

HOW TO ACCESS THE WEB-BASED LEARNING PLATFORM

To remotely access the programs hosted on the UTMs web-based (Citrix) learning platform, you will need to download a program called Citrix Receiver. Please read and follow the instructions below carefully.

Supported browser: Chrome (preferred browser), Firefox

Prepare your account

Go to <https://utorid.utoronto.ca>

Click "**Verify**" under "**Problems with your UTORid**" tab.

Problems with your UTORid?

→ [verify your UTORid and password](#)



Install Citrix Receiver

1. For first time users, you will need to download a program called 'Citrix Workspace App' (users who have already installed the program can proceed to step 2).

Download the program

- From the UTM website:
go to <http://www.utm.utoronto.ca/iits> and click on 'Computer Software' then scroll down to the bottom of the page under Xenweb.

Xenweb

Some UTM course applications are offered through a Citrix virtualized service (Geography, Mathematics Statistics among others).

The approved clients to access XenWeb:

[Windows \(10/8/7/Vista\)](#)

[MacOS](#)

[Android](#)

[iOS](#)

Access Xenweb [Here](#)

- From the Citrix website:
<https://www.citrix.com/downloads/workspace-app/>

Windows

Choose the appropriate operating system for your computer and download the file to a known location (this may take a few minutes). Once completed, locate the file and double-click to start the installation.

Proceed **Installation** session.

Mac

Please make sure to download the correct version of Workspace App.

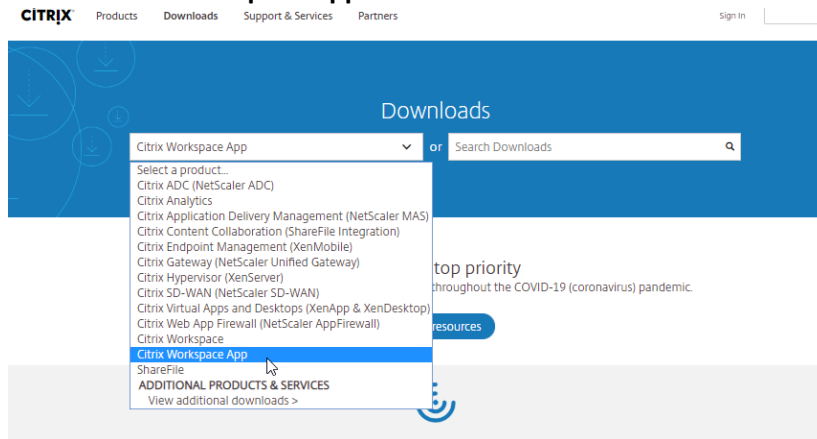
Find your Mac OS version

Please follow the instruction in the following URL

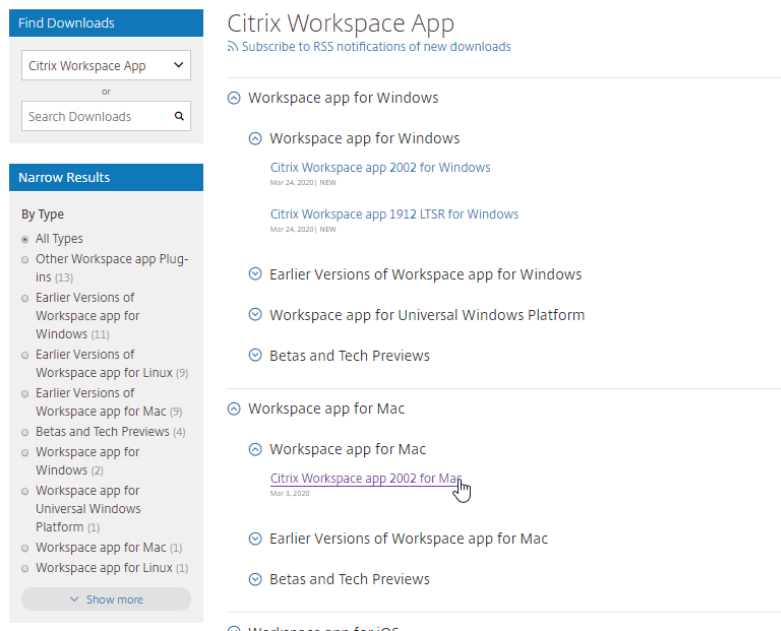
<https://support.apple.com/en-us/HT201260>

