



Queen Margaret University
EDINBURGH

Information Services

**Connecting to the QMU network using Citrix
Remote Desktop**

Amendment & Authorisation History

Ver	Date	Changes	Name	Author
A	03/10/06	Initial version	FM	FM
B	05/10/06	Updated following user comments	FM	FM
C	20/11/06	Updated following cosmetic changes to site	GH	GH
D	08/10/07	Screenshots & instructions updated for new client version	GH	GH
E	03/10/08	Updated QMUC domain to QMU throughout. Added additional information for Vista users.	GH	GH

Accessing the Network using Citrix Remote Desktop.doc
Created by Fraser Muir
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Introduction

Citrix Remote Desktop is a method of connecting to the QMU network and running a virtual desktop environment that will give you access to all your files, the intranet, network applications and all electronic resources that are available on campus.

The service replicates the thin-client desktop that is available on any campus based terminal.

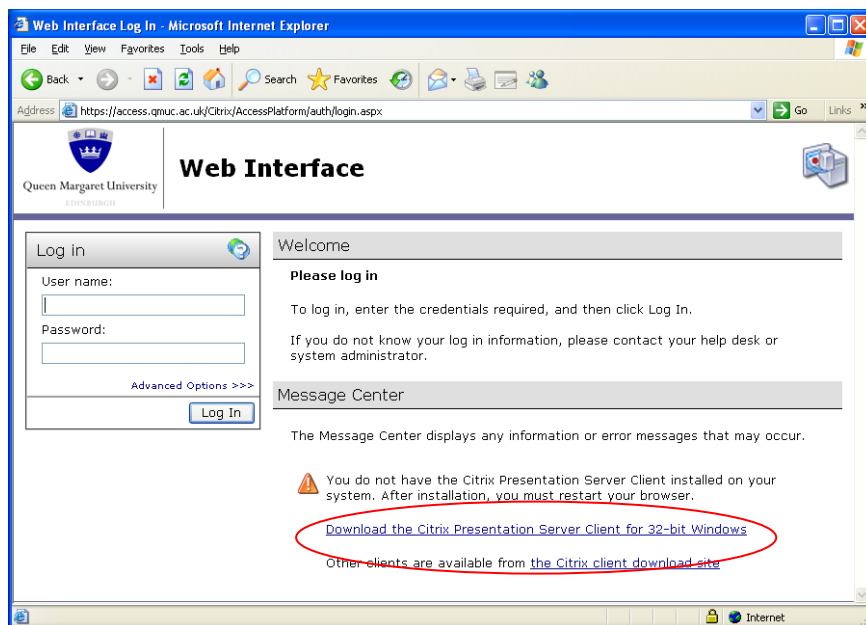
It is aimed at users who have a permanent broadband connection to the internet where there may not be full access to software applications from the computer on which access is required.

Additional remote access methods are available which may be more applicable to your environment. More information can be found at <http://intranet.qmu.ac.uk/sites/is2/remacc>.

