

Answers to Frequently Asked Questions

What is application streaming?

>> Application streaming is a technology that provides users with instant access to desktop software from anywhere.

How does application streaming work?

>> Applications run centrally on data centre infrastructure and are securely delivered (streamed) to end-users through a browser.

What solution is Humber using for its academic software streaming service?

>> Humber is leveraging AppStream, an innovative Amazon solution, to stream applications to students.

What software is available to students?

>> Information Technology Services is adding new titles to the catalogue each week. Humber's goal is to stream as many academic apps as possible.

How long has this solution been in production?

>> Humber was able to accelerate its launch plans and go live on March 23, 2020. The original go-live was slated for Fall of 2020.

How many academic applications does Humber run?

>> There are approximately 460 applications currently deployed in the Humber/Guelph-Humber academic environment.

Is the plan to stream all applications in the academic environment at some point?

>> No, it will not be possible to stream all apps. Some apps will not stream for technical reasons, and some apps cannot stream for licensing reasons.

How does one access the service?

>> Please visit its.humber.ca/appstream to start your AppStream journey.

Who is eligible to use the service?

>> Any student or employee of either Humber or Guelph-Humber in good standing may use the service.

How is access to the service controlled?

>> You will need to log into the application streaming service solution using your Humber credentials (username and password).

Will I need to install any special software to use the service?

>> No, all you need is a modern browser (Chrome, Firefox, Safari, Edge, etc.) that supports HTML5 and you are good to go.

When is the service available for me to use?

>> You may stream applications at any time (24 hours a day, seven days a week) and from anywhere in the world.

What kind of an Internet connection do you recommend?

>> Application streaming is best experienced over high speed (2Mbps or greater) Internet that is both stable and reliable.

I am not running a Windows computing device. Is this solution going to work for me?

>> Yes, the solution Humber has implemented runs on all platforms including Windows, macOS, Linux, ChromeOS, Android, and iOS.

I prefer to use a tablet or smartphone when I am on the go. Is that going to be a problem?

>> Bring whatever computing device you like; the solution runs on all form factors.

How is the software you are able to stream organized?

>> Information Technology Services has grouped software into "fleets" for easy consumption. There is at least one fleet for each Faculty and the University of Guelph-Humber.

What if I do not see the software I need?

>> Please contact the I.T. Support Centre at 416.675.6622 X8888, SupportCentre@humber.ca, or humber.ca/techtalk to log a request.

Are individuals from one Faculty permitted to use the software of another Faculty?

>> Currently no effort is being made to restrict end-user access to fleets based on Faculty.

Why do some Faculties have both "standard" and "advanced" links?

>> Some software applications are more resource intense than others and require specialized configurations on the back-end to run.

What can I expect when I launch a streamed application?

>> Your application experience through the browser will be no different than if you had the software installed locally on your computing device.

Am I able to multitask (switch between applications) within a fleet?

>> Yes, you can run multiple applications simultaneously within a fleet instance.

What about my data files? Where are the files I generate during a session stored?

>> Data files you generate within a session are stored within a session and destroyed at the end of the session.

Can I upload files I want to work on to a session? Also, can I download files I create or modify during a session?

>> Yes, you can upload files to a session to work on them. You can also download files you create or modify during a session.

What happens to data left in my session when my session ends?

>> AppStream automatically deletes all data files at the end of every session.

Help! I forgot to download a file I created or worked on during a session. What do I do now?

>> AppStream destroys data files at the end of a session and, for better or worse, they are not recoverable.

I prefer to use cloud-based storage to store my data files. Can your solution accommodate me?

>> Yes, the academic application streaming services integrates with both OneDrive and Google Drive. Set up the connection once and AppStream will automatically re-establish the connection for each subsequent fleet session.

What if I run into trouble? How do I get support?

>> Please contact the I.T. Support Centre at 416.675.6622 X8888, SupportCentre@humber.ca, or humber.ca/techtalk for assistance. Support is available 24/7 at no cost.