



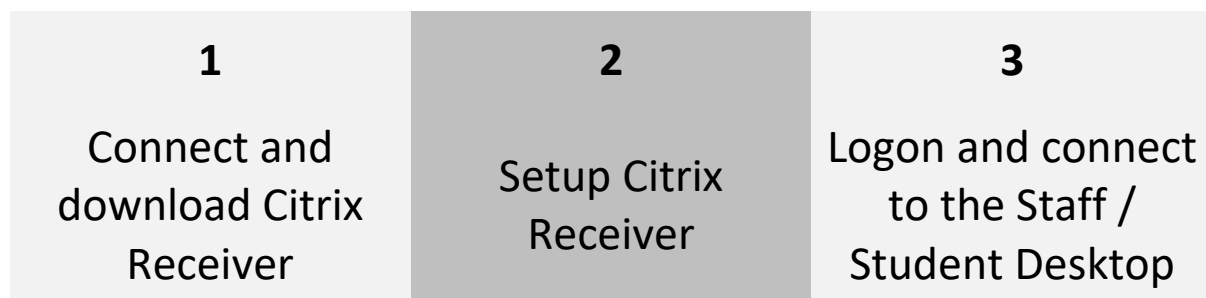
Guide to using Simply Web

Simply Web offers high performance access to Northumbria IT facilities from a wide range of devices which have a connection to the Internet including smartphones, tablets and laptops. It has a secure connection, preventing your password and other data from being seen across the network.

Using this route, you can access:

- The Staff/Student Desktop
- Your files on the U drive
- Standard desktop applications
- Your Northumbria Email
- Electronic Information Sources

Connecting to Simply Web is quick and easy



Once you've followed this guide and have everything setup you'll just need step 3 in future!

1. Connect and download Citrix Receiver

On Campus: Connect to the appropriate WiFi network for your device:

NU Smartphone:
Mobiles, Smartphones and iPhones

NU Simply Web:
For Laptops, iPads, Tablets

Off Campus: Connect to the internet in your usual way.

Using WiFi

The first time you use WiFi on campus you will need to check that the settings on your device are configured correctly. For help with this see our WiFi guides online.


We've listed steps for the main systems on the market; one of them should apply to your device. If you don't find the information needed for your device, please see the information on access without a Citrix Receiver via a web browser on page 6 of this guide.

Windows 10 and 7

- 1 Go to www.citrix.com/clients
- 2 Select **Receiver for Windows** and choose the version needed for your device (the most appropriate client will be offered to you)
- 3 Select **Download** and Accept the License Agreement
If prompted with a Citrix Download Manager – select **Download your file manually**
- 4 Choose to **Run** the Receiver installation. The exact method will depend on your browser:
 - **Internet Explorer** will provide a Run option
 - **Firefox and Chrome** will only allow the file to be downloaded and you will need to run it from the downloads list
- 5 At the end of the install, you should be prompted to **Add Account** - move on to **Section 2**

Windows 8

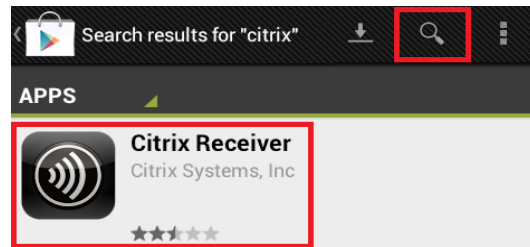
You can access Simply Web on Windows 8 by downloading the Citrix Receiver App from the Store and using your Northumbria username and password information.

- 1 Select the **Store** icon to connect to the store and download **Citrix Receiver**
- 2 From the **Store** page, start typing **Citrix Receiver**
- 3 Select the **Citrix Receiver** option and select **Install**
- 4 Open the new **Citrix Receiver App** that has been installed
- 5 In the **Address** field enter <https://simplyweb.northumbria.ac.uk> and select **Next**
- 6 Enter your Northumbria username and password
Note: The Domain\User field should be entered in the following format: UNN\username
- 7 Select **Log On**
- 8 To add your applications, select 
- 9 This will show you the applications you have access to. To add an icon to **My Apps**, double-click the icon required.
- 10 Set up is now complete. Select the **Staff/Student Desktop** icon in **My Apps** to start Simply Web.



