



## Frequently Asked Questions

### What is it?

myUTSA Apps is actually a Web site that gives you access to some of the most popular software applications. You can access myUTSA Apps with your laptop PC.

### What software is included?

You will have access to the Microsoft Office Suite (Word, Excel, etc.), Adobe Creative Suite (Photoshop, Dreamweaver), and software from ArcGIS, SAS and SPSS.

### How much does it cost?

Access to the software is free for all currently-enrolled UTSA students.

### Can I use this software at home?

Unfortunately, no – myUTSA Apps is only accessible on campus.

### Does myUTSA Apps work on Macs or on PCs running Linux?

Since you are logging in to a Web site, you can use any PC (Windows or Mac) with an Internet connection to access the software. However, the software interface will look like the Windows version. (You will navigate through the software using Windows-based commands). At this time, myUTSA Apps does not support personal computers running Linux/Unix operating systems. However, all students will have access to these software applications in the Student Computing Services labs.

### What browser can I use to access myUTSA Apps?

We have tested the application with

Windows: Firefox 3.5.x (recommended), Internet Explorer 7, Internet Explorer 8

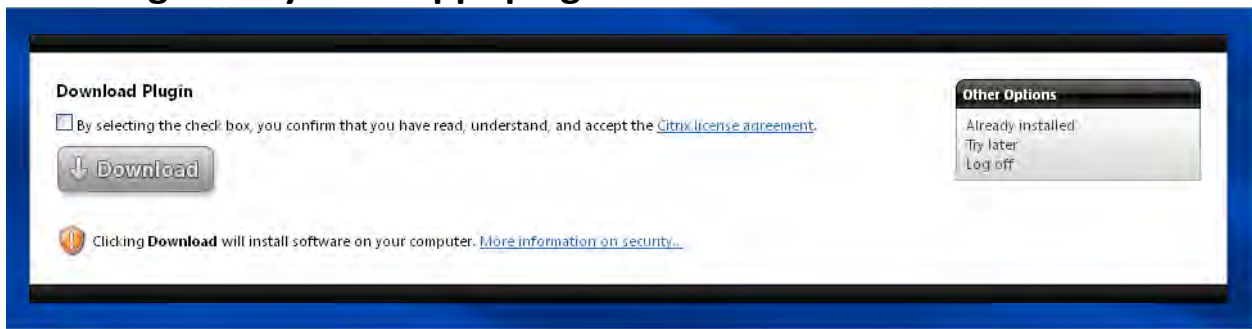
Mac: Safari, Firefox

Note: At this time, we do not recommend using the Google Chrome browser.

### How do I get started?

1. Use your laptop to log in to the Air Rowdy wireless system.
2. Go to <http://myapps.utsa.edu>.
3. Log in using your myUTSA ID (“abc123” format) and password.
4. The first time you log in you will be required to install a small software program called a “plugin.” **See the following pages for additional instructions (For Windows or Mac)**
5. Click on any of the available software applications and get started.
6. Don’t forget to save your documents to your own PC. **\*\*\* See important information on Saving Files to your PC (pages 4-5 for Windows, page 9 for Macs). \*\*\***

