HOW TO ACCESS iTRENT AND VTS

- IT Virtual Help Desk
- How to access iTrent, via RemoteApp
- How to access VTS Client Desktop, via Remote App.
- How to access remote app using a Mac/Apple device

IT VIRTUAL HELP DESK

- The IT Help Desk portal is a useful source of guidance on working remotely and can be accessed [here](#).

HOW TO ACCESS iTRENT > EMPLOYEE AND MANAGER SELF-SERVICE

- Login to [https://www.leedsbeckett.ac.uk/staffsite/](https://www.leedsbeckett.ac.uk/staffsite/) with your network username and password.
- Click on System Login Links as below.
- Scroll down the list of links and click on Remote App.

- Login with your network username and password and click Sign In.
- Prefix your username with leedsbeckett\ as below.
Once you have logged in, you will be presented with the following screen.

- Click on either Employee Self-Service or iTrent Managers.

When the following pop-up window is displayed, click on Connect.
- It may then take a few moments for the Remote App session to open.

You will be taken straight to the normal iTrent ESS and MSS login screens from within the Remote App session.
- The Remote App session will display as below in the Task Bar at the very bottom of your screen.
- The usual Google Chrome icon has a grey circle with two chevrons overlaying it.
- Always log out of iTrent when you have finished working, as below. Do not just close down the browser session.

**HOW TO ACCESS VTS DESKTOP CLIENT > RAISING AND AUTHORISING CONTRACTS**

- The VTS (citrix) desktop client is used to raise and authorise PTL contracts.
- You will need to open a separate Remote App session for VTS.
- From the task bar at the bottom of your screen, hover over your open applications to locate the Remote App screen shown below and click on the application to go back to this screen, as below.

- Click on the VT System icon as below.

- When the following pop-up window is displayed, click on Connect.
- It may then take a few moments for the Remote App session to open.
You will then be taken straight into VTS.

Always log out once you have finished working, as below. Do not just close down the browser session.

HOW TO ACCESS REMOTE APP USING A MAC/APPLE DEVICE

- To use remote app on a Mac/Apple device you first need to download and install Microsoft Remote Desktop from the Apple store (If not already installed)
- You can find guidance on how to do this here