Android devices

- 1 Tap **Search** and type **Citrix**
- 2 Tap **Citrix Receiver**
- 3 Tap **Install**
- 4 Now move on to **Section 2**



iPad

- 1 Open the App Store, type **Citrix** into the Search field and tap **Search**
- 2 Tap **Install** next to **Citrix Receiver** (you may be prompted for your Apple ID and password)
- 3 Tap **Install** (or Free) again
- 4 Now move on to **Section 2**



MacOS 10.11 (El Capitan),10.12 (Sierra),10.13 (High Sierra),10.14 (Mojave)

- 1 To download the Citrix Workspace app for MAC go to www.citrix.com/clients
- 2 Select **Download for Mac** (the most up to date client will be offered to you)
- 3 Select **Download Citrix Workspace app for Mac** and make a note of where you are saving the download
- 4 Once downloaded, double click on the CitrixWorkspaceApp.dmg
- 5 Double Click **Install Citrix Workspace**
- 6 Follow the on-screen prompts until you receive confirmation that the installation was successful
- 7 Now move on to **Section 2**



The installation was successful.

The software was installed.

Ubuntu – v14.04 (with Citrix Workspace App 1809)

Please ensure that your system has all the latest updates installed by using the Update Manager or type `sudo apt-get update; sudo apt-get upgrade` in a terminal window.

Note: To install and configure the Citrix Workspace App you will need root privilege (login as root) or be able to run applications with root privilege (sudo).

- 1** To download the Citrix Workspace App [click here](#)
- 2** Scroll down to the bottom of the page and select **Debian Packages** and the relevant package depending on the hardware of your device e.g. Citrix Workspace app for Linux (x86_64) for 64-bit systems.
- 3** Click on **Download** for the .deb file, accept the **End User License Agreement** and the .deb package will be downloaded.
- 4** Install the .deb package by either double clicking on the package file in your file browser which will launch the Ubuntu installer, then follow the prompts to install the package.

OR type the commands below in a terminal window:

```
cd ~/Downloads
dpkg -i icalient*.deb
```

You may also have to install some dependency packages, type:

```
apt-get install -f
```

- 5** If you want to access any USB devices from Citrix, install the relevant **USB Support Package** in the same way, after downloading from the above site.

Note: 64-bit users may also have to install libxerces (`sudo apt-get-install libxerces`)

- 6** The Linux Citrix client does not by default trust the certificate used by Simply Web
 - Download the **simply-bundle.crt.zip** from www.northumbria.ac.uk/downloads
 - Unzip the certificate bundle by typing the following in a command window
`unzip simply-bundle.crt.zip`
 - Copy the file to the **Citrix certificates directory**, type:
`cp simply-bundle.crt /opt/Citrix/ICAClient/keystore/cacerts`
 - Rehash the Citrix certificates, type:
`/opt/Citrix/ICAClient/util/ctx_rehash`
 - The Citrix Workspace App should now be installed and working. Run it by selecting **Applications->Internet->Citrix Workspace** from a Gnome desktop or from the Unity Desktop type Citrix in the launcher and select **Citrix Workspace**.

2. Setting up the Citrix Receiver (via WiFi)

NOTE: If you're accessing Simply Web from a desktop computer/not using WiFi, you can skip this step and continue from **Step 4. Logging on to the Simply Web Desktop**

1. Open the Citrix Receiver and add your account

Depending on your device the Citrix Receiver link may be in your Start Menu, Start Screen (Windows 8) or Finder/Applications (Mac OSX).

First time access to this service?

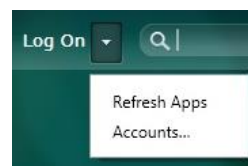
The first time you use Citrix Receiver you should be prompted for a work email or server address.

- Enter your Northumbria email address
- Select **Next**



Already using Citrix Receiver?

If you already have Citrix Receiver on your device, navigate to **Accounts**



- Select **Add**
- Enter your Northumbria email address
- Select **Next**

2. Logon with your Northumbria Username and Password

You should be prompted for your University credentials.