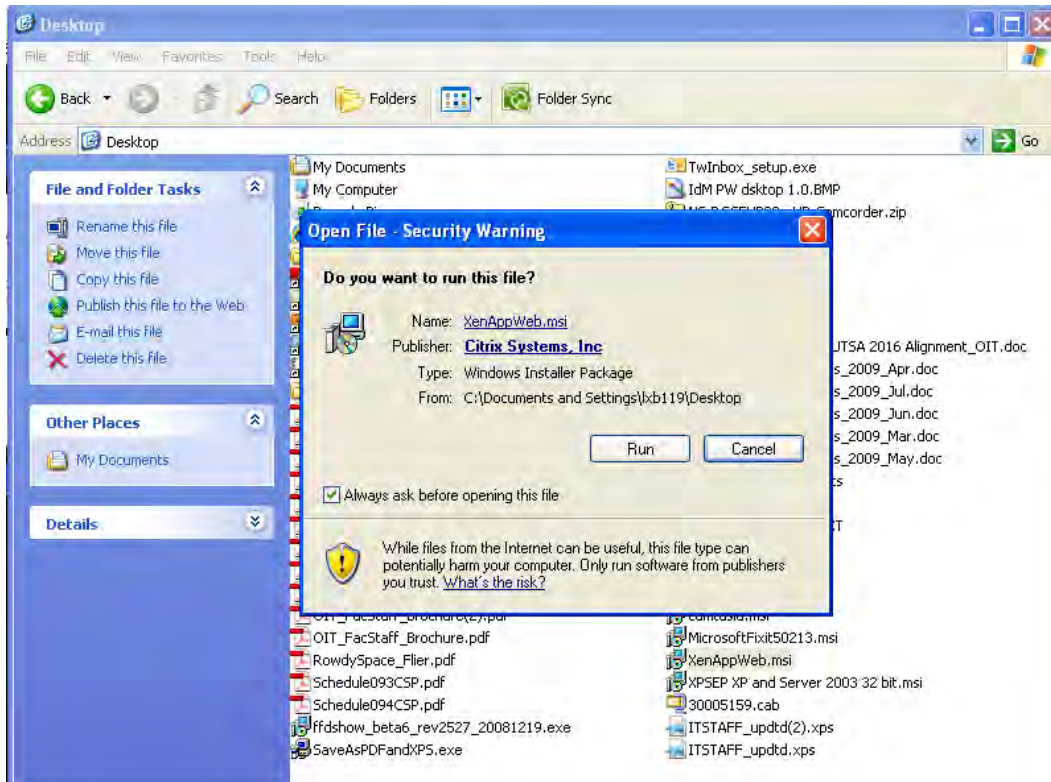
## Installing the myUTSA Apps plug-in: Windows



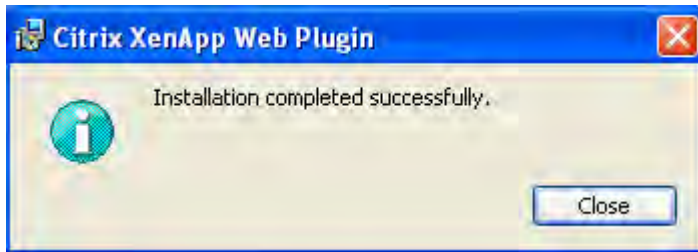
Click the box to accept the license agreement and click the **Download** button. **You only need to do this step the first time you access myUTSA Apps.** If you see this screen after successfully installing the plugin, click **Already Installed**.



You will be asked if you want to save the software. Click Save File. Save the file to your Desktop for quick access. If the "Run" option is available, you can skip the Save File steps.

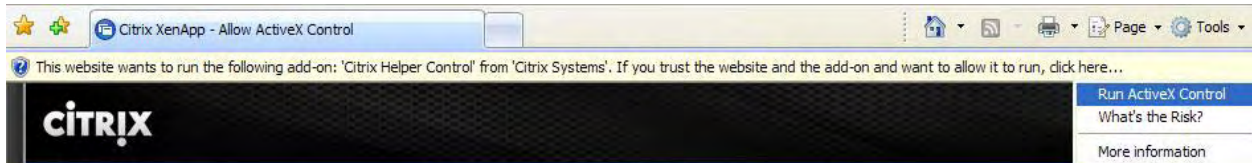


Find the downloaded file and double-click it. Click **Run** to install the plug-in. The install process may take a few minutes.