Download Citrix Workspace App

1. Go to <https://www.citrix.com/downloads/workspace-app/>
2. Select **“Citrix Workspace App”**



3. Click **“Citrix Workspace app 2002 for Mac”**



4. Check your Mac OS version and click **“Download Citrix Workspace app for Mac”**.

The screenshot shows the Citrix website's Downloads section. The breadcrumb trail is: Downloads / Citrix Workspace App / Workspace app for Mac / Citrix Workspace app 2002 for Mac. On the left, there is a 'Find Downloads' sidebar with a dropdown menu set to 'Citrix Workspace App' and a search box. Below it is a 'Support Resources' sidebar with links to Product Documentation, Knowledge Center, and Support Forums. The main content area displays 'Citrix Workspace app 2002 for Mac' with a release date of Mar 3, 2020. It lists compatibility with Mac OS 10.13, 10.14, and 10.15. A prominent blue button says 'Download Citrix Workspace app for Mac (141.2 MB - .dmg)'. Below this, the version is listed as 20.02.0.5 (2002), and a SHA256 checksum is provided: - EEF7ED9EDDDC961A9622912B289CAB001E72A2EA5BF0400E3AD71F4D73B86A7A. There is also a link for 'What's new, fixed or updated (Release notes)' with instructions to review the product documentation for features and refer to a release page for more details. At the bottom, there is a link for 'Citrix Workspace app for Mac overview'.

5. If your Mac OS does not meet the requirement, go back to the previous page and click **“Earlier versions of Workspace for Mac”** and locate a version for your Mac OS.

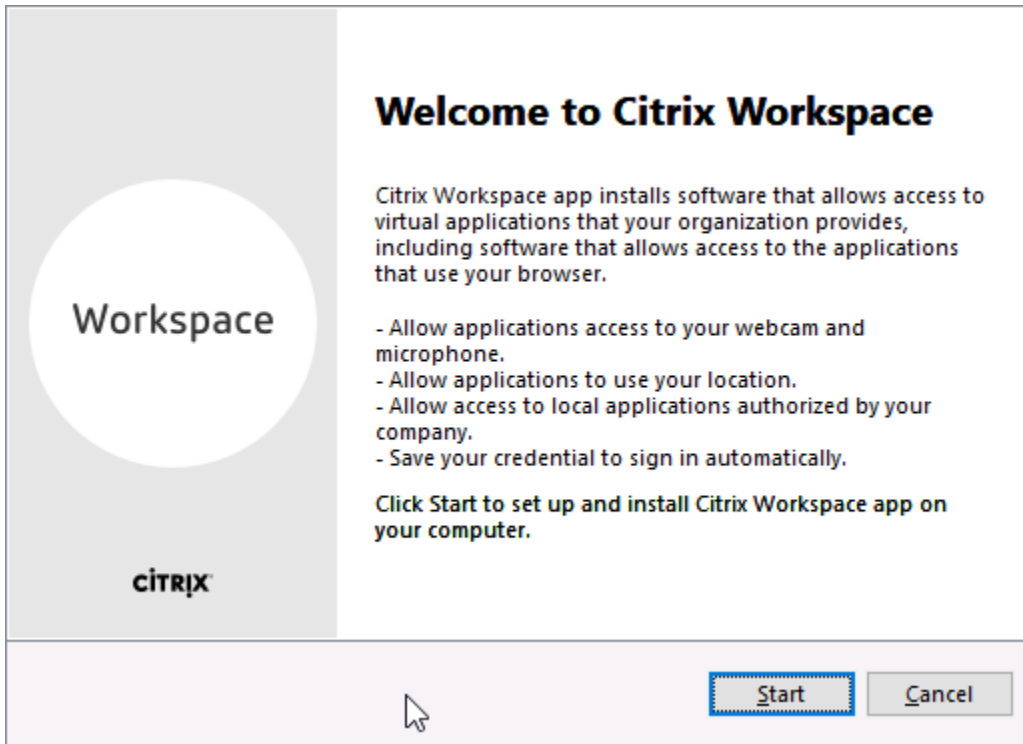
The screenshot shows a list of download options on the Citrix website. The first option is 'workspace app for Mac'. Below it is 'Earlier Versions of Workspace app for Mac'. Under this heading, several versions are listed with their respective release dates: 'Citrix Workspace app 2001 for Mac' (Feb 4, 2020), 'Citrix Workspace app 1912 for Mac' (Dec 10, 2019), 'Citrix Workspace app 1910.2 for Mac' (Oct 17, 2019), and 'Citrix Workspace app 1906 for Mac' (Jul 8, 2019).

