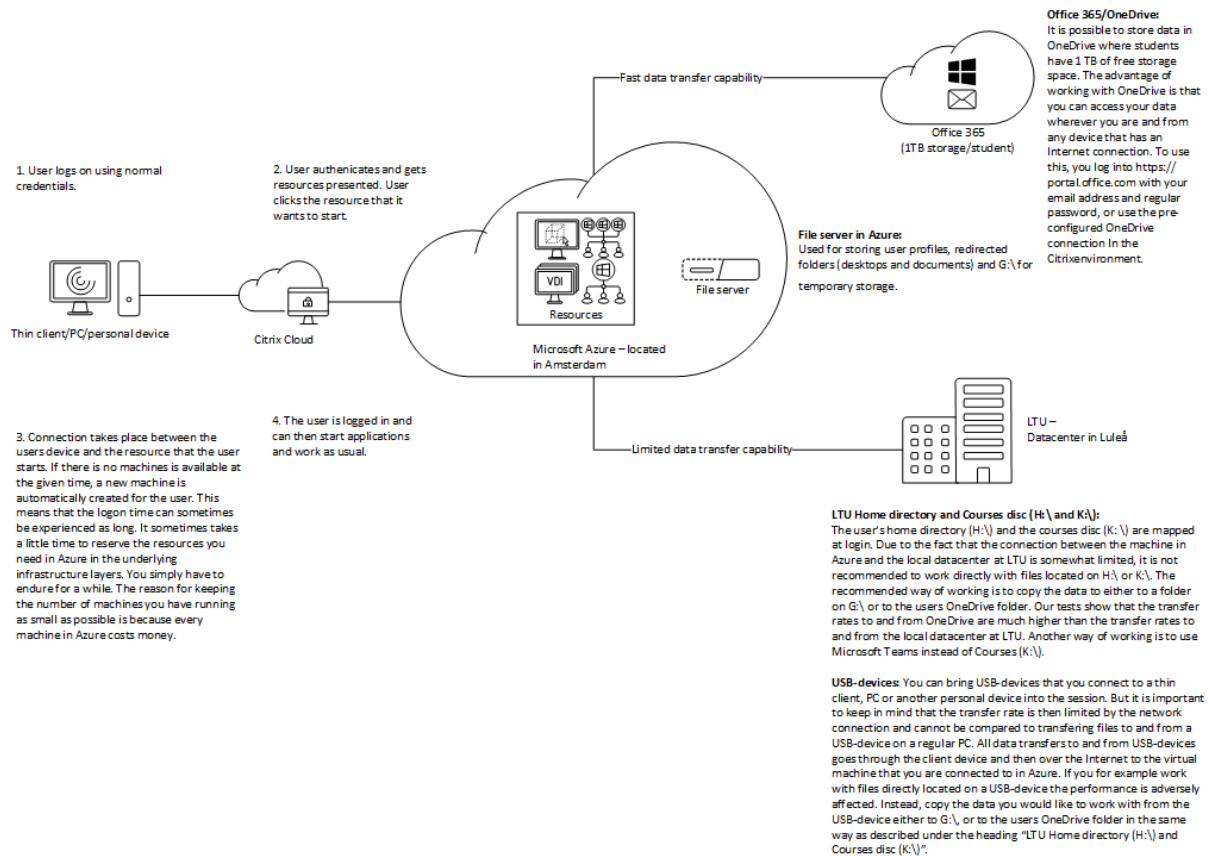


5.5 Report computer problems

Report computer problems via the link on the desktop or via the following URL:
<https://sdplus.ltu.se/WorkOrder.do?reqTemplate=9904>

