



Queen Margaret University  
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# Technology @ QMU



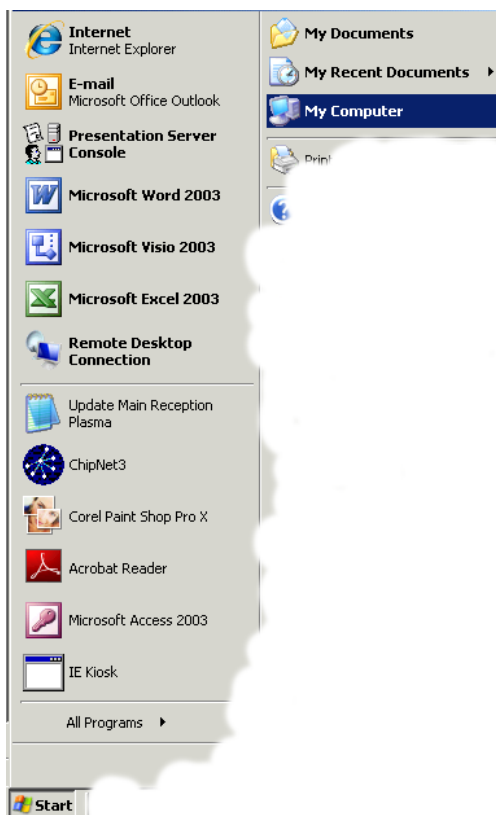
Citrix remote desktop – accessing local drives & printers

*Version 2.0, November 2011*

When you work remotely using the Citrix remote access service, there may be times when you need to access the local drives on your computer.

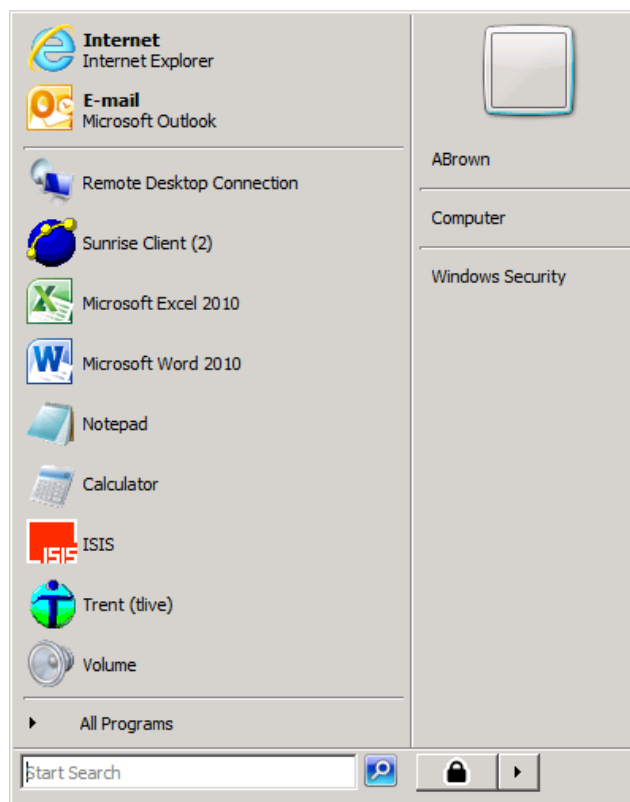
## Accessing local drives

Windows XP



Click on <Start> then click on <My Computer>.

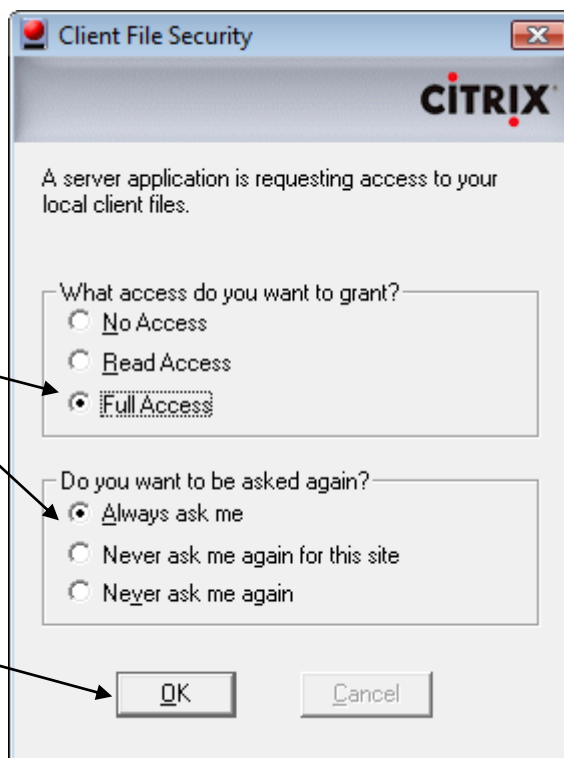
Windows 7:



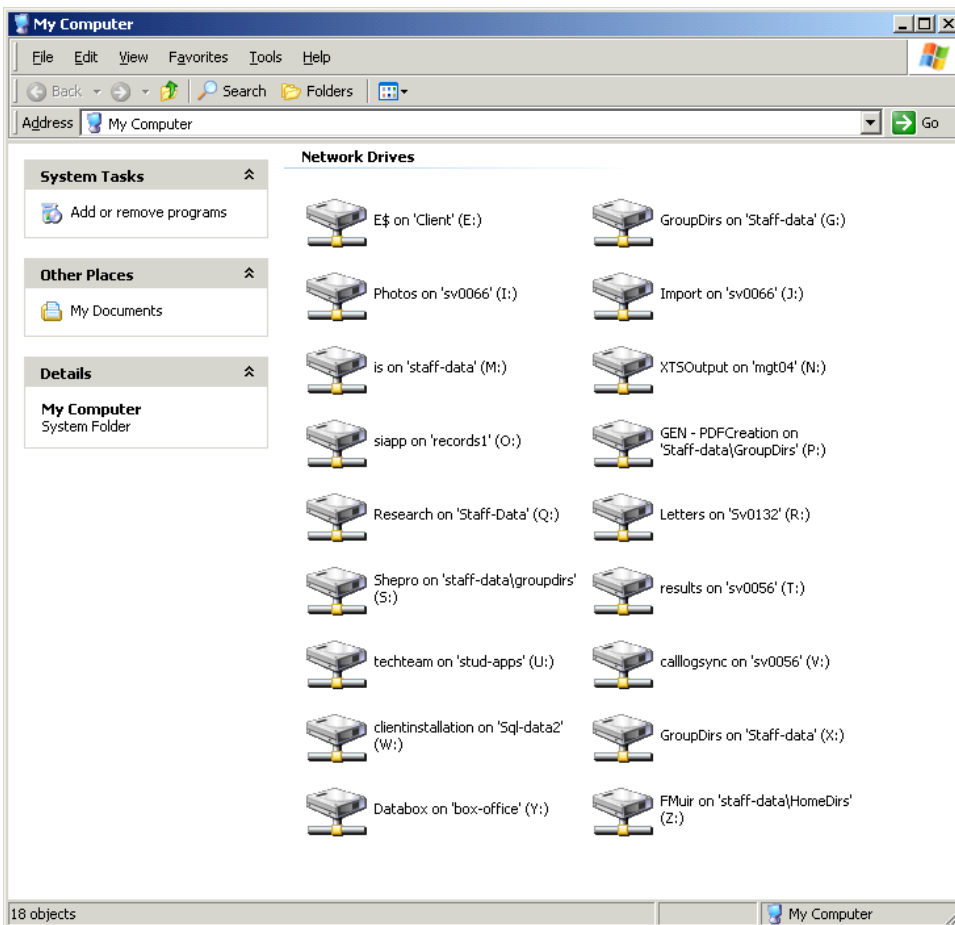
Click on <Start> then click on <Computer>.

You will then be prompted with the following dialog:

- Select **Full Access** and **Always ask me**
- **NB – do not check Never ask me again.**
- Click **OK**.



Windows will then display either:

