

# Manual - Useful apps



Maastricht University

Leading in Learning!

## Manual for useful apps on the UM Tablet

### Based on the Samsung Galaxy Tab 4 (Android version 4.4.2)

This manual helps you to find and setup several apps on your UM tablet that are widely used within the UM. Please note that apps are sometimes updated and as a result behaviour may be different from the instructions that are mentioned in this manual. The following services/apps are described:

- UM VPN Connection via Cisco AnyConnect VPN App
- UM Printing via Ricoh MyPrint App
- UM SBC via Citrix Receiver App
- UM File Server access via ES File Explorer App
- UM SURFdrive access via SURFdrive App

-- When using UM IT services you agree to UM's Acceptable Use Policy. The complete text can be found on the website: <http://www.maastrichtuniversity.nl/informationsecurity> --

What do you need?

- A UM Tablet (Samsung Galaxy Tab 4)
- An activated Google account setup on your tablet
- Access to the several services that the apps give you access to

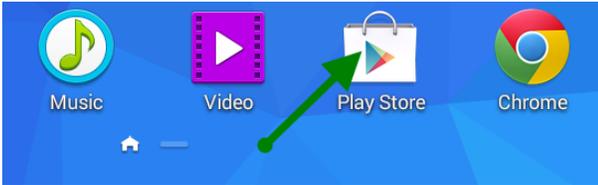
Please consult the "Frequently Asked Questions" at the end of the manual in case you encounter problems in using the manual or the service. In case you have questions or need help in setting up these apps please visit one of the ICTS Front-Offices. We are happy to help you, but please note that support on personal devices will be given on "best-effort" and is always based on the knowledge of the employee available. As a result we cannot guarantee we can always answer all your questions.

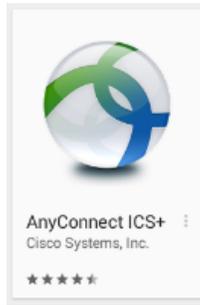
## Instructions - VPN (Cisco Anyconnect)

The Cisco Anyconnect VPN app allows you to setup a network connection to the UM. After enabling VPN services that are normally only available within the UM network also become available when you are not connected to UMnet or eduroam (at a UM location).

Examples of services that are not available outside the UM network: *UL library services (e-journals)*

*VPN access is available to all UM employees and students*

Screenshot	Information
	<p><b>Step 1: Open Play Store (the Google App store)</b></p> <ul style="list-style-type: none"><li>▪ Tap the "Play Store" icon on your tablet</li></ul>



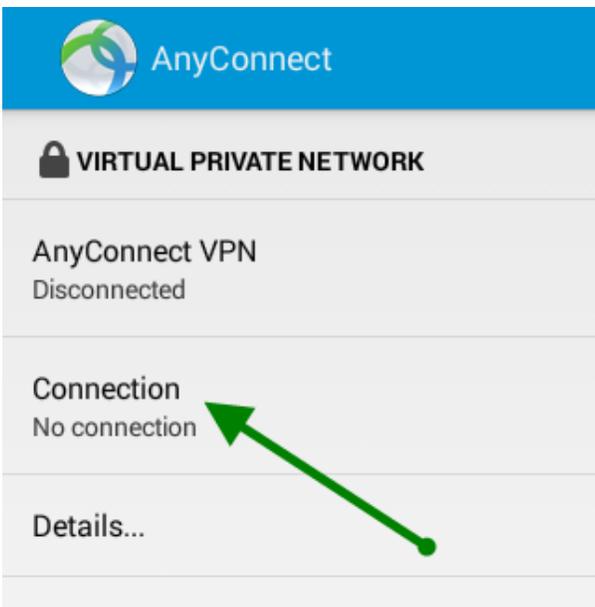
### Step 2: Search for the Cisco Anyconnect App

- Search for "cisco" in the App Store or Click [this link](#) for a direct download.



