TAKE NOTE: CITRIX EXTENSION TO PC LABS

What is it about? 01

Citrix – a Desktop Virtualization platform used by the NWU – has been available to staff and students since April 2020 and continually improved through user feedback. The strategic goal of Citrix is twofold: firstly, to provide convenient, anywhere, anytime access on almost any device, and secondly, to extend the life of physical PC labs by offloading demanding computing tasks to a central system more capable than the individual workstations. To achieve the second goal, NWU-IT has recently rolled out Citrix-only images to some physical PC labs on the Potchefstroom campus, with labs on the other campuses to follow soon.

02 What do the users need to take note of?

Users logging into these labs will automatically be directed into a session on the *All-purpose Lab Desktop,* which is pre-loaded with most of the software licensed by the NWU. Working in a Virtual Desktop environment might take some getting used to at first. Still, there are advantages, such as saving files in your *Documents* folder, which will transfer between sessions, even allowing you to continue working later at home or on the move.

How will it affect the user? 03

HMMM...

Users need to be aware that things such as using external devices like flash-drives might not work the same as you are used to on your physical device and they may need to take additional steps to use such devices.
Users can refer to the Citrix IT Service Catalogue entry for more information on getting started with Citrix on their own devices, as well as using the environment.
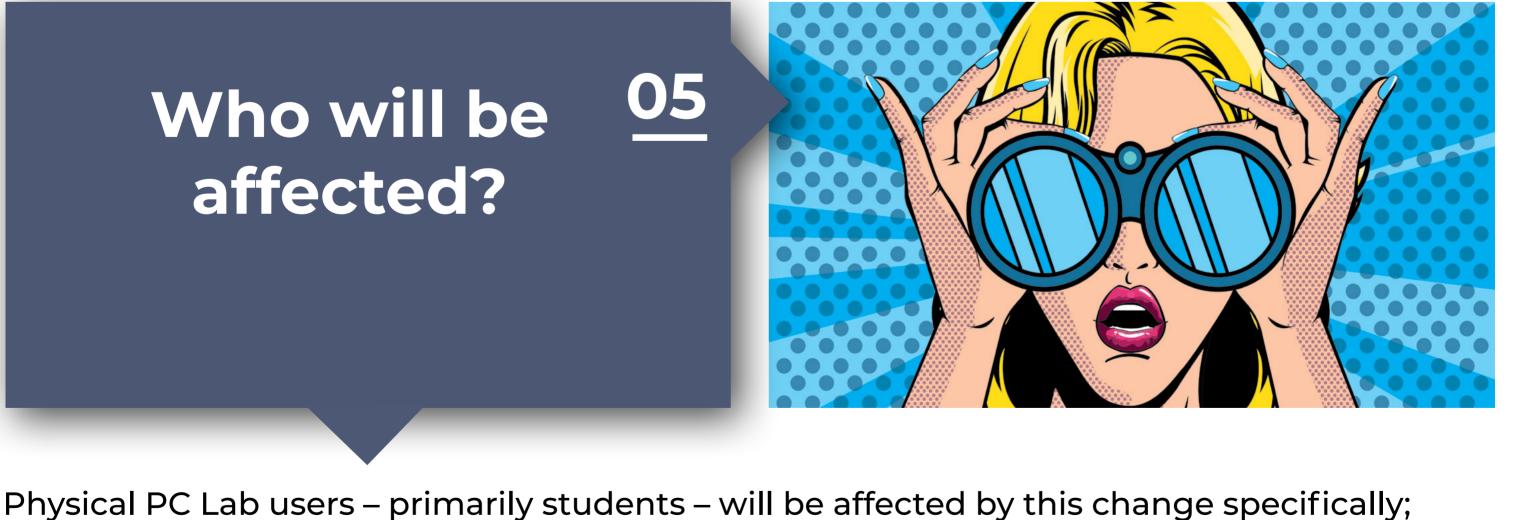*http://services.nwu.ac.za/it-service-catalogue/pc-lab-virtualisation-citrix*
As a last resort users can also log an IT-support ticket for Citrix if something is not working as expected.
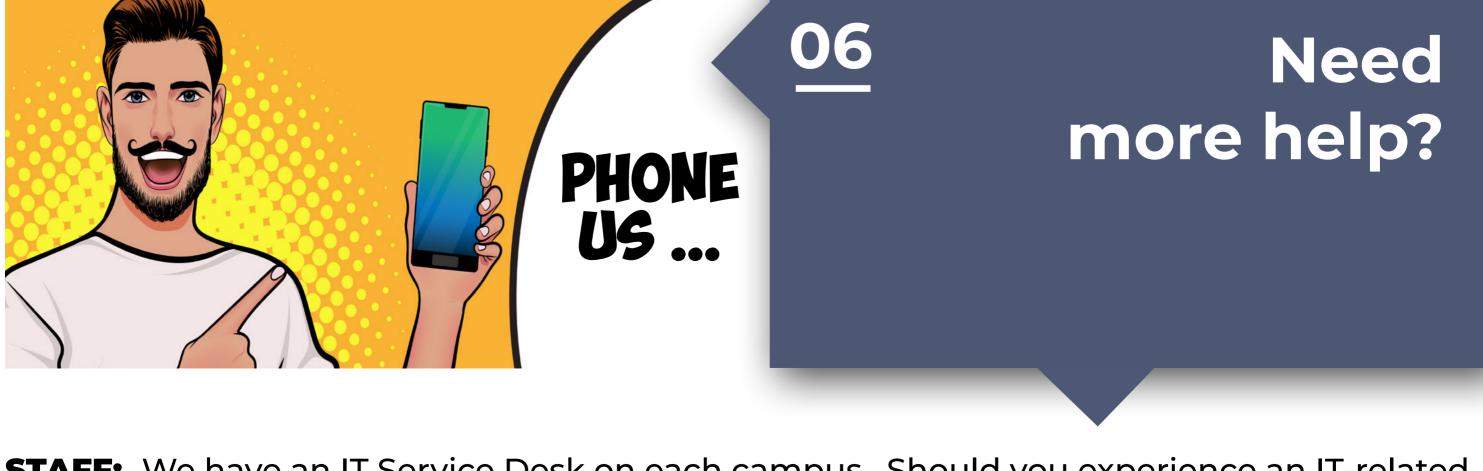

AAAH GOT IT ...

04 When will the new features be installed?

Rolling out the Citrix-only image to physical PC labs is an ongoing process. Please also refer to the Citrix IT Service Catalogue page for progress on the Citrix-only image rollout.
http://services.nwu.ac.za/it-service-catalogue/pc-lab-virtualisation-citrix

Who will be affected? 05

Physical PC Lab users – primarily students – will be affected by this change specifically; NWU-IT will communicate with lecturers using the physical labs for academic purposes beforehand to take note of the coming changes.
Citrix users making use of their own devices won't be affected by this specific change.

PHONE US ...

06 Need more help?

STAFF: We have an IT Service Desk on each campus. Should you experience an IT-related problem please log a fault within the *Service Request Manager* or contact your campus IT Service Desk. Should you wish to provide us with feedback, feel free to drop us an email at *talk2IT@nwu.ac.za*
STUDENTS: *http://services.nwu.ac.za/information-technology/it-services-students-all-campuses*