



# VSU Remote Computer Labs

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 portal at <https://workspace.valdosta.edu/>  
Chrome is the recommended browser; however, Safari, Firefox, Edge, etc. should work as well.

- 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 cannot save your work directly to the remote computer.
- You must restart the remote computer when finished.

## For the best experience, we 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 visit <https://solutions.valdosta.edu> to submit a help ticket.

**Now, let's get you connected . . .**

## 1. Install the Citrix Workspace Application for your device

Agree to the License Agreement, click **Next**, and then **Install**. (Do not check to enable app protection). When the installation finishes, click **Finish** and proceed to the next step.



[Citrix App for Microsoft Windows 10 or 8.1 Computers](#)

[Citrix App for Apple Mac Computers:](#)

MacOS 10.15, Big Sur 11.0.1, 11.1, 11.2

[Citrix App for Older Apple Mac Computers:](#)

Mac OS 10.13, 10.14, 10.15

[Not sure which macOS your computer is using? Find out](#)

## 2. Add the VSU Workspace Account

Enter the following web address: <https://workspace.valdosta.edu/> > click **Add**

**Tip:** Bookmark this link for quick access!

## 3. Enter your VSU username only (ex: jsmith) and password

2FA: Use the Microsoft Authenticator App to verify your logon.

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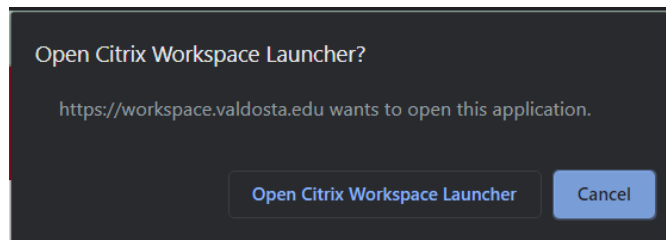
LOCATION Pine Hall • PHONE 229.333.5974 • FAX 229.245.4349 • WEB [www.valdosta.edu/it](http://www.valdosta.edu/it) • ADDRESS 1500 N. Patterson St. • Valdosta, GA 31698-1095

## 4. Select a lab that is running the software you need

Click **Details** to view options.



If you receive the Launcher pop-up, click **Open Citrix Workspace Launcher**.

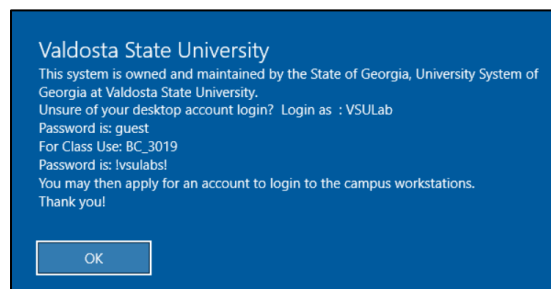


**Important!** If all the computers in the lab you are accessing are currently in use, a **'Cannot start desktop'** notice will display. Access is limited. Please try again later.



## 5. Once connected, click the OK button when the blue

**Valdosta State University banner displays.** **Note:** If it does not automatically log you in, **enter your VSU username and password** as normal.



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**Congrats! You can now utilize the software included within this computer lab.**

**Important!** You cannot save your work directly to the remote computer. You **MUST** save to [Microsoft OneDrive](https://www.onedrive.com/) or a similar cloud storage solution, or a location designated by your instructor.

**Tip:** If you maximize the Remote PC window and want to return to your personal desktop, click the small black banner at the top that should expand into multiple options. On the far left, click **Home**.

## When Finished... **Restart the Remote Computer.**

Click the **Windows Start** icon > click the **Power**  icon > select **Restart**.