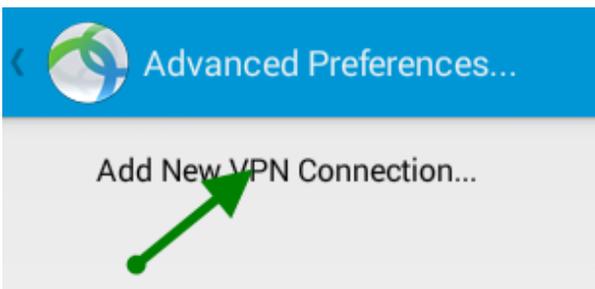
### Step 3: Open the App

- Open the App by tapping on the App icon



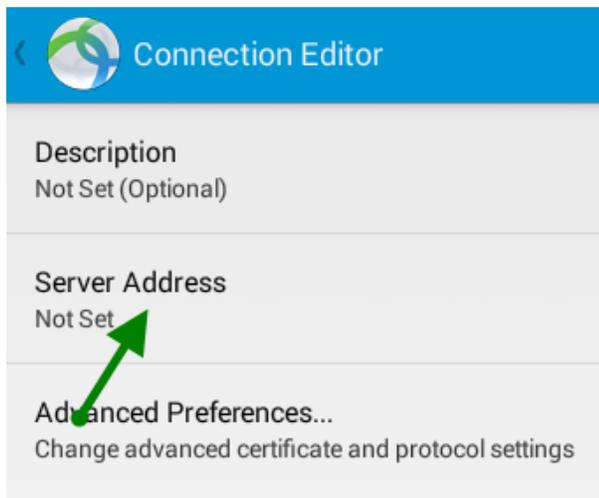
### Step 4: Configure the App

- Tap "Connection"



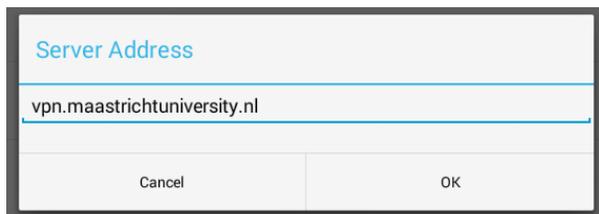
### Step 5: Configure the App (2)

- Tap "Add New VPN Connection..."



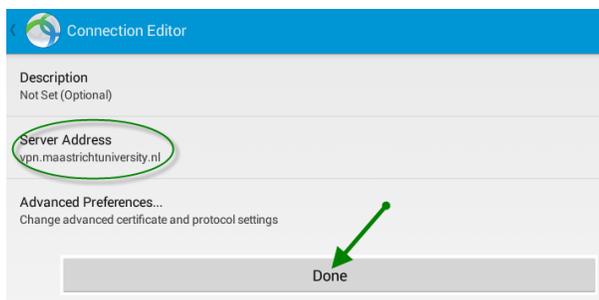
### Step 6: Configure the App (3)

- Tap "Server Address"



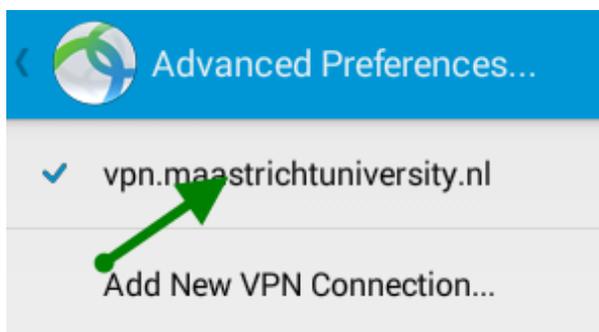
### Step 7: Configure the App (4)

- Type the following in the "Server Address" input box
  - *vpn.maastrichtuniversity.nl*
- Tap "OK"



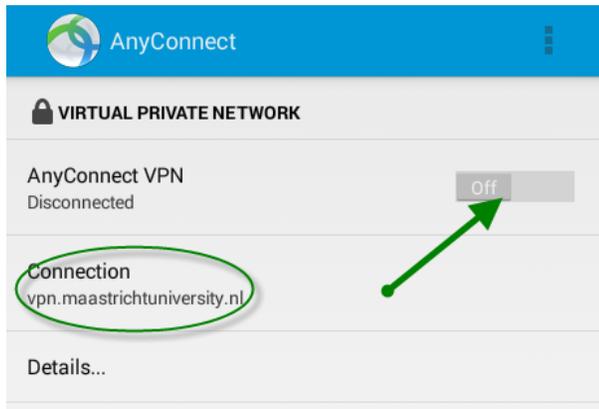
### Step 8: Configure the App (5)

