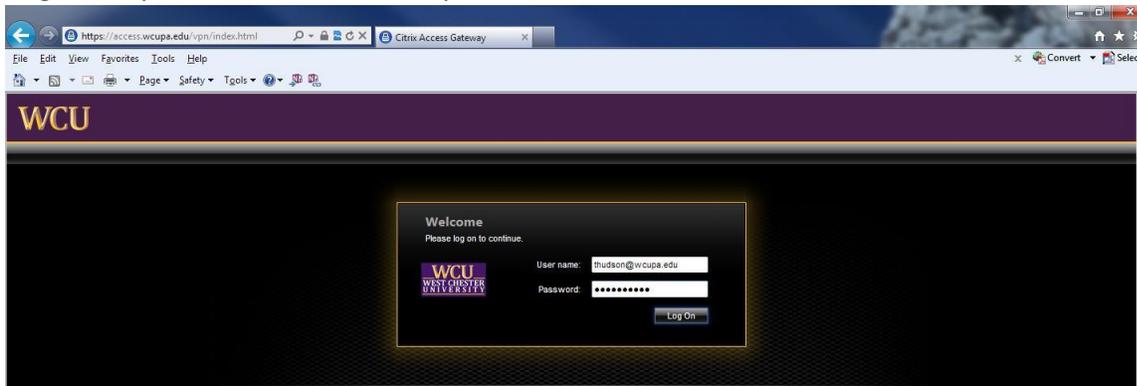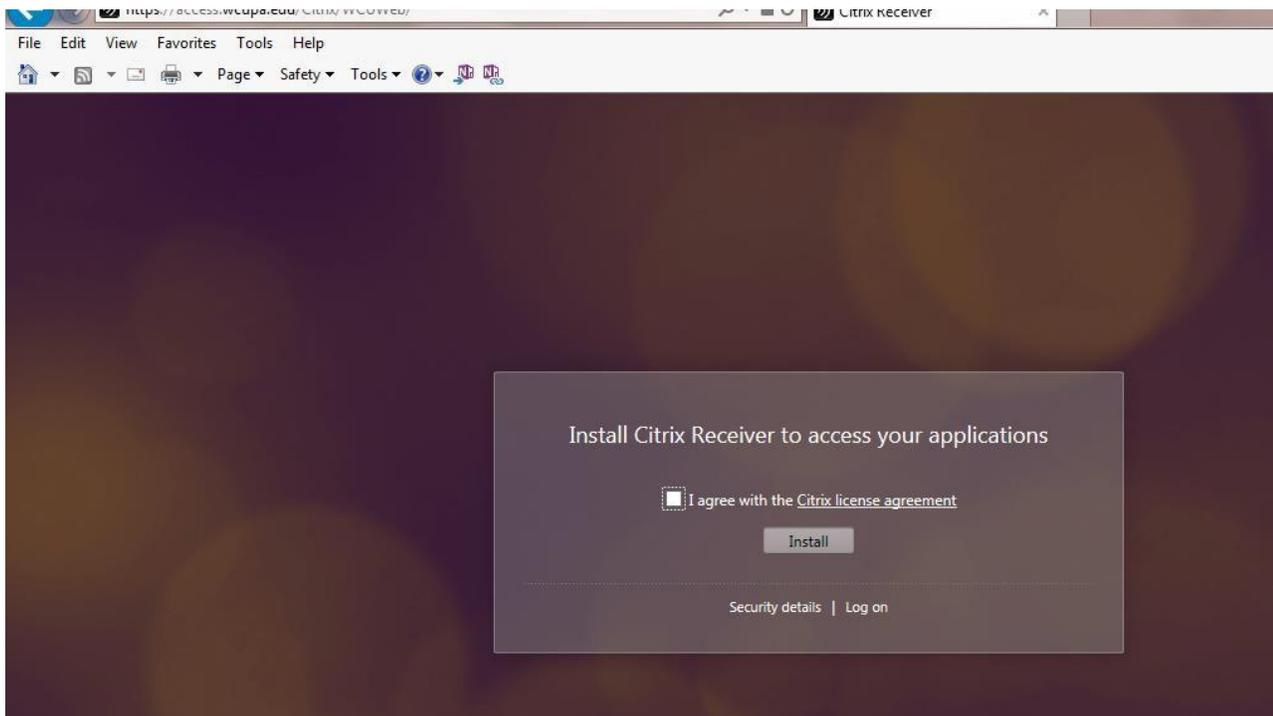# RamCloud PC User Guide