Some devices require your username to be entered with the UNN prefix: e.g. unn\w9912345. If this is not accepted, try without the prefix

Note for Mac, Win 8, Android

- Enter your Northumbria username, domain and password as shown
- Click on or tap Log On
- If prompted, select Yes to allow the Citrix Receiver to make changes to your device
- An on screen notice will confirm that your account has been added successfully.
- Click or tap **Finish**
- An account called **NUStore** will be added to your Citrix Receiver list. If necessary click OK on the Accounts window

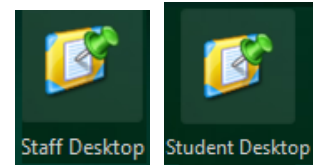
Domain\User:	<input type="text" value="unn\username"/>
Password:	<input type="password" value="••••••••"/>

Username	Username
Password	••••••••
Domain	unn


3. Logon and connect to the Staff/Student Desktop

1 If prompted enter your Northumbria username and password (same format as examples above)

2 Select the appropriate icon for the Desktop



3 If the icon does not appear:

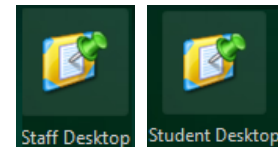
- Select  This will show the applications you are entitled to launch.
- Single click or tap on the required Desktop icon to add it to your **Favorites**
 - Some versions of the Receiver will launch the desktop as soon as you add it to your Favourites.
 - If not, return to your Favourites/applications by clicking/tapping anywhere within the Receiver away from the Add Applications list.
- Now you have added your favourites, single click/tap the Staff/Student Desktop icon to launch.
- If you still don't see the desktop minimise your Citrix Receiver screen to check if it has opened behind.


3. Logon to the Simply Web Desktop

Once you have the Citrix Receiver installed on your device and you are connected to the Internet (see previous **Step (3)** if you're using WiFi):

1 Open Citrix Receiver – depending on your device this may be located in your Start menu, Tool Bar, Start Screen (Win 8) or Finder/Applications (Mac OSX)

2 Click the icon for Staff/Student Desktop



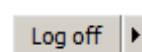
If an icon does not appear or you require another application, click  This will show the applications you are entitled to launch.

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

Logging Off from the Desktop

1 Remember to log off correctly when you wish to end your session.

2 Go to Start then click

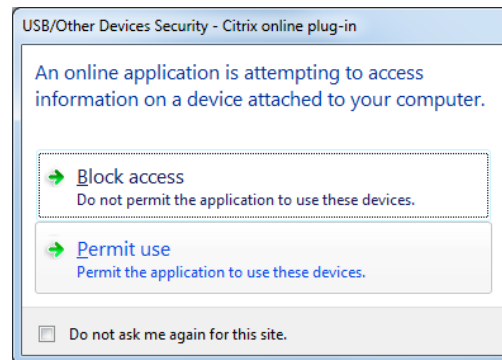
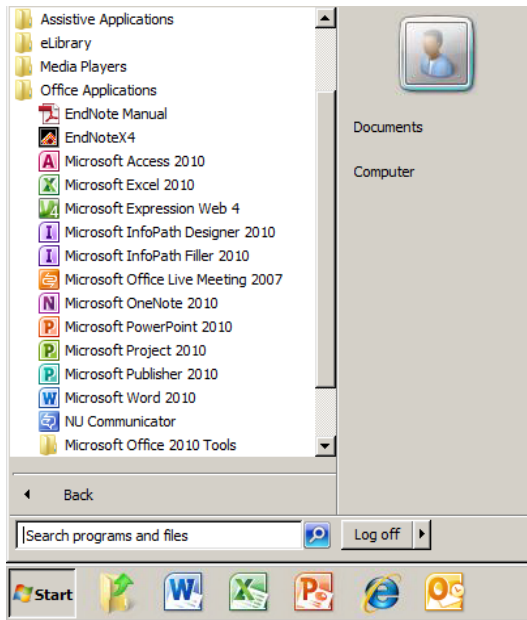


3 This is essential as otherwise your settings will not be saved correctly and may cause a delay the next time you log on to this service.

4. Using Simply Web and the Applications available

- 1 A message from the Client File Security may appear

Click on **Permit Use and Do not ask me again for this site**



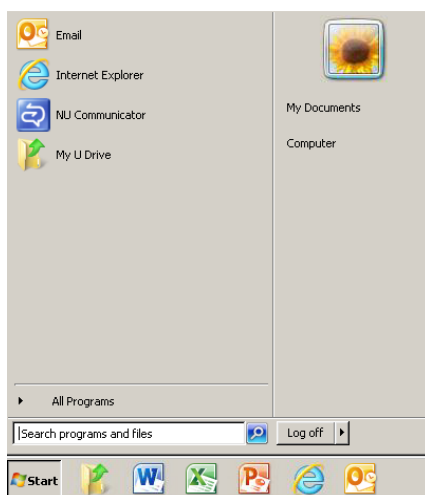
- 2 Click **Start > All Programs** to find the applications available

- 3 Shortcut icons are also available.