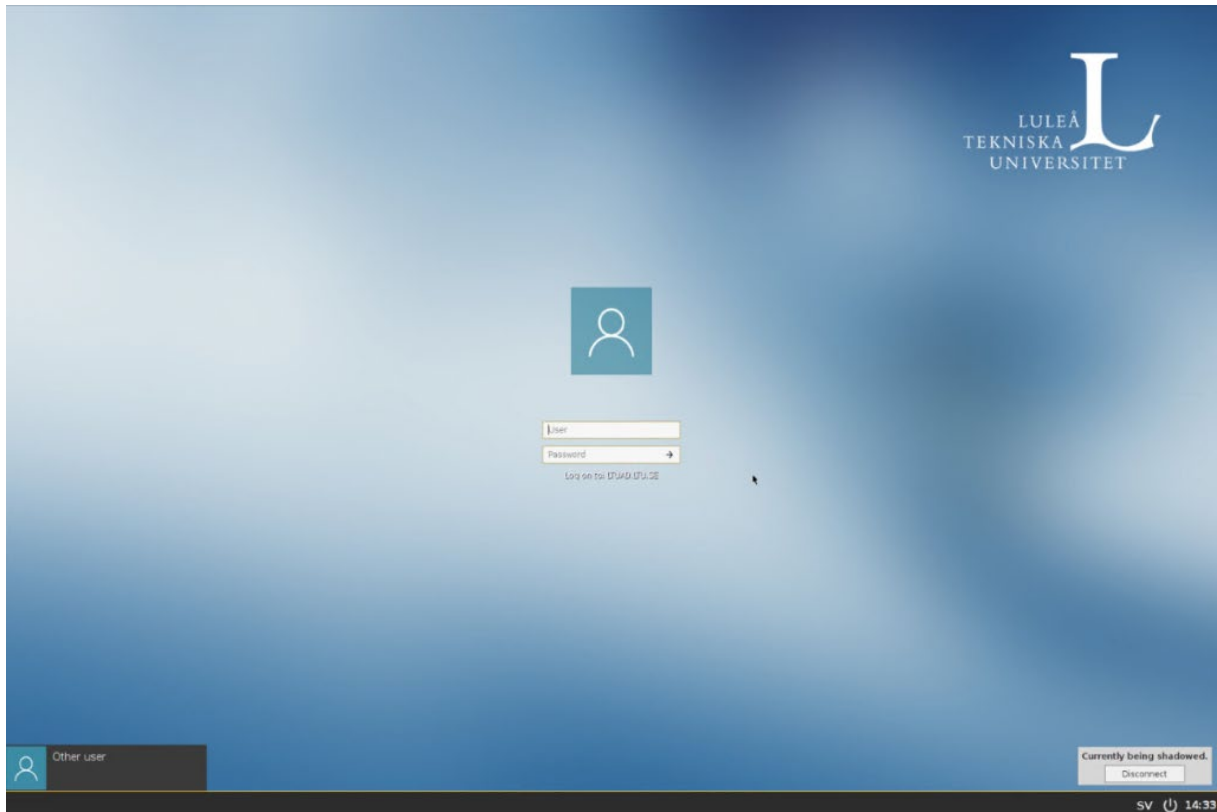
5.6 Description of the network traffic flow

