



## Apporto - The new platform for RSPH Virtual Desktops Getting started!

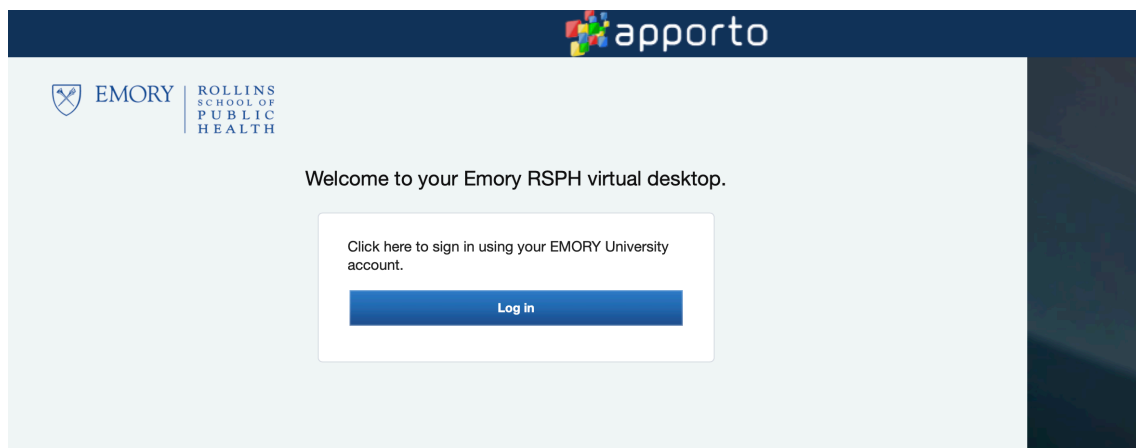
Citrix has been our virtual desktop resource for many years to give access to over 40+ applications to our students, faculty, and staff in a virtual desktop. We needed to change and provide a faster, more robust, easier to expand capacity platform for our virtual desktops. Welcome to Apporto!

Some differences between Citrix and Apporto.

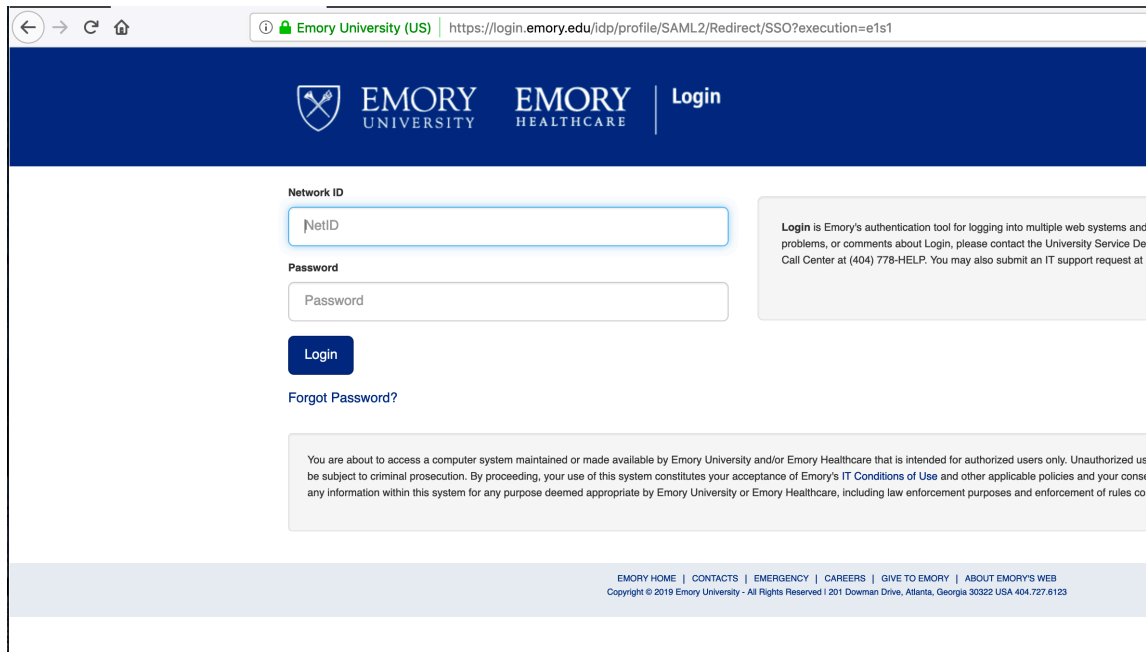
- It is currently (1/2020) ONLY for teaching use at this time. Although we expect to have the clearance for secure data usage we are not there yet. Then we can use this platform for research.
- Apporto is all cloud based and runs on the Microsoft Azure cloud platform.
- You get different virtual computers sizes based on the demand of the application you are running. I.e. SAS would use a large computer and Word would use a small one. Thus, we only use the resources needed and expanded capacity is available for more robust applications.
- Apporto remembers you! The system holds just enough storage memory for each person to remember your profile. So, if you have something configured for your environment it will still be there when you log back in.
- We can expand the number of available seats within 48 hours so we can meet a demand surge.
- It works across all the operating systems we commonly use like macOS, Windows, Chromebook, Android, and iOS. It is recommended that you at least use a PC, Apple, or Chromebook for the best experience.
- You don't have to worry about a plugin anymore and its works in every browser.
- Citrix is still available and will be for at least a year while we fully transition.
- At the moment, the only place we can provide access for MaxQDA is on Citrix and is only licensed for teaching.

