

CONNECTING TO vLAB ON PERSONAL DEVICES

vLab is a state-of-the-art solution that allows faculty and student users to connect to a virtual desktop from almost any device including personal laptops, computers, and mobile devices. vLab offers ready-access to many software products found in traditional WS labs, including Microsoft Office, Lockdown Browser, and Rosetta Stone.

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System Requirements

The following platforms are capable of successfully running vLab:

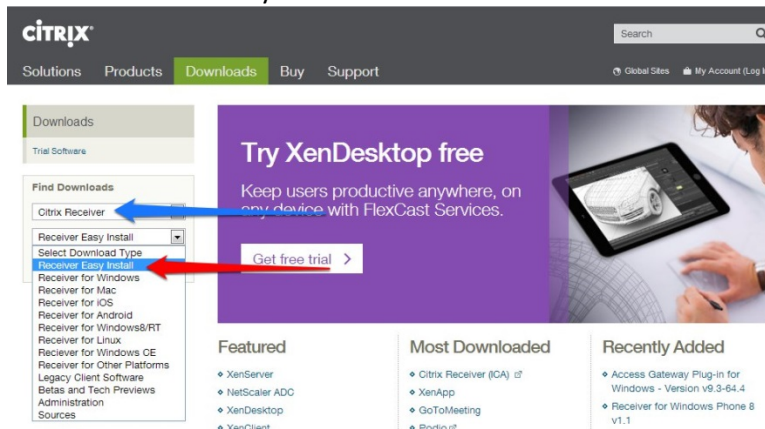
- Windows computers (Vista, XP, Windows 7, Windows 8 x32 and x64 bit systems).
- Macintosh computers (10.6 Snow Leopard and above)
- Mobile Devices (iOS, Android, Blackberry, Symbian, Windows Phone)¹

Additional Requirements for Windows and Macintosh desktops and laptops

- An Internet connection
- A compatible browser (Internet Explorer 6-9, Firefox, Chrome, Safari)
- Citrix Receiver

Downloading Citrix Receiver on your Windows PC and Mac

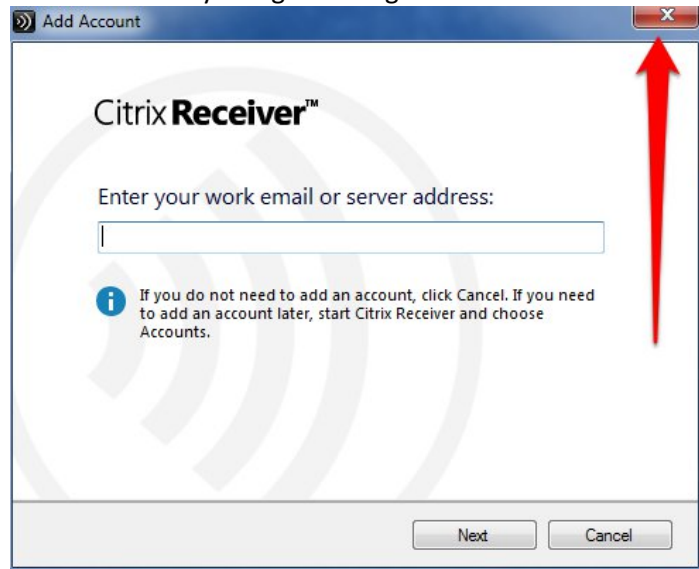
- Citrix Receiver can be downloaded by visiting <http://vLab.ws.edu> and clicking on “Install”. Proceed through the steps to download.
- **If the software does not begin downloading immediately**, you may be taken to [this site](#) where you are required to select Citrix Receiver from the download list. Under “Find Downloads” select “Citrix Receiver” and once the second dropdown box appears, choose “Receiver Easy Install.”



- Once installed, Citrix Receiver sits “silently” in the system tray. Unless the software inadvertently gets turned off, there will be no need in launching Citrix Receiver in the future.

¹ Walters State IET does not directly support student devices, particularly mobile devices. If assistance is needed downloading Citrix Receiver on mobile devices, [click here](#).

- If you are ever greeted by this screen, specifically at startup, disregard it by hitting the red x. It is not necessary to sign in using this window.



Accessing vLab from Desktop/Laptop Computers

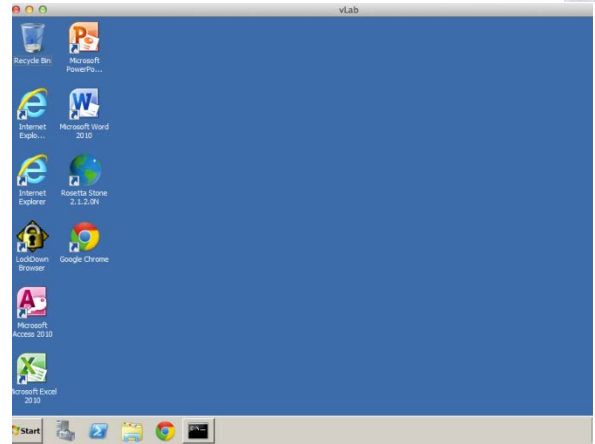
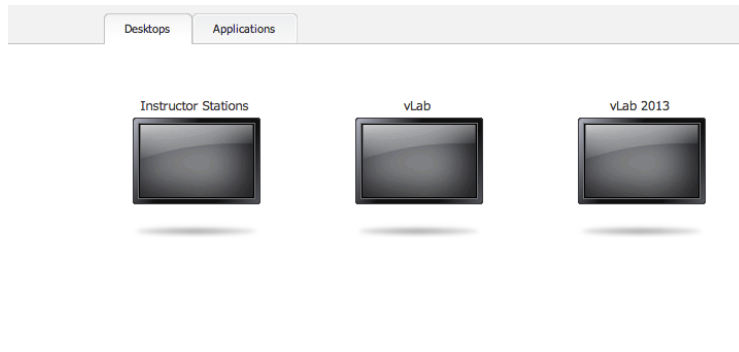
1. Ensure that Citrix Receiver is running on your machine.
 - a. *Windows:* You should see Citrix Receiver running in the system tray of your PC.



- b. *Macs:* You should see Citrix Receiver running in the Menu bar.



2. Proceed to <http://vlab.ws.edu> using Internet Explorer, Firefox, Chrome, or Safari.
3. If a login screen is available, use your WS ID to access the Desktop Portal. (If you still see the green Install button when you have already confirmed that you are running the receiver, just choose **Skip to Login**.)
4. You should be at the Desktop Portal. Choose a desktop to gain access to your applications



Accessing vLab from Mobile Devices

Download Citrix Receiver for...



[Support Documentation](#)



[Support Documentation](#)



[Support Documentation](#)

Support Options

We at the Walters State Help Desk can offer guidance and limited support in assisting you to get Citrix Receiver on your personal machine. Please call (423) 318-2742, click <http://HelpDesk.ws.edu>, or visit us on the third floor of the College Center.

Product specific support is also available at <http://support.citrix.com>