CougarApps on a PC Using Internet Explorer

The following are instructions on how to log in to CougarApps, access the available applications and a view at the new features.

Logging Into CougarApps and Downloading Citrix Receiver

1. First, go to the following link: https://cougarapps.csusm.edu. You should see the following website:

2. To log in, simply type in your campus username and password.
   *If you don’t remember this information please contact the Help Desk*

3. If this is the first time you log into the website in this computer you will need to do the following steps.
   a. Once you log in, you will be instructed to install the Citrix Receiver.
   b. After reading the “Citrix license agreement” checkmark the box and select “Install”
c. The following window will open in the bottom of your screen, select “Run”

![Run button](image)

*d. Now you will begin the download process. Once you get the following window click “Install”*

![Install button](image)

e. You will now see the progress of the installation.

*You may need to restart your computer to complete the installation*

f. Once Citrix has finished downloading, select “Log on”

![Log on button](image)
Now you will see your home page for CougarApps. It will look like the following:

4. When you are finished using CougarApps, select the down arrow button at the top right of the window to show the drop down menu and select “Log Off.”
Creating Shortcuts on CougarApps

1. There are two ways to create shortcuts
2. The first is to select the plus sign on the left hand side of the page

   a. Doing so will open different groups in which the applications have been categorized.
      i. If you know the group of where your application is you can select it, or you can simply select “All Apps” to see all the applications that are available.
ii. Once you find the application that you want, simply select it and it will automatically be dragged onto your home screen.

iii. You will now see it as a shortcut, and it will appear on your home screen every time you log in, even if it’s from a different device.

3. The second way of creating a shortcut is to type the name of the application you want to use in the search bar that is located in the upper right hand corner.

   a. Once you find the application you need, click on it and it will automatically create a shortcut.

4. If you want to delete a shortcut, place your cursor over the application. A box with an X will appear on the top left corner. Click on and the shortcut will be removed.
Switching Devices and Resuming Session

1. To use this feature, select the down arrow next to your name in the top part of the page.
2. This will show a drop down menu. Select “Disconnect”.

![Drop down menu showing Disconnect option]

3. There is a time limit that will allow you to resume your session from a different device:
   a. Faculty/Staff: 2 hours
   b. Students: 15 minutes
4. Once you log into CougarApps using another device, go to the same drop down menu, and click on “Connect”

![Drop down menu showing Connect option]

5. You will now be able to resume the work that you were previously doing.

If you have any questions, or if you run into any problems while using CougarApps, please contact the Help Desk.

Student Technology Help Desk – 760-750-6505 or sth@csusm.edu
Faculty and Staff Help Desk – 760-750-4790 or helpdesk@csusm.edu