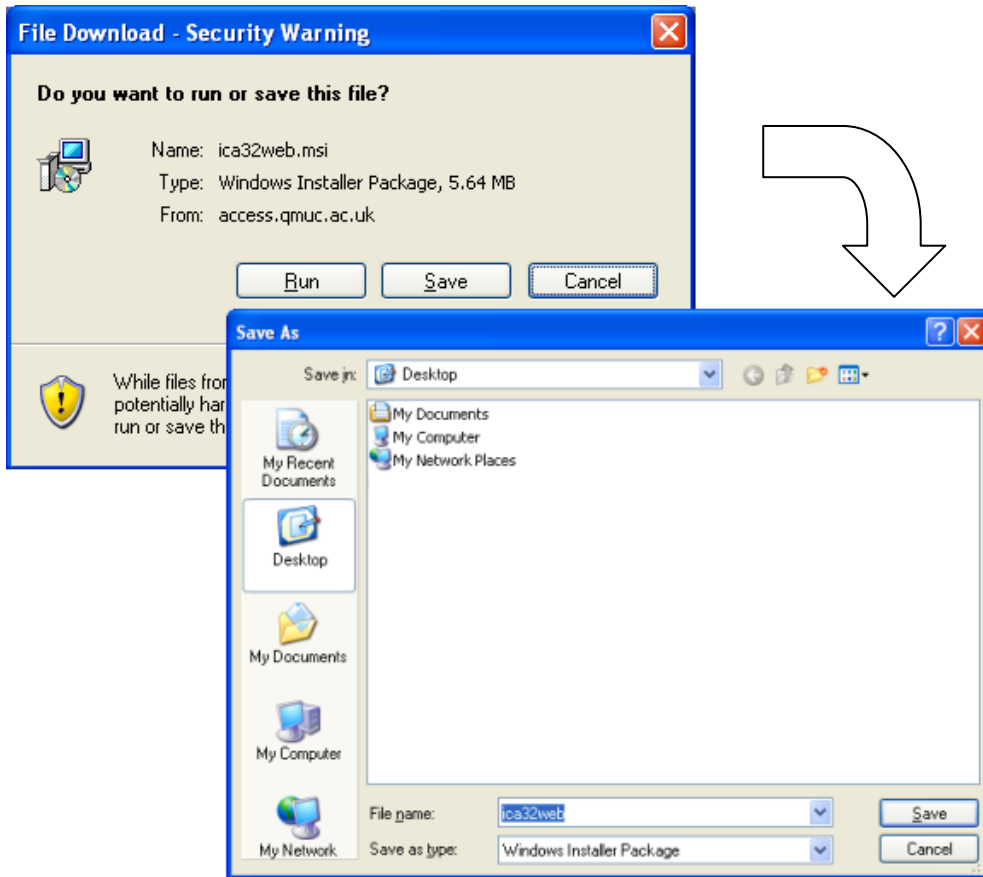
Getting started

One of the benefits of this method of remote access is the very limited configuration that is required to access the system. However, there are a few steps that must be followed to initiate a stable connection.

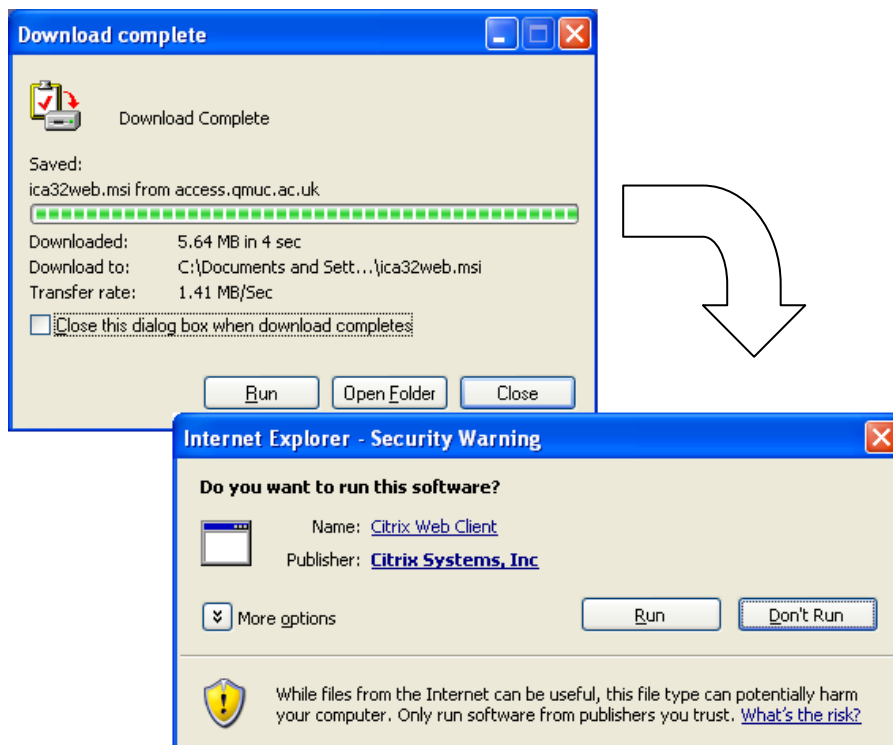
- Open your web browser and browse to <https://access.qmu.ac.uk/>. Please note the **https** rather than plain **http** denoting a secure, encrypted connection.
- After a short pause where the system checks the configuration of the computer on which you are working, the login screen will be displayed. It is important that you read any messages displayed in the Message Center area of the screen. Click on the link contained in this area to download and install the client software for your operating system.



