

umApps

Using umApps

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Purpose

This training material highlights how to download and use the umApps using Citrix Workspace and HTML5 receivers.

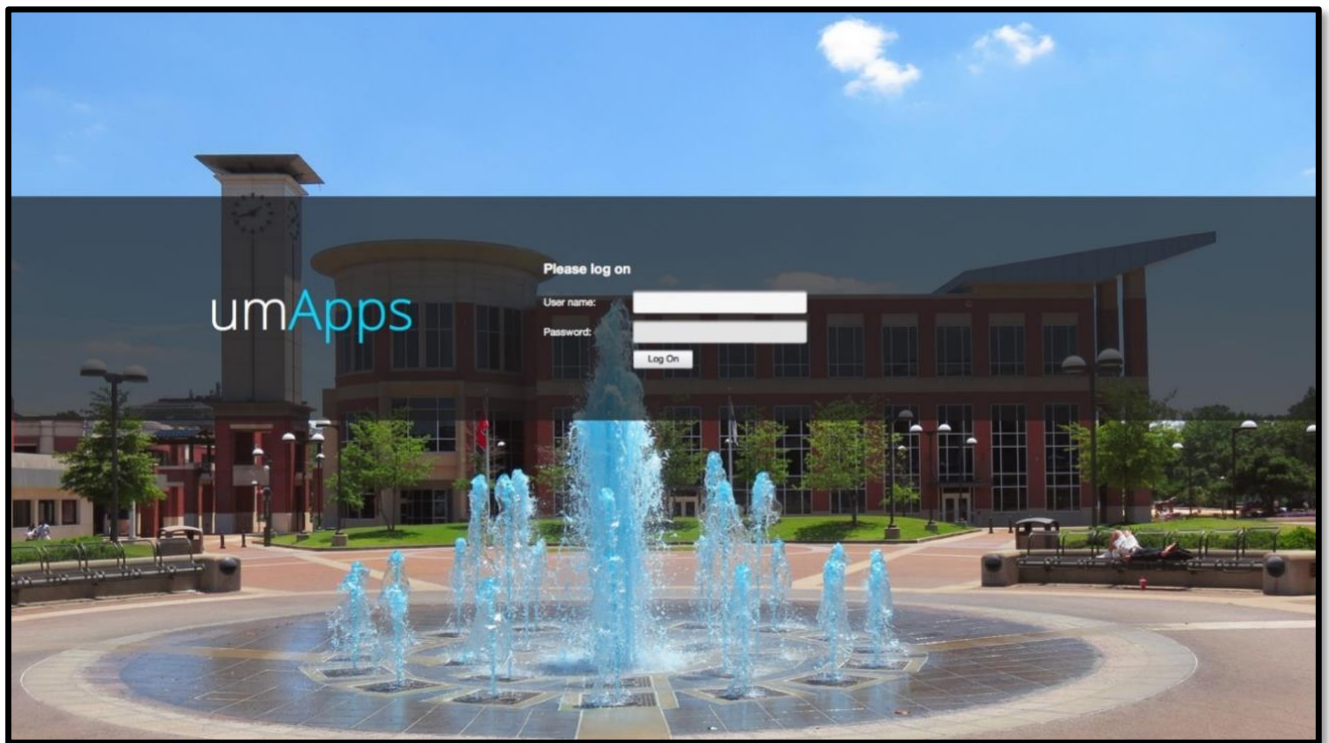
Audience

This training material is designed for University Faculty, Staff, and Students who use software provided by the University in umApps.

Welcome to umApps

umApps allows access to a variety of specialized software. Students with an internet connection and University UUID and password using Single Sign On and DUO authentication. You can access this service from both a PC and Mac. **NOTE:** *Before you begin, you will need to install VPN (Virtual Private Network) if you plan to use off campus. [Please see our page for documentation and instructions to install.](#)*

In any browser, go to [the umApps log in page](#) and Sign in using the (SSO) Single Sign on system with your UUID and password. Authenticate with DUO. You will be prompted to install the Citrix Receiver the first time you log into the system.