1. Open a web browser and go RamCloud.wcupa.edu

2. Login with your WCU username and password.



3. You will be prompted to install the Citrix Receiver; this is a one-time process per device at first logon:



4. Click the checkbox to agree to Citrix license agreement, then click Install;

5. For Internet Explorer (IE), click the Run command to begin the installation of the Citrix Receiver:



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6. At the Citrix welcome screen, click Install



7. Wait until the Citrix Receiver has finished installing; this screen may be running in the background; minimize any open windows to view the progress. The black/white Citrix icon will be displayed in the taskbar.
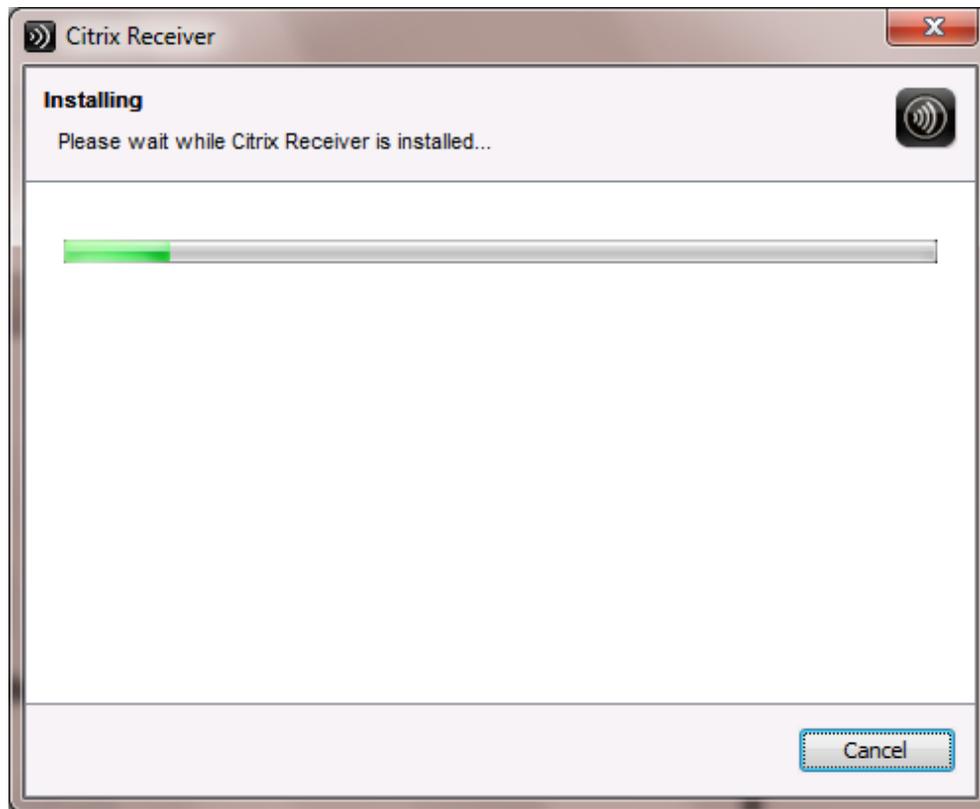
8. When the Citrix Receiver is installed, the browser will now display the StoreFront. You may need to refresh your browser or login again from the RamCloud.wcupa.edu URL. This is where the software applications will be accessed:
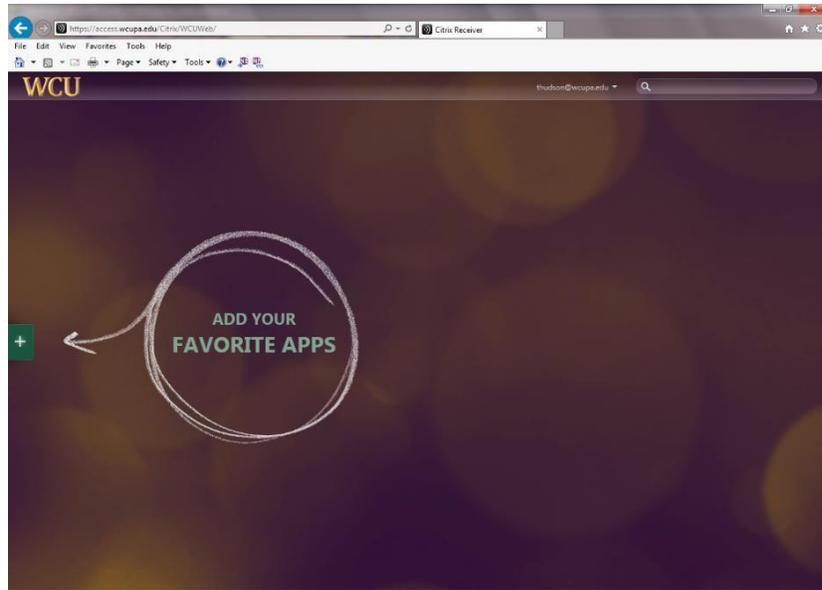


9. To add software (APPS) to the StoreFront, click the plus sign on the left side, then select 'All APPS' at the top of the menu, then click the application name. You will see the application icon move to the StoreFront and a green checkmark is now displayed next to the application name. Add other applications as desired.