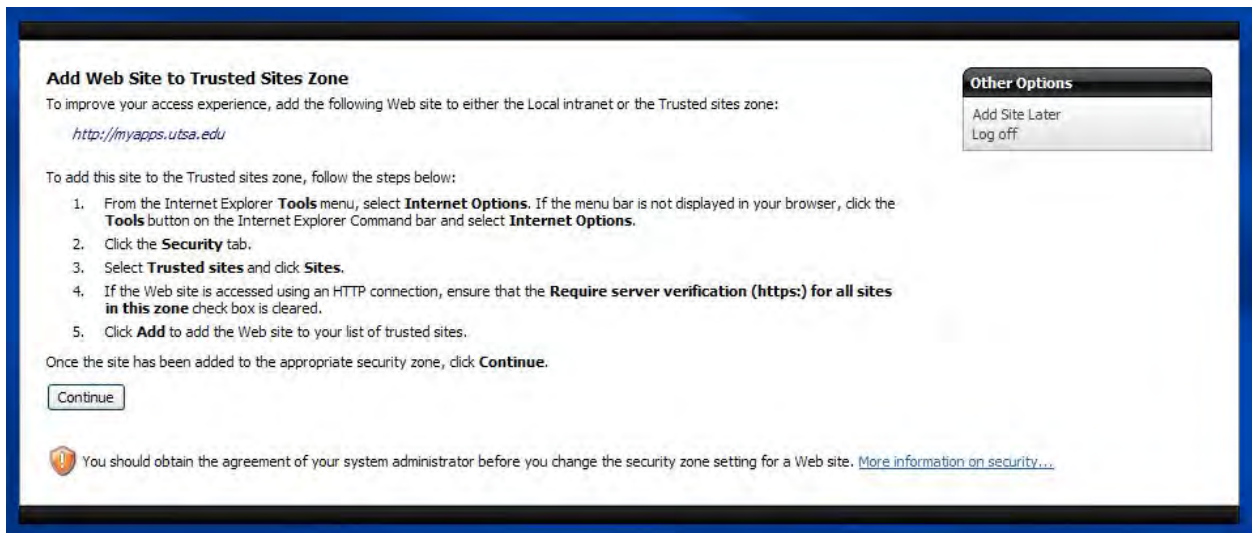


Once the plug-in has been successfully installed, you can begin using the myUTSA Apps software applications.

### Additional instructions for Internet Explorer 7/8 users



After installing the plugin you may get a message to install ActiveX. If so, right-click the yellow bar at the top of the browser window and left-click Run ActiveX Control.



Once you are able to access the site and run the Citrix applications you may also want to add the site (<http://myapps.utsa.edu>) to the Trusted sites zone in Internet Explorer 7/8. You should only need to run this step once.

## Saving documents to your PC

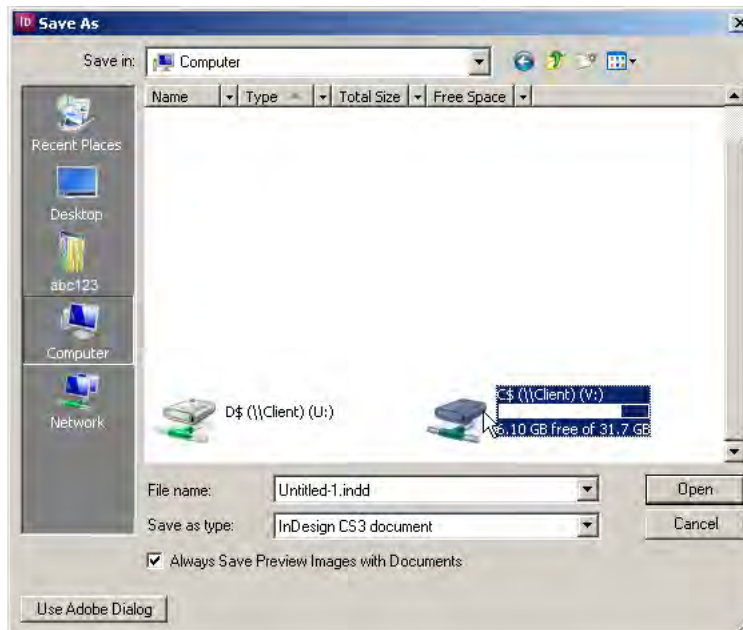


Figure 1. Selecting the C\$ drive.