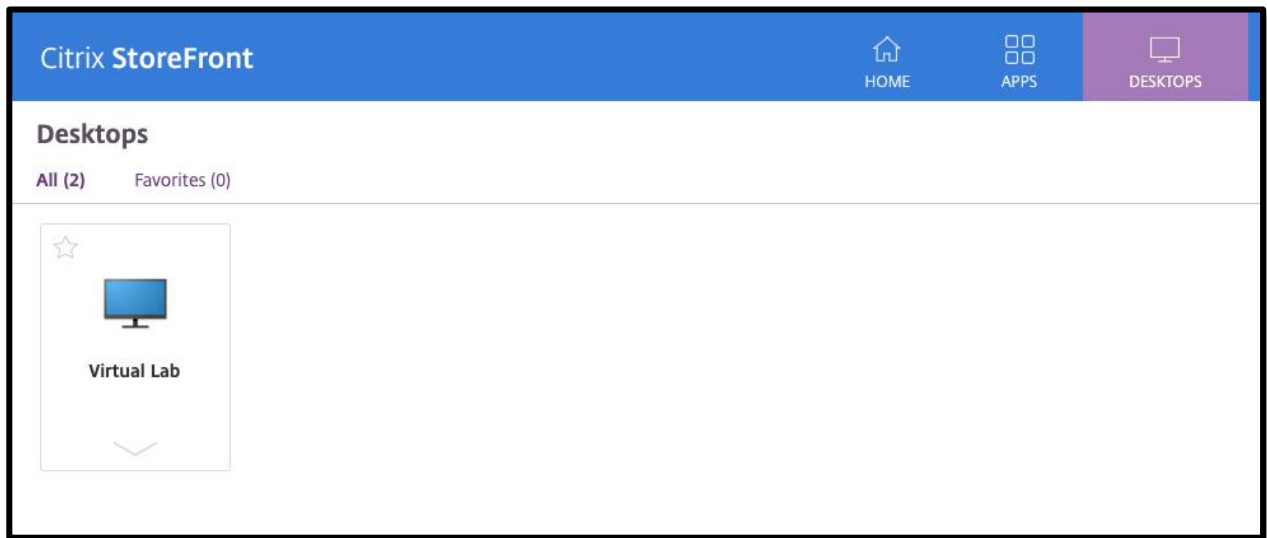


Setup OneDrive for File Storage

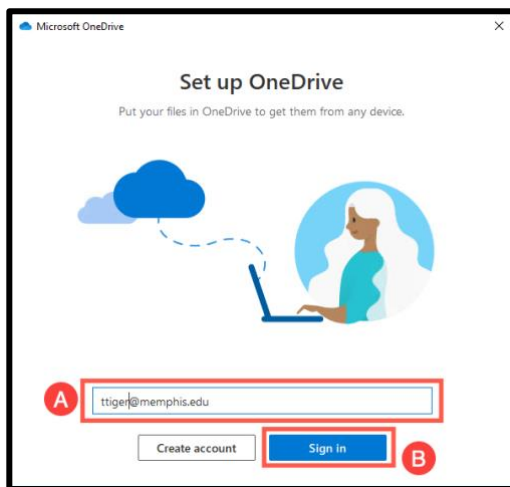
OneDrive has been integrated into umApps virtual applications and desktops. By utilizing OneDrive for file storage, you can ensure your all your files are backed up and available to you on virtually any device.

To Setup OneDrive:

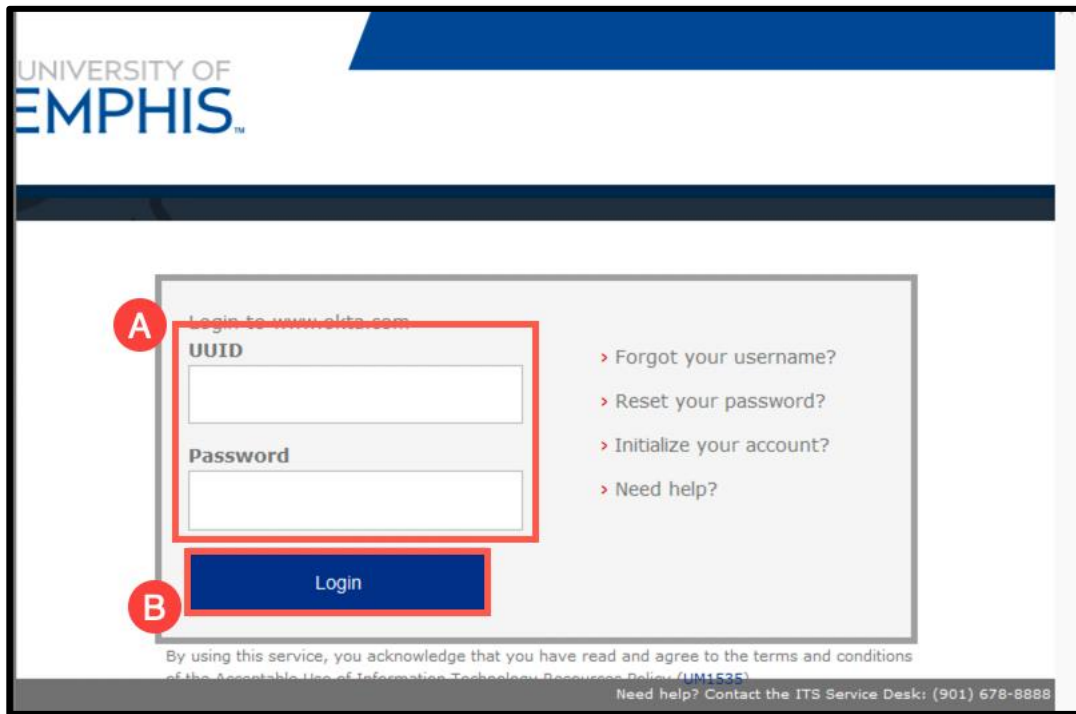
1. Close any open umApps applications and desktops.
2. Login to umApps and select the **Virtual Lab**.