- The Server is added
- Tap "Done"



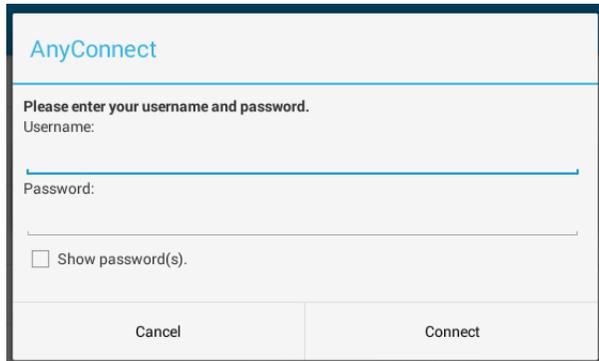
### Step 9: Configure the App (6)

- Tap the newly created VPN Connection called "vpn.maastrichtuniversity.nl"



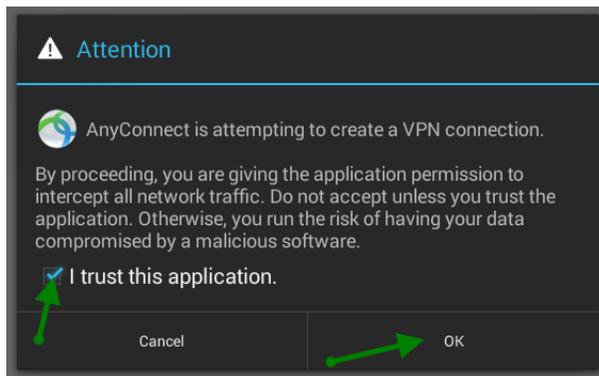
#### Step 10: Activate VPN

- Check that the connection selected is "vpn.maastrichtuniversity.nl"
- Tap the switch to the "On" position to start the connection



#### Step 11: Log in

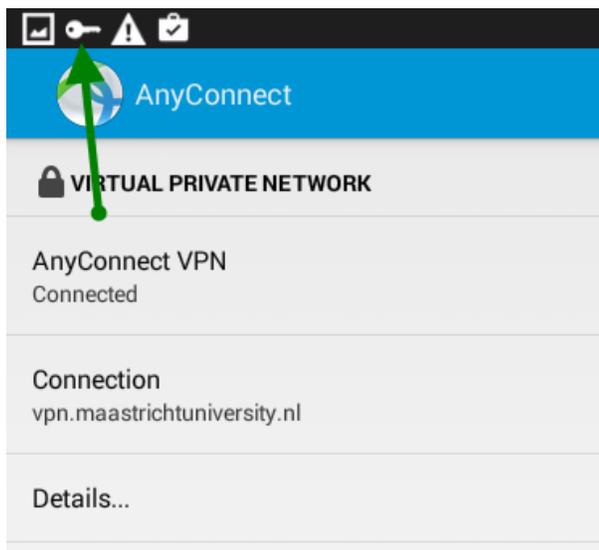
- Log in using your UM username and password
- Tap "Connect"



#### Step 12: Accept security warning

A security warning will pop-up asking your permission for the Cisco AnyConnect App to make a VPN connection

- Tap "I trust this application"
- Tap "OK"



#### Step 13: VPN Activated

VPN will now be activated. You can verify this by the "key" icon which is displayed in the top bar of the tablet.

This icon will remain visible as long as the connection is active.

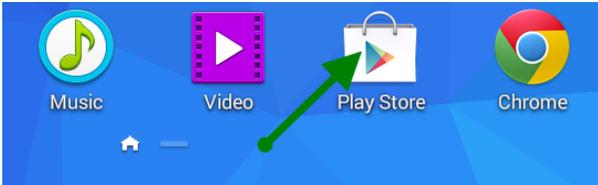
You can quit the app by clicking the tablet's Home button

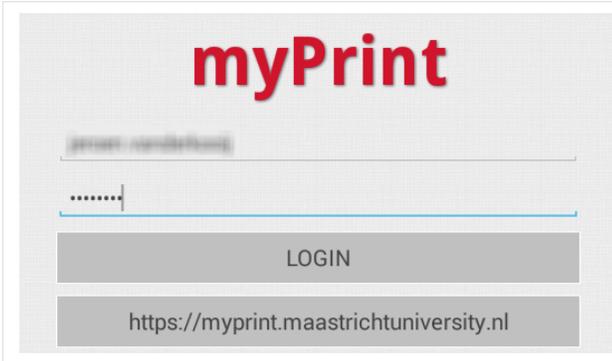
You can disconnect VPN by re-opening the App. Next tap the On/Off switch for the connection in the "Off" position.