6. Download and install the Workspace app.

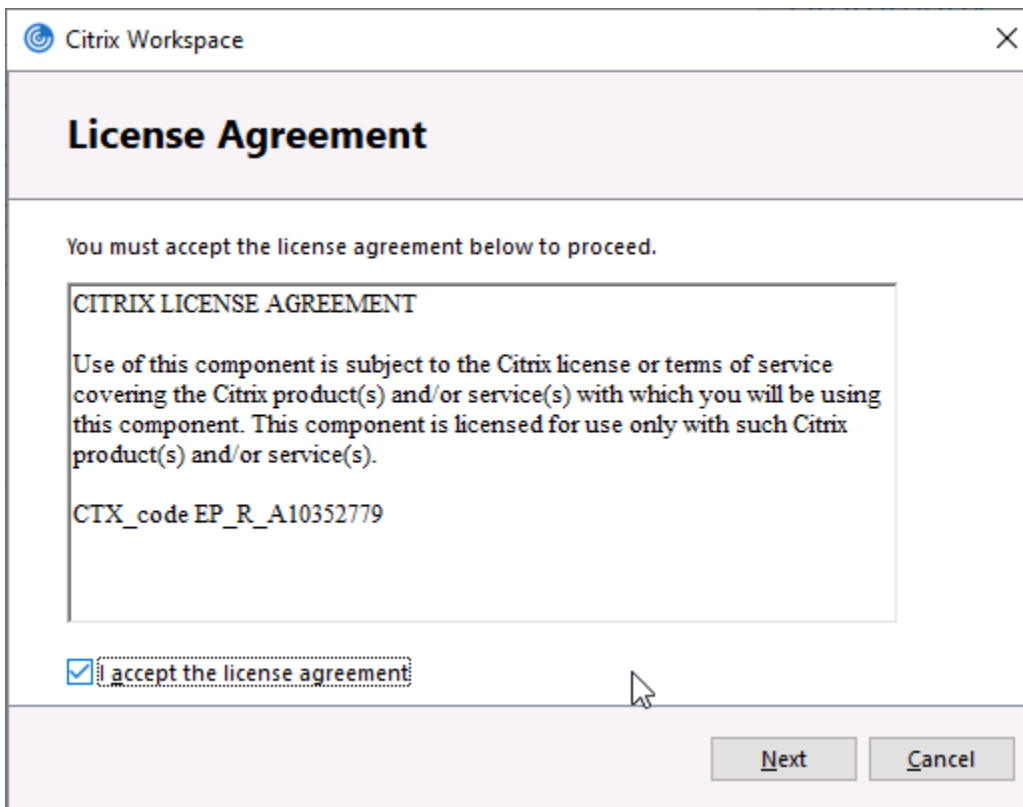
Installation

- When prompted if you want to allow the program to make changes/allow access to your computer, click **‘Yes’**, then **‘Install’**
- If your computer asks if you want to allow the Citrix Receiver program to make changes to your computer, select **‘Yes’**

