



Welcome to your Desktop Quick Start Guide

MicroChannel Cloud - Desktop

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1. Introduction

This Quick Start Guide covers how to login to your desktop as if it was your own work computer. Your desktop may also include additional services and these are explained in more detail in additional guides.

2. Supported access methods

You can access your desktop using any of the following methods:

Supported Web Browsers

- Internet Explorer Version 5.0 and Higher (PC)
- Mozilla Firefox Version 1.0 and Higher (PC and MAC)
- Apple Safari (MAC)

Supported Operating Systems

- Windows 10 32-bit and 64-bit editions *
- Windows 8.1, 32-bit and 64-bit editions (including Embedded edition)
- Windows 7, 32-bit and 64-bit editions (including Embedded edition)

**Supports Windows 10 Version 1607, 1703, 1709 and 1803*

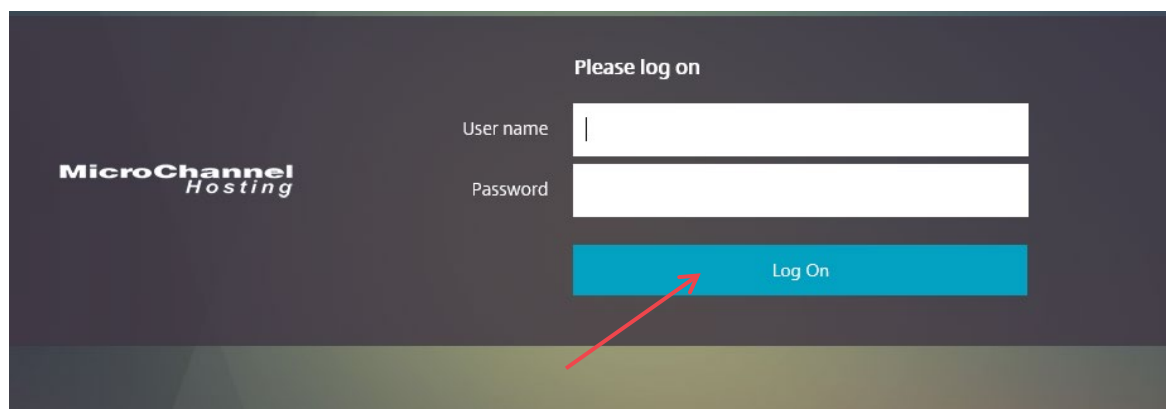
Supported Mobile Devices

Both the iPhone and iPad are supported access methods. Access is only via the free “Citrix Workspace” application located in the iTunes App store.

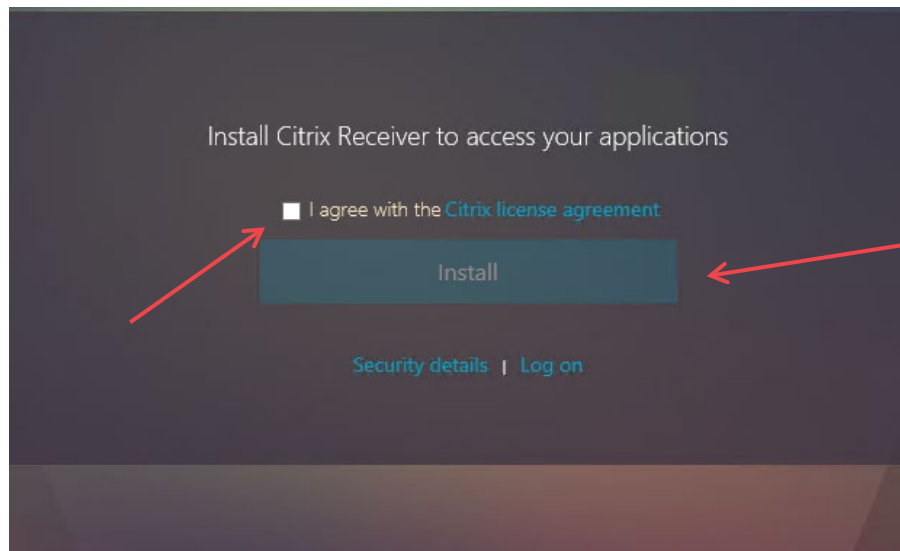
3. Logging onto your Desktop via a Web Browser

To access your Desktop and/or Application via a Web Browser, follow these steps:

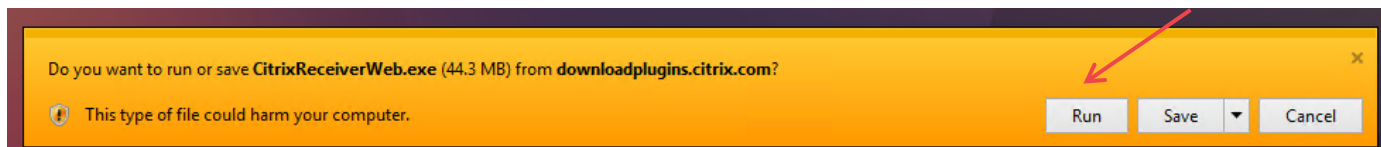
1. Access the following URL:
<https://store.cloudmch.com.au>
2. If this is the first time you have logged on, you will receive a prompt to download & Install the Citrix Receiver plugin
(Note: If you have done this previously then you will not be presented with the install option and will go straight to step.9)



- Click the **"Agree box"**, then the **"Install"** button and accept any prompts to execute the program.



- When Prompted click on **"Run"** to Install the Receiver



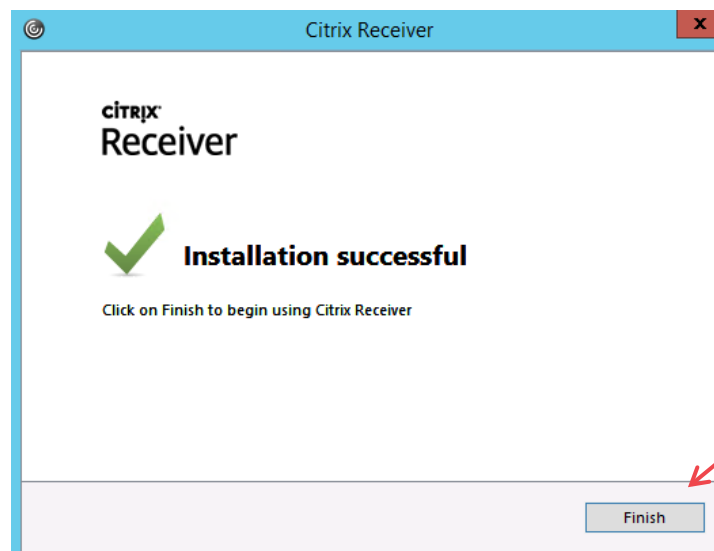
- Once the Wizard Starts then click on **"Start"**