- When prompted, save the executable file to a location that is easy to remember, for example to the Desktop.



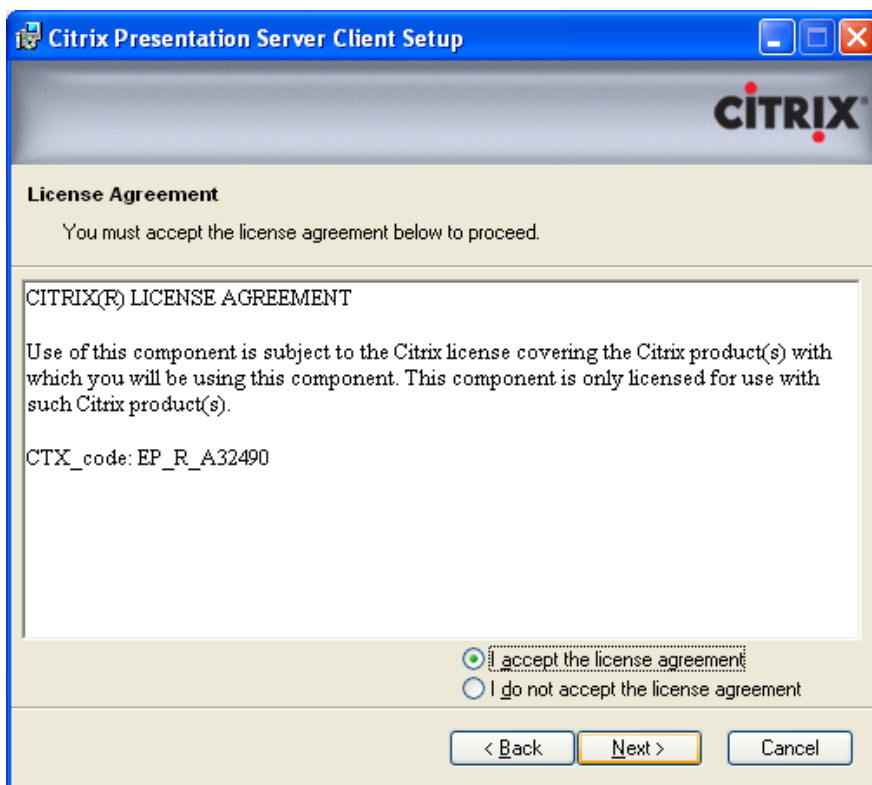
- Once the file has been downloaded, click Run to install the software. Click Run again if prompted. Alternatively locate the file on your desktop and double-click on it.