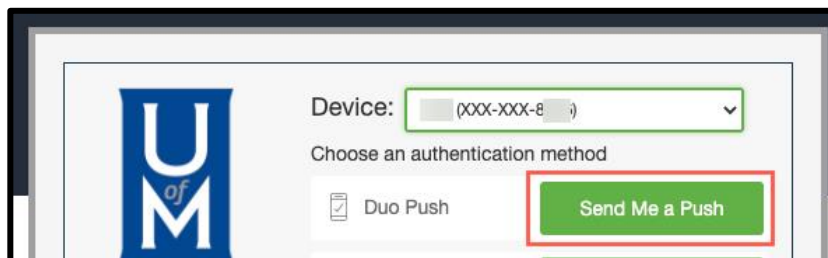
3. If not already configured, the OneDrive setup wizard will automatically start. A) Enter your University email address and B) click **Sign In**



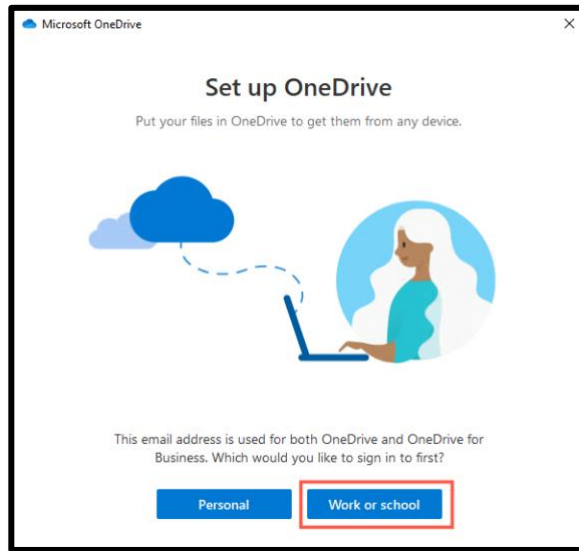
4. When prompted, Using Single Sign On (SSO), enter your UUID and password associated with it. A) enter your UUID and Password associated with it. B) Next, click **Login**.



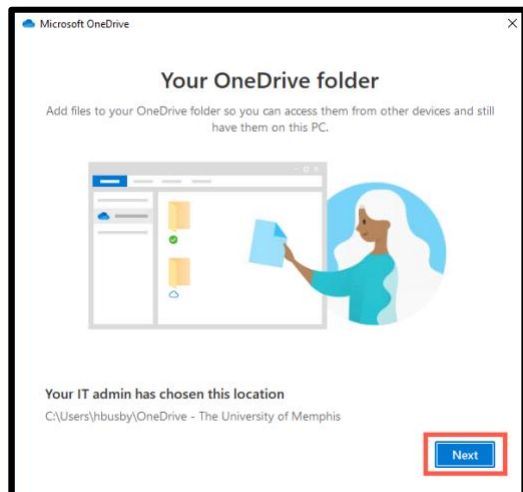
5. Authenticate using Duo, if you have Set up Duo for your UofM account.



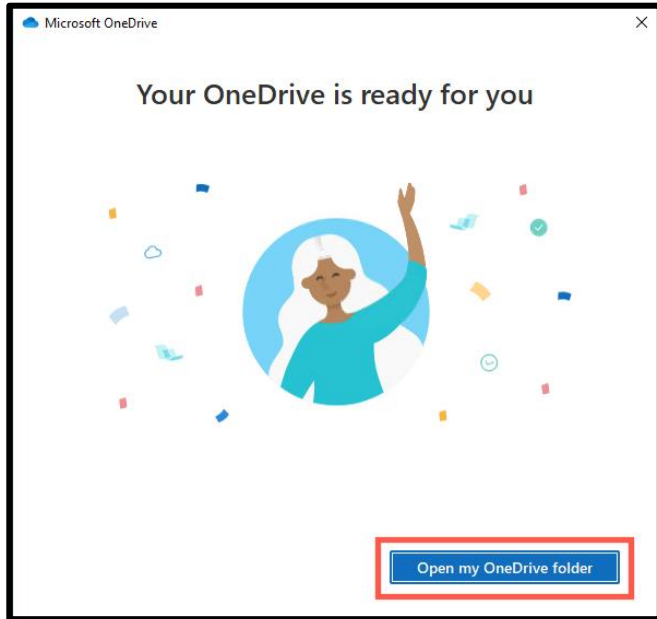
6. Click Work or School.



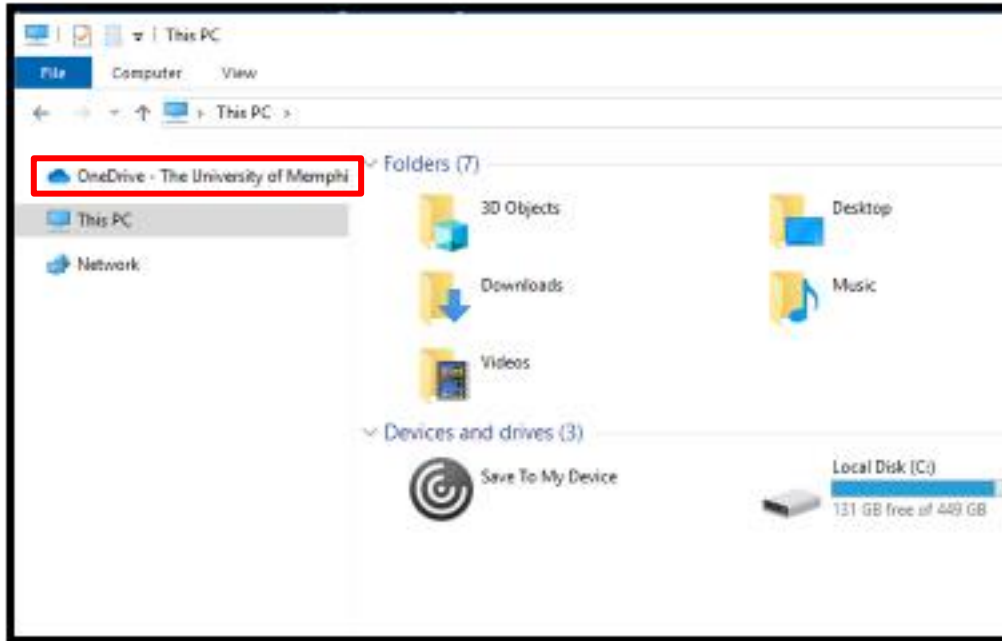
7. Enter your UofM email address, then click Next on the OneDrive folder screen.