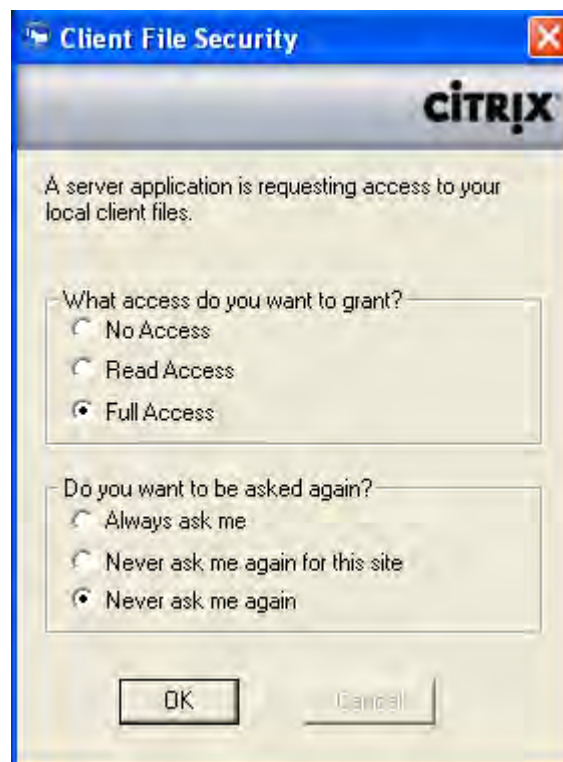


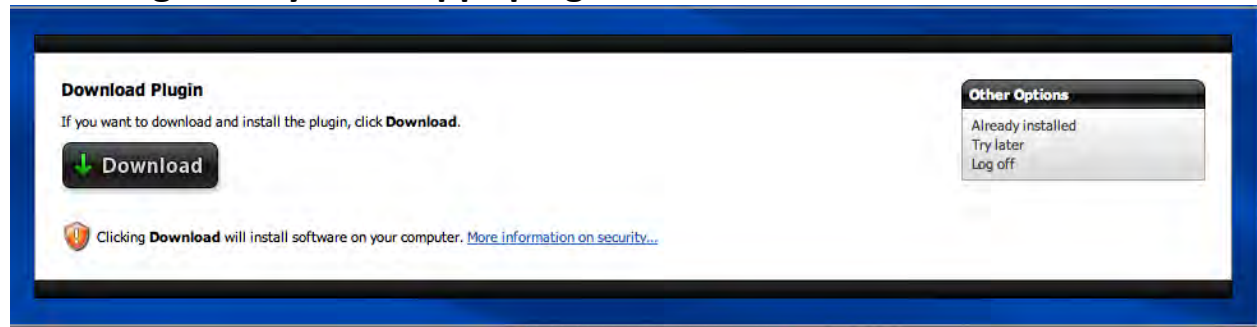
Figure 2. Client File Security Popup – allowing access.

1. When saving your documents, select **File / Save As**.
2. To save the file to your PC, you must use the **C\$** drive. Click the **Computer** icon to display the available drives.
3. Double-click the C\$ drive.
4. The first time you attempt to write to the C\$ drive, you must allow access.