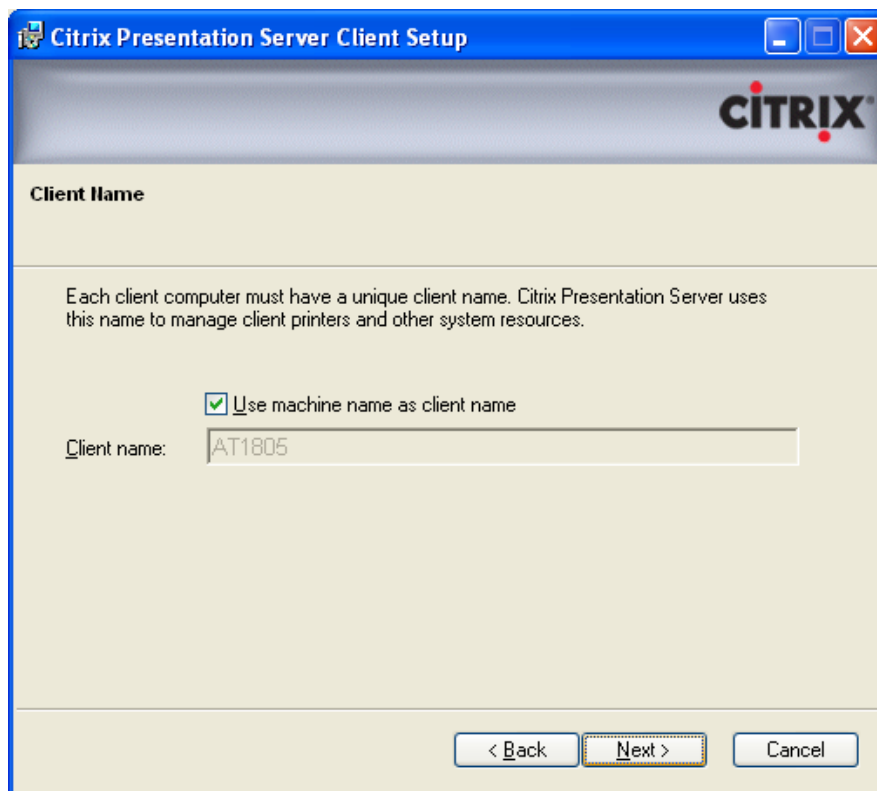
- After a short pause you will be prompted to continue the setup of the client software. Click Next to continue.



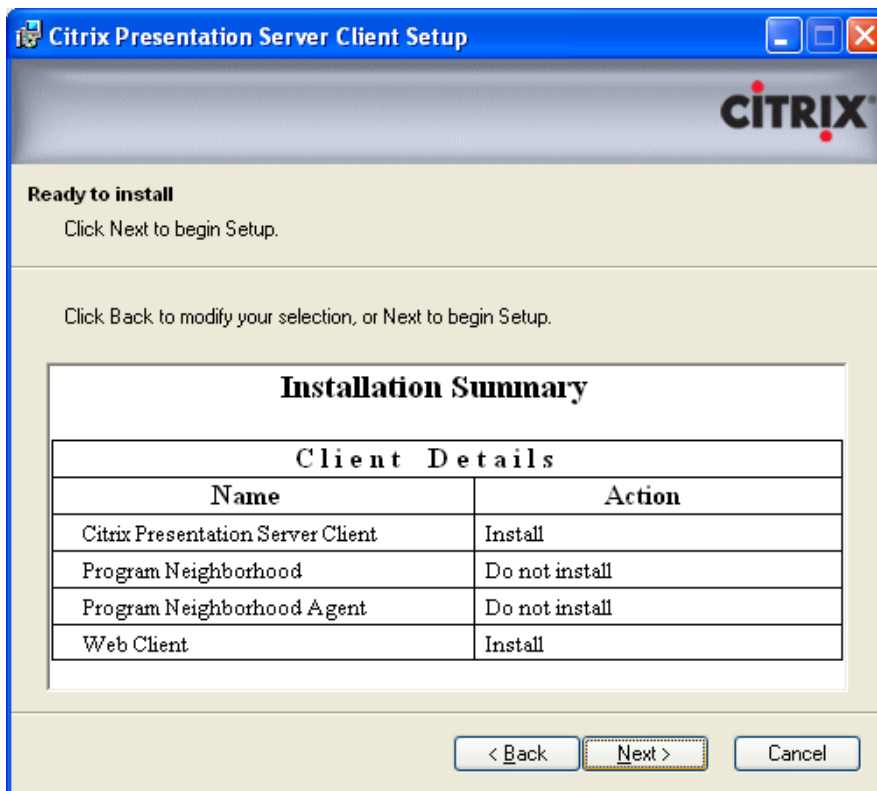
- Select "I accept the licence agreement" then click Next.



