The Remote Lab allows you to access specialized software needed for select Valdosta State University courses from anywhere using a device with internet connection.

How does this remote connectivity work?

- You will install an application called Citrix Workspace Agent on your computer or device.
- You will use a web browser to logon and access the remote lab.
- Labs are available on a first-come, first-served basis with limited access.
- The remote computer will automatically restart after 30 minutes of inactivity; and will also restart automatically at 3am Eastern Standard Time each day.

Requirements:

- [Two-Factor Authentication](#) (2FA) to securely log in using your VSU credentials.
- [Microsoft OneDrive](#) or similar storage solution (e.g., Dropbox, Google Drive) to save your work.
- You must restart the remote computer when finished.

For the best experience, we highly recommend:

- Using a device that has a mouse and keyboard
- At least a 10 megabits per second (Mbps) internet connection

For assistance:

Contact VSU Solutions Center at 229-245-4357 (HELP) during normal business hours or email solutions@valdosta.edu from your VSU email account.

Now, let’s get you connected . . .
While the use of an iPad or iPhone is not recommended, the procedures below will explain how to use these devices to connect to the VSU Remote Labs environment. These examples are with Citrix Workspace App version 23.3.0.

1. Go to the App Store, search for Citrix Workspace, download and install to your device.

2. Open the Workspace App and select Get Started.

3. At the Welcome screen enter the web address for the Citrix Workspace as: workspace.valdosta.edu
4. Workspace will verify internet access to the workspace.valdosta.edu site.

5. **Enter** your VSU logon credential in the format of VSU\Username with your password. **Note:** You must check your phone for the **2FA approval**.

6. Your credential will be verified and **you must check your phone for your 2FA approval**.

7. If you use the Microsoft Authenticator App for 2FA approvals, you simply click approve.
8. Depending on your preference choose either of the choices below to advance to the Citrix Workspace environment.

![Enable Login with Touch ID](image)

Use your Touch ID for faster, easier access to your account.

Available options: 
- Use Touch ID
- Not now

Figure 3: iPhone View

9. In the VSU Store, choose the lab that you have been assigned by your professor. On an iPad you may have to click the blue plus box to show your apps as displayed below.

![Figure 4 iPad View](image)

![Figure 5 iPad View](image)

**Note:** Your list of available computers and applications will be unique based on your course section.
10. When you click on your remote lab, a progression bar will show the connection is being made just like the example below. The desktop computer loading time can vary.

11. At the banner page **click OK** to open the computer desktop.

12. When the Windows Desktop is presented, you may need to change the orientation of your screen to horizontal for the best view, as seen below.

**Note:** The desktop will open in the full resolution size which is much larger than your iPhone or iPad screens and you may only see the black section of the screen until you change the screen orientation or resize the viewing area so that you can see the whole desktop on your phone.
13. When finished with your lab computer, please use the power button and choose restart before disconnecting. This will help your fellow students have access to this computer much quicker than just closing the session.

14. To reconnect in the future, you will only need to provide your login credentials and 2FA approval.