

desktopANYWHERE



A facility for students and staff which provides access to University IT facilities from most computers which have a connection to the Internet.

Using a web browser you can access:

- Your files on the U drive
- Standard desktop applications
- Your Northumbria email
- Electronic Information Sources

desktopANYWHERE is a secure connection, preventing your password and other data from being seen across the network.

What you need

Internet Connection

An Internet connection and a standard web browser. **desktopANYWHERE** works well with Internet Explorer (7.0 or above), Firefox, Google Chrome or Safari.

Citrix® Client

If you are using **desktopANYWHERE** for the first time on a PC or a Mac you will need to download the Citrix Client.

This is a small piece of software which makes the connection to **desktopANYWHERE** and takes little time to install and will stay on your computer so that you should not have to install it again.

Note: The Citrix Client works with most versions of operating system and web browser. However, if you have difficulty, try using the **Client for Java** (*see instructions further on*).

Screen Quality

We recommend that you set your screen to 32bit - to check this right-click on your desktop and:

- Windows XP: Select **Properties** and then the **Settings** tab
- Windows 7 or Vista: Select **Personalise** and then **Display (Settings)**

Getting Started

1 Install the Citrix Client

If you are using a Windows PC or Mac OSX 10.5 (or above) you can download the Citrix Client from our Software Download site at: www.northumbria.ac.uk/downloads

Note: Wireless users should connect to NU Simply Web before attempting to download the Client.

We also recommend that you use Internet Explorer v7 (or above) to connect and install the Client – if you prefer to use an alternative web browser you can switch back to this after the installation.

PC Users

- Click the **Citrix Client (Windows)** link then click **Run** twice to start the Citrix Online Plug In Installation.
- When the installation has completed click **Finish** and restart your machine to ensure that the Client has successfully installed.

Mac Users

- Click the **Citrix Client (Mac OSX)**
- If prompted click **Continue** to access the Citrix Online Plug In application.
- Click the icon to install the Citrix Online Plugin.pkg and follow the easy on screen instructions.
- When the installation has completed click **Finish** and restart your machine to ensure that the Client has successfully installed.

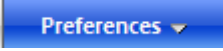
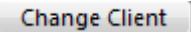
If you have any problems installing the Citrix Client please try connecting via the Client for Java.

Other Operating Systems

The Citrix Client works with most versions of operating system and web browser. However, if you have difficulty, we recommend using the **Client for Java**.

How to Connect using Client for Java

You can get the latest client for your particular machine and Operating System at: www.java.com/en/

- Open your web browser and go to <https://dta.northumbria.ac.uk>
- Click the  tab at the top of the screen
- Under **Client Settings** click the  button
- Under **Select your preferred client** use the drop down menu to select **Client for Java**
- Click **Save**
- Logon using your Northumbria Username and Password
- Click the **Desktop Anywhere** icon
- Click the required desktop.

Note: If you have already logged on with your Northumbria Username and password you will find the **Client for Java** in **Preferences > Connection Preferences > Client Settings**.

2 Logon to desktopANYWHERE

Off Campus

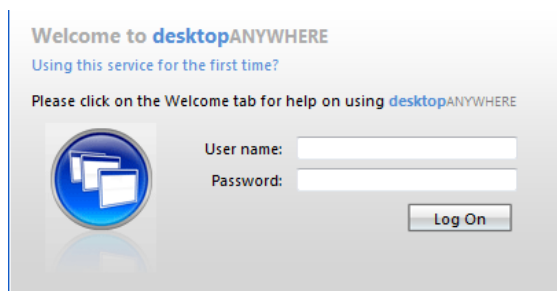
Open your web browser and go to www.northumbria.ac.uk/dta Click the **Log In** button to proceed.

Wireless Users On Campus

Connect to the NU Desktop Anywhere wireless network then open your web browser and go to:

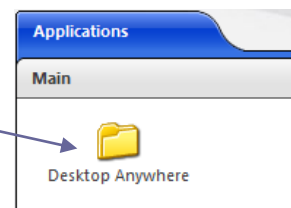
<https://dta.northumbria.ac.uk>

Note: Wireless users should make sure that the web address starts with **https://**



Enter your Northumbria Username and Password and click **Log On**

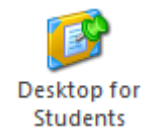
Once your password has been accepted click on the icon **Desktop Anywhere**.



3 Using the Applications

Students

Click **Desktop for Students** to run the standard applications for students including Excel and Word and access to their U Drive.



Staff

Staff should click on the **Desktop for Staff** icon for their Desktop, U Drive and Office software.