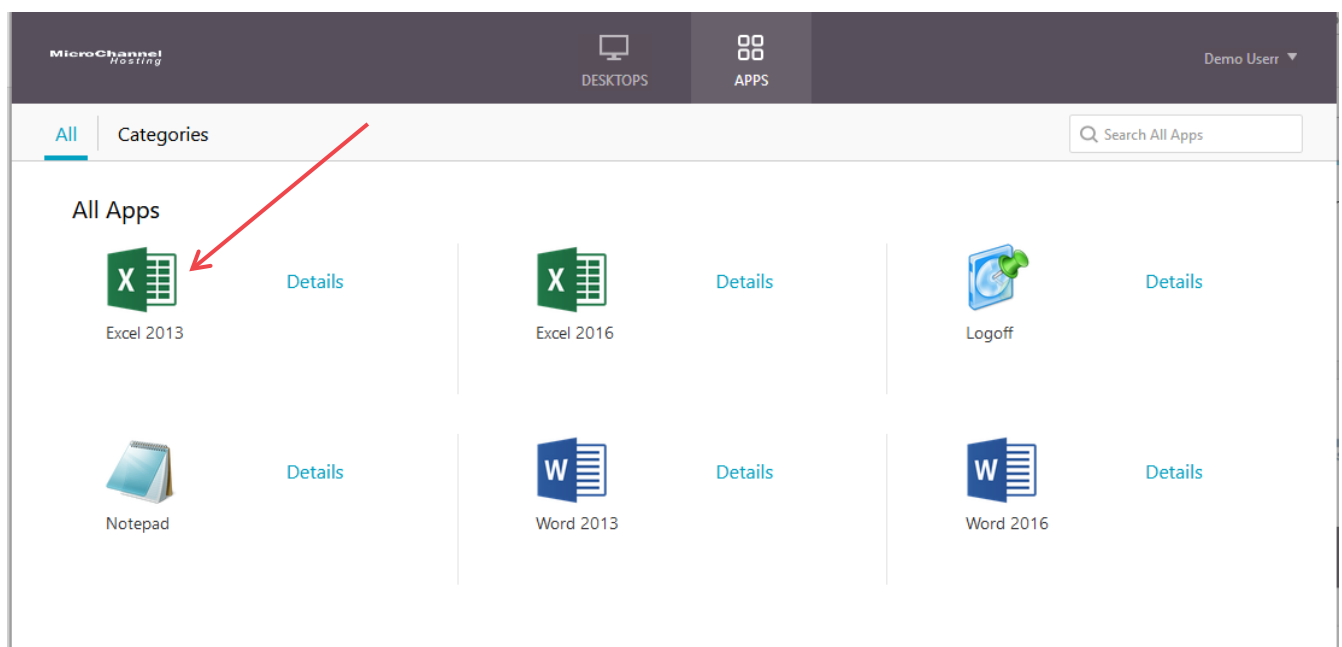
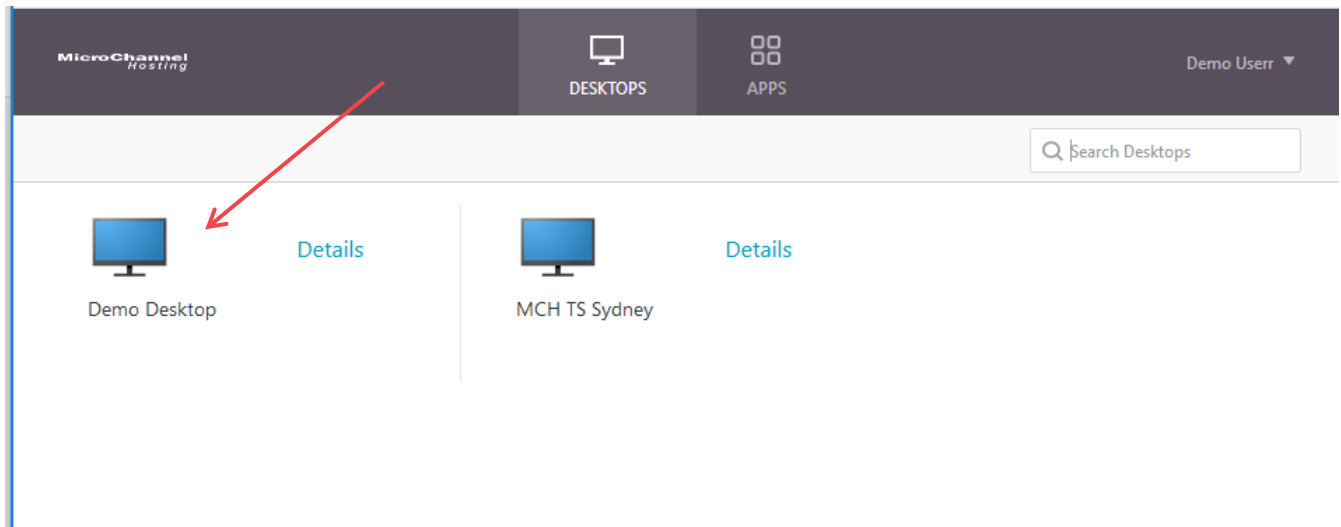
- On the License Screen click on **"I Accept the License Agreement"** and then Click on **"Install"**



7. Once the Installation completes successfully click on **"Finish"** and the Storefront will load



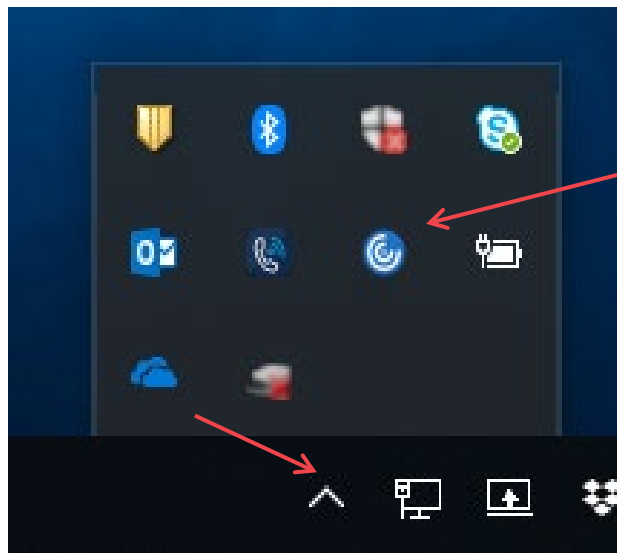
8. At the prompt enter the following information and then click **"Sign In"** to continue
 - **Username:** Company email Address.
 - **Password:** Your Desktop Password
9. You will now be presented with the available Desktop and/or Applications as per your services agreement, Click the relevant Icon to start your Desktop or Application session



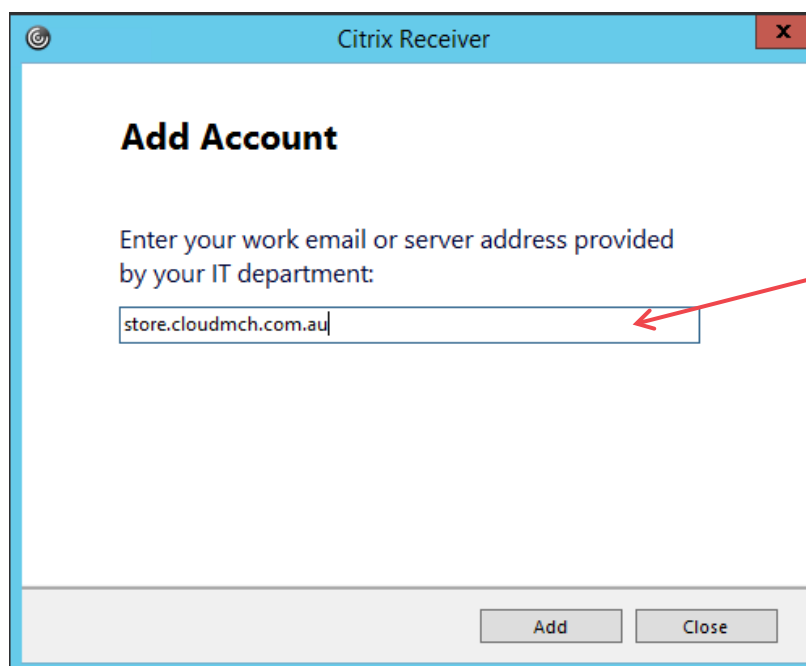
10. Your desktop or Application will then launch to a Full Seamless Screen. This is now available for use as if it was your own work desktop in the office.

4. Logging into your Desktop with Full Citrix Client (Preferred)

- To access your Desktop and/or Application via a Full Receiver the first time, follow these steps,
 - if you have not installed the Citrix Application please follow **Steps 1 - 6** under logging into your desktop with Web Browser.
 - If you have previous completed adding of the account, please go to **Step 5**
1. Click on the Arrow near the clock and you will see the Citrix Receiver Icon as indicated below, double click on the icon

