SIPA Cloud Environment

Overview

This document serves as a guide for Columbia SIPA Users to install Citrix Workspace App and access the Virtual Desktop Cloud Environment.

mySIPA is a private cloud computing solution, which allows you to run software remotely without actually having that software installed on your own computer. You can access this system from any place, at any time, and from any Windows, Mac, Apple IOS, and Google Android device.

The software will run on remote servers at SIPA but will display on your device in such a way that you can interact with it just as though you had installed it locally. It is easy to use since you can open and save files stored on the mySIPA Network. In addition, you can print to the on-campus SIPA lab network printers or to your locally connected printer.

SIPA students can receive assistance in room 510 IAB SIPA lab. Password resets require students to present their CUID in 510 IAB. For queries, students can call the SIPAIT Help Desk at (212) 854-0112, or email sipahelpdesk@columbia.edu.

Accessing the mySIPA Cloud Portal

Supported Windows browsers are Internet Explorer, Firefox and Chrome. The instructions provided here are for Windows with Chrome.

1. To access mySIPA Citrix, open Chrome and browse to https://mySIPA.cloud.com and insert your credentials. User name format is sipac\UNI
2. Click on Log On. Note: The system will prompt you to change your temporary password if this is your first logon.
3. Click “Detect Workspace” and install the receiver (contact SIPAhelpdesk@columbia.edu) or work with the “light version”
1. Go back to the mySIPA portal and click “Continue”.
Accessing the Desktop

1. Click on “Desktops” on the left navigation pane and you will be presented with the “Citrix Desktop”. Click on Citrix Desktop to launch it.

2. A new Window will appear with the desktop. Wait for the launch to complete, and accept the Disclaimer when prompted and click “Ok”
Note: If you are logging into your Desktop session for the first time, it can take up to 1 minute to create your profile. Subsequent login will be much quicker after the initial profile has been created.

3. If the Citrix Desktop does not appear, check the Windows task bar as your browser may prevent it from automatically appearing.
4. After the launch completes, you can start working on your desktop. On the Start Menu, you will find applications such as Microsoft Word, Excel, PowerPoint and other programs needed for the work at SIPA.
**OWA/Outlook**

Users are advised to use OWA – browser based Outlook to login to [https://sipamail.columbia.edu](https://sipamail.columbia.edu). In the event Outlook is configured in the Citrix profile, please be advised that there are some limitations. Data will be available for the mailboxes but you will no longer be able to save auto fill email address in the Citrix Outlook profile. This functionality is only available in your desktop/laptop.

**Recycle Bin**

There is no recycle bin on the Citrix desktop. Any file restore must be requested from the SIPA network team.

**File Storage**

**Saving Files on mySIPA**

mySIPA uses the Windows “Documents” folder as the main storage. Data stored in “Documents” folder and “Desktop” are backed up every evening. Request for file recovery should be submitted sipahelpdesk@columbia.edu.

- Please do not to save any sensitive information, such as tax returns, credit card statement, social security, or any confidential data on the system. A system scan will automatically remove such data on regular basis.
- Do not store audio or image files unless they are class related. All video files must be saved to personal removal media.
- Do not upload/backup files from your personal devices onto the mySIPA network.

**Permission to Save/Retrieve files on removable USB, SD card, computer, and supported personal devices can be accessed via the Citrix drop down menu at the top of the display. Note that this is not supported when using the Light version of Citrix Receiver.**

When saving/retrieving files on devices attached to your host computer (USB, SD cards, Local Hard Drive, etc.), you must allow Citrix Receiver access. It is recommended that you select “Read and write” and click “Ok”.
Session Timeout

For security and to ensure that a copy of the software is available when you need it, sessions will disconnect after 15 minutes of inactivity. You will be redirected to your disconnected desktop if you log back in within 2 hours and No work will be lost. **To prevent loss of work, save often!**

Log Off

When you have finished your work, it is very important to properly exit the program and Log off your session.

- To log off your SIPA Desktop session, click the “Start” button and select “Sign out”.