# Instructions - MyPrint (Ricoh myPrint)

The MyPrint app allows you to send print jobs from your tablet directly to the UM Ricoh MyPrint service. You can pickup your prints at any of the UM Ricoh Multi Functional Printers.

*MyPrint is available to all UM employees and students*

Screenshot	Information
	<b>Step 1: Open Play Store (the Google App store)</b> <ul style="list-style-type: none"><li>• Tap the "Play Store" icon on your tablet</li></ul>
	<b>Step 2: Search for the MyPrint App</b> <ul style="list-style-type: none"><li>• Search for "myprint" in the App Store or Click <a href="#">this link</a> for a direct download.</li></ul>
	<b>Step 3: Accept myPrint terms and conditions</b> <ul style="list-style-type: none"><li>• Open the browser on your tablet</li><li>• Go to the website <a href="https://myprint.maastrichtuniversity.nl">https://myprint.maastrichtuniversity.nl</a></li><li>• Log in using your UM account</li><li>• Accept the Ricoh myPrint terms and conditions</li></ul>
	<b>Step 4: Open the App</b> <ul style="list-style-type: none"><li>• Open the App by tapping on the App icon</li></ul>
	<b>Step 5: Configure the App</b> <ul style="list-style-type: none"><li>▪ In the "Go to this address" field type the following URL<ul style="list-style-type: none"><li>▪ <a href="https://myprint.maastrichtuniversity.nl">https://myprint.maastrichtuniversity.nl</a></li></ul></li></ul>



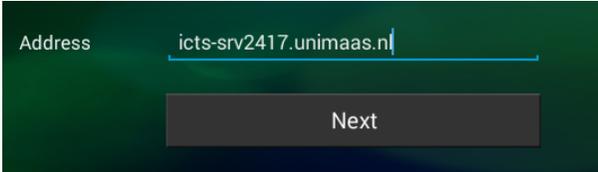
#### Step 6: Configure the App (2)

- In the "User name:" field type your UM username
- In the "Password:" field type the password for your UM account

## Instructions - SBC (Citrix Receiver)

The Citrix Receiver app allows you to connect to the AthenaDesktop SBC environment. This environment provides you with a complete computer desktop that gives you access to available AthenaDesktop applications, your network files.

SBC is not available to all UM employees. Your department needs to have purchased a license for a number of named users. All students can access the SBC environment as part of the IT services provided to students.

Screenshot	Information
	<p><b>Step 1: Open Play Store (the Google App store)</b></p> <ul style="list-style-type: none"> <li>• Tap the "Play Store" icon on your tablet</li> </ul>
	<p><b>Step 2: Search for the Citrix Receiver App</b></p> <ul style="list-style-type: none"> <li>• Search for "citrix" in the App Store or Click <a href="#">this link</a> for a direct download.</li> </ul>
	<p><b>Step 3: Open the App</b></p> <ul style="list-style-type: none"> <li>• Open the App by tapping on the App icon</li> </ul>
	<p><b>Step 4: Configure the App</b></p> <ul style="list-style-type: none"> <li>▪ After starting the App choose "Add Account"</li> <li>▪ In the "Address" field type the following: <ul style="list-style-type: none"> <li>▪ <i>icts-srv2417.unimaas.nl</i></li> </ul> </li> <li>▪ Tap "Next"</li> </ul>