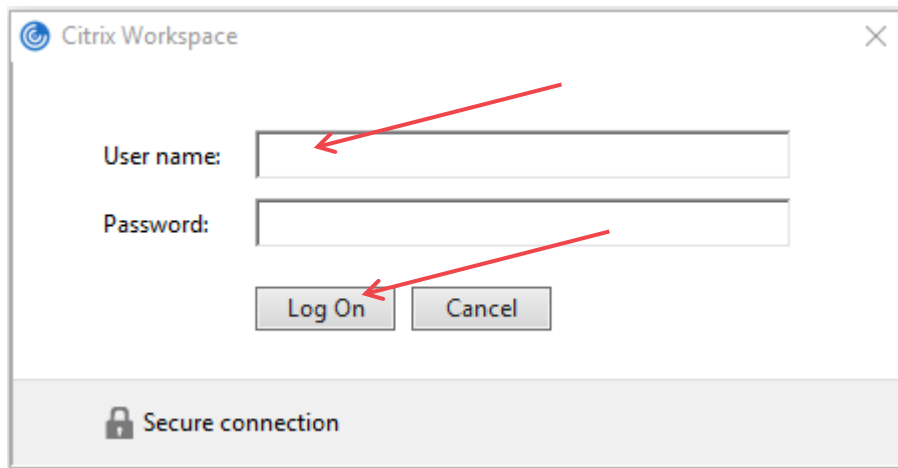


2. At the Wizard to Add Account, enter “store.cloudmch.com.au”, then click “Add”



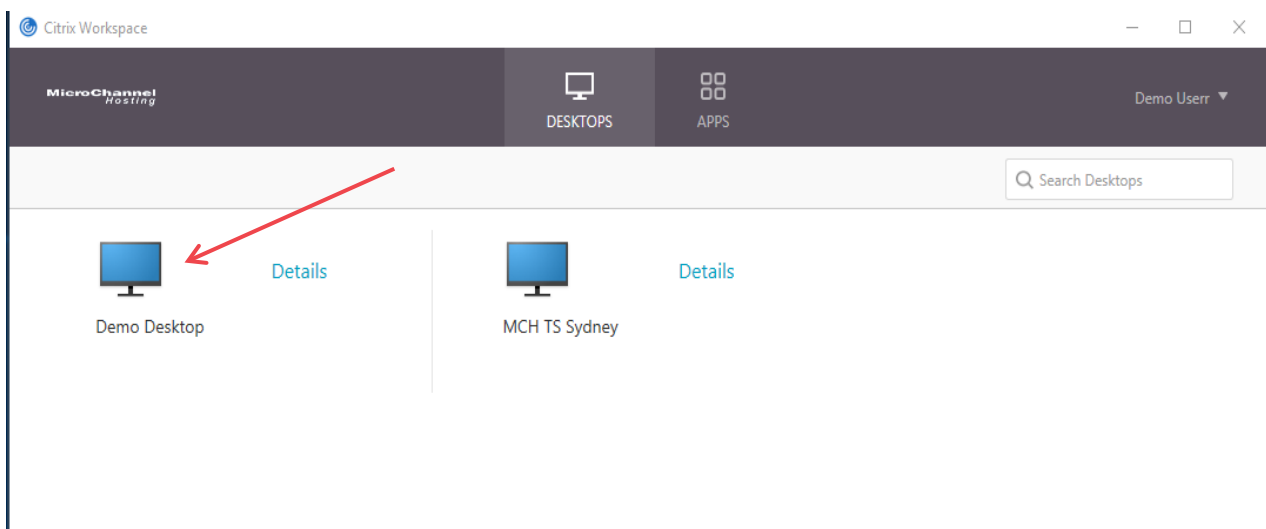
3. At the prompt enter the following information and then click **“Log On”** to continue

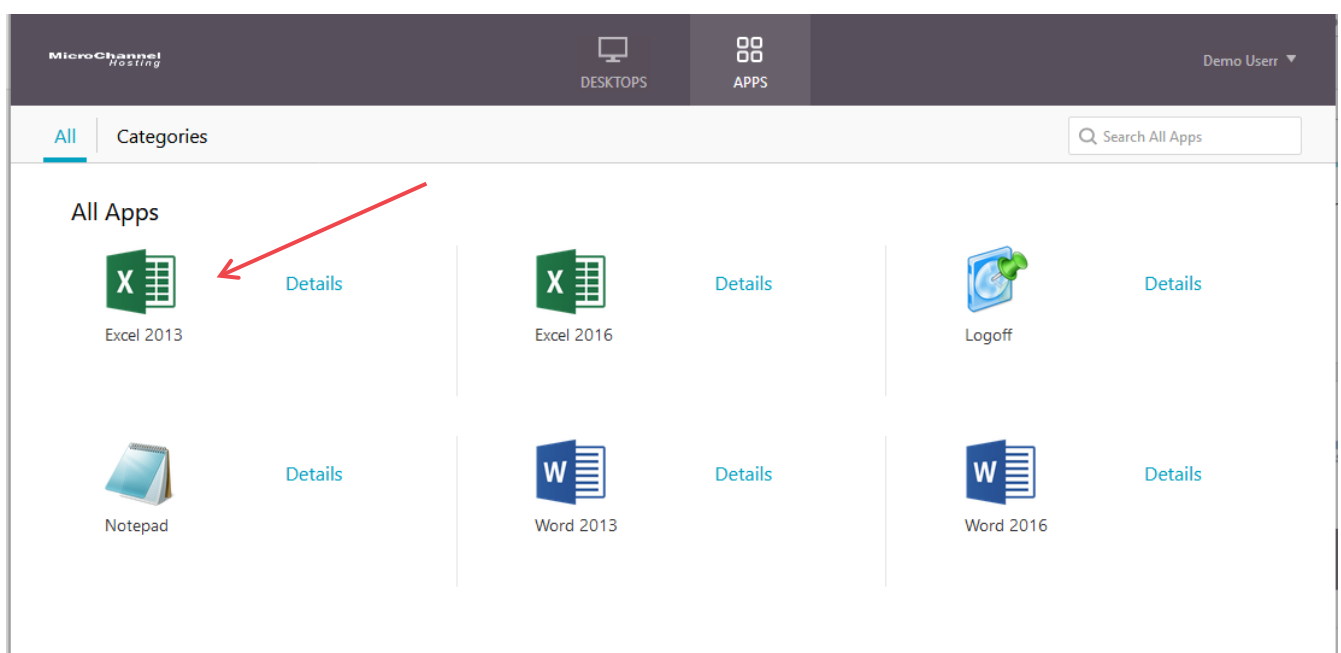
- **Username:** Company email Address.
- **Password:** Your Desktop Password



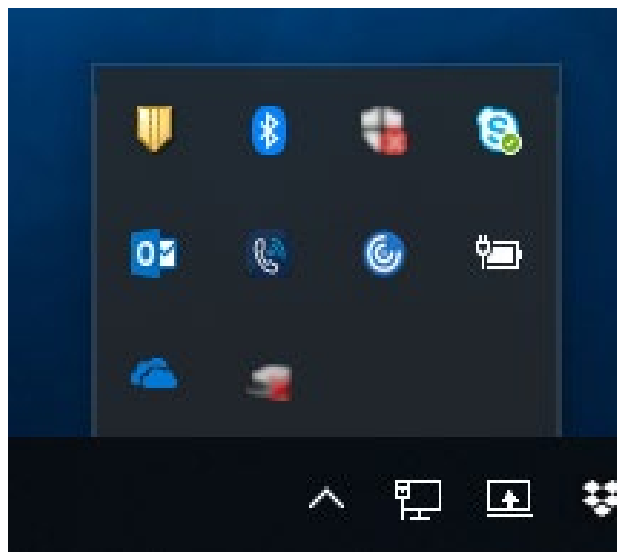
A screenshot of the Citrix Workspace login dialog box. It features a title bar with the Citrix logo and the text 'Citrix Workspace'. Below the title bar, there are two input fields: 'User name:' and 'Password:'. A red arrow points to the 'User name' field, and another red arrow points to the 'Log On' button. Below the input fields are two buttons: 'Log On' and 'Cancel'. At the bottom of the dialog box, there is a status bar with a lock icon and the text 'Secure connection'.

4. You will now be presented with the available Desktop and/or Applications as per your services agreement, Click the relevant Icon to start your Desktop or Application session