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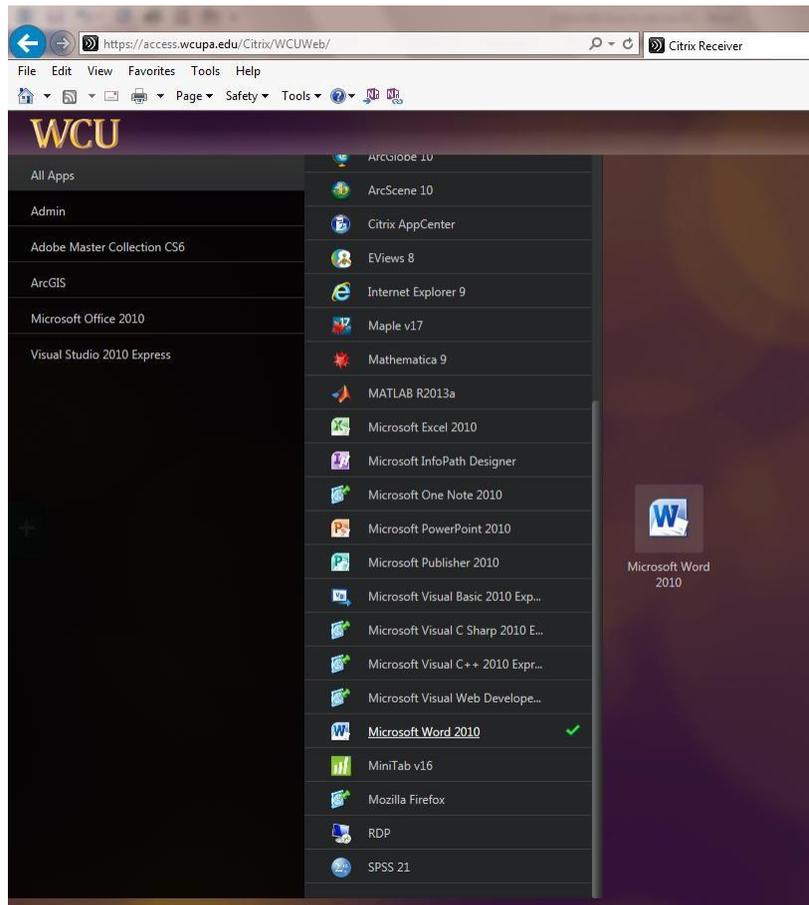
10. To remove an application from your StoreFront, right-click the icon and select 'Remove':
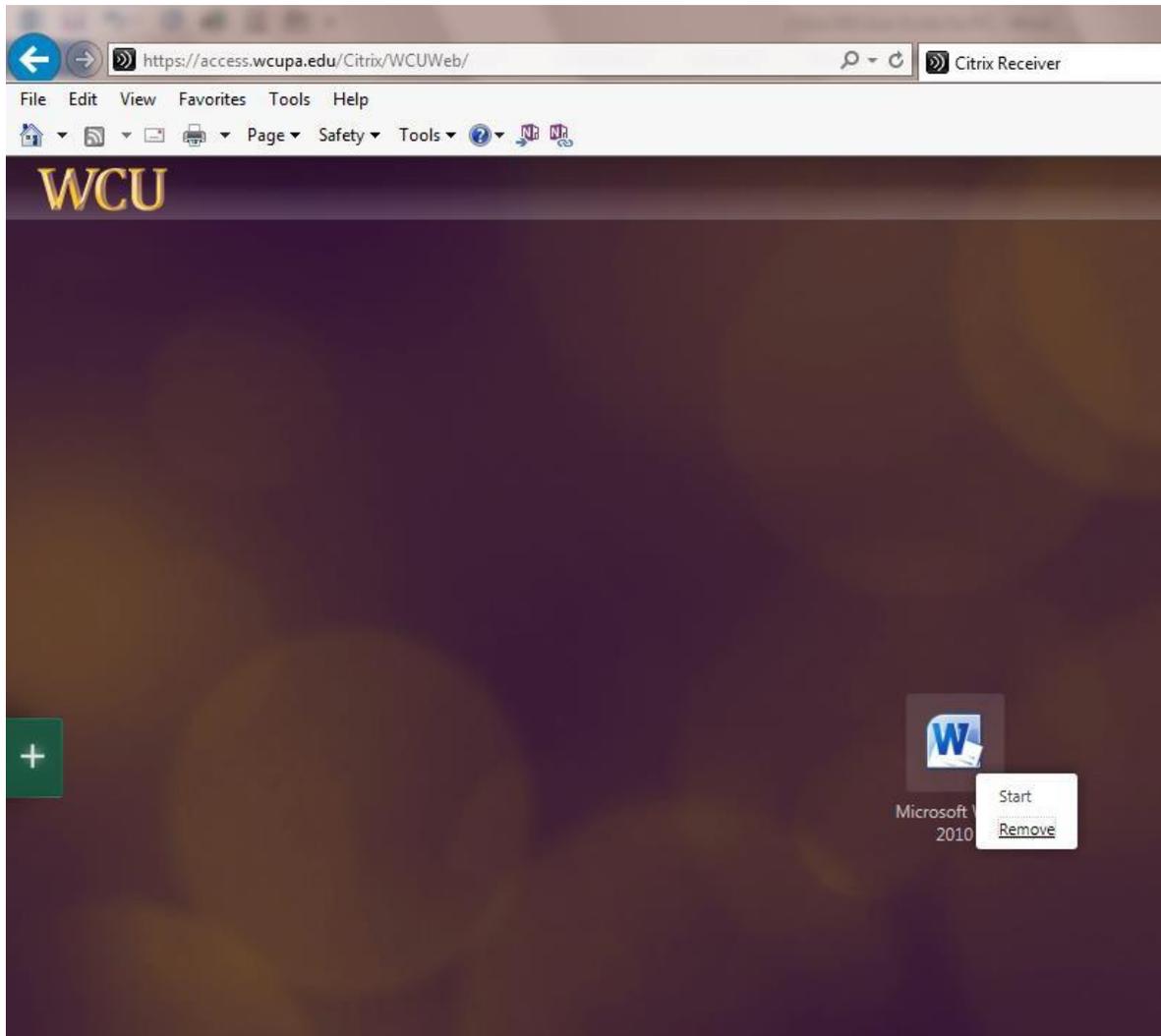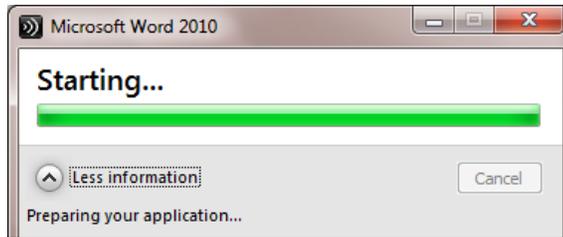