Address

Description

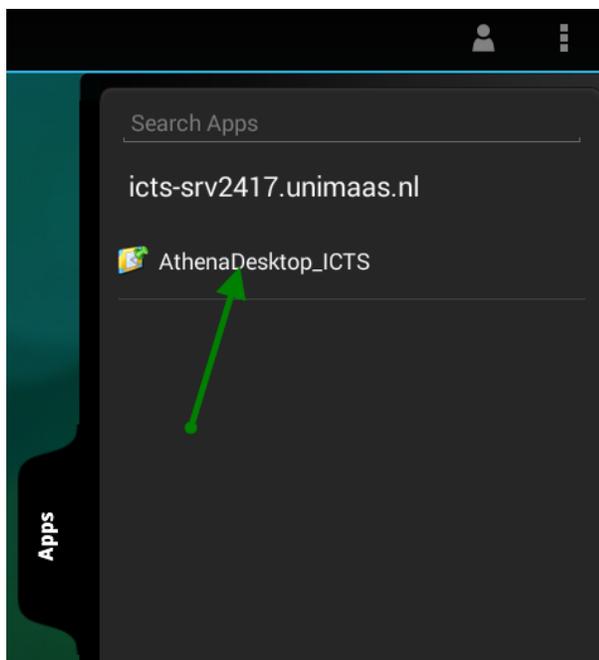
User Name

Password

Domain

#### Step 5: Configure the App (2)

- In the "User Name" field type your UM username
- In the "Password" field type the password for your UM account
- In the "Domain" field type:
  - *unimaas*
- Tap "Log On"

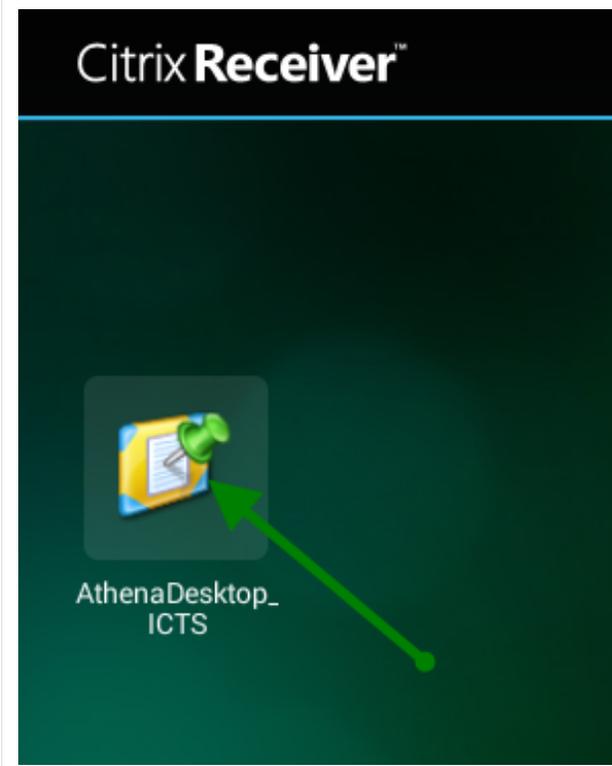


#### Step 6: Configure the App (3)

- An entry will appear on the right side of the screen
- Tap this entry

#### Please note:

- *The name of the desktop or application(s) may differ from the example picture*
- *In case no desktop or application icons appears you do not have sufficient rights to access this service. Please ask your manager or information manager if your department has access to the SBC environment.*



**Step 7: Start the UM SBC environment**

- Tap the icon to start the SBC session.

**Instructions - File server access (ES File Explorer)**

The ES File Explorer app allows you to connect to network drives. When connected to the UM VPN service it is possible to use this app to access data you stored on the UM network drives (I, J, K, L).

*This instruction may not work for all UM Employees. Depending on the decision of your department your network files may not be hosted on a central server. When you experience problems in using the instruction contact your local IT personnel.*

Screenshot	Information
	<p><b>Step 1: Open Play Store (the Google App store)</b></p> <ul style="list-style-type: none"> <li>• Tap the "Play Store" icon on your tablet</li> </ul>
	<p><b>Step 2: Search for the ES File Explorer App</b></p> <ul style="list-style-type: none"> <li>• Search for "es file explorer" in the App Store or Click <a href="#">this link</a> for a direct download.</li> </ul>

```

Administrator: C:\Windows\system32\cmd.exe - cmd
C:\Users\>net use
New connections will be remembered.

Status      Local        Remote          Network
-----
I:          \minias.n\Users\          \minias.n\data
J:          \minias.n\organization  \Microsoft Windows Network
K:          \minias.n\apps           \Microsoft Windows Network
L:          \minias.n\Projects       \Microsoft Windows Network

The command completed successfully.

C:\Users\>