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

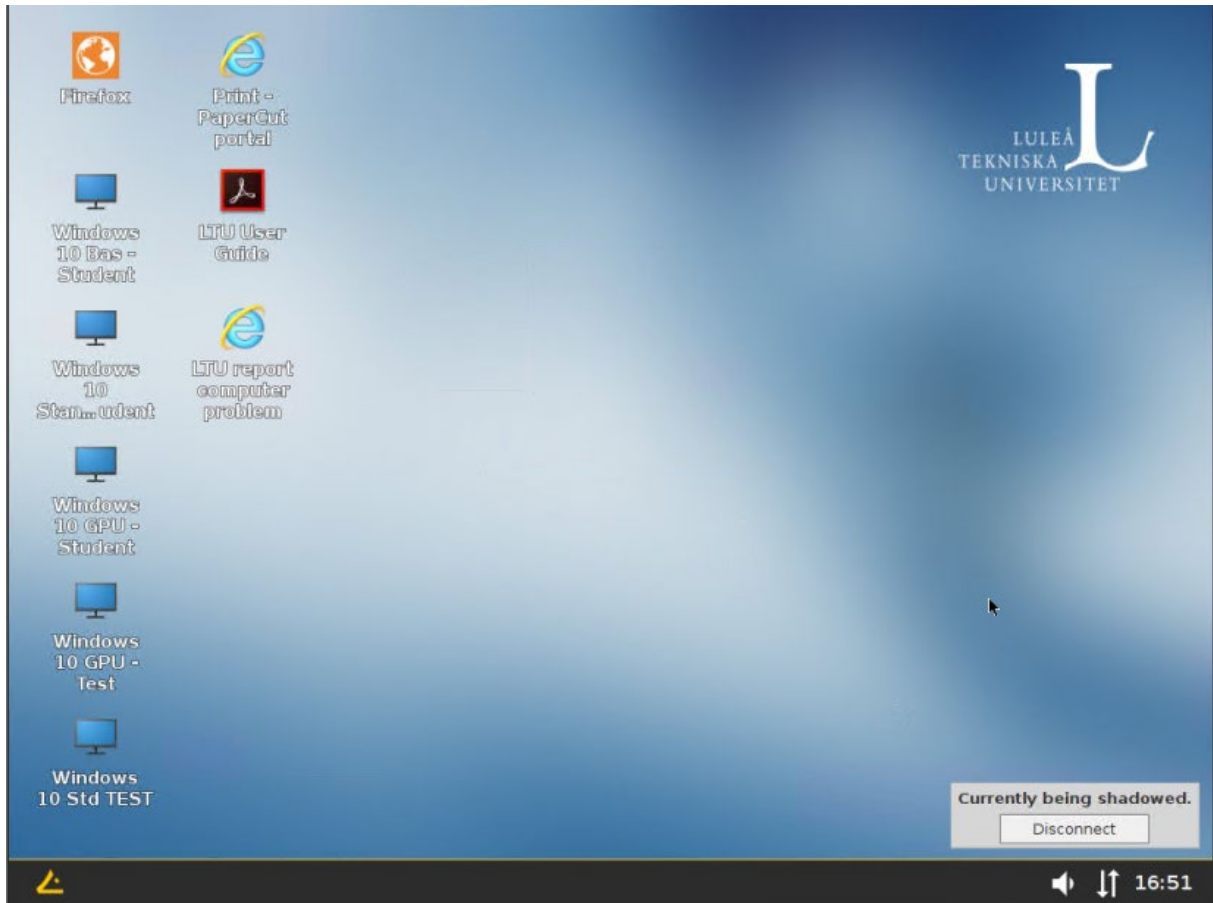


6. Log in to LTUportal using IGEL thin client

The first you get after power up the thin client is a log in prompt as below. Login with your regular LTU username and password.