8. Once the setup wizard has completed, click **Open My OneDrive Folder** to close the setup wizard.



9. After the OneDrive setup has completed, you will see a OneDrive for Business - The University of Memphis icon in the File Explorer. When using applications in umApps, be sure to save in this location to ensure your files are backed up and accessible from other locations. In addition, your Desktop and Documents folders will automatically be backed up to OneDrive for all of your umApps sessions.



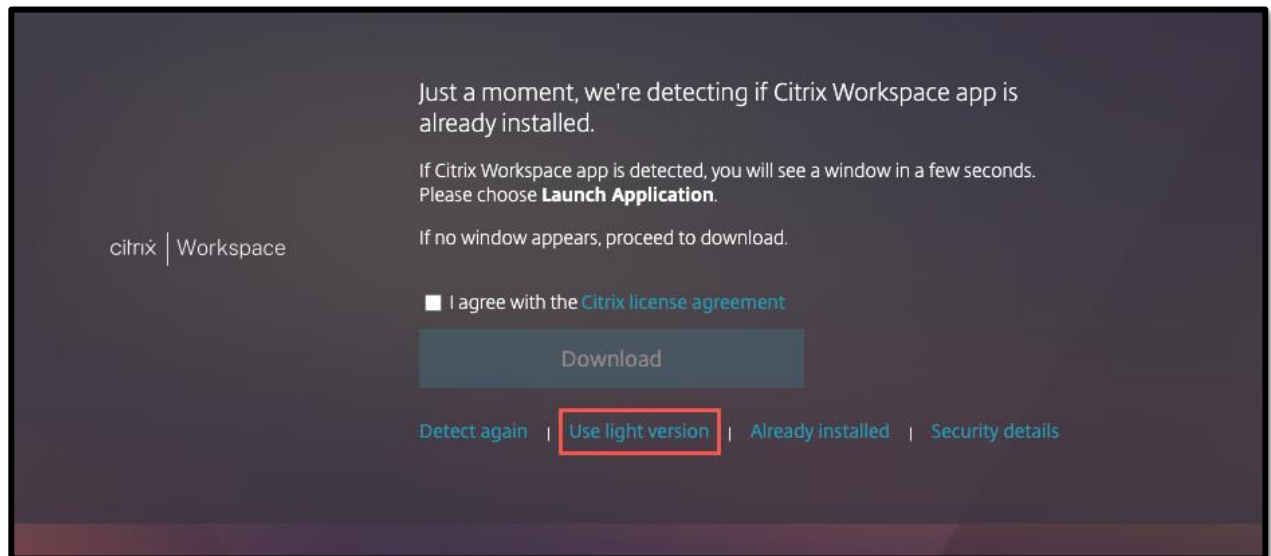
Using the Light Version

umApps provides support for HTML5 (Light Version), which means that no Citrix Receiver is required to be installed on your computer.

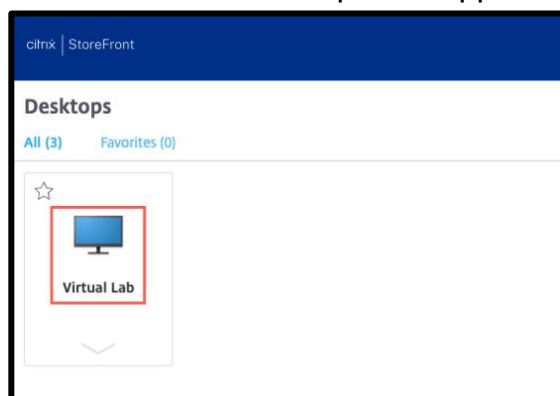
Note: Google Chrome (latest version) is the recommended browser for the HTML5 Light Version.

To use the HTML 5 (Light Version), follow these steps:

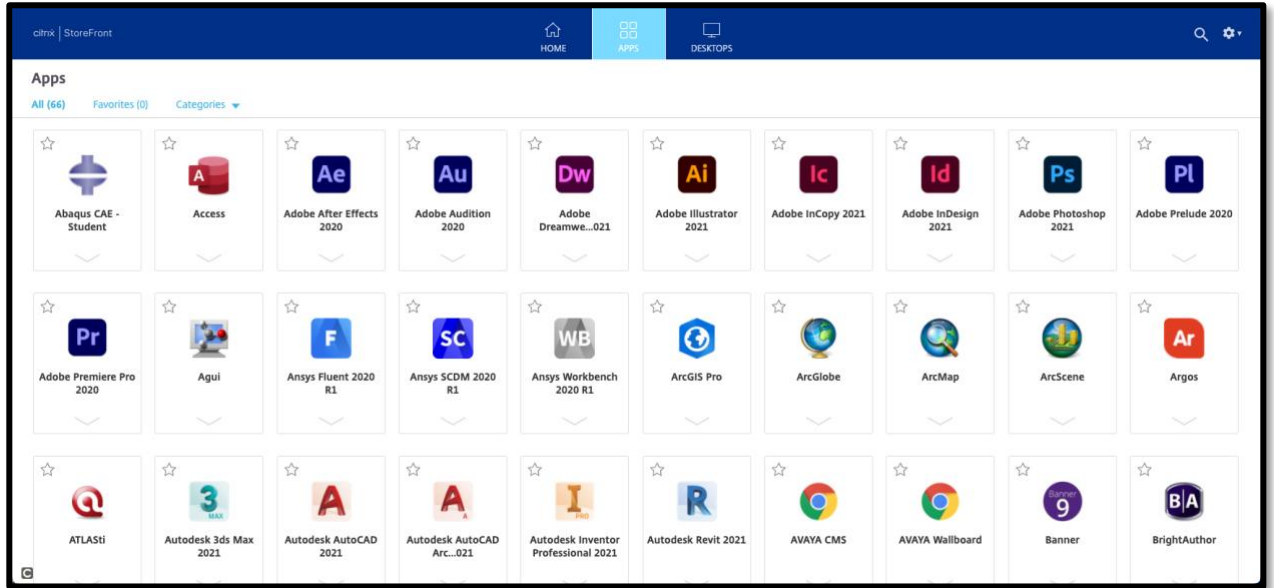
1. If you are visiting umApps for the first time, you will be prompted to install the Citrix Workspace app. If you are unsure, click the **Detect Workspace app**. To use the HTML 5 receiver, select Use HTML 5 (Light Version), underneath the **Download** button.



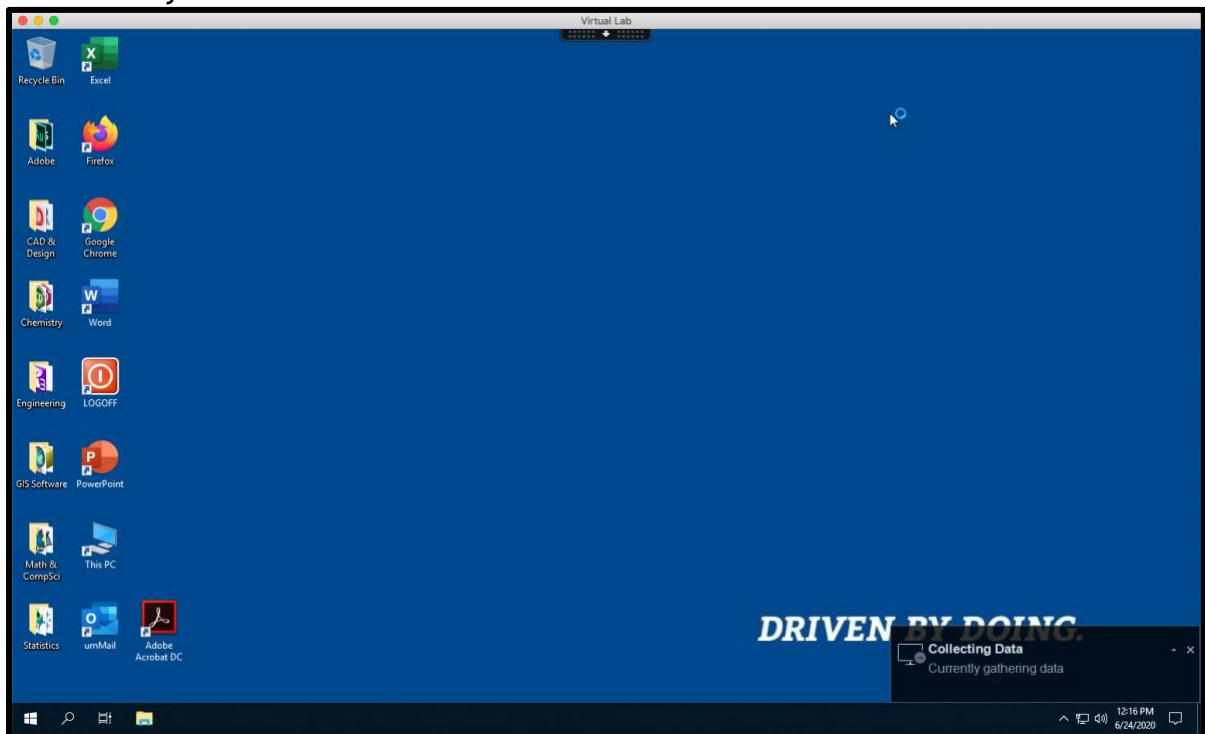
2. You will be taken to the umApps landing page after you select the HTML 5 (Light Version) receiver. From here you can access the Virtual Lab (recommended) or click APPS to launch a specific application.



Apps shown below:



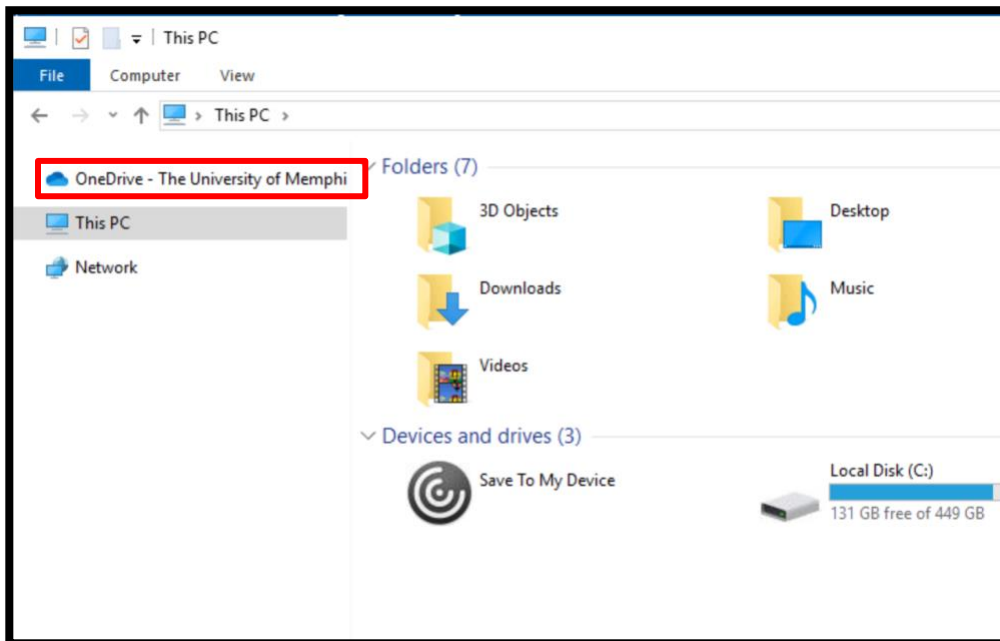
3. When you select an application using the HTML5 (Light Version), it will open in a new tab in your web browser.



Working with Files Using the HTML 5 (Light Version)

To work with files using the HTML 5 (Light Version), you will need to upload your files to your OneDrive.

1. Complete the OneDrive setup (above) and upload your files to your [OneDrive](#)
2. After you have uploaded your files to OneDrive, they will appear in umApps as a Quick access location with the name **OneDrive for Business - The University of Memphis**.

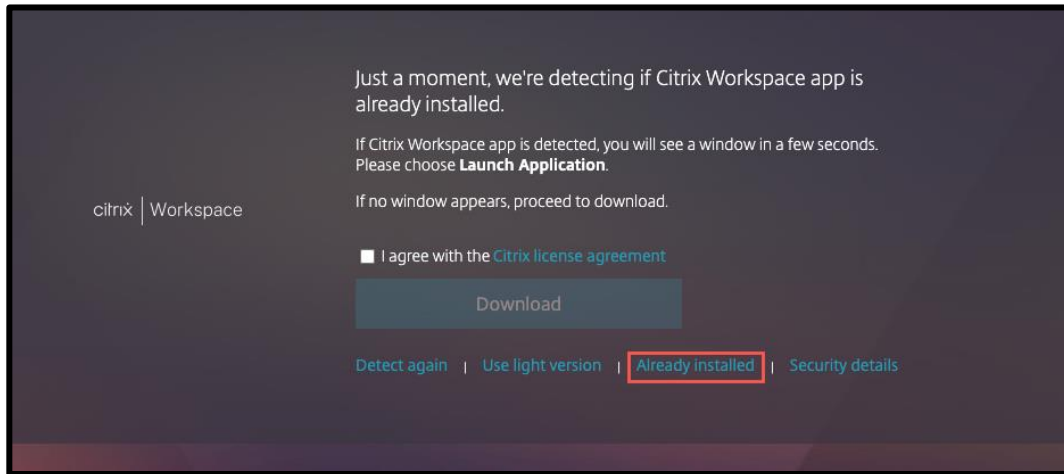


3. After your files have been uploaded to your OneDrive, you can access them in umApps by navigating to the file in your **OneDrive for Business - The University of Memphis** folder.

Installing the full Citrix Workspace App

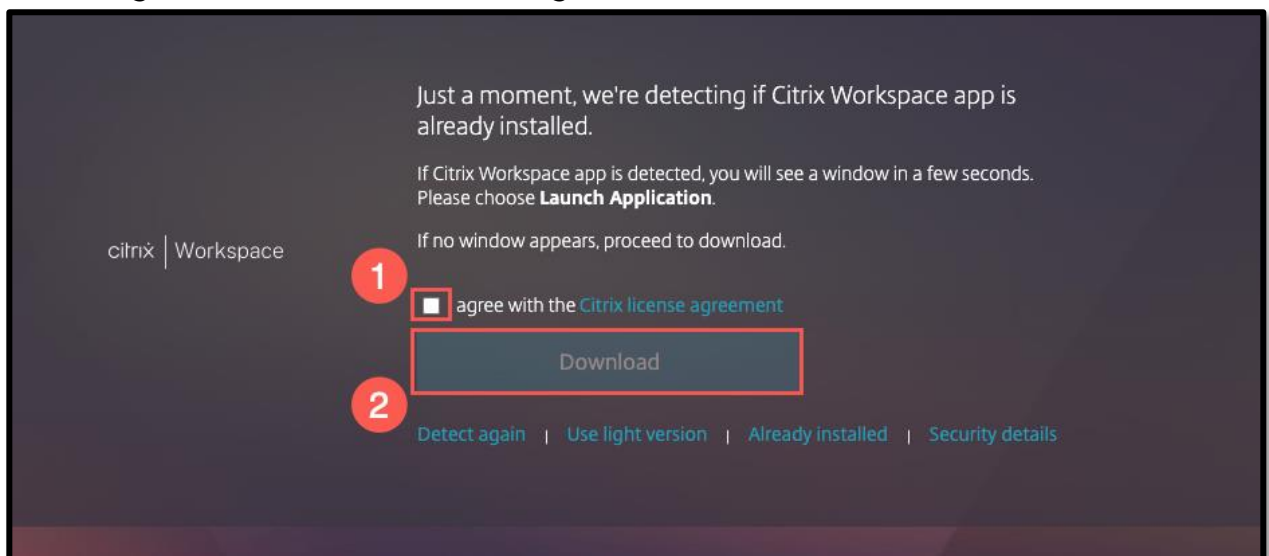
The full Citrix Workspace App provides access to local resources, such as local hard drives, USB flash drives, printers and connected devices.

