Accessing Library Resources with Citrix Remote Access

The purpose of this guide is to provide students and faculty members with step-by-step instructions for gaining remote access to computers on campus. This method can be used to access your M-drive or to access electronic library resources from off-campus as if you were on-campus.

Note: 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 operate a computer that is 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 in a web browser in the library, and bypass all off-campus access issues.

Requirements

- BlueNet ID and Password

Before Getting Started

If you are attempting to use the Remote Access Citrix to access the library-provided subscription databases because you are experiencing technical issues with off-campus access, please take a moment to report the technical issue so that a librarian can address the off-campus access issue as soon as possible.

Step-by-Step Guide

1. In the address bar of your preferred web browser navigate to apps.ccsu.edu.

Figure 1 the apps.ccsu.edu login screen
2. Login using your BlueNet ID as the username and your BlueNet Password as the password. These are the same credentials you would use to login to Blackboard.

![Figure 2 the apps.ccsu.edu login screen with login credentials provided](image)

3. Once you have logged in, you should see a screen with four folder icons and two desktop icons. Click on the desktop icon that just says “Desktop”.

![Figure 3 the apps.ccsu.edu menu of options after login](image)
4. At this point you should see a desktop that resembles one of the desktops on campus. In order to access the library-provided subscription databases, you must use a web browser within this desktop window. Google Chrome is generally the recommended web browser.

![Figure 4 a CCSU desktop within a browser window](image)

5. From a web-browser on the remote-access desktop, navigate to the library homepage at library.ccsu.edu. Click on the “Databases” tab to access a list of all the databases.

![Figure 5 the library website in Google Chrome within the remote access desktop](image)
6. You should now be able to access any of the library-provided databases as if you were on-campus.

Figure 6 the library's database list shown through the remote access desktop

7. When you have finished your research and you are ready to end your session, you must remember to log off, especially if you are using a public computer. First, go to the start menu of the remote-access desktop, and sign out by clicking on “Sign Out (Log off)”.

Figure 7 logging off or signing out of the remote access desktop
8. Next, you must sign out of the Citrix web app by clicking the “Log Off” button found in the drop-down menu hidden behind your name in the top, right corner of the screen. If you require assistance completing any step in this process, or if you have additional question, you can speak with a librarian at 860-832-2060.

Figure 8 logging off or signing out of the remote access terminal