Let's get started!

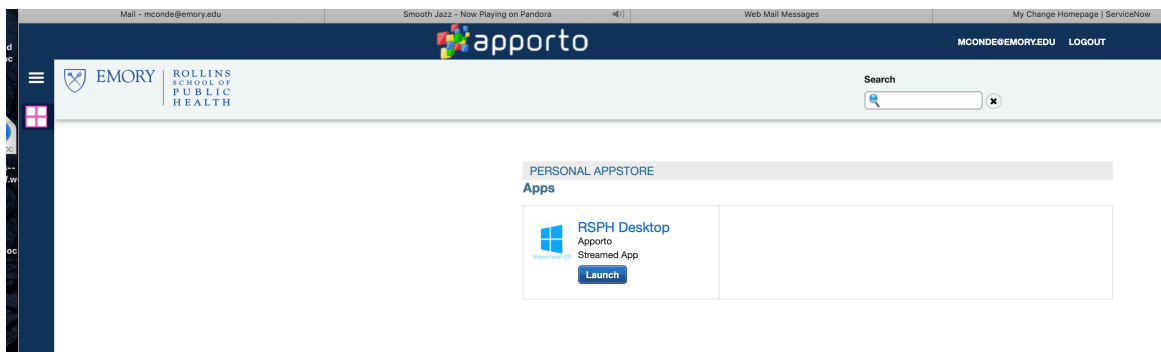
You log into Apporto with this web address: <http://rsphemory.apporto.com>