11. To launch an application, right-click and select 'Start' or double-click the icon. When prompted with the Security Warning, select the checkbox 'Do not ask me again for this site' and click 'Permit use':
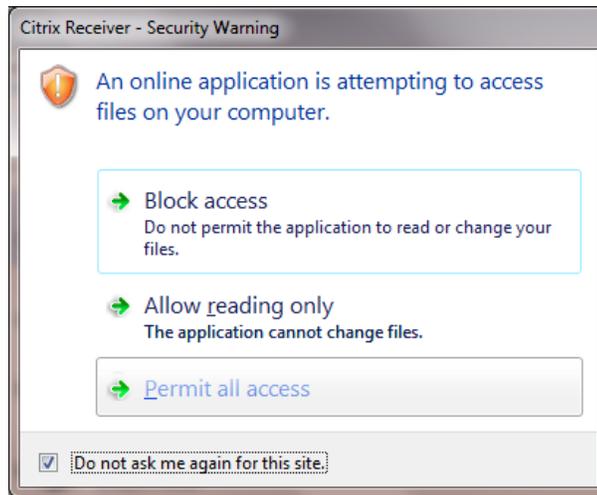
12. This window will appear temporarily while the application is launching:
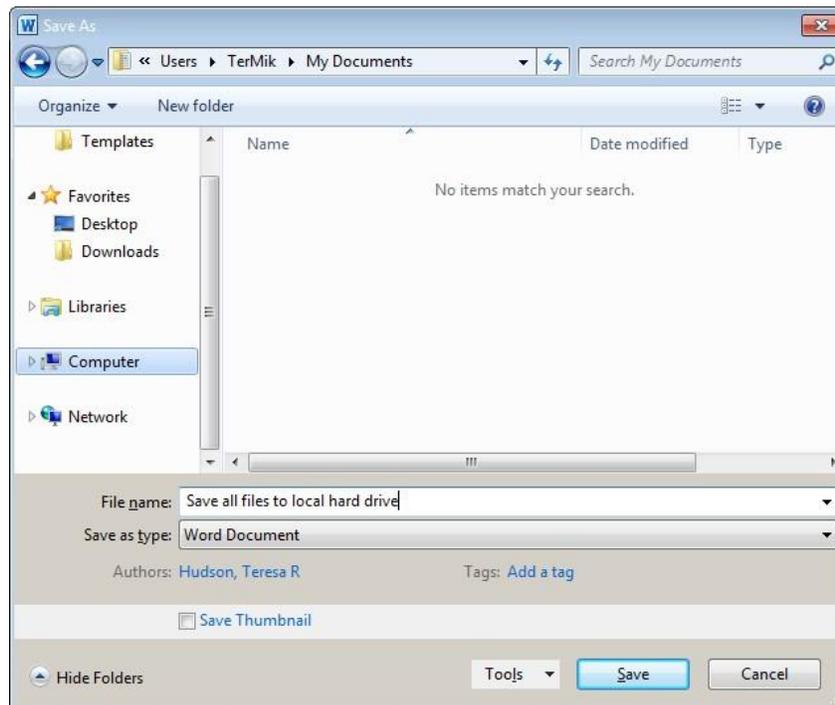


