If you run into problems with traditional methods of accessing the library-provided subscription databases remotely, you should be able to access them through IT’s Remote Application Server (Citrix), which allows you to “drive” a computer that’s on-campus from off-campus.

This means that you will be able to access all library databases, resources, and services through the web browser via the Citrix terminal as though you were working at a web browser in the library, and bypass all access issues. To do this, you need a functional Bluenet id & password. Then you’ll go to the Public Apps → IE11 and launch the library.ccsu.edu website, navigating to the appropriate database from there.
Citrix support is available from CCSU’s IT Department. From [http://www.ccsu.edu/it/serviceCatalog.html?id=7](http://www.ccsu.edu/it/serviceCatalog.html?id=7):

**About Citrix**

The remote application server (Citrix) allows you to access Windows-based applications from any computer (PC or Mac) with an Internet connection. You can access software programs stored on the remote application server without the hassle or expense of installing them on your home computer.

**How to Access**

[https://apps.ccsu.edu](https://apps.ccsu.edu) & log in with your BlueNet account

(use only the first part of your bluenet, not the full email address for login username and your BlueNet password)

- Windows/Mac: [Instructions for configuring the Remote Application Server](#)
- iPad: [Instructions for configuring the Citrix Receiver App](#)

Once authenticated

1. Go to Public Applications
2. Select IE11 or IE-LIB

3. Browser will download launch.ica, then you can start (e.g., double-click on filename) launch.ica
4. Allow / accept all necessary permissions
5. IE will launch at library’s homepage

6. From this window, you can go to the Databases tab and find appropriate database

7. Click on link to database (by name, e.g., Scopus)
Requesting a BlueNet Account

All BlueNet accounts are granted access to the Public Applications and Academic Applications folder.

Service Availability for Citrix:

- 24/7 through IT Support
- Exceptions:
  - Sunday 12am to 12pm, System maintenance, may impact the availability of this service.