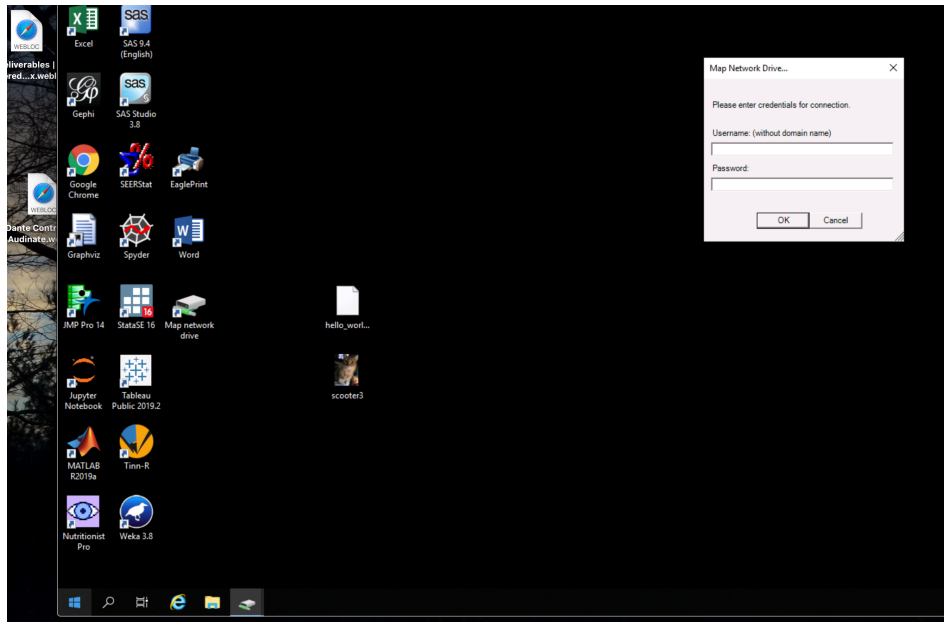
You will use your Emory NetID credentials to log in.



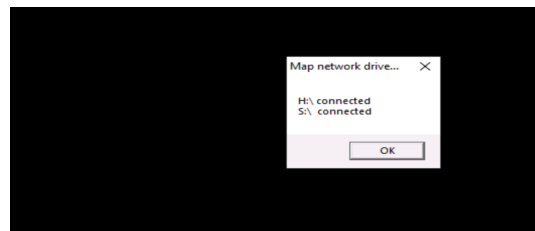
If you are logging in from a network outside of Emory you will be asked to enter the DUO credentials as well.



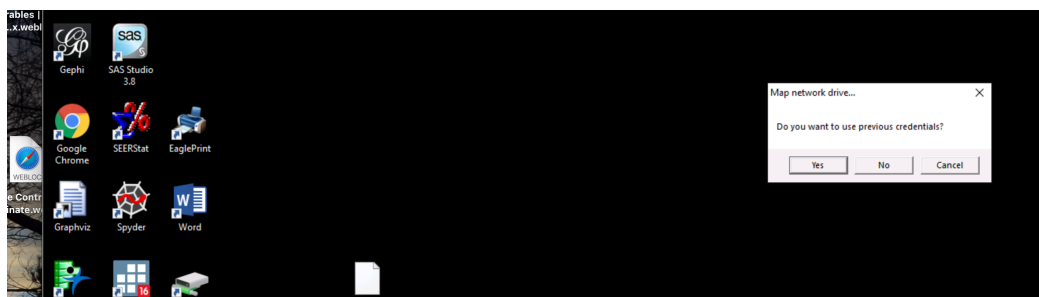
Here is the new application launch screen. It looks similar to what you have been used to using Citrix. Hit "Launch" and away we go!