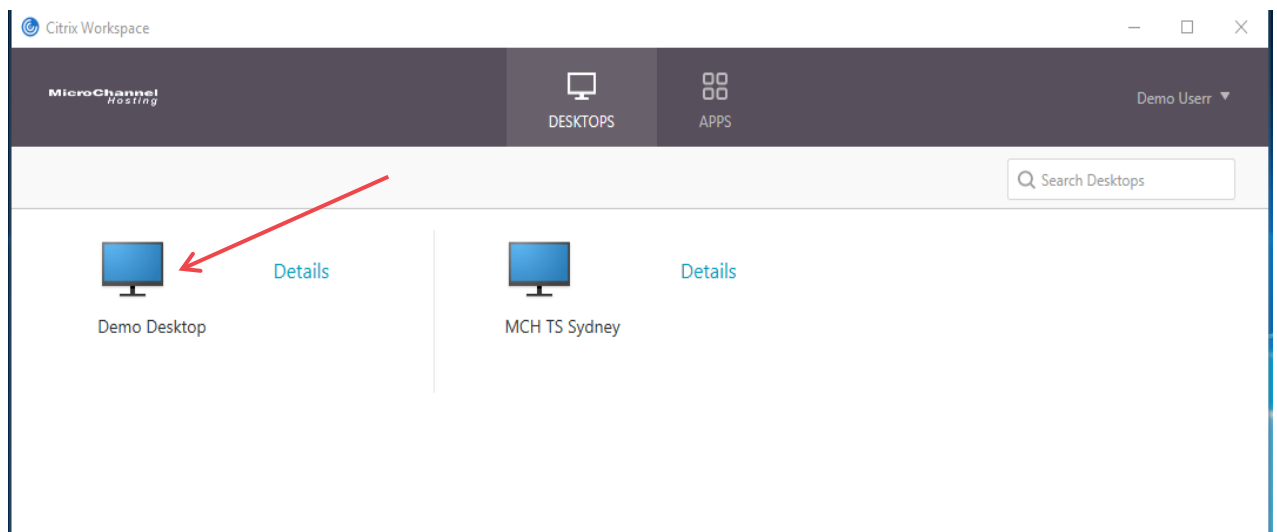




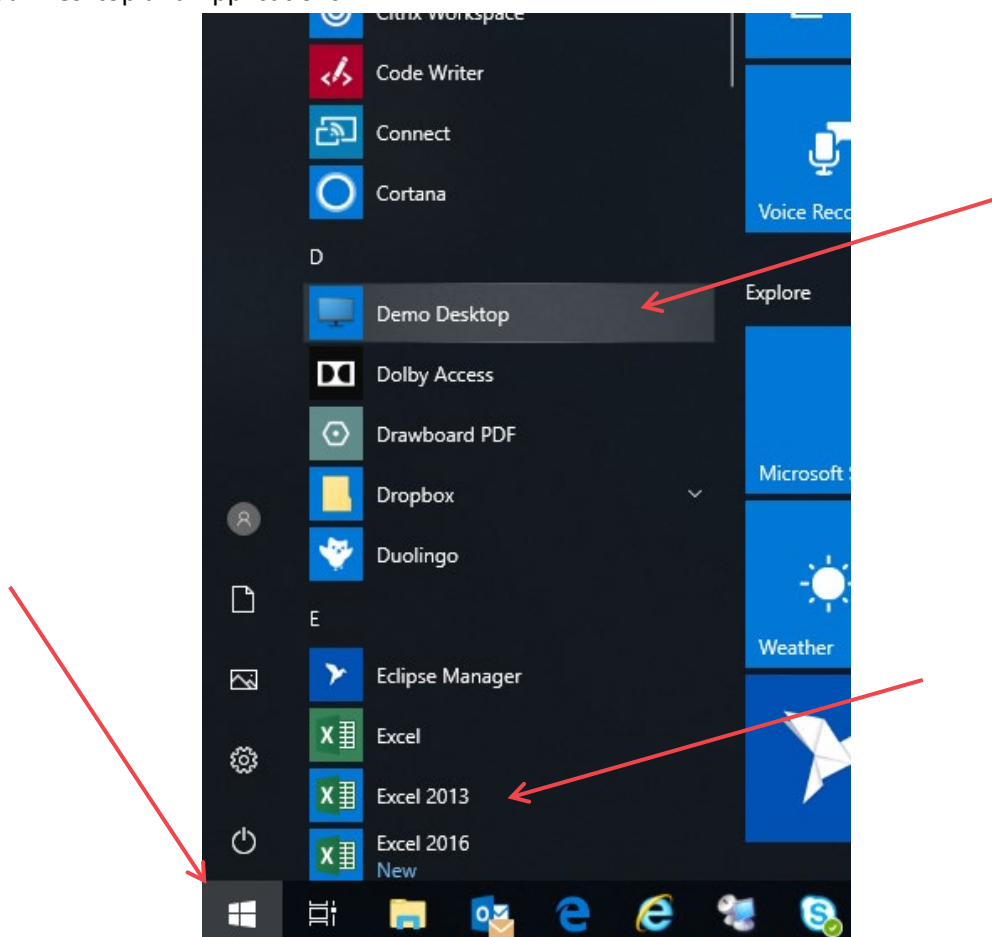
5. To access your Desktop/and applications after adding the account



6. You will now be presented with the available Desktop and/or Applications as per your services agreement, Click the relevant Icon to start your Desktop or Application session



7. Once logged on, go to your local desktop and click on the Start Menu in the bottom left of the screen, when you scroll through your available applications you will see references to your Desktop and Applications

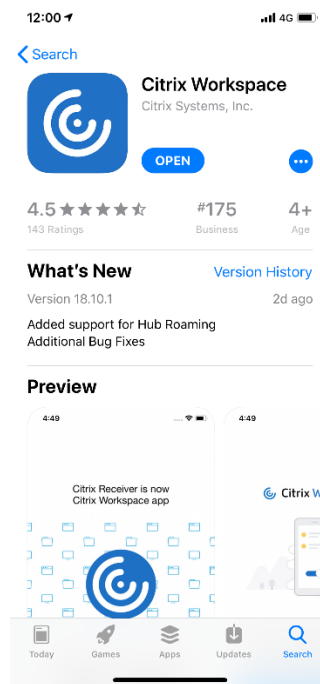


8. You will also be able to add them as a shortcut on your desktop. Please see the Section on **“Adding Applications and Desktops as Shortcuts”**

5. Logging onto your Desktop via an iPhone or iPad

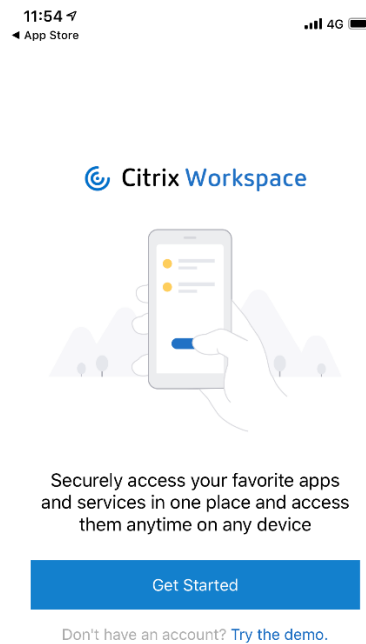
To access your desktop via the below mobile devices you need to download the “*Citrix Workspace*” App. This is a Free App from the iTunes store and accessible if you have an Apple iTunes account

1. Type **Citrix Workspace** into the iTunes Store Search Window:

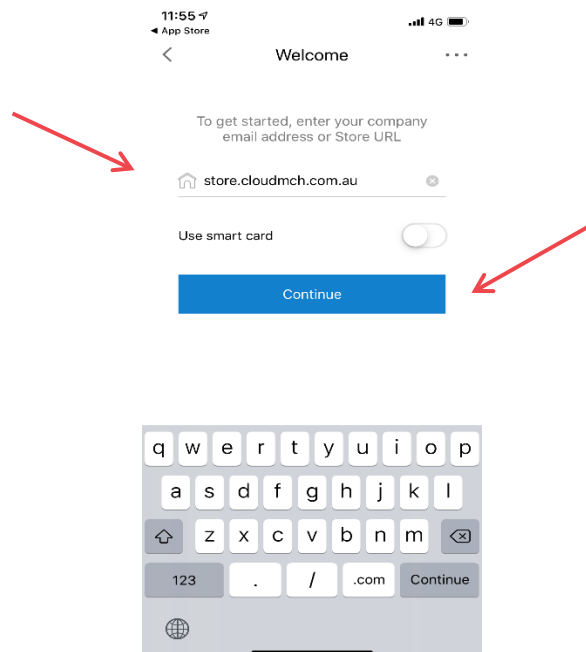


2. Download and sync the required application to your device.
3. Once it is installed, you need to launch the application and click on the button



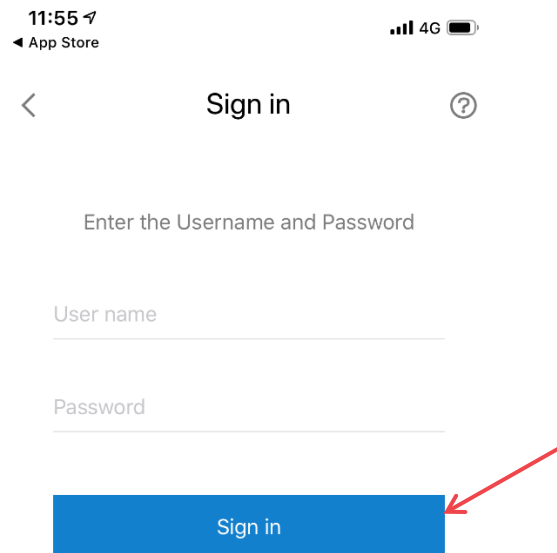
4. click **"Get Started"**5. At the first window, enter the following address and then click **"Continue"**:

- **Address:** store.cloudmch.com.au



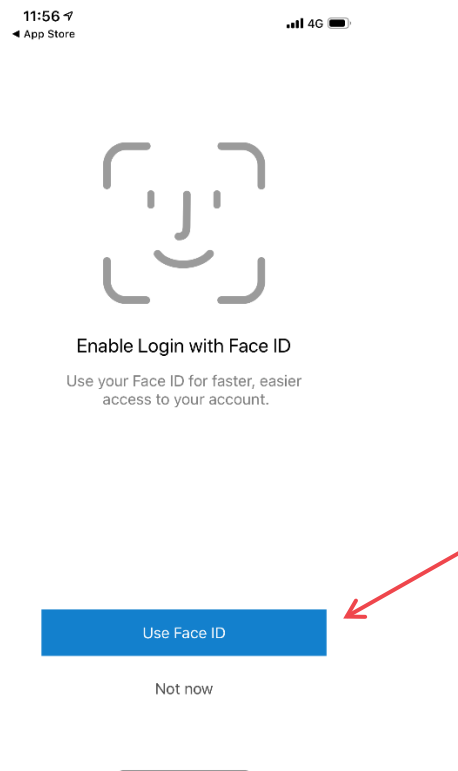
6. At the second screen, enter the following information and then click **“Sign In”** to continue