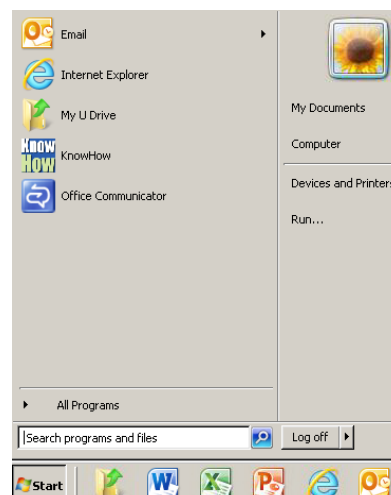
Accessing Your Files

- 1 To access the files on your U drive, click Start > My U drive

Student View



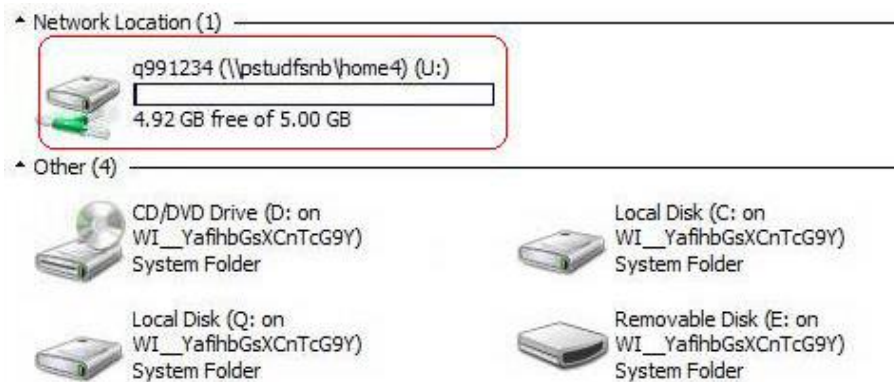
Staff View



- 2 Click **Computer** to see all available Drives.

Accessing files on your C Drive (Windows users)

1



Your U Drive is listed at the top and shows how much space you have left.

Other Drives shown are the local Drives on your own computer

2

If you cannot see your C Drive please follow the steps in the Troubleshooting section of this guide: **I can't see my PC's hard drive (Windows users)**

Accessing files from a USB Stick or external Hard Drive

Your USB stick or external hard drive will connect to a spare drive. However, in order to detect your USB stick you must connect it to the computer/device before you logon.

If your device is quite full or has a large capacity (e.g. over 4GB) it may take a few minutes to load.

Saving your files correctly

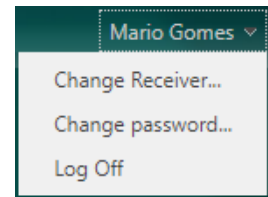
Make sure you don't save items to the desktop itself – these items will be deleted when you logoff. Instead save to the U Drive, a USB stick, external hard drive or the C Drive of your personal computer if accessing that way. It's a good idea to save copies of important files to the U Drive; IT Services take back up copies of files on the U Drive every day.

Troubleshooting

Can I change my password when using the Simply Web Desktop?

Yes, you can change your password via the drop down menu at the top of the screen

Click the drop down menu next to your name and click **Change Password**.



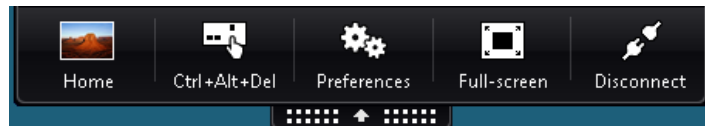
How do I change the window size?

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

1 Click the toolbar at the top of the screen



2 Select **Full Screen**



3 To revert back to a smaller screen click the toolbar and select Window

4 There are also some display setting available in the Preferences tab

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

If you lose your internet connection, you will have a short period to reconnect before your session is logged off; this is 15 minutes for students and 1 hour for staff.

To help avoid loss of work, we recommend that you save your work immediately you open your file and continue to save regularly throughout your session. Some applications such as Word have a built in auto save of 10mins, but you must save your work at least once for this to be activated.

Make sure you save your work and log off between 05:00 and 05.15 (BST) when the server connections are reset.

Remember: If you open documents from your email account using a web browser, you must select **Save As** and save to your U Drive, otherwise you will lose your changes.

I have downloaded the Citrix Receiver on my computer but when I try to run an application there is an error message 'Client not found'

Try removing and re-installing the Citrix Receiver:

- 1** Uninstall the Citrix Receiver from your machine
 - **Windows:** Remove from the **Uninstall a Program** menu in **Control Panel** on your PC's C Drive
 - **Apple Mac:** Move the Citrix Client to the **Trash Can**
- 2** Restart your device to completely remove the Citrix Client.