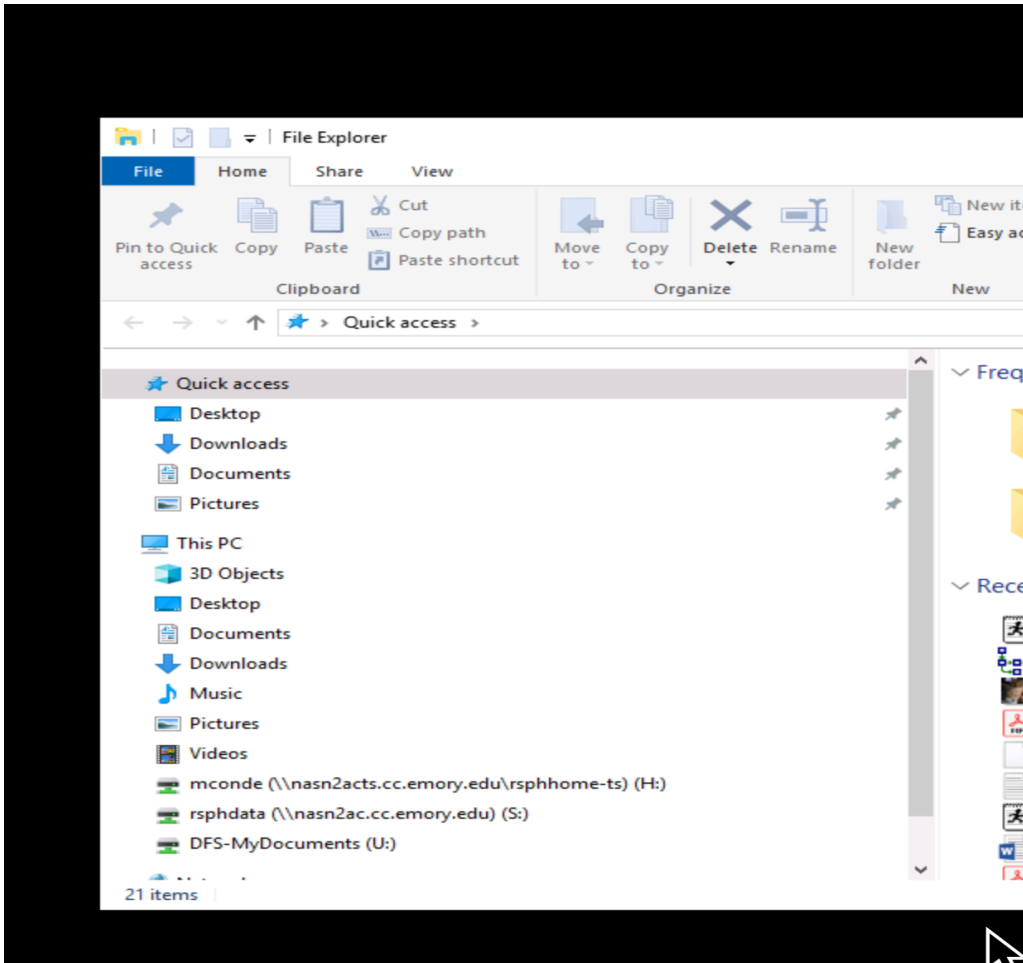
Your virtual desktop comes up as normal. Wait a couple seconds while it starts the connection for the mapping to the H: and S: network drives. You will see the box popup above. Use your Emory NetID credentials to map your drives.



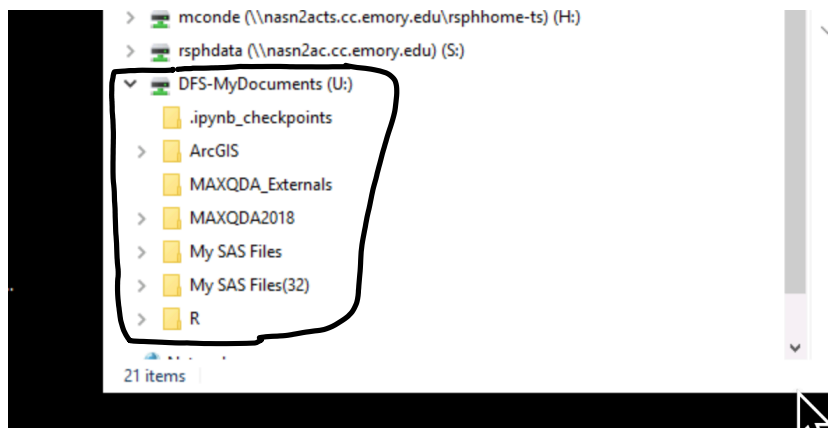
It only takes a few seconds to map the drives and you will get a popup box indicating they are connected.



After you have logged in the first time and connected your drives it will remember your credentials. It will still stop and ask if you want to use the previous set you used to complete the mapping. Click "Yes" and off you go! Do remember that when you change your password you will have to enter the new credentials after that.

