myDesktop Vietnam User Guide

November 2023

The myDesktop service provides students and staff the ability to access their applications for learning and teaching coursework from anywhere, at any time. myDesktop is accessible from any location with an internet connection and is compatible with Windows and Mac Devices.

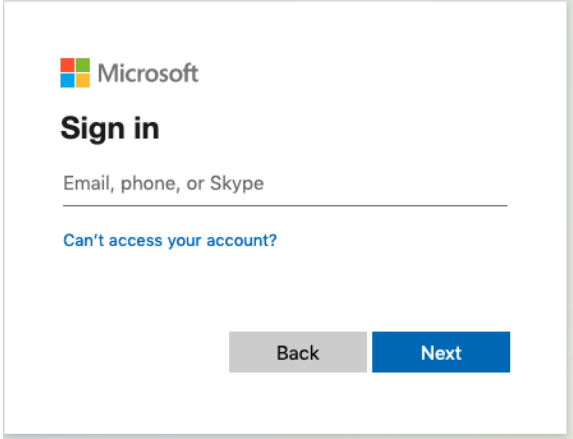This user guide outlines the steps for:

1. Accessing myDesktop for Vietnam Staff and Students
2. Access to OneDrive, USB and Local Drives when using myDesktop.
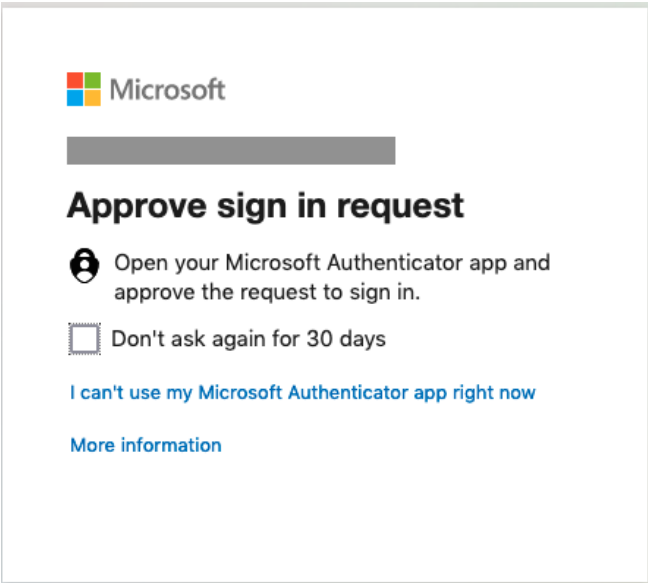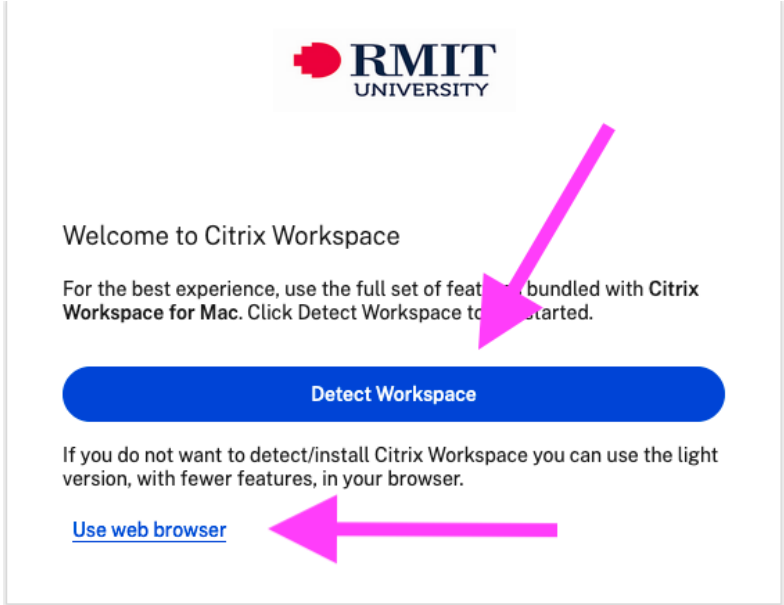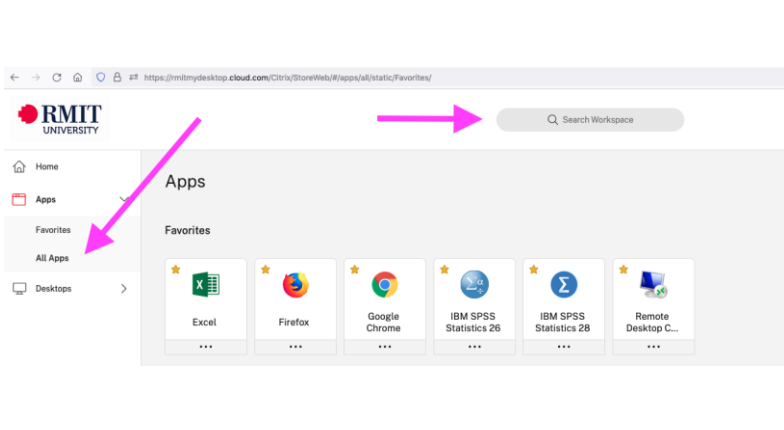
IMPORTANT: Please ensure you select the appropriate drive to save your work when you are logged into a myDesktop session.