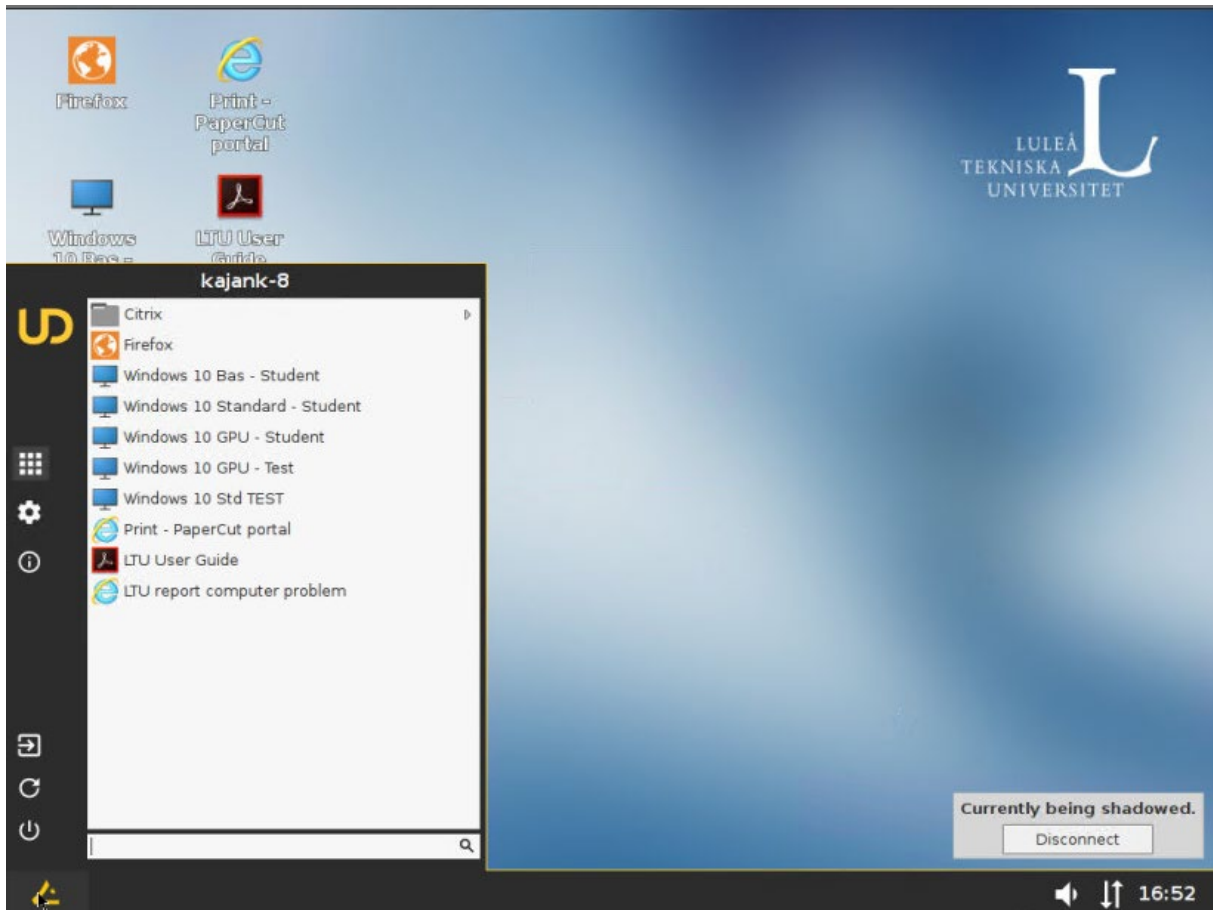


After you have logged in successfully, icons will appear on the desktop. It will look something like this.

