

RamCloud on Mac FAQs

Where do I go to access RamCloud applications?

Go to RamCloud.wcupa.edu from any browser

What is my User name and Password?

Your user name and password are the same as your WCU network credentials.

I've logged in on my Mac and it wants to install the Citrix Receiver. What do I do?

You will need to install the Citrix Receiver on each device you use to access RamCloud applications. If you are on a Mac, your browser will ask you to check "I agree with the Citrix license agreement" and then click the "Install" button.

It will then download the CitrixReceiverWeb.dmg file. Click on the CitrixReceiverWeb.dmg file in your downloads to open it. Select "Install Citrix Receiver". If you do not see that option, click on the Citrix Receiver disk mounted on the right of your desktop.

You will be prompted to walk through an installer wizard. Select all of the default options. You may be prompted for your computer password.

I've installed the Citrix Receiver on my Mac and I still cannot access the Store Front.

If you are certain that the Citrix Receiver is installed, close your browser. Re-open your browser and try to connect again.

I've logged in and installed the Citrix Receiver but I can't see any applications. What do I do?

Click the + on the left side of the screen. This will open a menu. Click "All Apps" Click to the right of each application you wish to use to put that application on your Store Front desktop.

If you do not see the + sign on the right, contact the Help Desk.

I've clicked on an application on the Store Front, but nothing has happened.

There may be a delay at the first launch of an application. Subsequent launches will be much quicker once the user profile has been established.

Check the bottom of your screen for the Citrix Viewer icon and click on that. The application may be minimized.

I'm working in an application and want to save a file. Where should I save the file?

Select the "Save" option in the application. You will see a message asking, "How do you want to access files from this application?" Check the box for "Don't ask me again" and then select "Read & Write"

Browse to "Computer" and then select your local drive (most likely labeled "Local Disk (H: on computer name)" or a USB storage drive. Do not save files in the default Libraries or Favorites folders.

I'm working in an application and I'm trying to access a local file or save a file locally. The application appears to be frozen.

The first time you try to access your local Computer to save or retrieve a file; you will get a message asking, "How do you want to access files from this application?" Check the box for "Don't ask me again" and then select "Read & Write"

I received an error that I've been logged out of the Store Front for inactivity.

You will be automatically logged out of Store Front after a short period of time. However, you will not be logged out of any applications that you have launched. You can continue to work in that application. If you need to go back into the Store Front to launch a new application, or re-launch the same application, you can do so by re-entering your user name and password.