- Click Next.



- Click Next on the Installation Summary page to begin the installation.



- When installation is complete, you will be presented by a confirmation window. Click Finish to continue.



- Close and reopen your browser. This completes the setup phase of the process and will not need to be completed again on this computer.

Windows Vista – Additional Steps

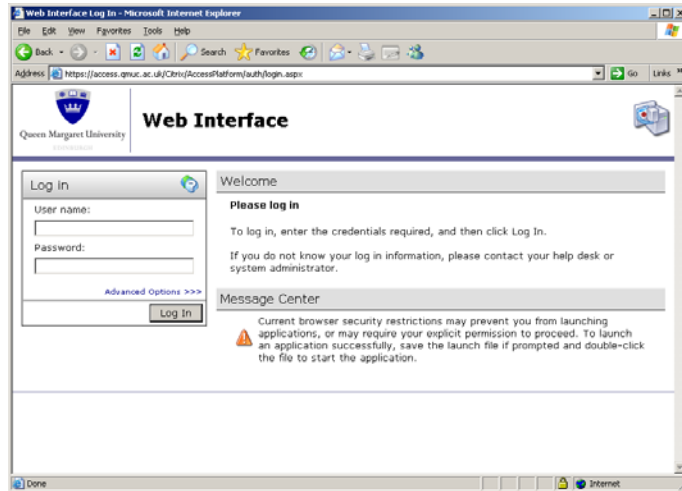
If you are using Windows Vista you will need to install QMU's Intermediate Root Certificate. This allows secure communication between your machine and QMU. In order to install the certificate please download the instructions ([IntRootCertVista.PDF](#)) From the following site:

<http://www.qmu.ac.uk/it/certificates.htm>

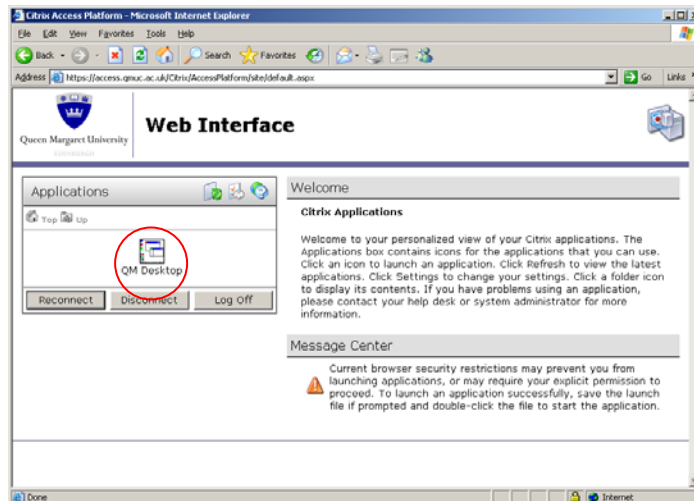
Making a connection

Once the configuration stage is complete all future connections can be initiated from this point in the documentation.

- Go to <https://access.qmu.ac.uk/>. Enter your usual QMU network username and password. Click on Log In to continue.



- Click on the QM Desktop icon in the Applications area of the screen.



- The QM Desktop application will launch and the Citrix connection splash screen will display the connection progress. You will be logged into the thin-client environment automatically using the username and password entered earlier in the process.



Finishing up

When you have finished using the service, log out of the remote desktop by clicking on Start, Log Off.

- Click Log Off in the browser window. This stage is particularly important if you share a computer as others who come along later may be able to run a connection using your credentials.