- **Username:** Company email Address.
- **Password:** Your Desktop Password



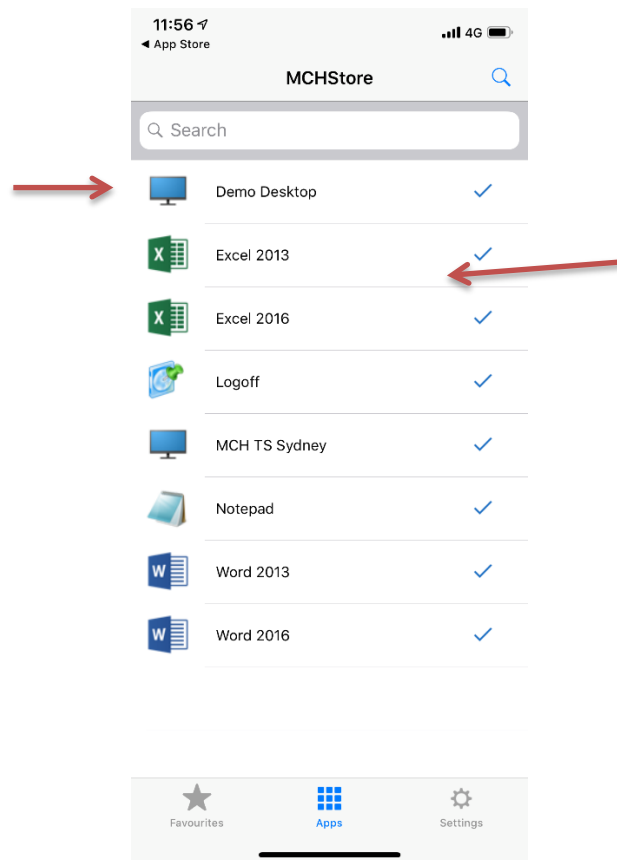
A screenshot of a mobile application's 'Sign in' screen. At the top, the status bar shows the time 11:55, a signal strength indicator, 4G connectivity, and a battery icon. Below the status bar is a navigation bar with a back arrow on the left, the text 'Sign in' in the center, and a help icon (a question mark in a circle) on the right. The main content area has the text 'Enter the Username and Password' followed by two input fields: 'User name' and 'Password'. Below these fields is a blue button labeled 'Sign in'. A red arrow points to the 'Sign in' button.

7. You can then Choose to click on” Use Face ID” our login details with your Apple Face ID or “Not Now” to continue

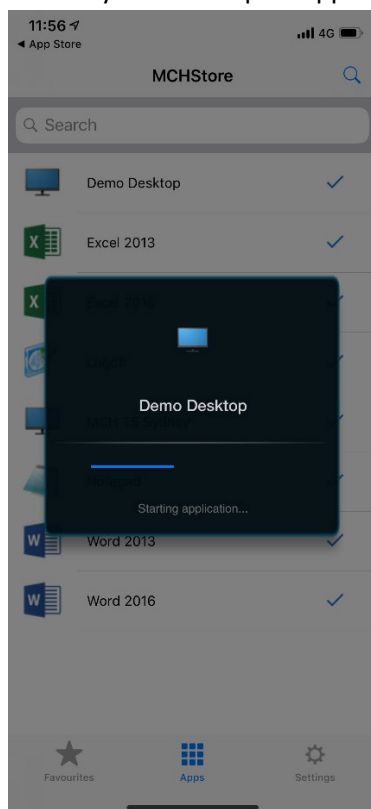


A screenshot of a mobile application's Face ID login screen. At the top, the status bar shows the time 11:56, a signal strength indicator, 4G connectivity, and a battery icon. Below the status bar is a navigation bar with a back arrow on the left and an 'App Store' link on the right. The main content area features a large icon of a face within a square frame. Below the icon is the text 'Enable Login with Face ID' and a smaller line of text: 'Use your Face ID for faster, easier access to your account.' At the bottom of the screen are two buttons: a blue button labeled 'Use Face ID' and a white button labeled 'Not now'. A red arrow points to the 'Use Face ID' button.

8. The service will be verified, and you will then be presented with your desktop and Applications which you can click to launch



9. Launch your Desktop or Application and display a login Screen

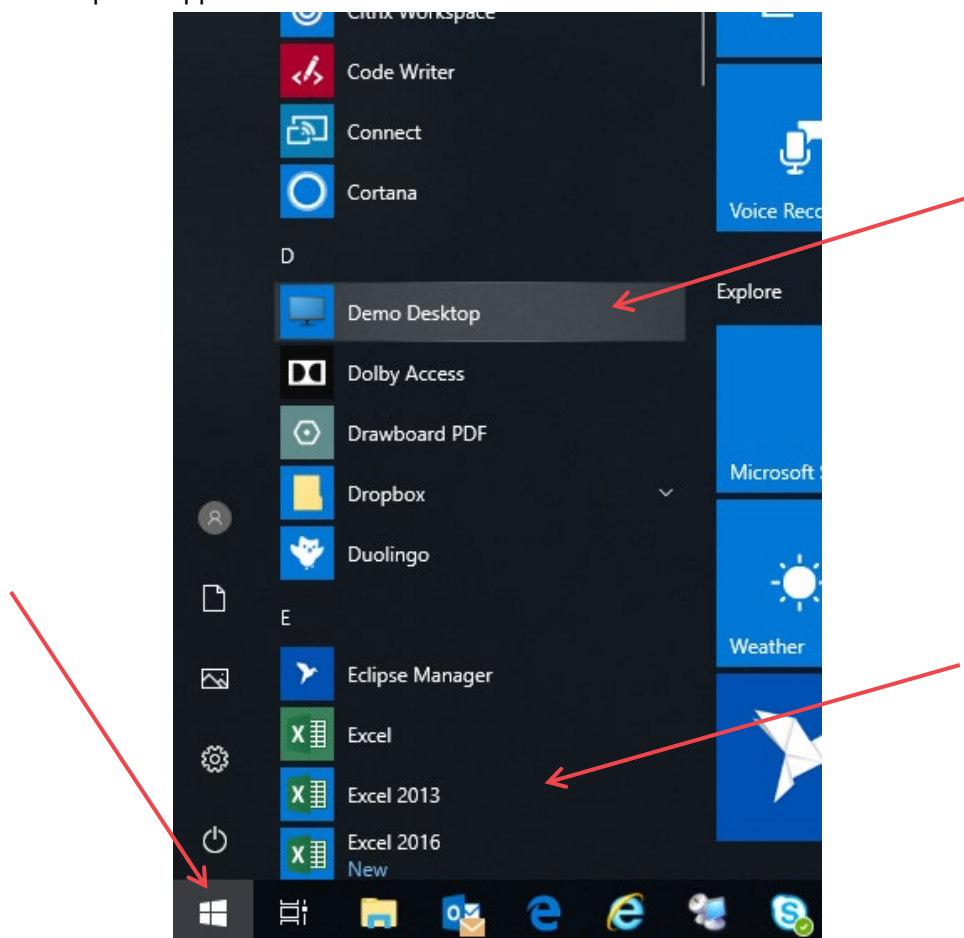


10. Once completed it present you with your start menu or application where you can start to use this service.

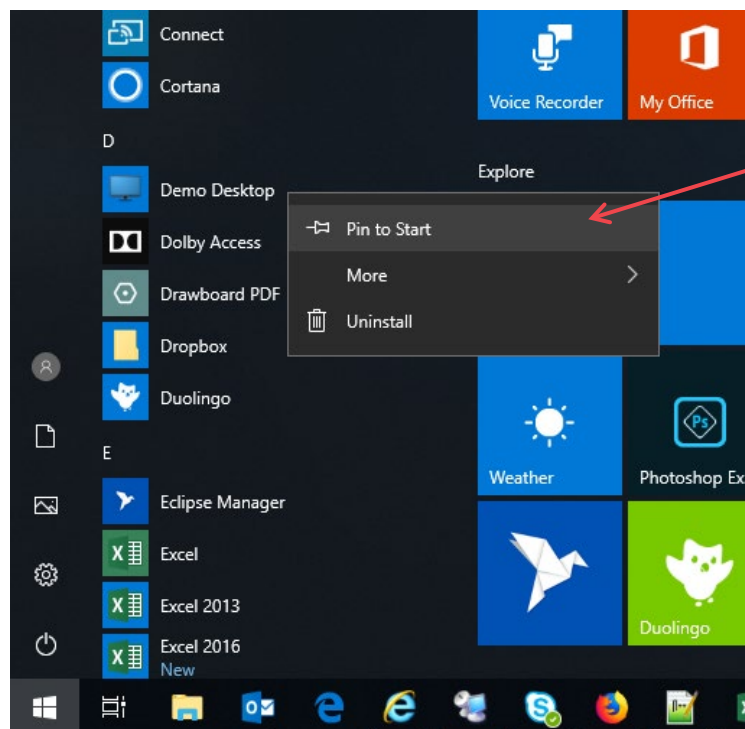
6. Adding Applications and Desktops as Shortcuts

