

## **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](https://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](http://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, or [humber.ca/techtalk](http://humber.ca/techtalk) for assistance. Support is available 24/7 at no cost.