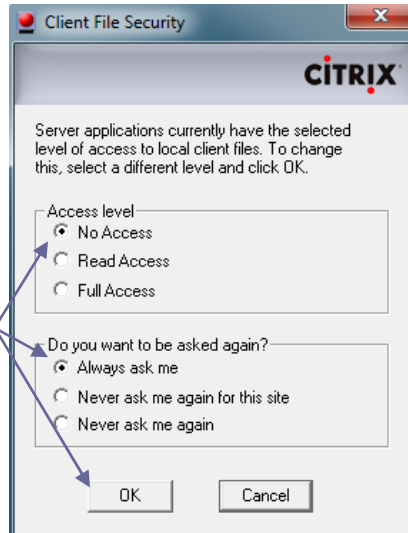
You will be reminded that by proceeding you are agreeing to abide by the University Regulations for Use of Computing Facilities.

Click on **OK** to continue.

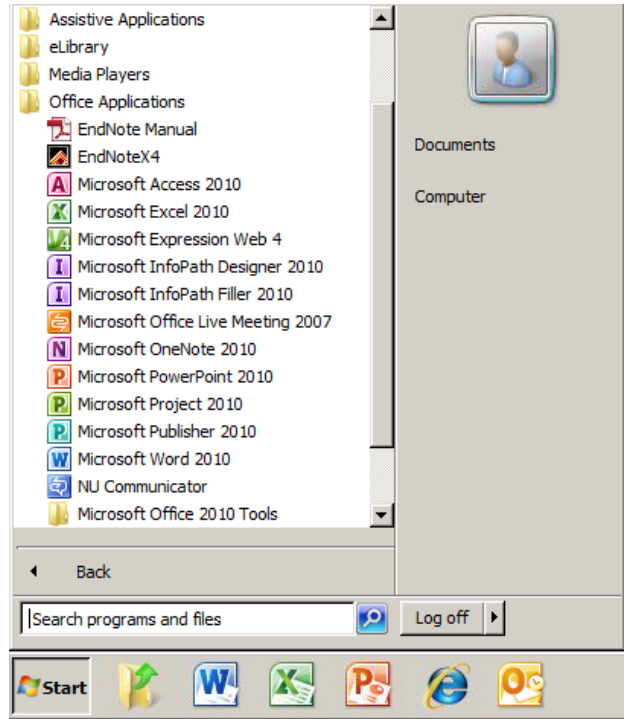
There is a short initial delay before the application opens but once open, you should find the performance is good although this is dependant on the speed of your Internet connection.

A message from the Client File Security may appear.

Click on **Full Access, Always ask me** and **OK**.



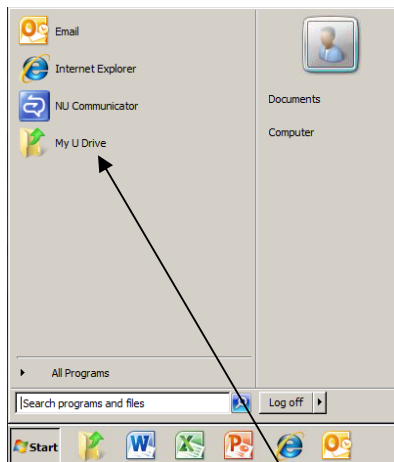
Click the **Start** button and then **Programs** to find the applications available:



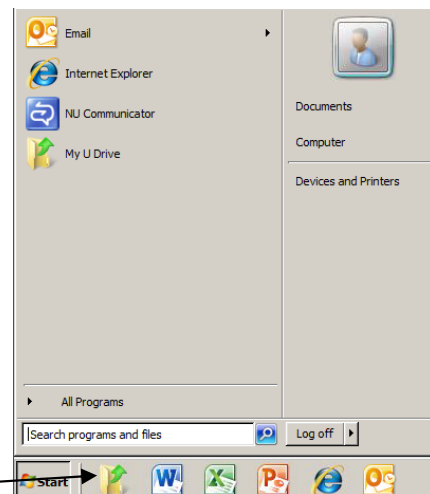
4 Accessing Your Files

To access the files on your U drive click **Start > My U drive** or click **Computer** to see all available drives.

Student View



Staff View



Shortcut icons are also available.

Accessing files on your C Drive (Windows users)

While using **desktop**^{ANYWHERE} you will still have access to your computer's hard drive which will appear in **My Computer** as '**C\$ on 'Client' (C:)**'

If you cannot see your C drive please follow these steps, before logging into **desktop**^{ANYWHERE}, to set access:

Windows XP/Vista

- Click on **Start** and **Run** and in the Open box type **subst z: c:** then click on **OK**
- Login to **desktop**^{ANYWHERE} in the normal way
- Your hard drive on your PC will now appear as **Z\$ on 'Client'(Z:)** and you will be able to access files stored there.

