umApps

Using umApps

Center for Teaching and Learning (CTL)
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: itstrainers@memphis.edu
Center for Teaching and Learning Website

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Purpose
This training material highlights how to download and use the umApps using Citrix 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 can access this service from both a PC and Mac.

In any browser, go to the umApps log in page and login with your UUID and password. You will be prompted to install the Citrix Receiver the first time you log into the system.
How to Access Applications

umApps provides two options for accessing software, the full Citrix Receiver and the HTML 5 Citrix Receiver.

Installing the Full Citrix Receiver

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

Follow these steps to install the full Citrix Receiver:

1. Select A) “I agree with the Citrix License agreement”, then B) Click Install.
2. Click Start.

![Image of Citrix Receiver installation screen]

Make sure the A) “I accept the license agreement” box is selected. B) Click Next and complete the installation.
Using the HTML 5 Receiver

umApps provides support for HTML5, 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 HTML 5 Receiver.*

**To use the HTML 5 receiver follow these steps:**

1. If you are visiting umApps for the first time, you will be prompted to install the Citrix Receiver. To use the HTML 5 receiver, select **Use HTML 5 Version** underneath the Detect Receiver button.
2. You will be taken to the applications page after you select the HTML 5 receiver.

3. When using the HTML 5 Receiver, when you select an application it will open in a new tab in your web browser.
Switching between the Full and HTML 5 Receivers

You can switch between the full and HTML5 Citrix Receiver at any time by A) clicking your username in the top right corner and B) selecting Change Citrix Receiver.

Select Detect Receiver to use the full Citrix Receiver or use HTML5 version to use the HTML5 Receiver.
Saving files to OneDrive for Business with Kumo

Kumo allows you to save your files to OneDrive for Business when using desktops or applications umApps. Setting up Kumo is easy; you simply authorize your cloud storage accounts (i.e. OneDrive for Business), and they’ll show up as a network drive in any umApps desktop or application session. You only need to authorize once. The next time you sign into umApps you will see your OneDrive appear as a network drive under the “This PC” icon.

To Setup Kumo:

1. Click **Setup** from the prompt within umApps, or visit the UofM Kumo website.

2. Click **Log In** to sign in to Kumo.
3. When prompted, enter your UUID and Password to log in.

4. Authorize OneDrive for Business by clicking the dropdown to open the cloud service details and then clicking Authorize.
The next time you login to umApps you will see your OneDrive account appear as a Network Location. It’s highly recommended you save your files to your OneDrive account to avoid losing any work after completing your umApps sessions.
Working with the HTML 5 Receiver

To work with files using the HTML5 Receiver, you will need to upload your files to your OneDrive and ensure you’ve completed the Kumo setup first.

1. Complete the Kumo setup (previous steps) and upload your files to your OneDrive.

2. After you have uploaded your files to OneDrive, they will appear in umApps as a Network Location with the name OneDrive for Business - The University of Memphis.

3. Now that your file has been uploaded to your OneDrive, you can access it in the application using the file -> open option and navigating to the file in your OneDrive.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to 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 is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). 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 12:00 a.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 The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning (CTL) Website](#)
- [Search our Training and Documentation](#)