To add your applications or desktops as Shortcuts on your local desktop you **MUST** have the Full Citrix Application installed (See Section on “Logging into your Desktop with Full Citrix Client”)

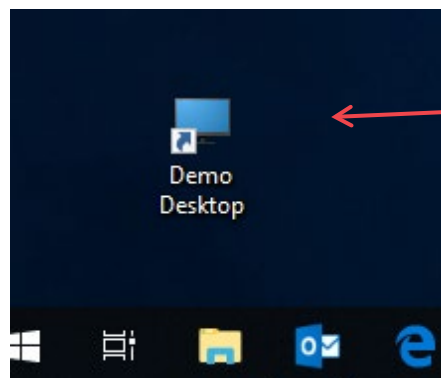
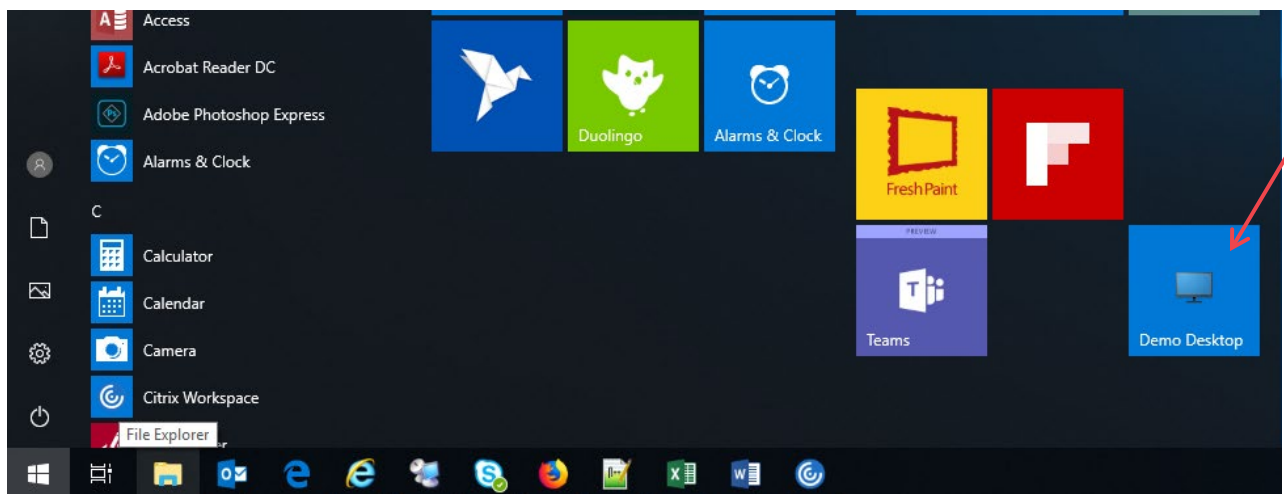
1. Once logged on, go to your local desktop and click on the Start Menu in the bottom left of the screen, when you scroll through your available applications you will see references to your Desktop and Applications



2. To add shortcuts to your local desktop, right click on the reference to the Hosted Application or Desktop and you can choose to “Pin to Start” or click on More and chose to “Pin to Taskbar”.



3. You can then choose to drag the Icon from the Start Menu or Taskbar to your desktop for convenience.



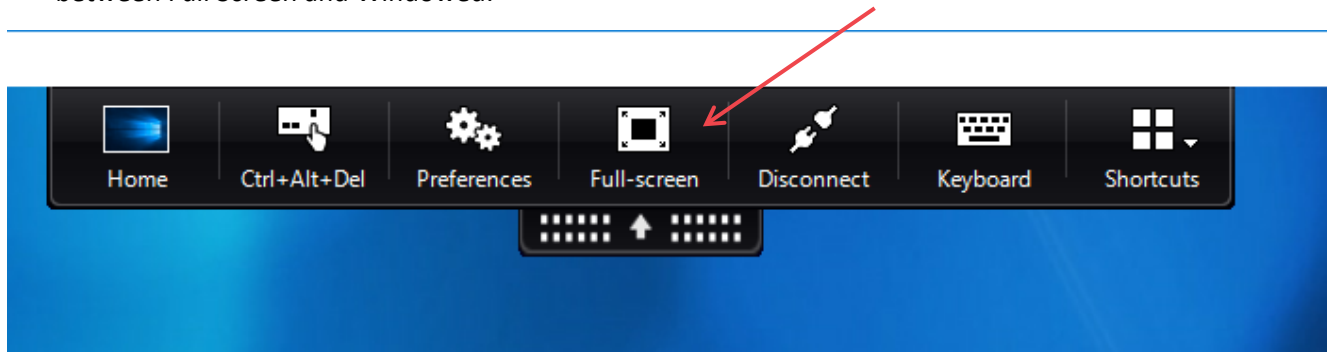
7. Changing the Desktop Display Size

The Default launch option for your Desktop is Seamless. This means that the desktop session will absorb your full screen (and if you have 2 monitors, both screens can be used).

This displays as if it was your primary desktop.

If this size is not ideal, you can change the option as below:

1. Once logged on, click on the back drop-down bar at the top of the screen and you can switch between Full Screen and Windowed:



2. If you wish to have the display across multiple monitors then switch to windowed display, drag the screen so that it is split between both monitors and the switch it to Full Screen Mode again and it will extend to both screens. It will remember this setting going forward so that the process doesn't need to be repeated.

8. Your Desktop Experience

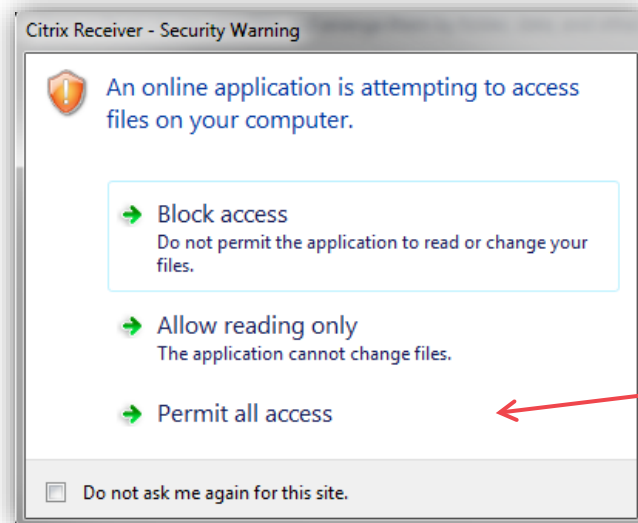
Each desktop will have a standard suite of applications installed, including Microsoft Office and other productivity tools.

The desktop behaviour will be that of your own desktop and should include all the required shortcuts and applications required to carry out your job function. If for some reason something is missing, please contact our Service Desk for support.

9. Local Drives Access

In order to have access to your Local Drives and any Local network drives you **MUST** be using the Full Citrix Applications, when you login to the cloud, your local drives from the PC you are using will be passed through to this session to allow you to save and transfer files should you need it.

When you access a drive, the following prompt will be displayed:



If you do permit access, please note that file transfer and saving will vary in speed depending on the speed of your local internet connection.

The Default save location for the Desktop is **"Documents"** which is cloud storage and only accessible via your Cloud Desktop.