If You have already installed the Citrix Workspace click **Already Installed**.

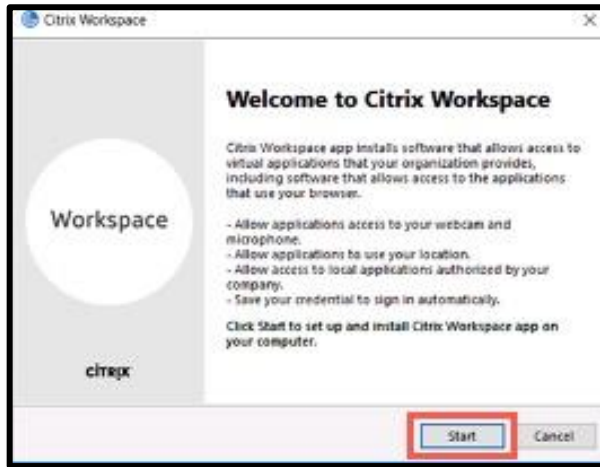


Follow these steps to install the full Citrix Workspace App:

1. Select I agree with the Citrix License agreement then Click **Download**.

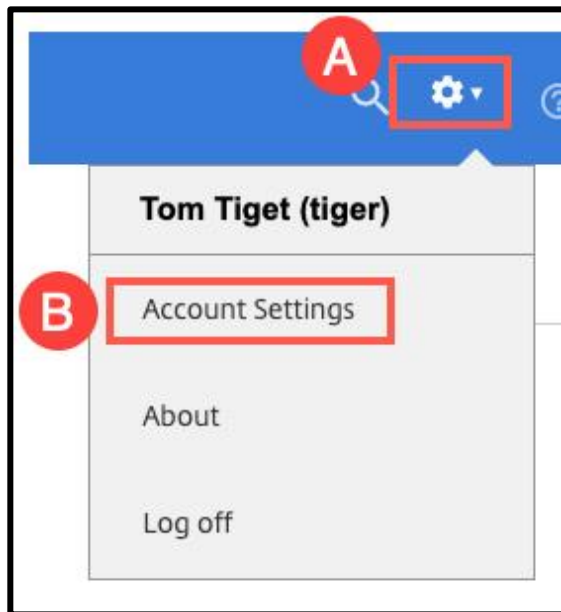


2. Follow the prompts, accept the license agreement, and Click **Start** to begin the installation. Follow onscreen prompts to install.