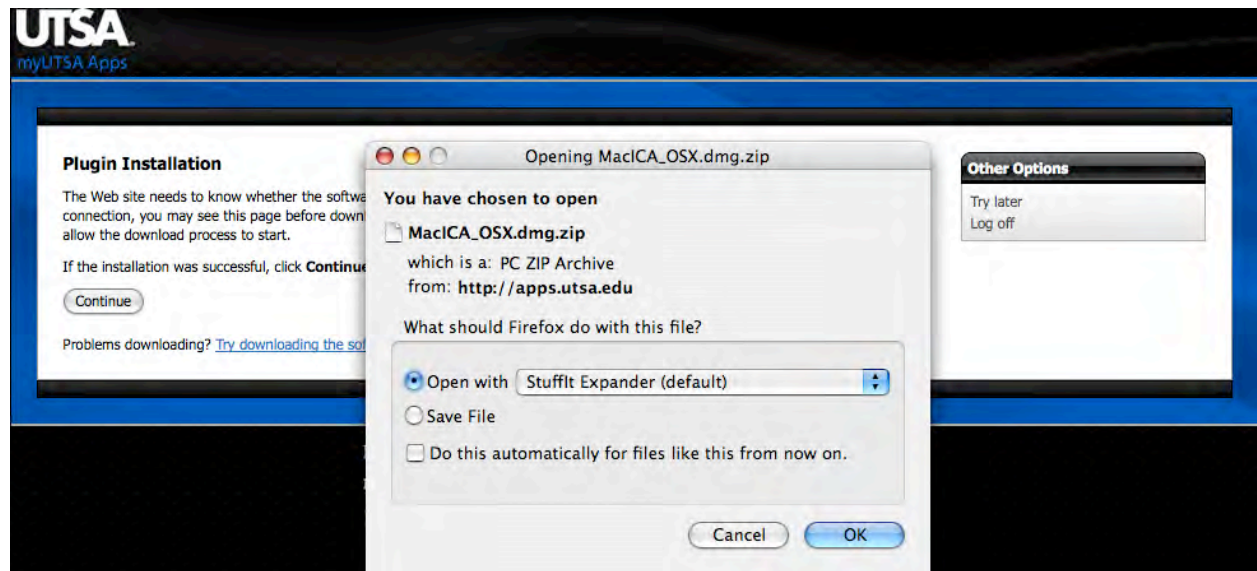
5. If you see this popup (Figure 2.), select **Full Access**. To avoid seeing this screen again, make sure you select **Never ask me again**.
6. Click **OK**. You will then be presented with a list of the folders on your PC.
7. Navigate to your preferred folder and click **Save**.

**\* Important note: If you do not save your files in this manner, they will not be saved to your hard drive.**

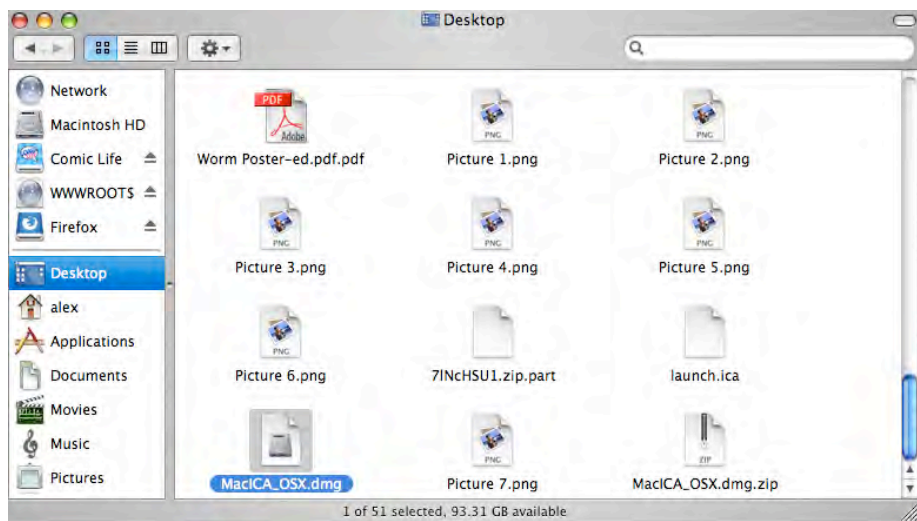
## Installing the myUTSA Apps plug-in: Mac



Click the **Download** button. *You only need to do this step the first time you access myUTSA Apps.* If you see this screen after successfully installing the plugin, click **Already Installed**.



The downloaded software application is called MacICA\_OSX.dmg.zip. Double-click the zip (compressed) file to begin the process. You will then need to Open the zip file. Click OK to continue.



Opening the zip file will create a new file called MacICA.OSX.dmg. Double-click the file to continue.



When prompted, double-click the Citrix ICA Client icon to start the installation process. Once the file client software has been installed, you are ready to start using the software. The software applications that are available for use will be displayed. Click any folder to begin using the software.

### A note about Windows commands

All of the software applications in myUTSA Apps are Windows-based. If you are unfamiliar with Windows commands, the simplest way to maneuver through the commands is to click on the commands (**File**, **Edit**, etc.) at the top of the application to access the dropdown menus.

