



Queen Margaret University  
EDINBURGH

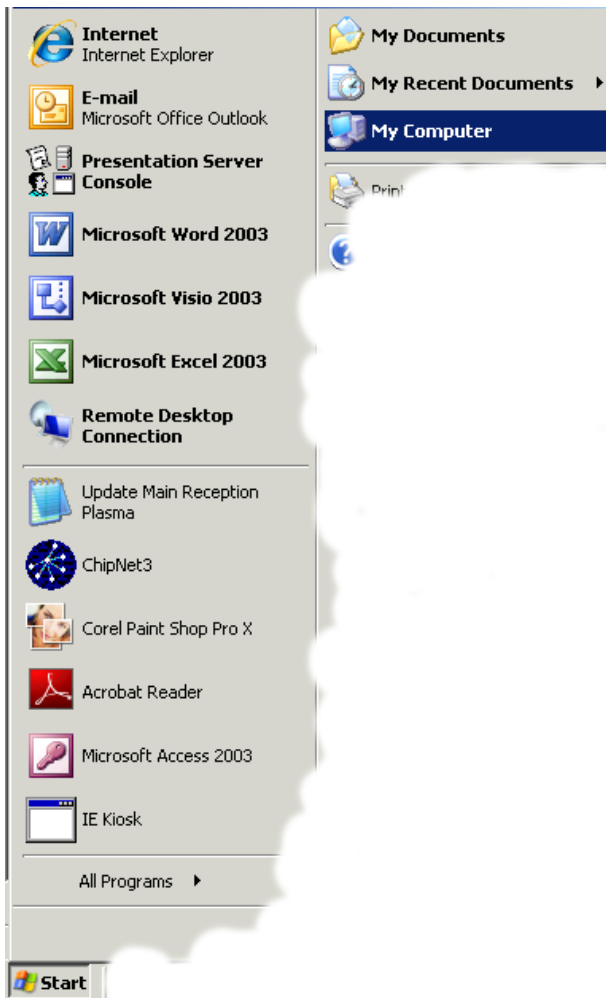
# Technology @ QMU



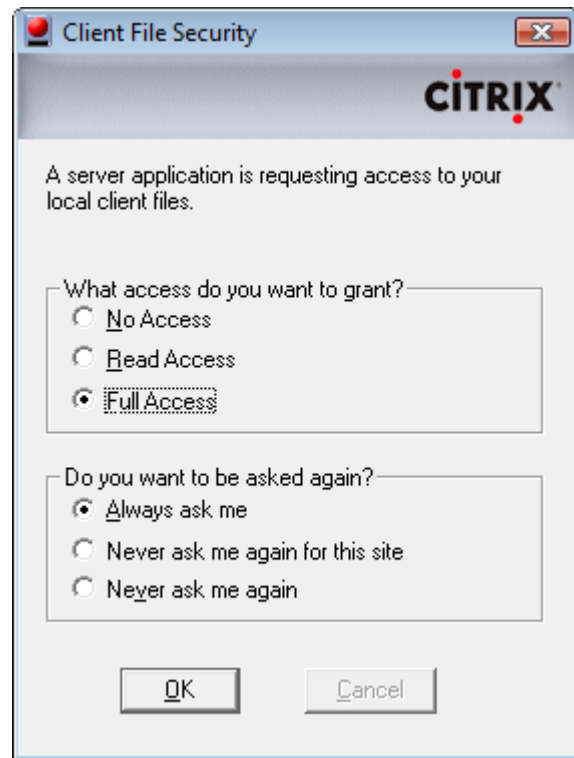
Citrix remote desktop – access to local drives

If you are working from home and would like to access local drives on your computer, you need to do the following:

Click Start, My Computer:



You will then be prompted with:



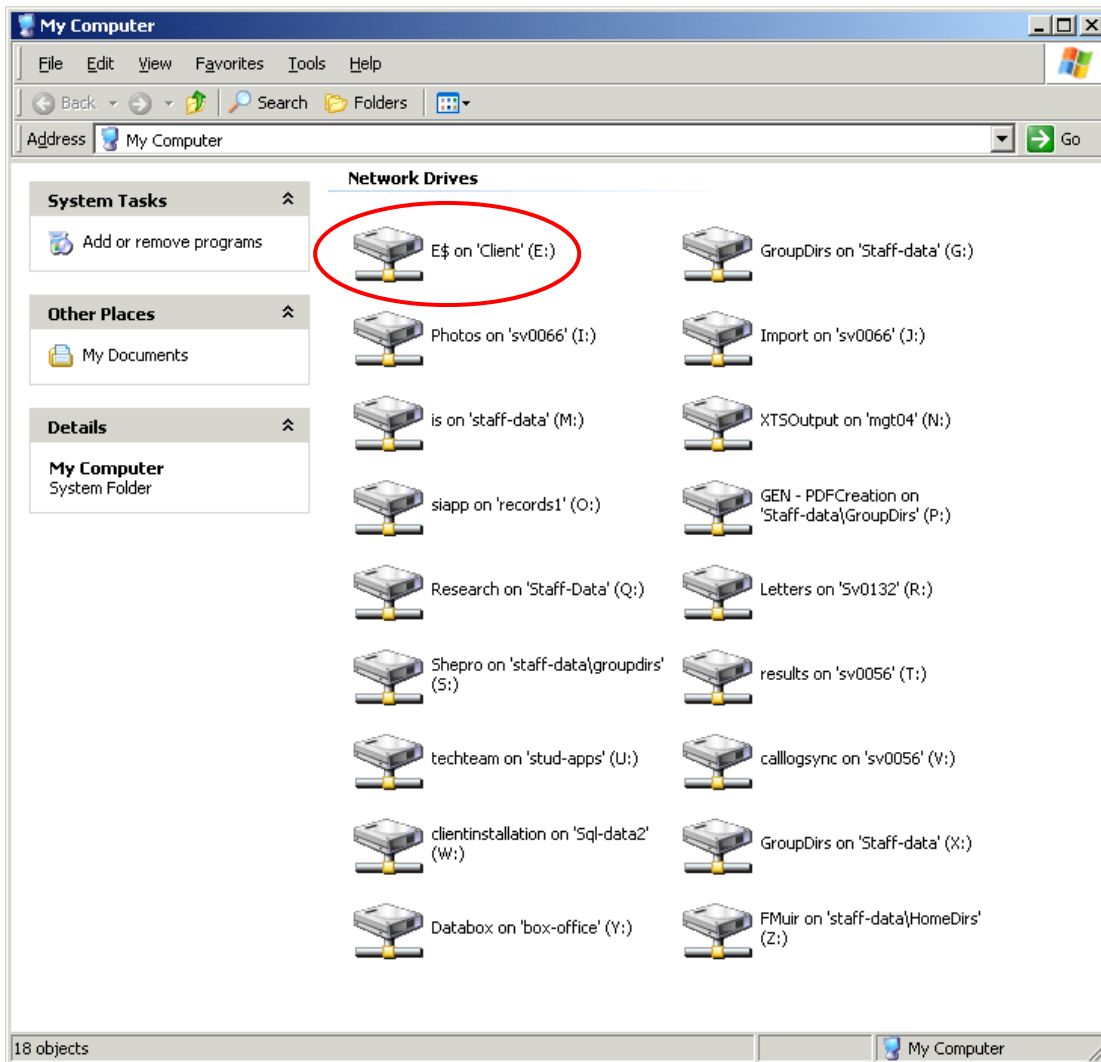
Select "Full Access" and "Always ask me" and click OK.

**NB – do not check "Never ask me again".**

Windows will display My Computer and this is where it will differ on a case by case basis, depending on what access you have, what network drives you have mapped manually and what local drives are available to the Remote Desktop service.

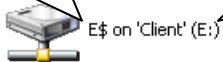
The important drive, will be listed as:

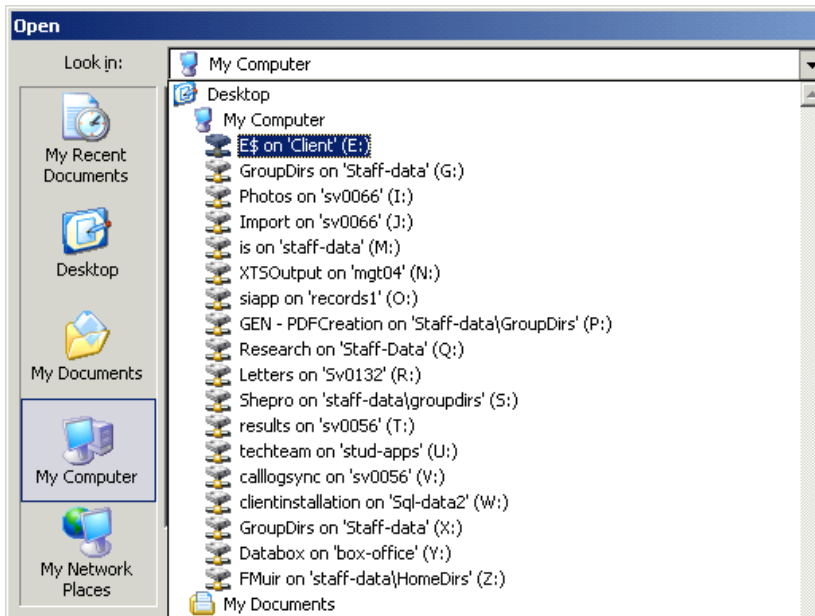
X\$ on 'Client' (Y:), where



E\$ here denotes the drive letter that is used on your own local personal computer

E: here denoted the drive letter available in Remote Desktop and will be referred to in applications like Word





In Microsoft Word, you will now find the same drive available when you click on File, Open. To open and save files to local devices you can select them here:

Alternatively you can use My Computer to drag and drop files to and from your Z: or G: drives.

If you no longer receive the Client File Security prompt (ie you previously answered 'Do not ask me again'), then please request further assistance:

Staff	-	IS Helpdesk	<a href="mailto:ISHelpdesk@gmu.ac.uk">ISHelpdesk@gmu.ac.uk</a>	0131 474 0000, ask for IS
Students	-	LRC Service Desk	<a href="mailto:LRCHelp@gmu.ac.uk">LRCHelp@gmu.ac.uk</a>	0131 474 0000, ask for LRC