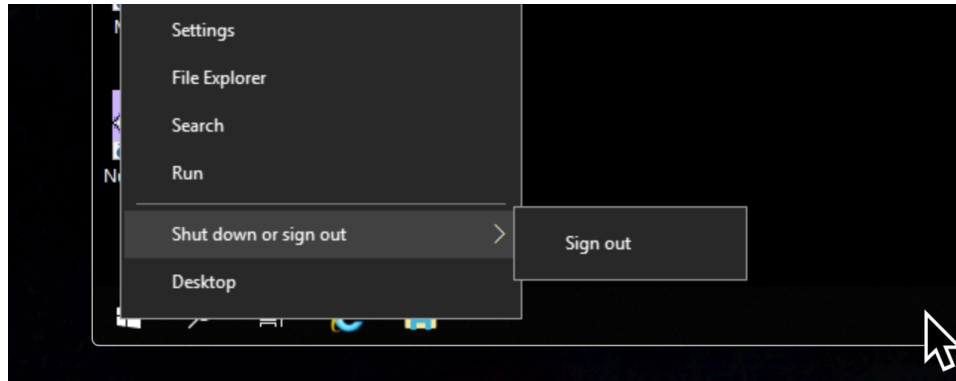


Like Normal when you open the File Folder you can see where the H: and S: drives are mapped and accessible.

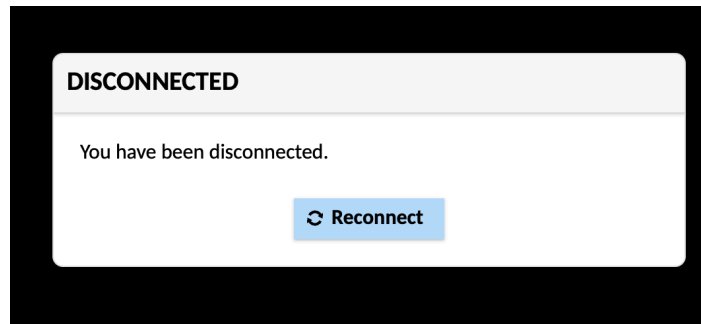


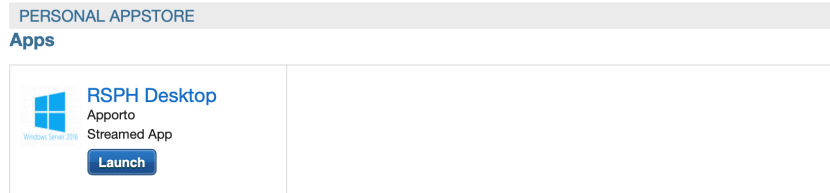
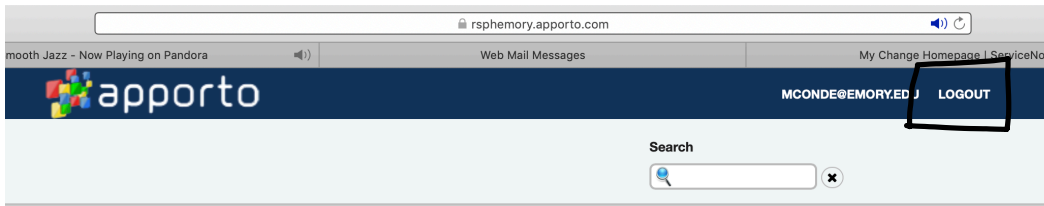


The (DFS-MyDocuments) U: drive is something special and a storage area the Apporto environment sets up to remember your profile and hold application supporting information. This area has a current size limit of 2GB and is the fastest storage to use with your applications.



When you are done make sure you sign out of the virtual desktop you have been using. This is very important so others can use that space in our cloud. To sign out “Right click” the windows icon at the bottom left. Then click the “Sign Out” tab as you see above, and you see the message below. You can reconnect if you accidentally disconnect.





The last thing to do is log out of the application launch page. Look for the “Logout” link at the top right of the page and click it to end your whole session.