13. At the 'Security Warning' window, click the checkbox 'Do not ask me again for this site', and click Permit all access:



14. The application launches and you can begin using.

15. Do **_NOT_** save files to the network storage drives. Save all files to your local computer hard drive by clicking 'File, Save As, Computer, C: drive, Users, <your username>, My Documents.

16. ***IMPORTANT NOTE:***  When finished working with the software application and all work has been properly saved, exit/close the application to release the software license for other users.

17. To logoff, close the browser or click the username near the top right and select logoff:
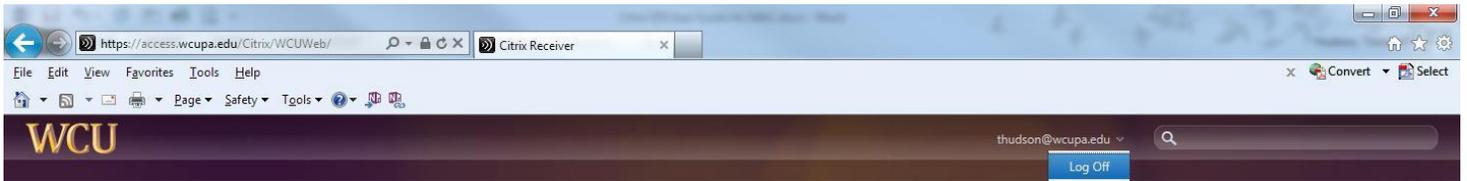


18. The session will time out due to inactivity but the documents will not be lost.  Log back in and the session will restore and pick up where last left off:
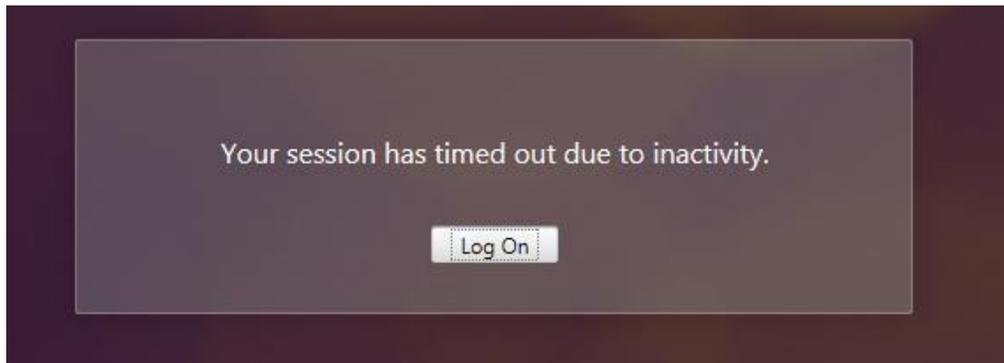


19. For troubleshooting issues, please contact the IT Help Desk at 610-436-3350 or email helpdesk@wcupa.edu.

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