Windows 7

- Click on **Start** and in the **Search Programs and files** box type **subst z: c:** then click on **OK**
Note: The on-screen box will state **Searching** – ignore this as nothing further will happen and the box will close.
- Login to **desktop**^{ANYWHERE} in the normal way
- Your hard drive on your PC will now appear as **Z\$ on 'Client'(Z:)** and you will be able to access files stored there.

Accessing files from a USB Stick

Your USB stick will connect to a spare drive. However, in order to detect your USB stick you must connect it to the computer before logon. If your USB stick is quite full or has a large capacity (e.g. over 4GB) it may take a few minutes to load.

5 Saving your files correctly

Make sure you do not save items to the desktop within **desktop**^{ANYWHERE}– these items will be deleted when you logoff. Instead save to the U Drive, a USB stick, or the C Drive of your personal computer if accessing that way.

6 Logging Off from **desktop**^{ANYWHERE}

Remember to log off correctly when you wish to end your **desktop**^{ANYWHERE} session.

- Go to **Start** then click 

This is essential as otherwise your settings will not be saved correctly and may cause a delay the next time you log on to this service.

Troubleshooting

Cannot install the Citrix Client?

Try using Internet Explorer version 7 (or above) to connect and install the Citrix Client – if you prefer to use an alternative web browser you can switch back to this after the installation.

We recommend that you use the **Citrix Client** if possible, but if you cannot install the Citrix Client or you are trying to logon from an organisation or internet café that does not allow you to download the Client, please try to connect using **Client for Java** – see page 2

What if my connection is suddenly lost – will I have lost my work?

Your connection on the University server will still be active. When you reconnect to the Internet you will find that you are taken back to the point where you were working.

Make sure you save your work regularly and log off between 04.45 and 05.15 (BMT) when the **desktop**^{ANYWHERE} server connections are reset.

I can't see my PC's hard drive (*Windows users*)

If you cannot see your C drive please follow these steps, before logging into **desktop**^{ANYWHERE}, to set access:

Windows XP/Vista

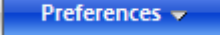
- Click on **Start** and **Run** and in the Open box type **subst z: c:** then click on **OK**
- Login to **desktop**^{ANYWHERE} in the normal way
- Your hard drive on your PC will now appear as **Z\$ on 'Client'(Z:)** and you will be able to access files stored there.

Windows 7

- Click on **Start** and in the **Search Programs and files** box type **subst z: c:** then click on **OK**
Note: The on-screen box will state **Searching** – ignore this as nothing further will happen and the box will close.
- Login to **desktop**^{ANYWHERE} in the normal way
- Your hard drive on your PC will now appear as **Z\$ on 'Client'(Z:)** and you will be able to access files stored there.

Can I change my password when using desktop^{ANYWHERE}?

When using **desktop**^{ANYWHERE} or the wireless network you can change your password by clicking the **Change Password** link to the bottom right of your screen.

The **Change Password** facility is also available from the  tab. See **Account Settings**.

I have downloaded the Citrix Client on my PC but when I try to run an application from desktop^{ANYWHERE} there is an error message 'ICA Client not found'

Try un-installing and re-installing the Client again:

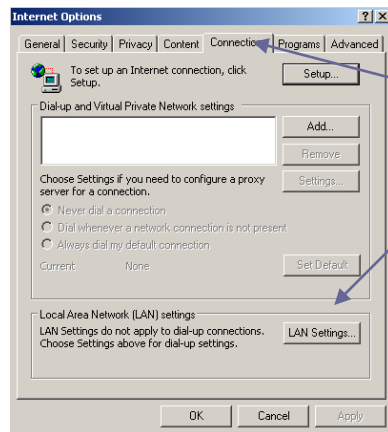
- From the **Start** menu go to **Settings > Control Panel**
- Remove the Client using **Add/Remove** programmes from the Control Panel
- Using **Windows Explorer** or **My Computer** find the **Programs** folder. Underneath this is the **Citrix** folder. Highlight the **Citrix** folder and **delete** it.
- Restart your computer.
- Connect to the internet again and go to the downloads page at: www.northumbria.ac.uk/downloads
- Click the **Citrix Client (Windows)** link and when prompted to run or save the file, select **Run** twice to start the installation process.
- When the installation has completed click **Finish** and restart your machine to ensure that the Client has successfully installed.