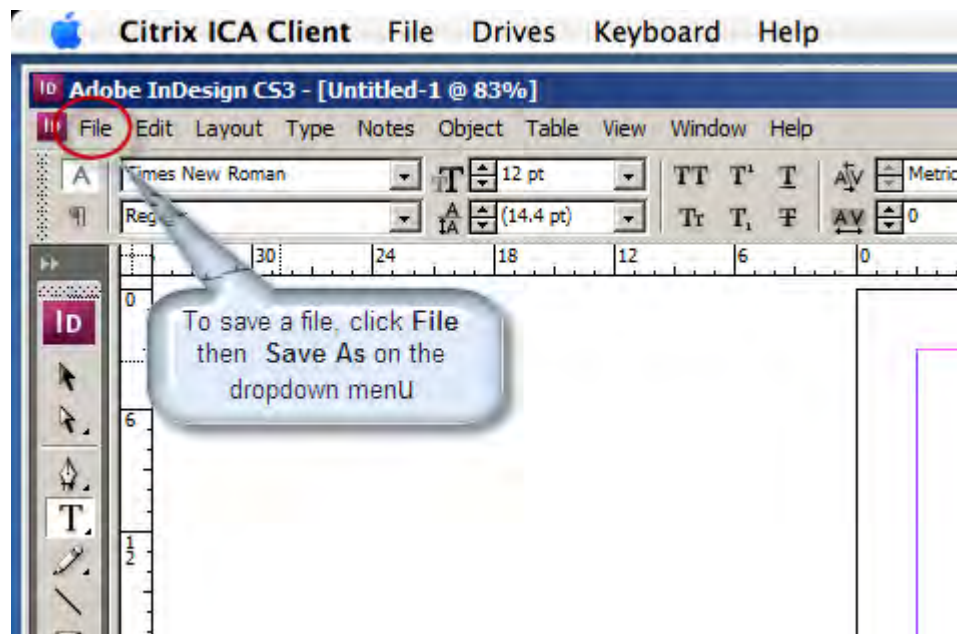


Figure 1. Saving a file, part 1.

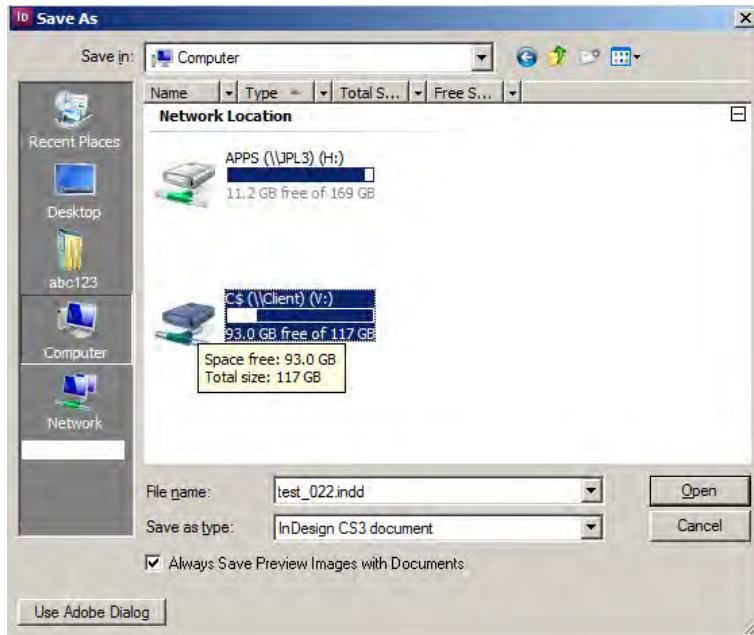


Figure 2. Saving a file – selecting the C\$ drive.

