

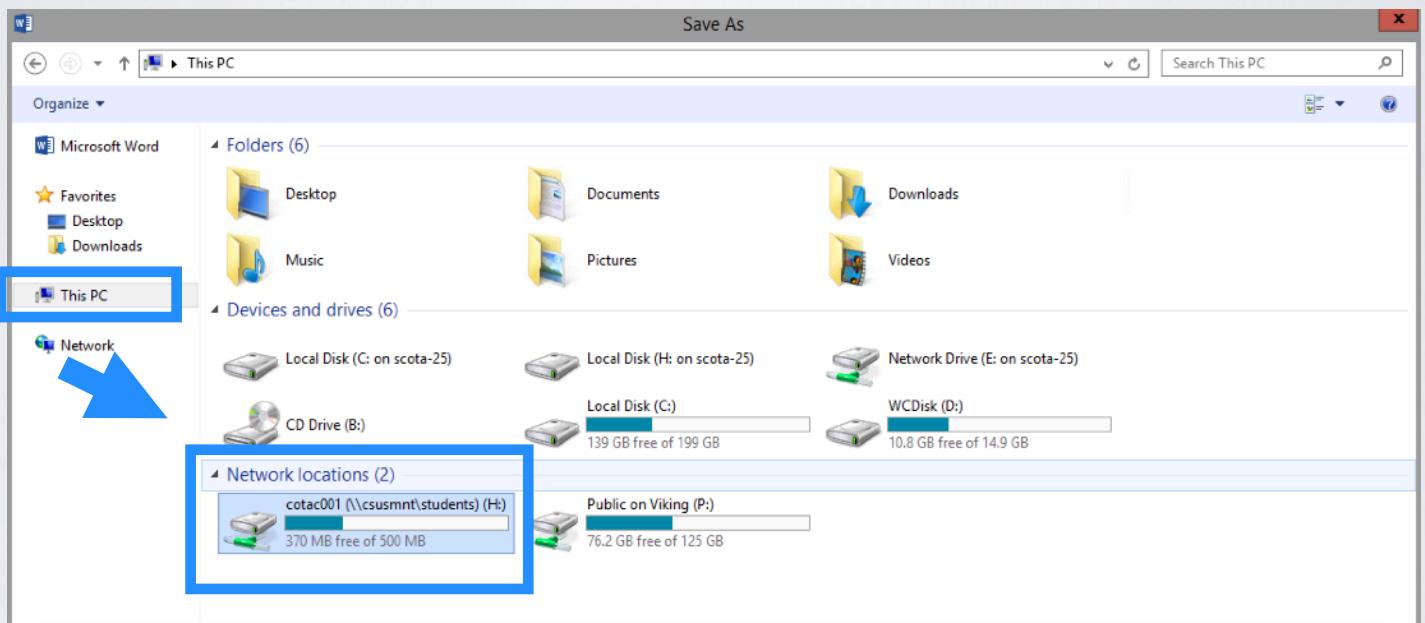
# Accessing Files Using CougarApps on Windows 7

## Accessing Files Saved to Your H-drive

Log into CougarApps

Find and click on Windows Explorer. The following window will come up.

Click on This PC, under Network locations, find the the drive with your username and double click on the icon



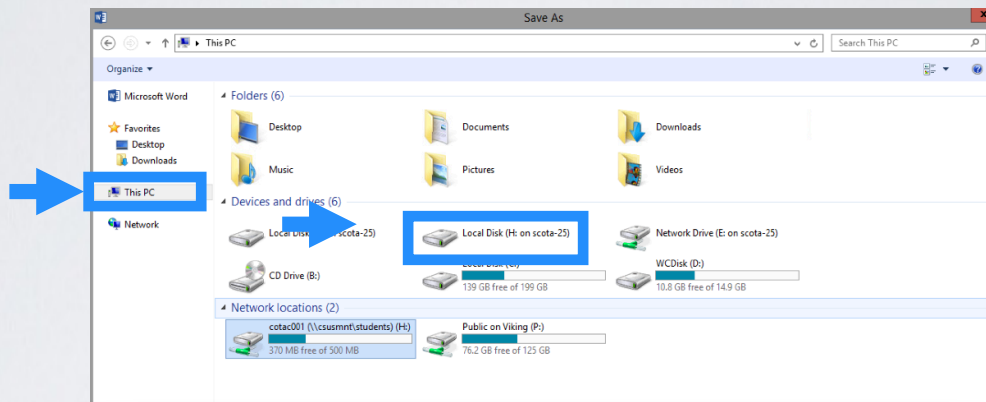
Click on Desktop and you will see the folders that have been saved to your campus H-drive.

# Accessing Files Saved on Your Local Computer

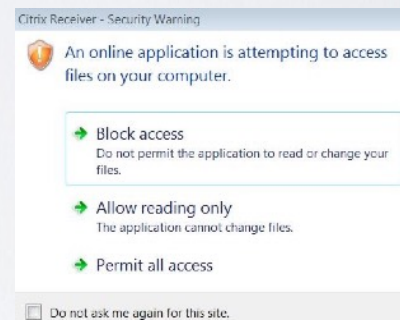
Log into CougarApps

Find and click on Windows Explorer

When the new window opens, click on This PC. Under Devices and drives, find Local Disk (H: on “name of your computer”) double click on that icon



The following message will appear.  
Make sure and select Permit all access



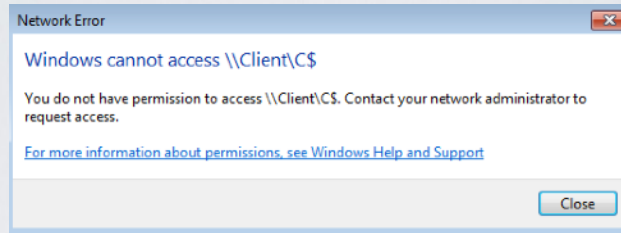
If you click on either of the other two options you will either have no access, or limited access to your files.

Navigate through the following folders:

Users → “Your account name” → Desktop

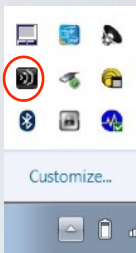
# Troubleshooting Steps

If you get the following, or any other error message when trying to access your local files, please follow the instructions below.



Make sure you are logged into your CougarApps account.

Click on the arrow button, located at the bottom of your screen near the date and time. Find and right click on the Citrix Receiver icon and select Connection Center.



Select on the label: VDI-APPS-### and then click on Preferences.

Make sure the Read and write option is selected