I have installed the Citrix Client but when I click on an application I get a message 'cannot connect to Citrix server'

This is usually due to security settings on the machine you are using which won't allow the connection to our server. If possible change the settings to allow the connection.

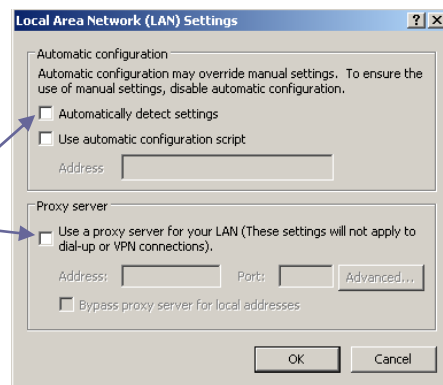
Problem connecting to desktopANYWHERE where error message is (or similar to): "Cannot connect to the Citrix Metaframe. Server proxy detection failure. Improper auto-configuration URL"

- Open **Internet Explorer** and go to **Tools > Internet Options**



Select the **Connections** Tab

then **LAN Settings**



- Remove any ticked entries in the **Automatic Configuration** and **Proxy Server** boxes.
- You must now close and re-open Internet Explorer for the changes to take effect.

If you have the **desktopANYWHERE** address saved as a favourite in Internet Explorer, please delete this, as it may now be an out of date link due to the recent upgrade of the Citrix pages.

I have connected but when I try to run an icon for Internet Explorer a Save As box opens and I can get no further

This is due to a setting in Internet Options:

- Open **Internet Explorer**
- Go to **Tools > Internet Options** and click on the **Advanced Tab**
- Scroll down and look under **Security Options/Security**
- Make sure that the option **Do not save encrypted pages to disk** is **Unticked** and then click on **Apply/OK**.

I used to be able to connect to desktopANYWHERE but now I get a message to say I need to update my browser to a higher security setting.

We recommend that you upgrade to the latest version of web browser (Internet Explorer, Firefox, Google Chrome or Safari).

If you are unable to upgrade your browser, please try connecting using **Client for Java** (see page 2).

I used to be able to connect to desktopANYWHERE but now I get a message to say the ICA Client is not found?

- Open Internet Explorer and select **Tools > Internet Options**
 - Internet Explorer 7:
 - Under **Temporary Internet Options** click on **Delete Cookies** and **Delete Files**.
 - Internet Explorer 8 and 9:
 - Under **Browsing history** click **Delete**
 - Tick the boxes **Temporary Internet files** and **Cookies** and click **Delete**
- Close your browser and then try again.

If you still have a problem, please follow the instructions for re-installing the Citrix Client.

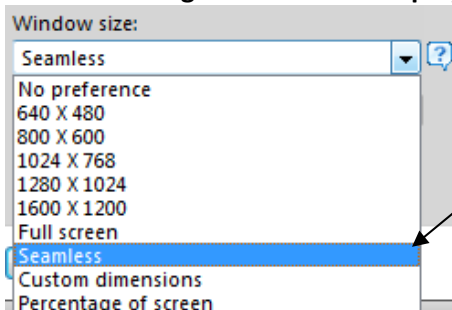
Problem connecting to desktopANYWHERE with AOL

If you are using AOL as your current browser then you may not be able to establish a successful connection to **desktopANYWHERE**. Some browsers contain heightened levels of Internet Security which prevent access to some services on the Northumbria Website.

Setting the Window Size

If you find that the desktop window is too small follow these steps to maximise your screen the next time you log on to **desktopANYWHERE**.

- After logging in (but before clicking on the Desktop Anywhere folder) click the **Preferences** tab and select **Session Settings**
- Click **Configure sound and display settings for your resources**



- Use the drop down list to select your window size to **Seamless** or **Full Screen**
(Seamless fits above your desktop Start bar)
- Then click **Save**.

How do I switch from desktopANYWHERE full screen view back to my own desktop?

To return to your local desktop press Shift + F2 (*this changes the session from full screen to windowed and allows you to select the minimise button*)

To return to full screen simply maximise the **desktopANYWHERE** window and press Shift + F2 again.

IT Helpline

For help and advice

Tel: 0191 227 4242
Freephone: 0800 923 4242
Text: +44 77 81 48 27 86
Email: it.helpline@northumbria.ac.uk
Search: www.northumbria.ac.uk/knowhow
Chat: www.northumbria.ac.uk/itchat
Join us: www.facebook.com/NorthumbriaIT

24x365
Open Every Day
All year round!

Search online in IT KnowHow or contact the IT Helpline.