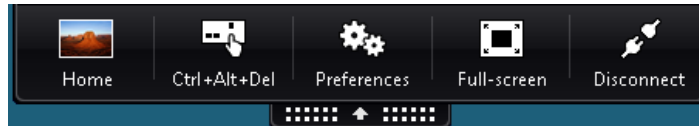
I can't see my own computer's hard drive

If you cannot see your C drive, follow these steps to enable access:

- 1 Click the toolbar at the top of the screen



- 2 Select **Preferences**



- 3 Select **File Access**

- 4 In order to see your local drives make sure that Read and Write or Ask me each time are selected

Choose how to access files on your computer from your virtual desktop

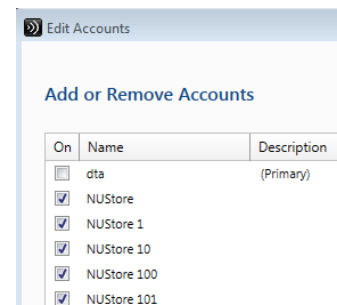
- Read and write
- Read only
- No access
- Ask me each time

Note: Local drives are not supported Windows RT.

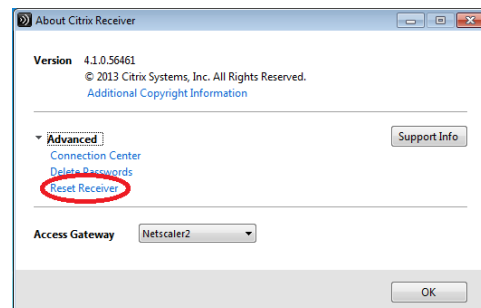
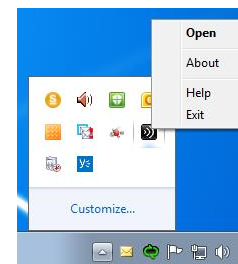
Reset Receiver to Clear Multiple Stores

Some staff have encountered difficulties connecting when the Citrix Receiver creates multiple stores. If this happens follow these steps:

If your Citrix Receiver has created multiple stores, you will need to reset your Receiver to clear the additional stores. This will take a few minutes to complete.



- 1 Make sure you are logged out of Citrix Receiver
- 2 From your task bar, right click on the **Citrix Receiver** icon (you may need to click the menu arrow to unhide these icons)
- 3 Click **About > Advanced**
- 4 Click **Reset Receiver**
- 5 Click **OK** when asked if you are sure
- 6 Wait – it may take a few minutes for the Citrix Receiver to be reset.
- 7 Once this has completed you can open Citrix Receiver and register with your Northumbria email address.



Can I print to my own printer when I'm remotely connected to the Simply Web Desktop?


The Citrix Universal Print Driver should allow most printers to be recognised and therefore allow you to print to your local printer. Some devices, including iPads, Android and Windows RT do not support client printing.

However, if you're logging in via the wireless network you'll see all the Northumbria on-campus printers and you can send your document to print and collect it when on campus using your Smartcard.

Common problems and their solutions:

Is your printer listed within the Student/Staff Desktop?	<ul style="list-style-type: none">• Go to Start > All Programs > Printing > Default Printer• A small printer icon will appear in the bottom right-hand corner of your screen (beside the clock). Right-click on this and a list of printers will appear.• Check the list for your home printer; a default printer is signified by a small black tick; if this is not showing next to your printer you can change it by left-clicking on the correct printer open the printer list again and you will see that the tick has moved to indicate that your home printer is now the default printer.
Have you recently (re)installed the printer?	<ul style="list-style-type: none">• It could be that the old printer is still on your list of printers, which could be causing a conflict with the new one.• Try printing a document outside of the Simply Web Desktop.• If this also will not print you may need to check your printer for possible faults or try reinstalling it.
Is the printer set as the default on your computer?	<ul style="list-style-type: none">• In order to print from the Student Desktop, your home printer must be designated as the default printer on your PC.• If you have multiple printers setup on your PC, the one you intend to print to must be selected as your default printer before logging into the Student/Staff Desktop.

IT Support - open 24 hours, 365 days a year

Email it.helpline@northumbria.ac.uk
Phone 0191 227 4242
Chat northumbria.ac.uk/itchat
 twitter.com/NorthumbriaIT