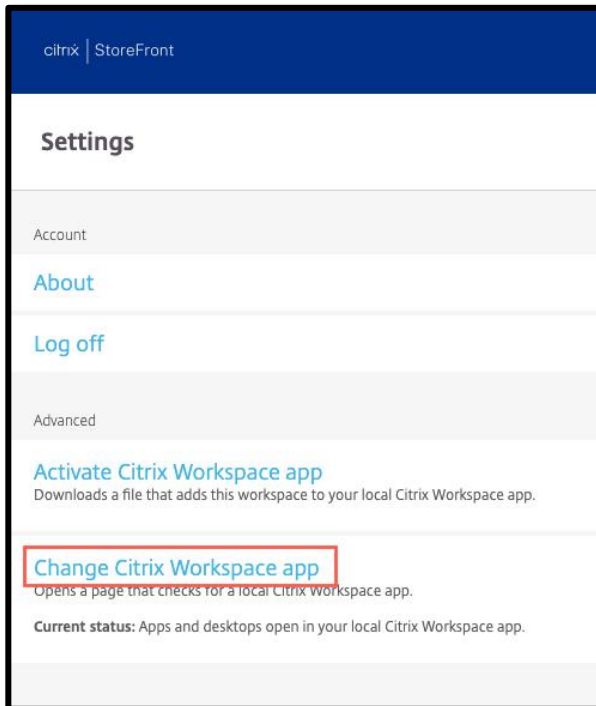


Switching between the full and HTML 5 Receivers

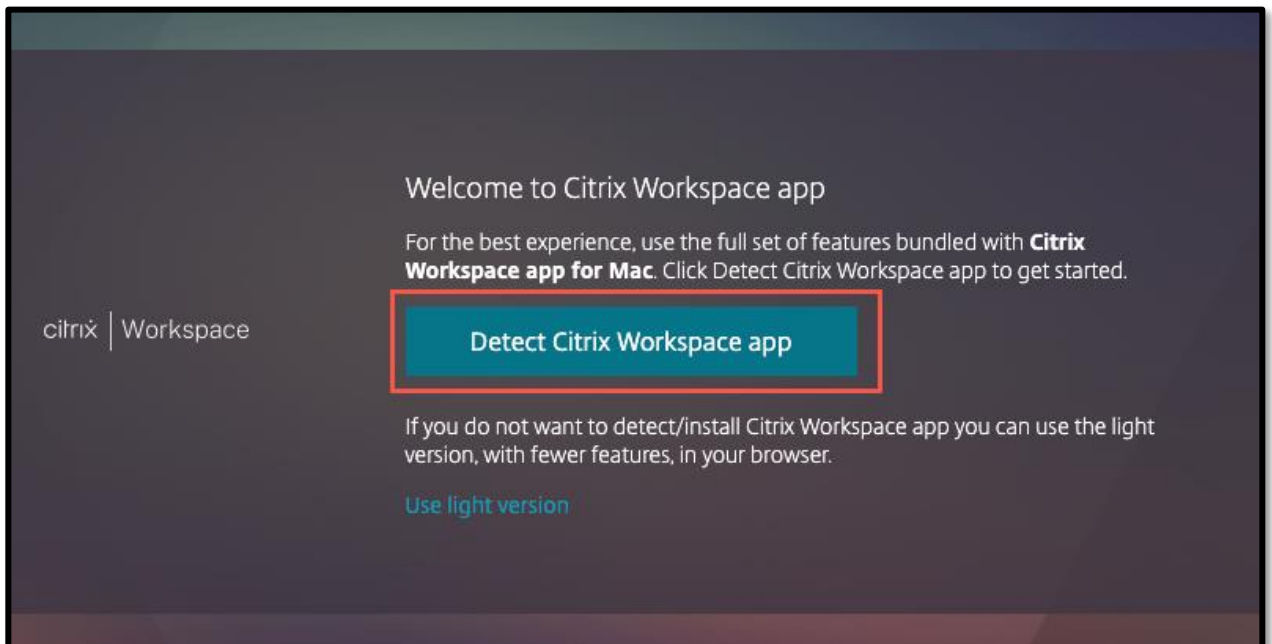
1. You can switch between the full and HTML 5 Citrix Receiver at any time by
A) clicking the gear in the top right corner, then B) selecting **Account Settings**.



2. and selecting **Change Citrix Workspace App**.



3. Select 1.) **Detect Workspace App** to use the full Citrix Workspace app, or 2.) **Use HTML 5 Light Version** to use the HTML 5 (Light Version).

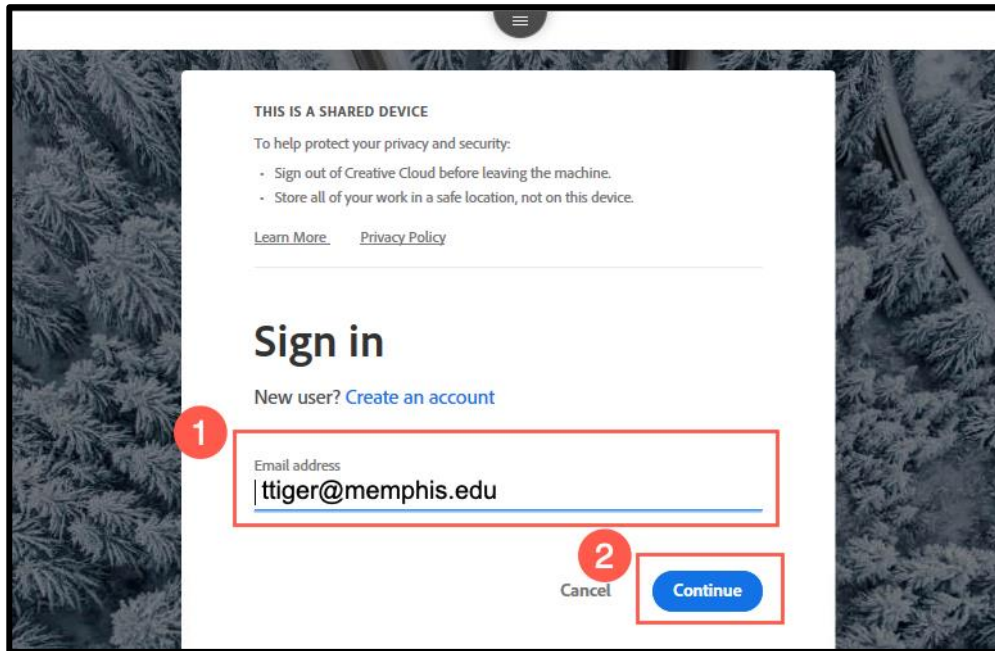


Adobe Products

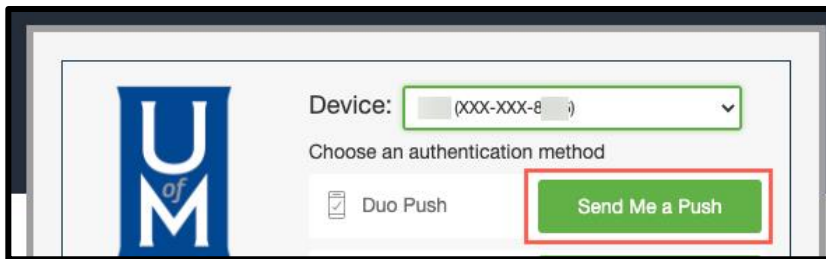
1. When using an Adobe Product, you will be asked to sign in with your UofM email address and password associated with it. *Note: UofM Faculty & Staff will also be required to signing using your **UUID***

Using Single Sign On (SSO), enter your UUID and password associated with it.

- 1) enter your UUID and Password associated with it. 2) Next, click **Continue**.



2. Authenticate using Duo, if you have Set up Duo for your UofM account.



Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)