1. Accessing myDesktop Vietnam

1.1. Logging into myDesktop for Staff and Students

For best experience, use **Google Chrome** web browser and browse to mydesktop.rmit.edu.au

Actions	Screen Displays
Log on using your RMIT email address at the Microsoft login prompt	

What's next...

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Microsoft

Approve sign in request

👤 Open your Microsoft Authenticator app and approve the request to sign in.

☐ Don't ask again for 30 days

I can't use my Microsoft Authenticator app right now

More information

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If you are logging on for the first time, click 'Use web browser' for the time being as you may not have Citrix Workspace software installed.

If you prefer to have full functionality of apps, click "Detect Workspace" to download the "Citrix Workspace" app

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Welcome to Citrix Workspace

For the best experience, use the full set of features bundled with **Citrix Workspace for Mac**. Click Detect Workspace to get started.

Detect Workspace

If you do not want to detect/install Citrix Workspace you can use the light version, with fewer features, in your browser.

Use web browser

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You can start using apps straight away from the app page by clicking on 'Apps' > 'All Apps'

You can also use the search bar to find an app

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https://rmitmydesktop.**cloud.com**/Citrix/StoreWeb/#/apps/all/static/Favorites/

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Q Search Workspace

🏠 Home
📅 Apps ⌄
   Favorites
   All Apps
🖥 Desktops >

Apps

Favorites

Excel | Firefox | Google Chrome | IBM SPSS Statistics 26 | IBM SPSS Statistics 28 | Remote Desktop C...

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1.2. When to use the "Citrix Workspace App" instead of the "Web browser"

There are two ways you can launch an app/desktop

- **Light** - web browser based, apps launch in a new tab - setting is "use web browser"
- **Full** - More functionality, apps launch in their own window - setting is "use Citrix workspace app"
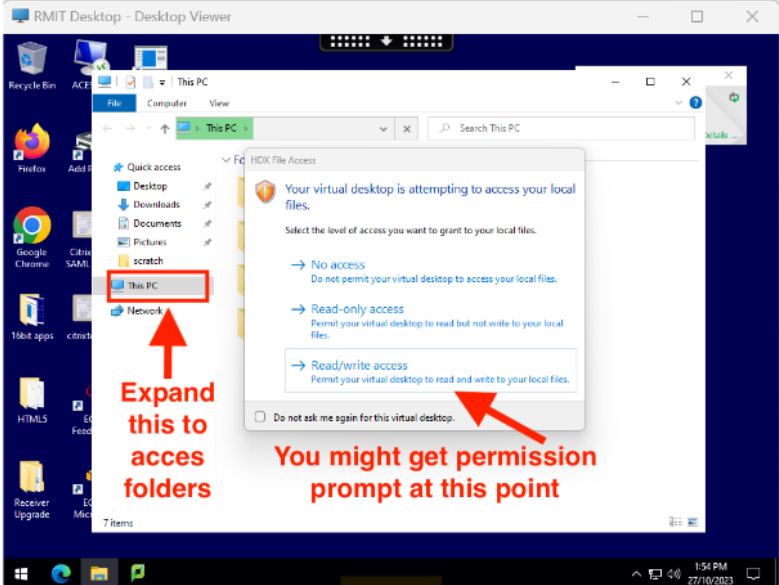
Using the **Full** experience will allow you to access **files that are saved on your own machine**

This also gives you a similar experience to a locally installed version (ie it looks and behaves just as if the software was installed on your own machine)

Actions	Screen Displays
Once the home page for myDesktop is visible, you can click on 'Desktops' > 'All desktops' > 'RMIT Desktop' ***Light version** is web browser based* • The above method will allow you access to the shared drives such as K (University) driveAccess to use relevant software within myDesktop will also be available. ***Full version** is Workspace based* Workspace can pass through your local drives to the app. You can save files or open files directly to or from your local machine's folders.	

2. Accessing file locations when logged into myDesktop (OneDrive, USB, and Local drives)

2.1 For Staff and Students

Actions	Screen Displays
1. Click on the yellow folder icon 'File explorer' near the bottom left of the desktop and click to open.	
2. In the left panel look for 'This PC' and double click to expand You might also get a file permission prompt at this point - choose "Read/Write access".	
3. You can now access: Folders on your personal computer - including OneDrive folders (most will live in a folder with your name, inside the "users" folder) • Any USB memory sticks that are plugged in to your personal computer. • Your RMIT network drives • **Note** OneDrive folders will only appear on your personal computer if you have already installed the OneDrive app - see more information here on using that.	