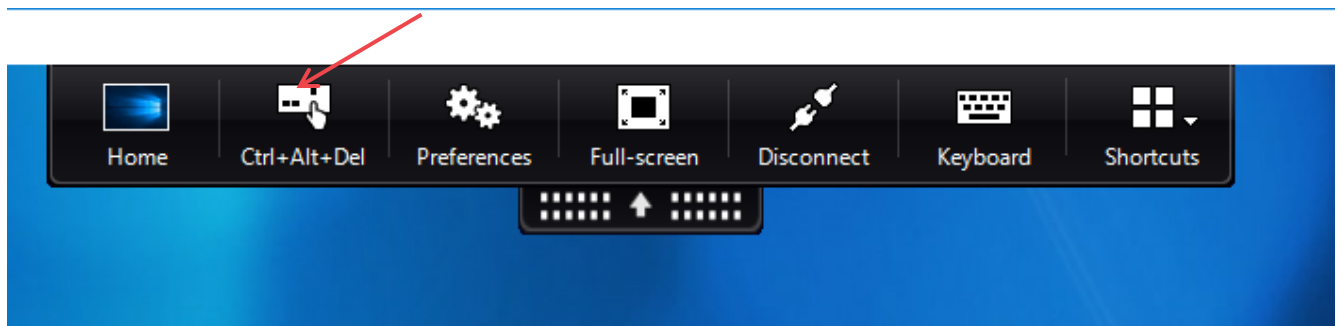
If you need further assistance with file access, please contact our Service Desk.

10. Changing your Password

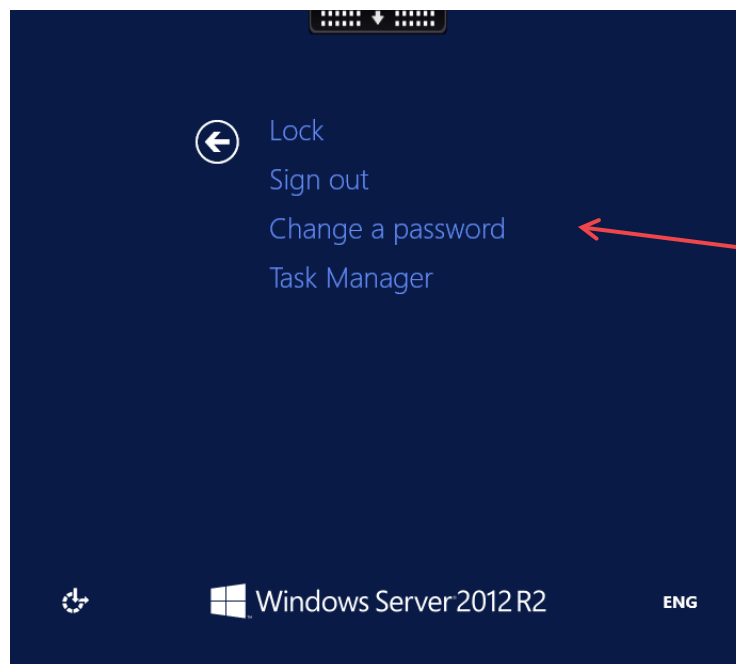
It is strongly recommended that your password is changed on first login to your Desktop to protect your security. Microchannel has also enabled a password policy for all accounts which will require your password to be changed every 90 days.

To change your password while you are logged into your desktop:

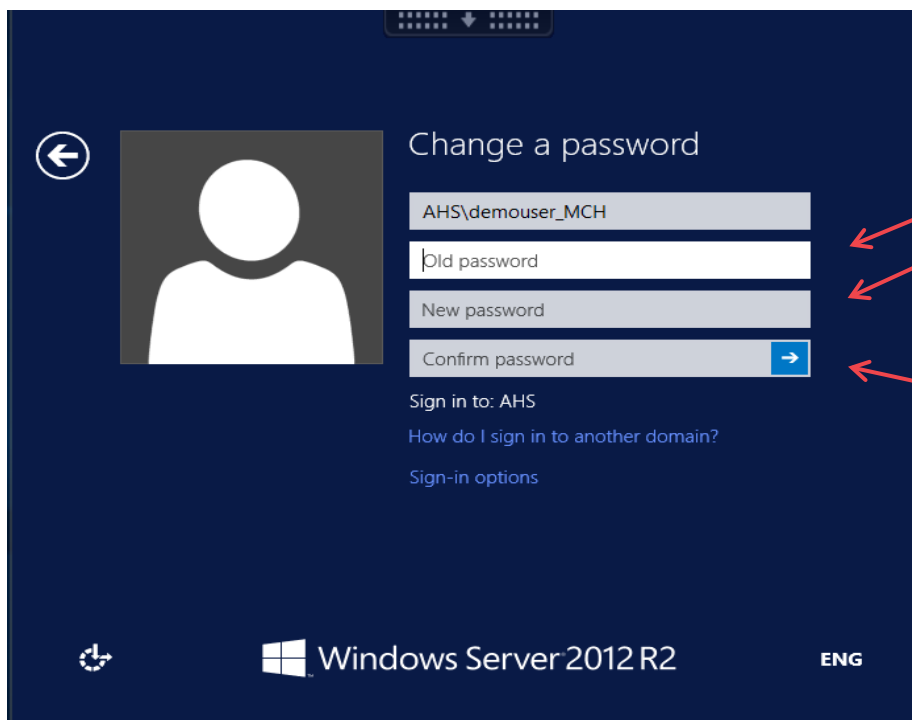
1. From within your desktop Session, click on the black drop-down bar at the top of the screen and to bring up the following menu, then Click on **"Ctrl+Alt+Del"**



2. On the Next Screen Click on **"Change a password"**

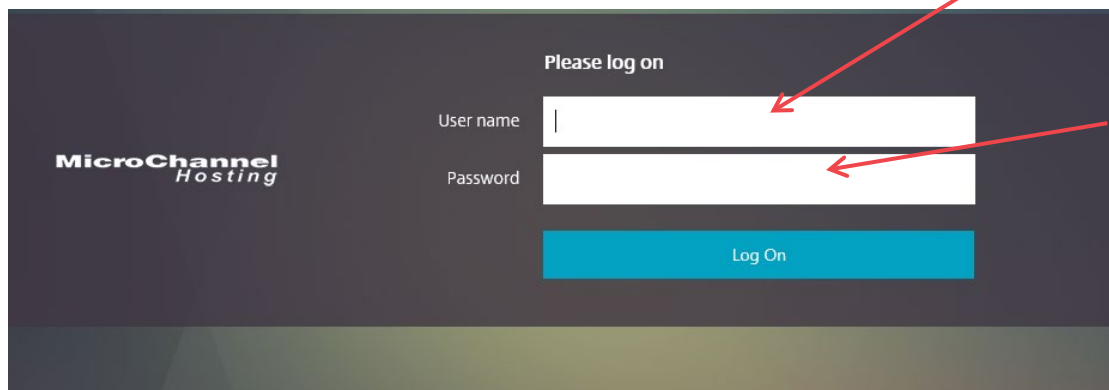


1. Enter in your Old password and then New password, and click the arrow to complete the change
 - The password must be at least 8 characters in length.
 - Must include at least 3 out of 4 of the following
 - Uppercase characters
 - Lowercase characters
 - Digits (0 through 9)
 - Nonalphanumeric characters (~!@#\$%^&* _-+=`|\(){}[]:;'"<>,./?)
 - Passwords must not contain the user's Account name



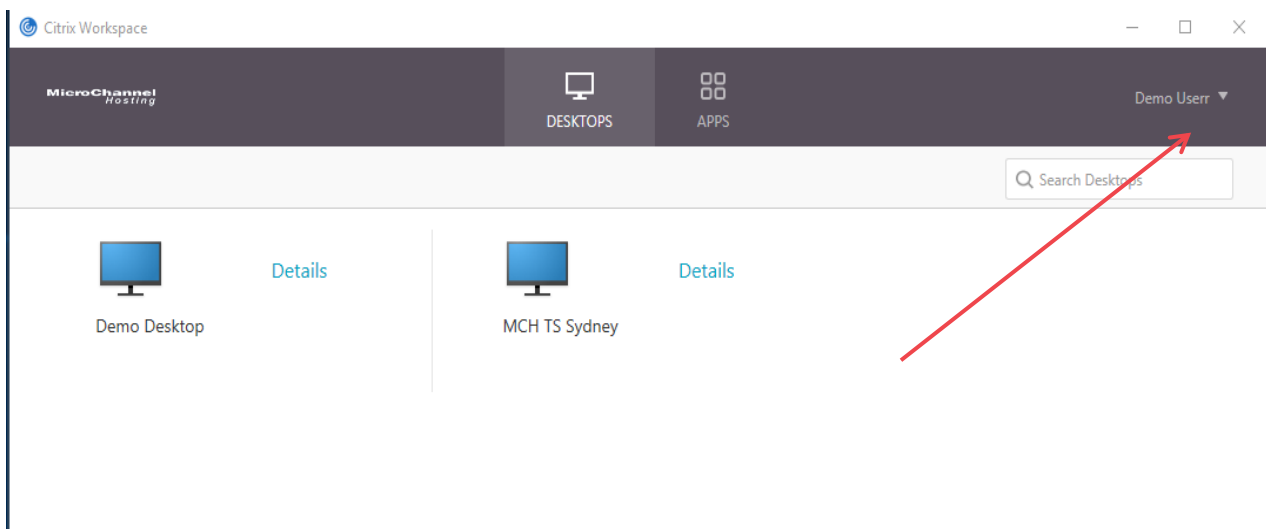
To change your password from Web:

2. Access the following URL:
<https://store.cloudmch.com.au>
3. At the Prompt Enter your Credentials and click on “**Log On**”
 - Username: Company email Address
 - Password: Your Desktop Password

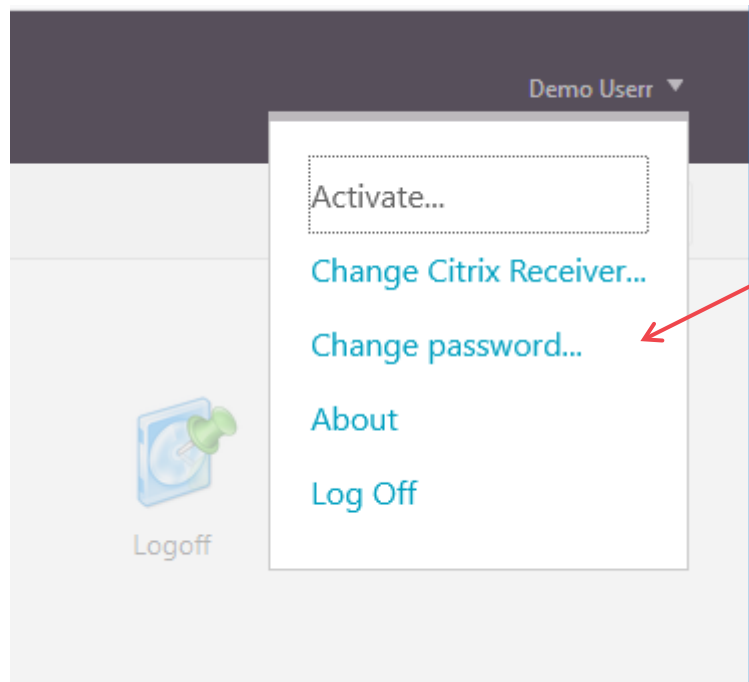


The image shows a login interface for MicroChannel Hosting. It has a dark background with the MicroChannel Hosting logo on the left. In the center, there is a 'Please log on' section with two input fields: 'User name' and 'Password'. Below these fields is a blue 'Log On' button. Two red arrows point to the input fields, indicating where to enter credentials.

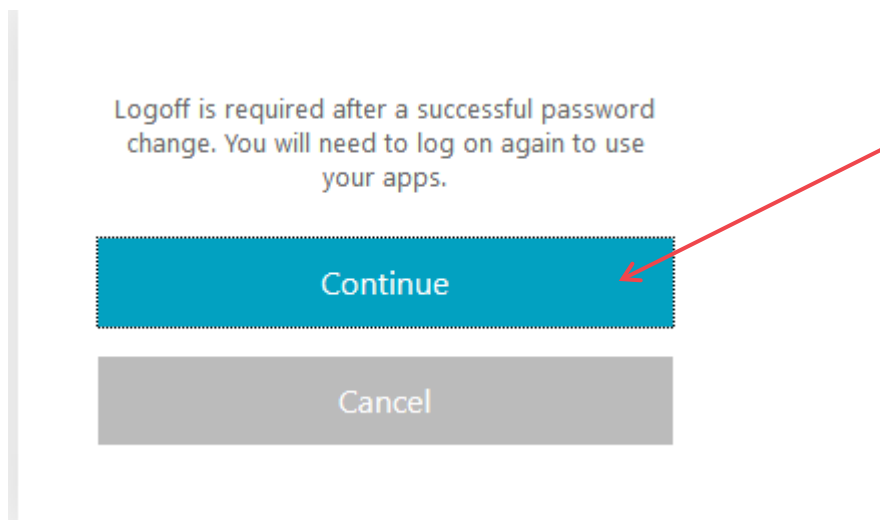
4. When presented with the Desktop & Applications screen, click on the down arrow next to your name in the top right-hand corner



5. For the drop-down menu choose Change Password



6. You will then receive notification that a Logoff is required after successful password change is required, click on “**Continue**”



7. Then Enter in your Old password and then New password, and click “**OK**” to complete the change
- The password must be at least 8 characters in length.
 - Must include at least 3 out of 4 of the following
 - Uppercase characters
 - Lowercase characters
 - Digits (0 through 9)
 - Nonalphanumeric characters (~!@#\$%^&* _-+=`|\(){}[];'"<>,.?/)
 - Passwords must not contain the user's Account name

Change Password

User name: ahs.local\demouser_MCH

Old password:

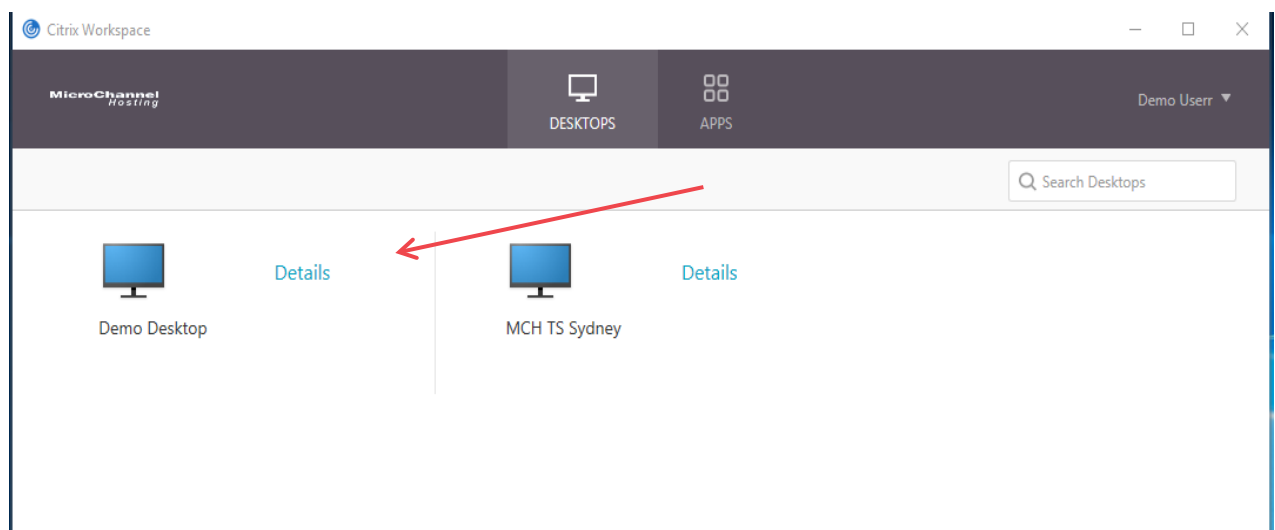
New password:

Confirm password:

OK Cancel

11. Resetting your Session

If you should lose functionality of your desktop session you can firstly attempt to reset it via the web portal prior to calling the Support Team, from the Portal the click on the blue details icon to the side of the Desktop icon:





Demo Desktop

Details



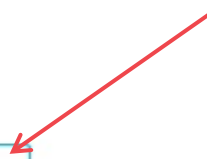
You will then be presented with the option to restart:



Demo Desktop

Open

Restart



Please note that this function is not available for Published Applications, Only for Desktops.

12. Further Assistance

Microchannel understand that everyone's needs, and devices may be different to one another, so if you need any help configuring a device, please do not hesitate to contact our service desk:

Technical Support

- Phone: 1300 305 383
- E-mail: itsupport@microchannel.com.au
- For all technical support/break-fix requests, scheduling of services .

After Hours Technical Support

- Phone: 1300 305 383
- Business Hours are 8.30am - 5.30pm AEST Mon-Fri, Excluding Public Holidays.
- *Note charges apply (See out of scope fees in your agreement)

Account Management

- Phone: 1300 305 383
- E-mail: Shaun.Hayat@microchannel.com.au
- For general advice, to purchase goods or to discuss project requirements and etc.

Service Delivery

- Phone: 1300 305 383
- E-mail: Anubhav.Batra@microchannel.com.au
- Mobile : 0435 930 858
- For all escalations and Customer Service Delivery issues.

Accounts

- Phone: 1300 440 444
- E-mail: accounts@microchannel.com.au
- For all account/payment queries.

The above e-mail addresses are only monitored during Business Hours. For afterhours support please call the After Hours support number. Calls to the afterhours support line are charged at after hour's rate as outlined in Out of Scope Service Fees in your agreement.