FAQs for Students about Virtual Software through App-V

1. **What is App-V?**
   It is a software product that distributes applications virtually over the campus network to students, faculty, and staff.

2. **What is virtualized software?**
   It is software distributed to a user through the campus network without the software being installed on the campus PC's hard drive. Virtualized applications can be delivered quickly to many different users running many different configurations, and they can be efficiently distributed based on a student's or an instructor's course schedule or on a staff member's job function.

3. **How do I access the virtualized software?**
   Log into the campus PC using your Sinclair network username and password. Go to **Start**, then **All Programs**, and then **select the software title** that you wish to use.

4. **How do I know which software titles are distributed to me virtually?**
   Go to **Start**, then **All Programs**, then **ITS Utilities**, and then select **App-V for Me**. A window will open that lists the virtual software available to you.

5. **I don't see software listed that I should have access to, what do I do?**
   To check that the software has been assigned to your course, go to this link: http://www.sinclair.edu/about/offices/its/pub/searchApps.cfm
   If you do not see the software listed for the course, contact your course instructor about the software.

6. **Who has access to virtualized software?**
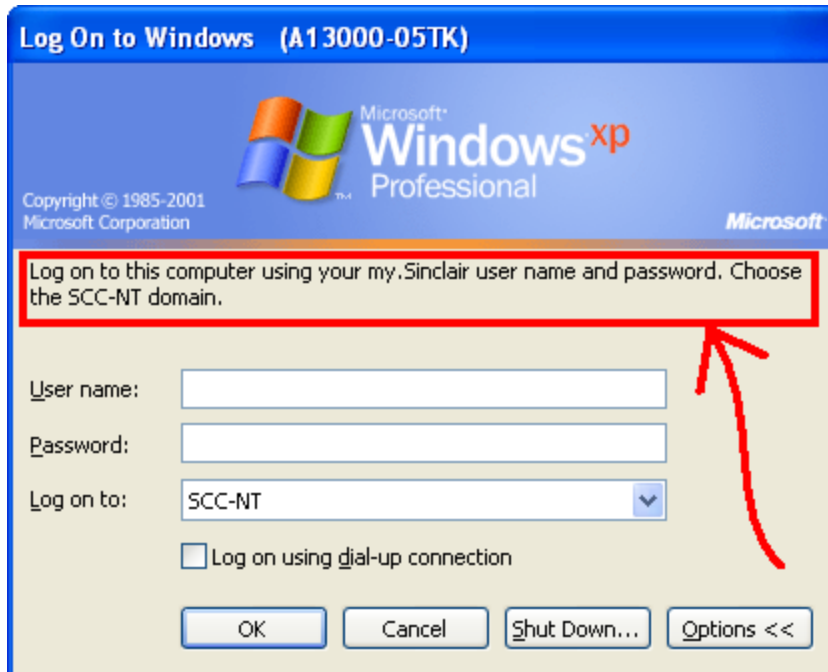   Sinclair students, faculty, and staff.

7. **How is access to the virtualized software granted?**
   Access is based on a student's or an instructor's course schedule and a staff member's job function. Provisioning of applications occurs on a nightly basis.

8. **Where is the virtualized software used?**
   The virtualized software is available in most campus labs and classrooms with PCs. If a PC requires you to log in with your username and password, the login window will look like the one shown below:

Signs will also be posted in rooms in which users will need to login with their usernames and passwords to access their course software.

NOTE: Some campus PCs such as public access PCs, certain stations in Library/Media Center spaces, etc. will have their own designated login IDs. Contact staff in those areas for additional information.

9. **How long do I have access to my course software?**
   You will have access to run the virtual software assigned to you from seven days before the designated quarter through seven days after the designated quarter.

10. **What if I need access to my course software after the quarter is over?**
    Manual assignments of software for certain instances may be granted. Contact the IT Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu for these requests.

11. **What software is NOT distributed virtually?**
    The software titles listed below are part of the core Sinclair image for campus PCs and are NOT distributed virtually:

    - Microsoft Office 2007
    - Internet Explorer 7
    - Adobe Reader 9
    - DVD player software (WinDVD or CinePlayer, depending on PC model)

- Windows Media Player 10
- WinZip 9
- Flash 9 player
- Shockwave 10 player
- VanDyke CRT
- VanDyke Absolute FTP
- RealPlayer 11
- MyMathLab (MathXL) Plugins 4.6.2.0

  - TestGen 7.4 plug-in
  - InterAct Math 5.6 plug-in
  - MathXL Player 4.6.2.0 plug-in

- myitlab 2.8.5 plugin
- Citrix MetaFrame Client
- VirusScan 8.5i
- ePolicy Orchestrator 3.6 agent
- Application Virtualization (App-V) 4.5 Client

NOTE: Any MS Office version other than Office 2007 will be provided virtually through App-V.

There may be additional software titles that cannot be provided virtually.

12. **How can I find information about software assigned to specific courses?**
There is an online search tool for software assignments. It is found at the following link: http://www.sinclair.edu/about/offices/its/pub/searchApps.cfm

13. **I am taking a course on the Dayton campus and the course software is distributed through App-V. Will this course software also be available through App-V at other campus locations such as Courseview, Englewood, Huber Heights, or Preble County?**

Yes, but only if your instructor has requested that the course software be available at other locations. If it is not available at another location, contact your course instructor.