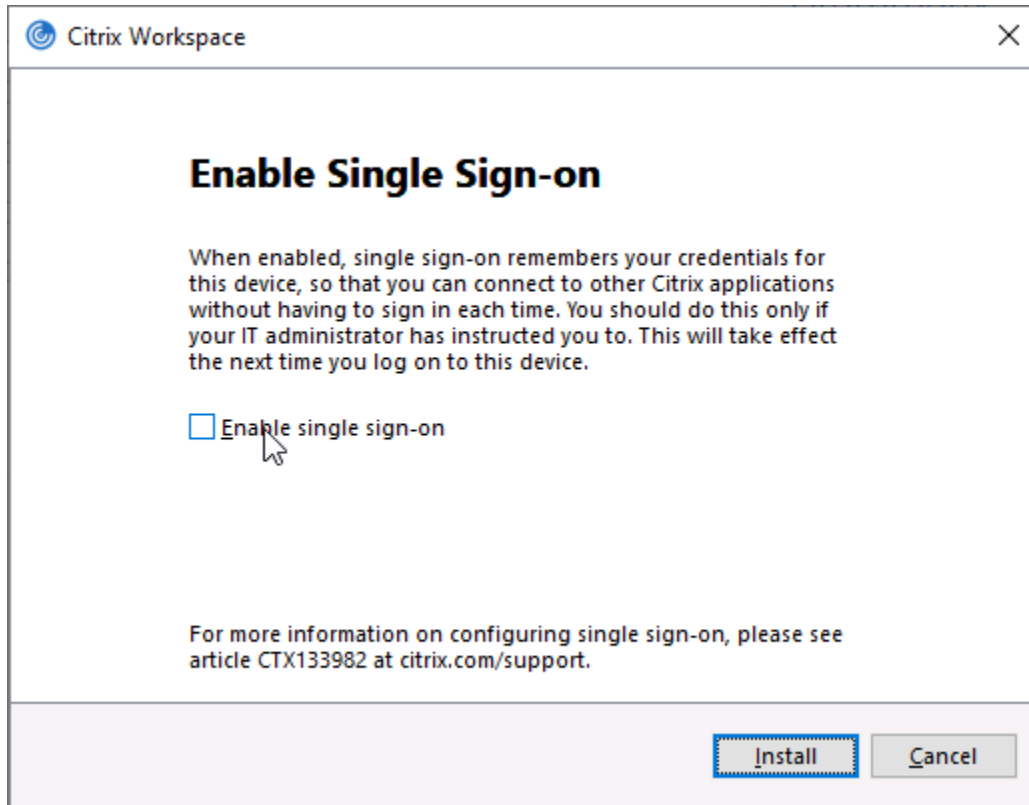
- o Click **'Next'** when the Citrix Receiver Setup dialog box appears



