

# Student Desktop

## On Windows and Mac Laptops



Need IT help?

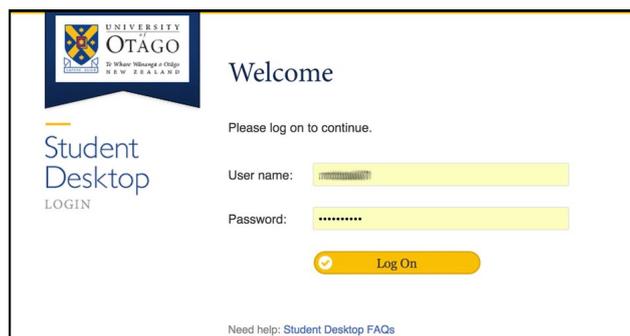
Ask a friendly Student IT Advisor

Try our help site: [otago.ac.nz/studentIT](http://otago.ac.nz/studentIT)

Chat to us on Facebook: [facebook.com/uostudentit](https://facebook.com/uostudentit)

# Installing the Student Desktop Citrix Receiver on Windows

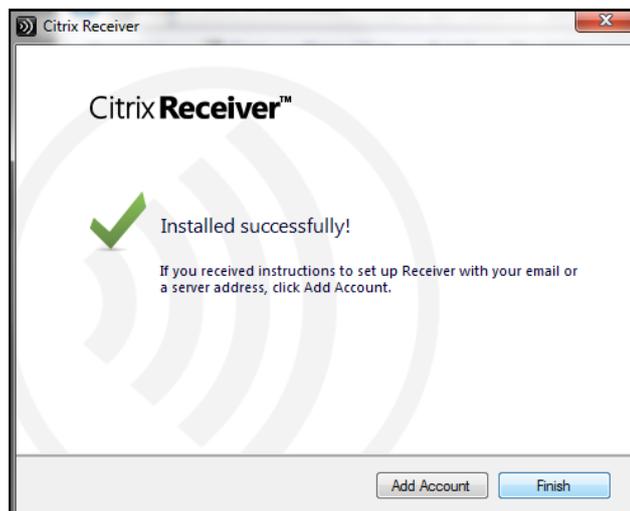
1. Go to [otago.ac.nz/studentdesktop](http://otago.ac.nz/studentdesktop) and fill in your student username and password



2. Check **I agree to the terms and conditions** and click **Install**.



3. In the pop-up (at the bottom of the window or a separate window) click **Run**, or click **Save File** and then double-click on it in your Downloads folder.  
In the Setup window, follow the prompts to install. On the last window, click **Finish**, NOT **Add Account**



4. To use the Student Desktop, return to [otago.ac.nz/studentdesktop](http://otago.ac.nz/studentdesktop) and click on **Student Shared Desktop**

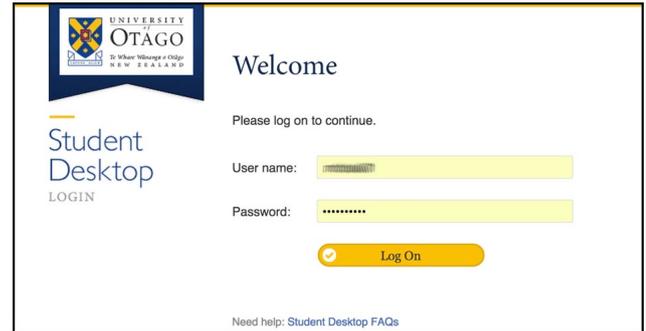


5. If you are asked whether to allow the program to run, choose **Allow**



# Installing the Student Desktop Citrix Receiver on Mac OSX

1. Go to [otago.ac.nz/studentdesktop](http://otago.ac.nz/studentdesktop) and fill in your student username and password



2. Check **I agree to the terms and conditions** and click **Install**.



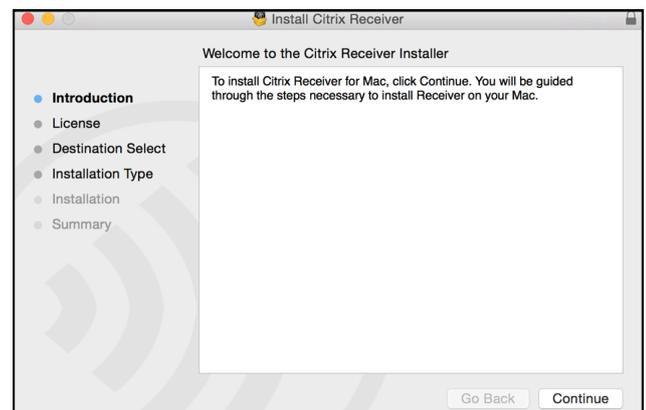
3. Wait until the file has finished downloading and then click on it



4. Double-click **Install Citrix Receiver**



5. Follow the prompts in the install window.  
Note: Do **NOT** choose to *Add Account*.



6. To use the Student Desktop, return to [otago.ac.nz/studentdesktop](http://otago.ac.nz/studentdesktop) and click on **Student Shared Desktop**.



# Frequently Asked Questions

## What do you mean, I can use the Student Desktop on my Laptop?

By installing the Citrix Receiver, you can use the Student Desktop any time, anywhere, so long as you have internet access. You can access all files and software just as if you were in a computer lab on campus.

## Help! What do I do if it isn't working?

First, we recommend using either **Internet Explorer** or **Safari** (on your own computer) to go to [otago.ac.nz/studentdesktop](http://otago.ac.nz/studentdesktop).

Please also feel free to contact us or to come and see us at Student IT.

## Will I be able to access my Course Specific Software?

Yes, see *Course Specific Resources in All Programs* in the Start Menu.

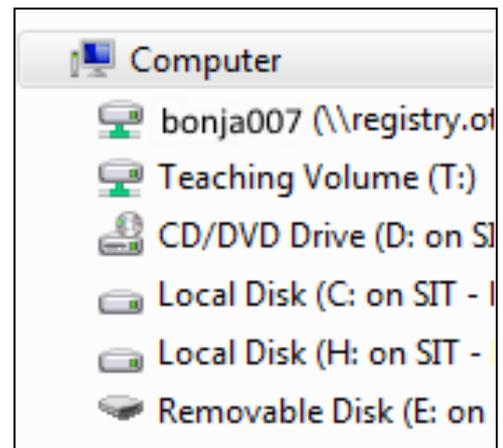
## What if I can't see the Desktop on my Mac after installing Citrix Receiver?

If you have successfully logged in to use the Student Desktop, you may have to click the Citrix Viewer application on your dock.

## How do I access the files on my laptop when using the Citrix Receiver?

On **Windows**, click on **Local Disk C:** to access your desktop and folders.

On **Mac**, click on **Local Disk H:** to access all the folders you see in Finder: Desktop, Downloads, Documents etc.



## Can I use USBs, CDs or DVDs?

USBs, CDs, DVDs on your own computer are also available through the Student Desktop as shown.

## How do I remove the Citrix Receiver?

On **Windows** you can remove the Citrix Receiver using the Control Panel. Click **Programs and Features**, select **Citrix Receiver** from the list of programs and click **Uninstall**.

On **Mac**, run the installer file again but choose **Uninstall Citrix Receiver**. If you no longer have the installer on your computer, you can download it from [www.citrix.com/go/receiver](http://www.citrix.com/go/receiver)