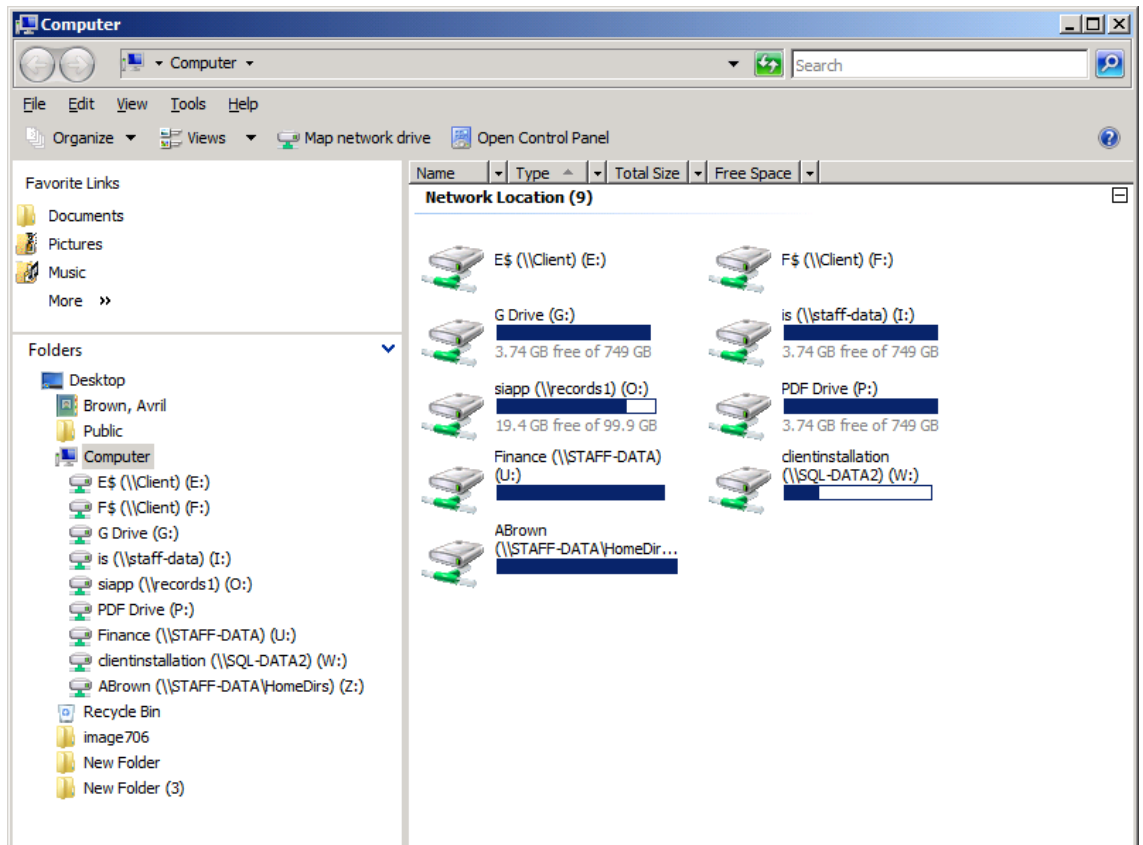


Windows XP:

<My Computer>

or:

Windows 7:



<Computer>

The exact contents of this screen will vary for each person, as it is dependent on what QMU access permissions you, what QMU network drives you have access to, and the local drives that you have on your own computer.

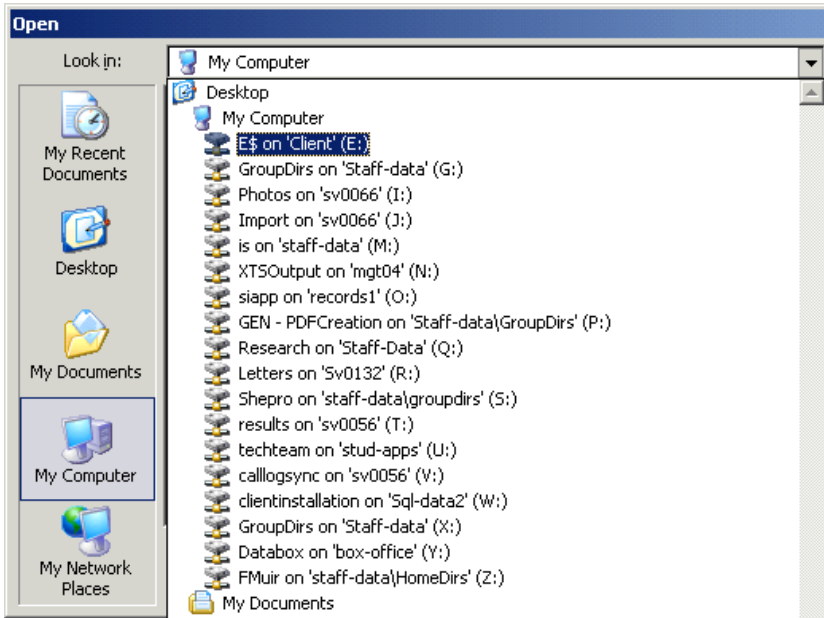
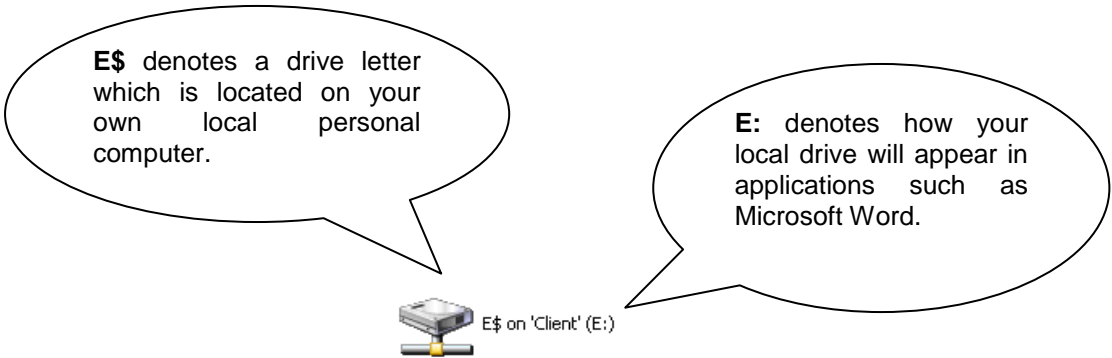
The local drives on your computer will be listed as:

**?\$ on 'Client' (?:)**

where '?' represents the drive letter shown on your computer. If there are several local drives on your computer, there may be several drives listed.

The drive letter(s) will vary from computer to computer, as it will depend on what other drives that you have access to. However the word *Client* will always appear to indicate which drives exist on your local computer.

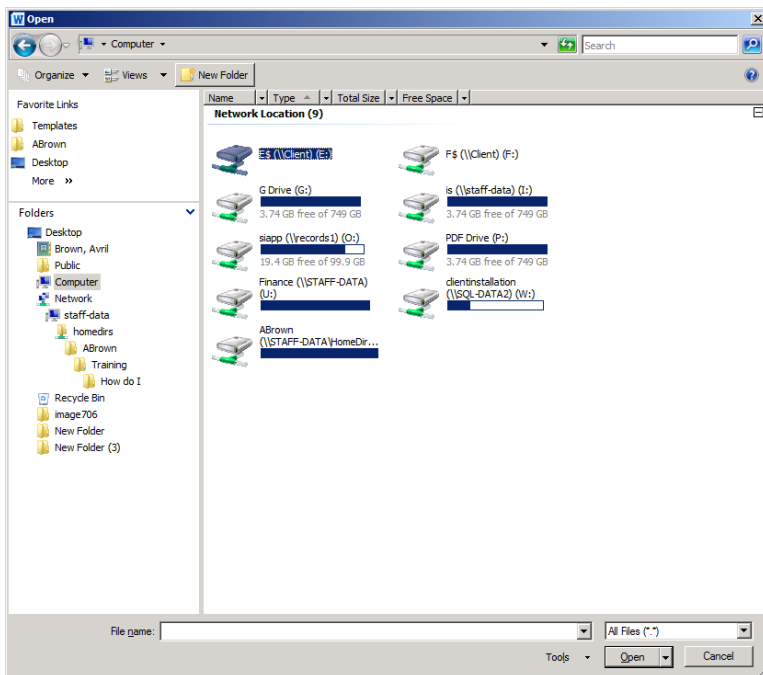
In the example shown on the previous page:



*Windows XP:*

In Microsoft Word, you will now find the same drive available when you click on **File** and **Open**.

To open and save files to local devices you can select them here.



Windows 7:

In Microsoft Word, you will now find the same drive available when you click on **File** and **Open**.

To open and save files to local devices you can select them here.

Alternatively you can use <My Computer> or <Computer> to drag and drop files to and from your **Z:** (home) or **G:** (shared) drives.

### Accessing local printers

If you have a printer attached to your computer, you can also print your work 'locally'.

To do this:

- Either save or copy your file(s) to a local drive on your computer.
- Return to the local operating system on your computer. You can use the <Shift> + <F2> keys to return to your local computer without exiting the Citrix remote desktop.
- Open the file(s) you need to print and send them to the printer.

### Additional help and support

If you no longer receive the Client File Security prompt (ie you previously checked *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