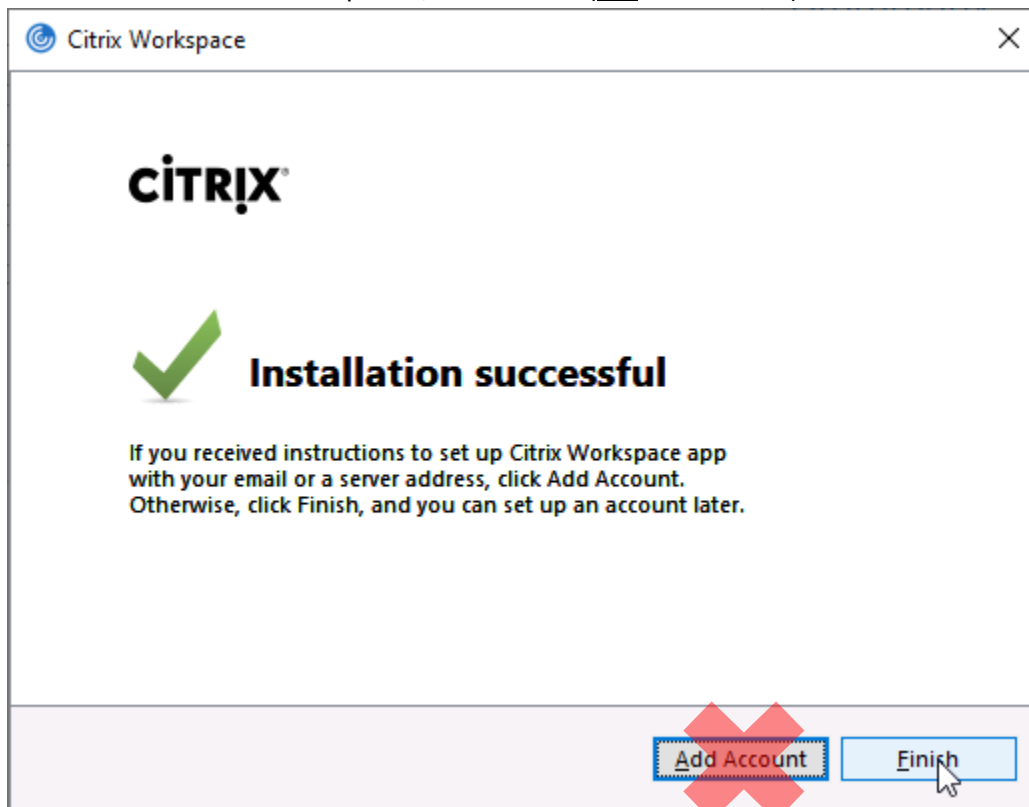
- o When prompted, accept the license agreement and click **'Install'**



- Uncheck “Enable single sign-on” and click “Install” to install the program.

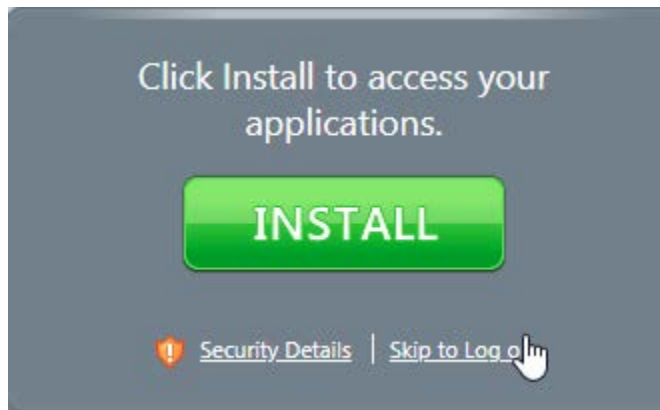


- Once the download has completed, click ‘**Finish**’ (not add account)



For Mac users, select ‘**Cancel**’


Next, go to xenweb.utm.utoronto.ca. Click “Skip to Log on”



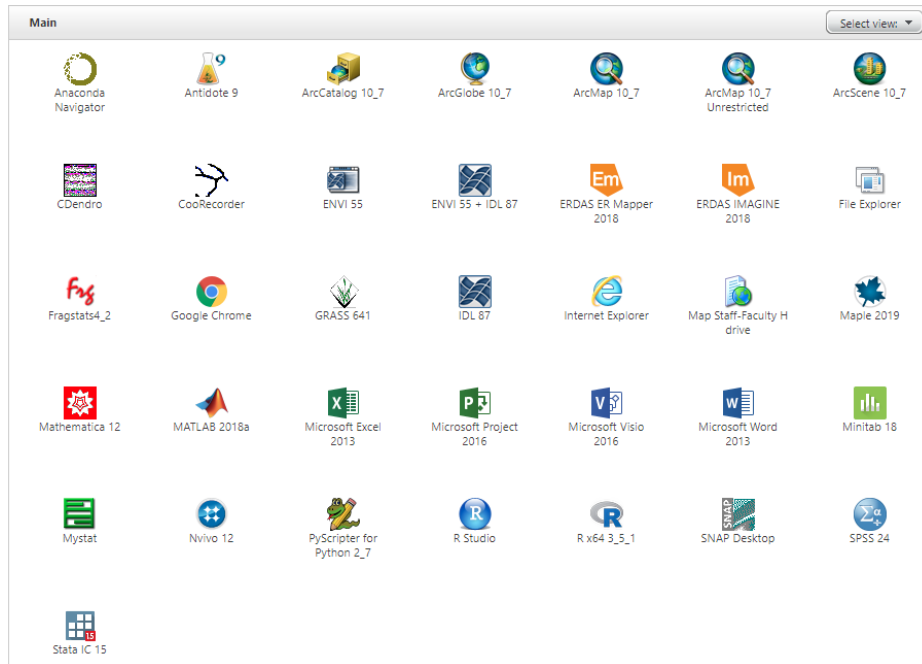
2. and log in with your UTORid and password




