MasterApps

Within West Virginia University, much of the work-related software that you use is restricted to the campus-wide local area network (LAN), known as the Intranet. In order to meet the needs of people who require access to these applications from home or from off-campus locations, there is a web-based secure application portal called MasterApps. You may also hear this service referred to as “Citrix” since that is the name of the underlying software used by MasterApps.

Available Applications in MasterApps

In order to access application within MasterApps you must request access to the application by:

- Emailing ITSHelp@mail.wvu.edu
- Calling 304-293-4444

Install Citrix Receiver

1. Visit [http://receiver.citrix.com](http://receiver.citrix.com)

2. **Select Download Citrix Receiver button.**

![Citrix Receiver](https://example.com/citrix-receiver.png)

3. **Select Downloads, Double click the CitrixReceiverWeb.dmg** file to expand the installer package.

![Citrix Receiver Installation](https://example.com/citrix-receiver-install.png)
4. **Double click Install Citrix Receiver.**

   ![Install Citrix Receiver](image)

5. **Select Continue**, then **Select Continue** again at the bottom.

   ![Select Continue](image)

6. **Select Continue** on the Software License Agreement page, then **Select Agree**.
To continue installing the software you must agree to the terms of the software license agreement.

Click Agree to continue or click Disagree to cancel the installation and quit the installer.
7. Select a Destination, then Select Continue.

8. Select Install, to proceed with the installation.
9. If prompted to **Enter User’s Credentials**, then **Select Install Software**.

10. **Select Continue**.
11. Confirmation of install will display, **Select Close**.

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**Access MasterApps**

1. Go to MasterApps at [https://masterapps-s.wvu.edu](https://masterapps-s.wvu.edu).

2. You should be prompted to Trust the website to use the plugin installed, **Select Trust**. You will not see this prompt again.

3. **Enter your Login Credentials**.

4. **Select Log On**
Your MasterApps Desktop is now ready for use.