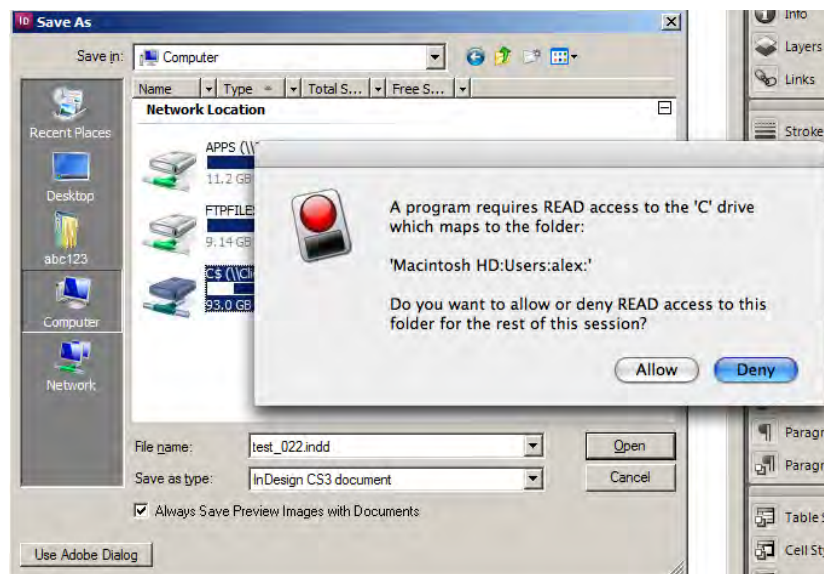


Figure 3. Saving a file – allowing READ access.

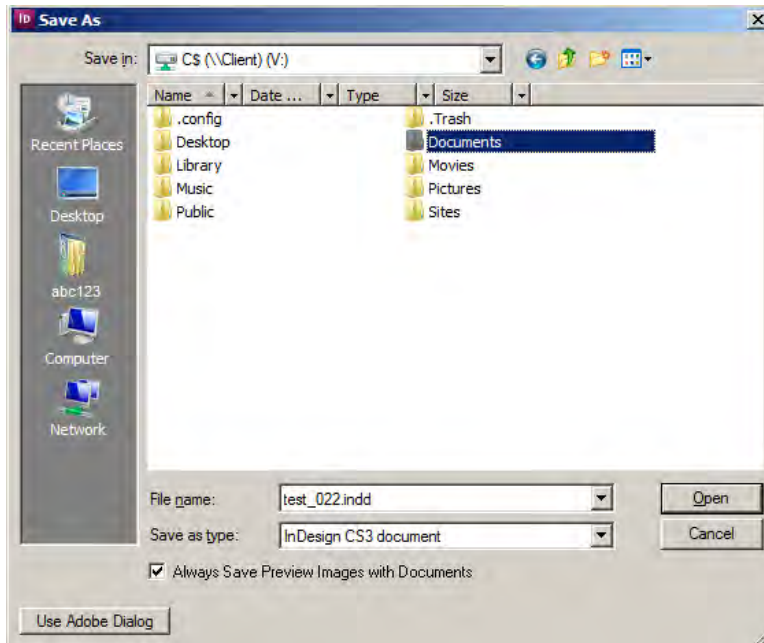


Figure 4. Saving a file – selecting the Mac folder.

### Saving a file on the Mac

- 1) Click **File** (Figure 1.)
- 2) On the dropdown menu, click **Save As** if this is the first time you are saving the file or **Save** if you want to save the file under the current name. Type a name in the **File name** box and click **Save**.
- 3) At this point, if you want to save your file to your Mac's hard drive, you must locate it.
- 4) Click the **Computer** icon. (Figure 2). This will display the drives that myUTSA Apps recognizes.
- 5) Select the **C\$** drive – this is your Mac's hard drive.
- 6) At this point, you will be asked for permission to access the Mac hard drive. Click **Allow** to continue.
- 7) When you click on the C\$ drive, all of the Mac's folders will be displayed. Navigate to your preferred save location and click **Save**.

**\* Important note: If you do not save your files in this manner, they will not be saved to your hard drive.**

### Exiting the application (Mac)

- 1) From the menu bar, select **File**
- 2) Click **Exit**
- 3) When you exit myUTSA Apps, you may be asked to close (exit) the browser.