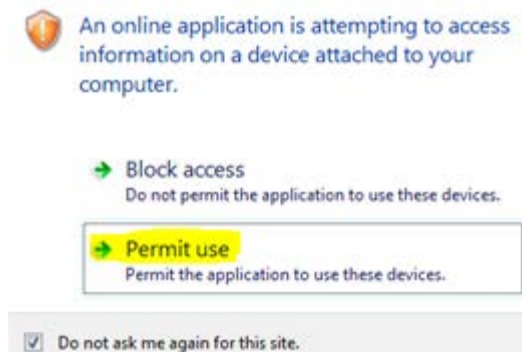
Confirm Installation

If the program has installed successfully, you should see this icon  in your taskbar (the taskbar is found on the bottom right of your screen on a Windows platform). The Citrix Receiver program operates in the background and grants your computer access through to the UTM servers where the platform is hosted. Therefore you do not need to open the program every time you use the platform manually.

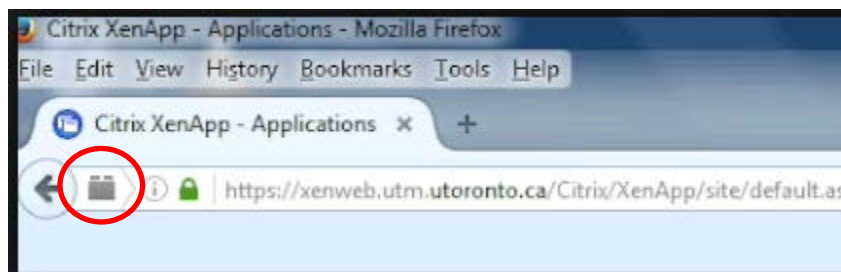
- Click on the program you need to open (e.g., ArcMap, MATLAB)



- A window will appear asking you to save a program with the file name 'launch.ica'. Save to a known location, then double click on the launch.ica file and select 'Permit Use' when the Security warning appears. If your computer says that there is no program capable of reading the file, then Citrix Workspace App was likely not installed properly. Double-check that this icon  is present on your device.



- Once the launch file is read, the program (e.g., ArcMap, MATLAB) should now open. If it does not, and you have followed all of the above instructions correctly, please contact your instructor or departmental IT support.
- If it does appear, then you have successfully installed the Citrix Receiver and now have access to the programs needed to complete your course assignments. **You only need to download the program ONCE per device.** After installation is complete, you can go directly to xenweb.utm.utoronto.ca and sign-in to the platform.
- If you click on a program and it doesn't open, look for a castle-like symbol to the left of the url (if using Mozilla Firefox). Click on it and select "Allow and Remember". Then select your program again and it should open.



- In some cases you may also need to access to browsers security feature (below), select 'More information', then 'Permissions' and click on "Allow" under Citrix Receiver.



Accessing Local Files

To access files on your local hard drive while using programs hosted on the WLP (Citrix) platform, open File Explorer from the platform dashboard to identify the storage path of your file/folder of interest.

- ✓ Navigate to the local hard drive folder w

NOTE: The location will show C: but this is NOT the drive on your device.