```

**Step 3: Find your I drive mapping**

- Log in to your UM Windows computer using your UM username and password
- Go to Start
- Type "cmd" in the "Search programs and files" field
- Hit the "Enter" key on your keyboard
- A black screen will open
- Type "net use"
- Write down the information behind the I: drive. Important are the two parts indicated with an arrow:
  - Green arrow: The name of your department
  - Orange arrow: Your UM username



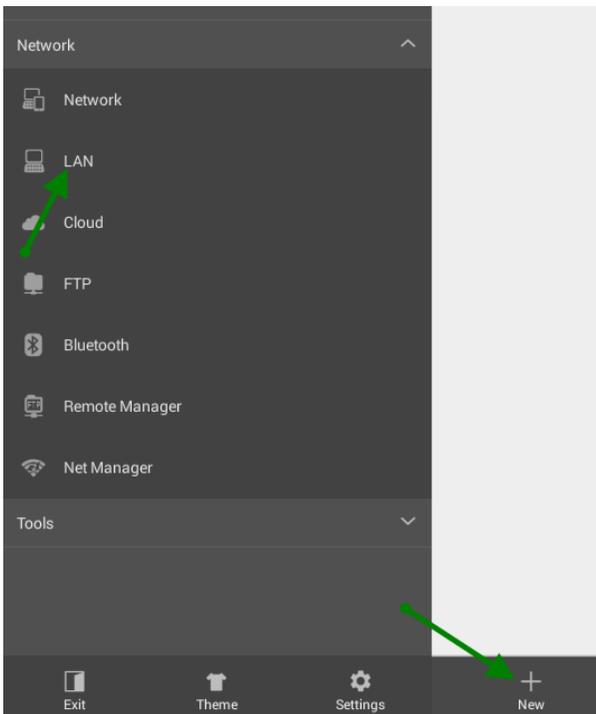
**Step 4: Open the App**

- Open the App by tapping on the App icon



**Step 5: Start the UM VPN via the Cisco Anyconnect App**

It is necessary to have a VPN connection when trying to access file server folders using the ES File Explorer App on the device. An instruction on installing and starting the VPN can be found at the start of this manual.



**Step 6: Adding network folders**

- Tap the "LAN" entry on the left side of the App
- Tap the "+" / "New" icon

LAN

I drive J drive L drive

Server

Domain unimaas.nl

Server um-dc0009.unimaas.nl/users/<username>/data  
Example:192.168.1.100/My Documents

Username <username>

Password .....

Anonymous

Display as I drive

Cancel OK

### Step 7: Adding network folders (2) - I Drive

In this step we will add a link to your UM I Drive (Personal data). For this step you need the <department> and <username> information you found in Step 3.

- In the "Domain" field type:
  - *unimaas.nl*
- In the "Server" field type:
  - *um-dc0009.unimaas.nl/users/<department>/<username>/data*
- In the "Username" field type your UM username
- In the "Password" field type the password for your UM account
- In the "Display as" field type
  - *I drive*

Server

Domain unimaas.nl

Server um-dc0009.unimaas.nl/organisation  
Example:192.168.1.100/My Documents

Username <username>

Password .....

Anonymous

Display as J drive

Cancel OK

### Step 8: Adding network folders (3) - J Drive

In this step we will add a link to your UM J Drive (Organisation)

- In the "Domain" field type:
  - *unimaas.nl*
- In the "Server" field type:
  - *um-dc0009.unimaas.nl/organisation*
- In the "Username" field type your UM username
- In the "Password" field type the password for your UM account
- In the "Display as" field type
  - *J drive*

Server

Domain unimaas.nl

Server um-dc0009.unimaas.nl/projects  
Example:192.168.1.100/My Documents

Username <username>

Password .....

Anonymous

Display as L drive

Cancel OK

### Step 9: Adding network folders (4) - L Drive

In this step we will add a link to your UM L Drive (Projects)

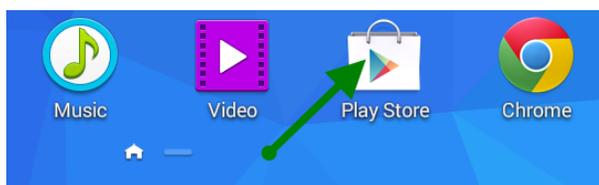
- In the "Domain" field type:
  - *unimaas.nl*
- In the "Server" field type:
  - *um-dc0009.unimaas.nl/projects*
- In the "Username" field type your UM username
- In the "Password" field type the password for your UM account
- In the "Display as" field type
  - *L drive*

## Instructions - SURFdrive (SURFdrive) - BETA

The SURFdrive app allows you to connect to your SURFdrive cloud storage volume. SURFdrive is a Dropbox-like service provided to the SURFnet target group. Within Maastricht University SURFdrive is still in beta phase.

