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](mailto:ITSHelp@mail.wvu.edu)
- Calling 304-293-4444

First Access MasterApps

The first time you log into MasterApps (Citrix), you will need to install the Citrix Native Client or to download the Citrix Receiver, depending on your device.

1. Go to MasterApps at [https://masterapps-s.wvu.edu](https://masterapps-s.wvu.edu).
2. **Select** the **Box** to agree to the license agreement, then **Select Install**.
3. The Citrix Receiver will download, **Locate the File** to install. (This example the file is located in the downloads folder.) **Double-click CitrixReceiverWeb.exe** icon.

![Image of CitrixReceiverWeb.exe](image)

4. If prompted to allow Citrix to make changes to the computer, **Select Yes.**

5. **Select Install**, to begin installing Citrix Receiver. Once selected the installation will begin and the application window will disappear when completed.

![Image of Citrix Receiver installation](image)

7. Input your **LOGIN User name and Password**, then **Select Log On**.
Your MasterApps Desktop is now ready for use.