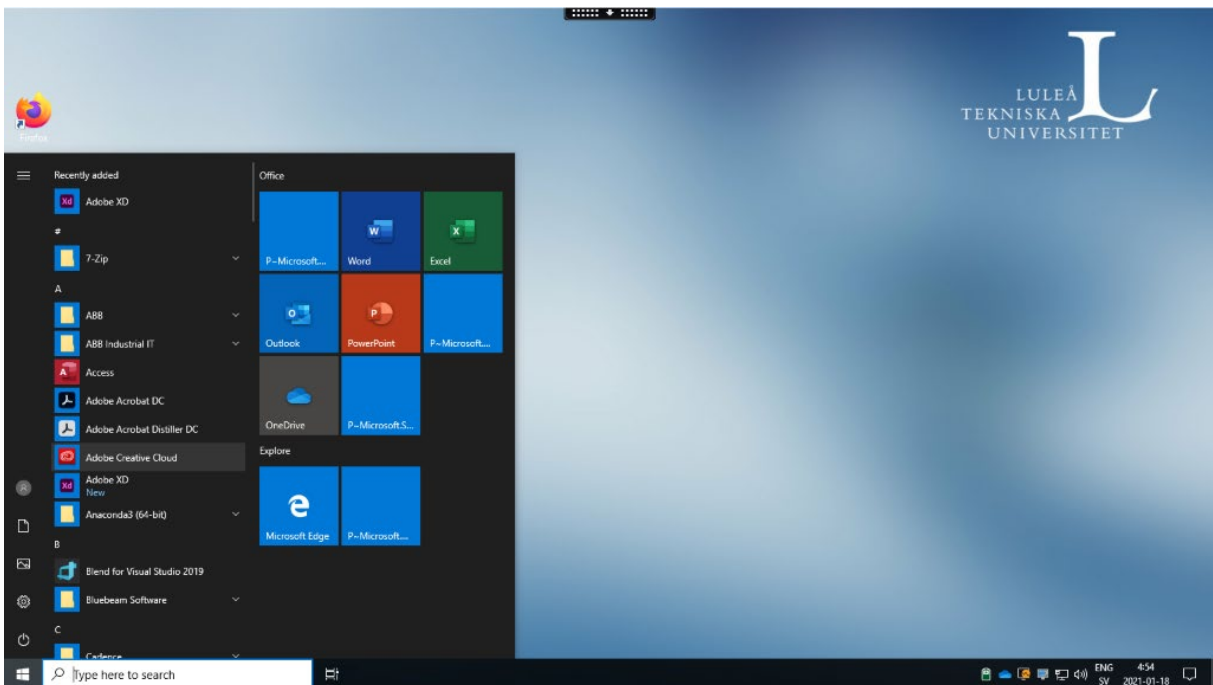
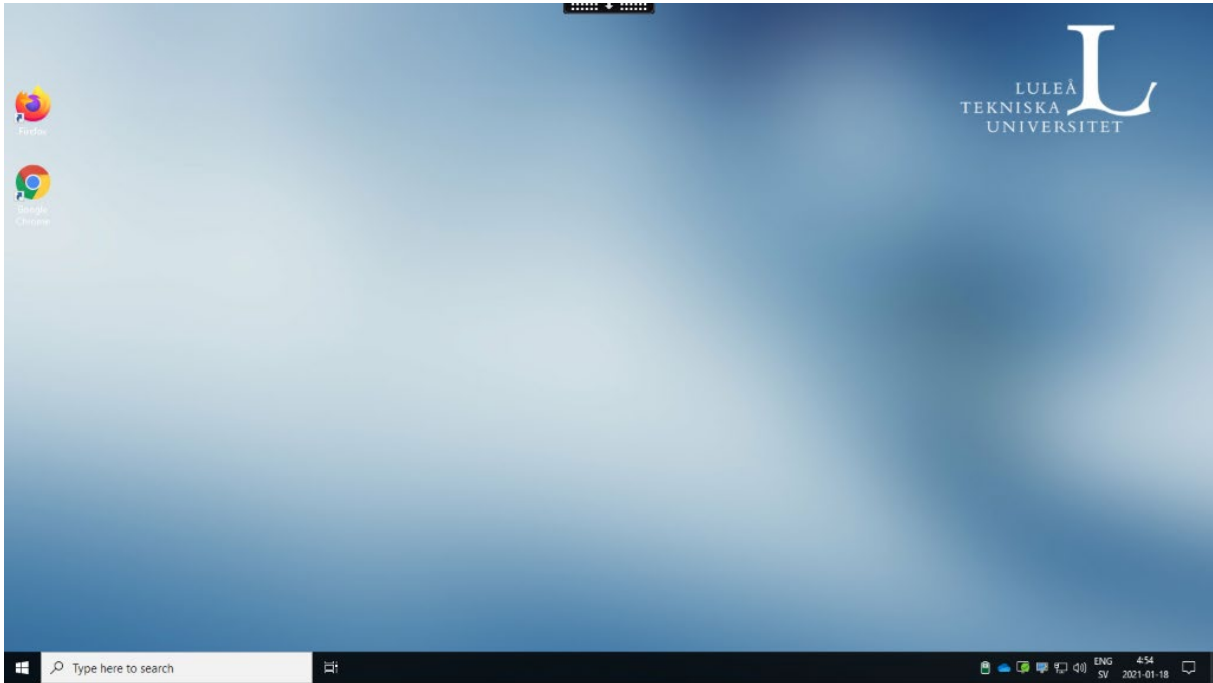


To start a Windows desktop you double click the icon. A connection and login process will then take place. The resources are hosted in Microsoft Azure in Amsterdam so it might take a little while to complete but when the connection/login process is done the other resources should start faster because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





Enhet
Område IT
Handläggare
Lennart Isaksson

USER GUIDE

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