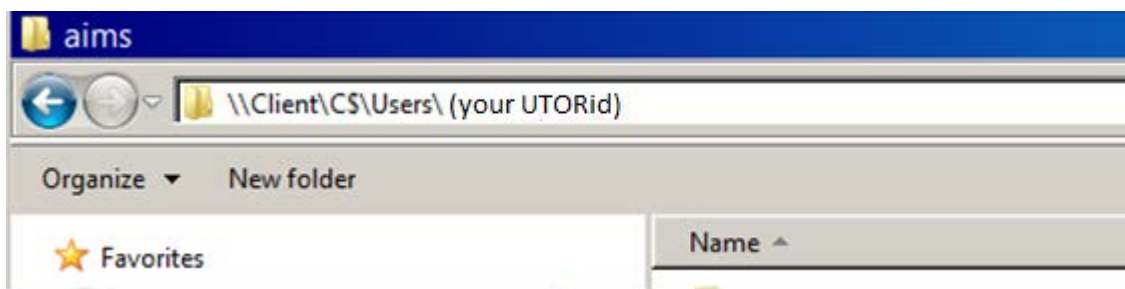
Instead it is indicating a virtual C:

The screenshot shows a File Explorer window titled 'muiamy'. The address bar shows the path: Computer > xenapp65-1 (C:) > Users > muiamy. The left navigation pane shows 'Computer' expanded, listing drives: GGR Home Drive (G:), GGR Course Data (N:), CD/DVD Drive (D: on AMYLAPTOP), CD/DVD Drive (E: on AMYLAPTOP), CD/DVD Drive (G: on AMYLAPTOP), and Local Disk (C: on AMYLAPTOP). A red box highlights the 'Local Disk (C: on AMYLAPTOP)' entry. A callout box below shows a zoomed-in view of this entry. The main pane shows a list of folders and files, including Citrix, Desktop, Downloads, Favorites, Links, My Documents, My Music, My Pictures, My Videos, Saved Games, Searches, and WINDOWS. A table below the main pane lists these items with columns for Name, Date modified, Type, and Size.

Name	Date modified	Type	Size
Citrix	09/05/2016 2:05 PM	File folder	
Desktop	12/10/2011 4:44 PM	File folder	
Downloads	12/10/2011 4:44 PM	File folder	
Favorites	12/10/2011 4:44 PM	File folder	
Links	09/05/2016 12:15 ...	File folder	
My Documents	09/05/2016 2:55 PM	File folder	
My Music	12/10/2011 4:44 PM	File folder	
My Pictures	12/10/2011 4:44 PM	File folder	
My Videos	12/10/2011 4:44 PM	File folder	
Saved Games	13/07/2009 10:35 ...	File folder	
Searches	28/06/2016 12:44 ...	File folder	
WINDOWS	09/05/2016 12:15 ...	File folder	

Use the navigation pane to locate your local hard drive; in this case it is Local Disk (C: on AMY LAPTOP).

Click on the address bar and note the storage path will change and should begin with [\\Client\C\\$](#)



Record this location (or copy and paste it) for use in any of the platform-hosted programs accessed. When prompted to open a file or folder of interest, provide the full storage location shown in File Explorer.

Some Important Points

- At the end of every session, please return to xenweb.utm.utoronto.ca and log off
- For every new online session that you want to initiate, you will need to go xenweb.utm.utoronto.ca and log in each time (and log off once finished)
 - ✓ You only need to install the Citrix Receiver once (per device). When logging in for a subsequent session, select 'Already installed' if the website asks you to install the Citrix Receiver and you have already done so.
- The Citrix Receiver will automatically terminate your session after a prolonged period of inactivity – this is to help maintain the speed of the connection for active users
 - ✓ Therefore, always log off when taking breaks and as soon as you have finished your work
 - ✓ **Save your work regularly**

Remote Support

Technical support is provided by the Department of Geography IT/GIS Specialist Bruce Huang. Please contact Bruce if you are having technical difficulties related to installing the Citrix Receiver software, accessing the online platform or the geospatial software. Depending on your problem, you may be redirected to Computer Services. Please ensure you have read and followed the instructions carefully before requesting assistance.

Bruce Huang is available: Monday to Friday, 9:00 am – 4:00 pm.
Telephone: 905-569-4497 | Email: y.huang@utoronto.ca