*SURFdrive is not available to all UM employees. Your department needs to have applied for you to be a beta tester for the beta period (until 1-5-2015). You can contact your information manager to request access.*

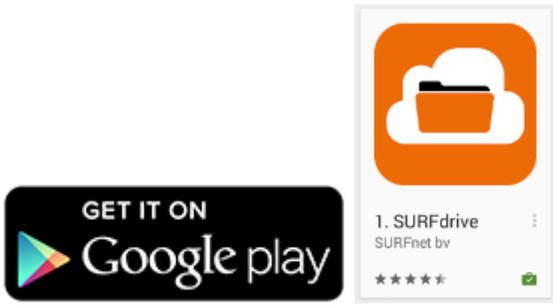
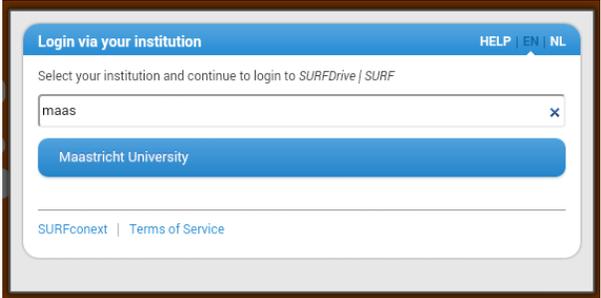
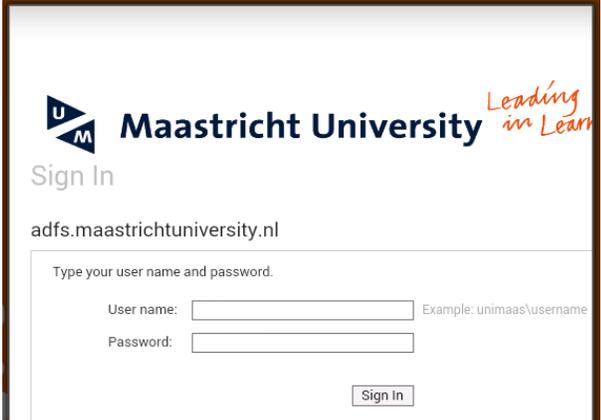
### Screenshot



### Information

#### Step 1: Open Play Store (the Google App store)

- Tap the "Play Store" icon on your tablet

	<p><b>Step 2: Search for the SURFdrive App</b></p> <ul style="list-style-type: none"> <li>Search for "surfdrive" in the App Store or Click <a href="#">this link</a> for a direct download.</li> </ul>
	<p><b>Step 3: Open the App</b></p> <ul style="list-style-type: none"> <li>Open the App by tapping on the App icon</li> </ul>
	<p><b>Step 4: Configure the App</b></p> <ul style="list-style-type: none"> <li>Tap "Connect"</li> </ul>
	<p><b>Step 5: Configure the App (2)</b></p> <ul style="list-style-type: none"> <li>Search for "Maastricht University" as the institute that will verify your identity</li> <li>You can enter "maas" in the search box to limit search results</li> </ul>
	<p><b>Step 6: Configure the App (3)</b></p> <ul style="list-style-type: none"> <li>In the "User name" field type your UM username</li> <li>In the "Password" field type the password for your UM account</li> <li>Tap "Sign In"</li> </ul>

## Frequently Asked Questions

Question	Answer
When I try to access the File servers an error pops-up stating the server cannot be found	You do not have an active VPN connection. Start the UM VPN connection and then configure / use the File Explorer App.

When I try to log on to the myPrint app I get an error that my username / password combination is incorrect. I am sure they are correct.

You probably did not accept Ricoh's terms and conditions. Go to the myPrint website. Log in and accept these conditions (Step 3 in the myPrint App instructions).