

Appserv Internal Desktop Access – HP Thin Client Devices - Internet Explorer Browser

Appserv Desktop Access – Logging on from a HP Thin Client Device

Step 1.

On Thin Client Devices, the “**Appserv Desktop Access**” website, should launch automatically when the device is started...

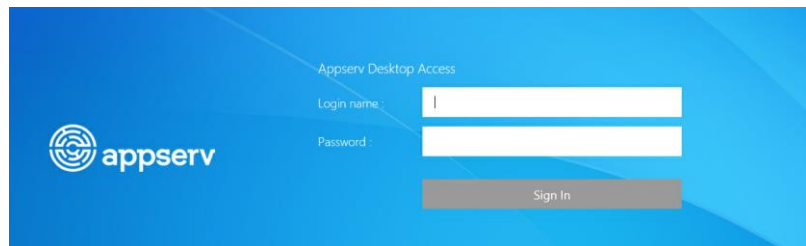
If for any reason the “**Appserv Desktop Access**” website is not open when you need to logon to the Appserv Hosted Desktop, simply click on the Desktop icon to launch the Web site....

Desktop Icon....



Step 2.

Enter your Appserv username and password to sign in to the Website.

The image shows the login page for 'Appserv Desktop Access'. It has a blue background with the Appserv logo on the left. On the right, there is a form with the title 'Appserv Desktop Access'. Below the title are two input fields: 'Login name:' and 'Password:'. Below the password field is a 'Sign In' button.

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Step 5.

Launching the Appserv Hosted Desktop

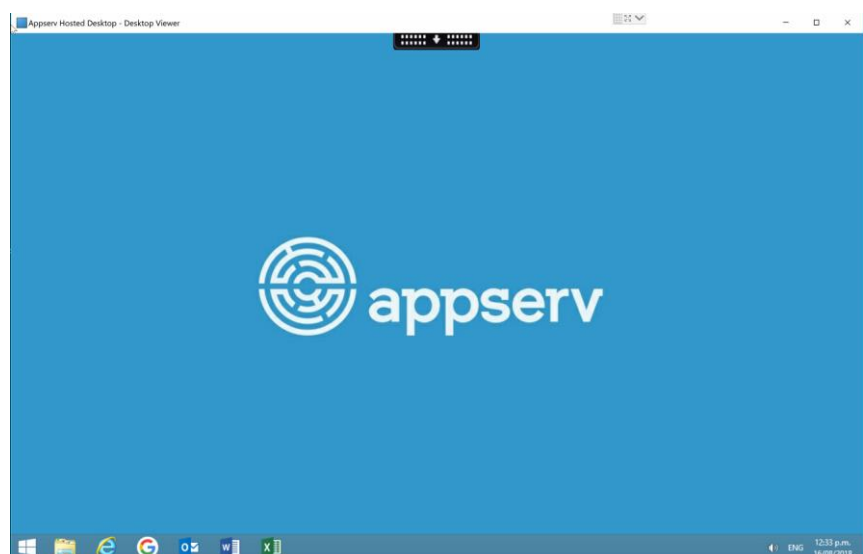
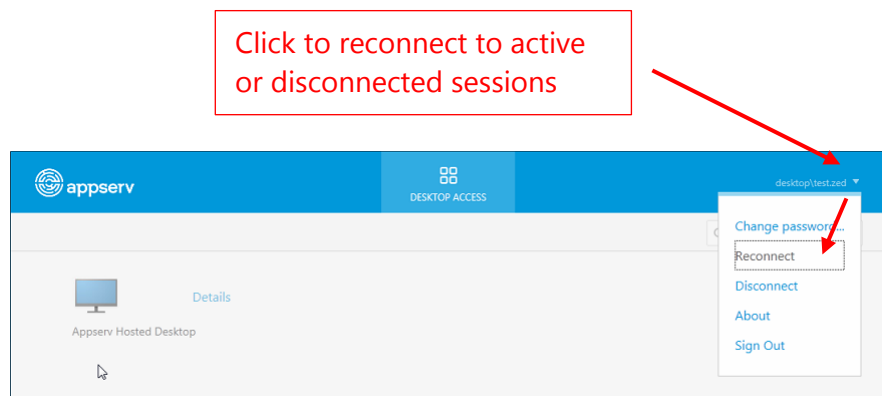
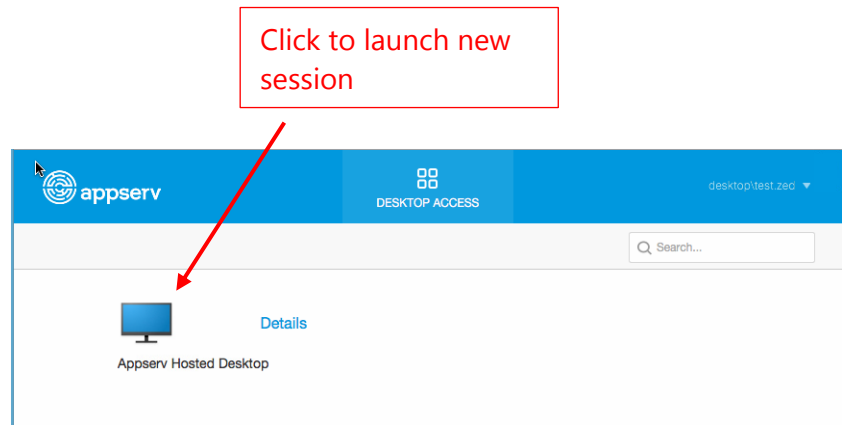
Once you have logged on to the "Appserv Desktop Access" website, you will be presented with the Desktop(s) you have been assigned.

You have a couple of options for launching the Desktop(s);

1. Click on the Desktop icon to connect to a new Appserv Desktop session.
2. Click Reconnect to connect to an existing session that you may not have logged out of previously.

Once your desktop session has logged on, you will be presented with the Appserv Hosted Desktop.

Note: If you have an existing session that is either disconnected, or is active on another device, the session will automatically launch for you after you login to the Appserv Desktop Access Website.



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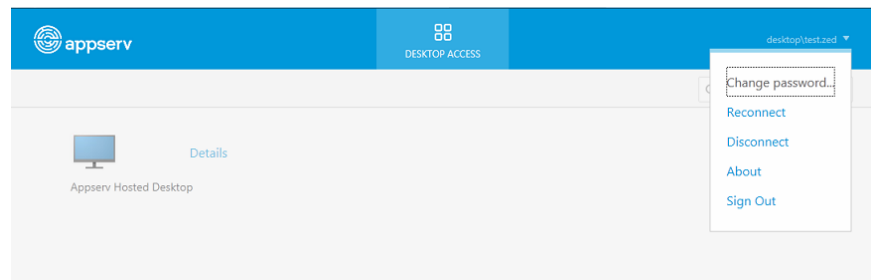
Appserv Desktop Access Website– Additional Options

As well as the Reconnect option, the Access website also has options to Change your Appserv Password, Disconnect your session or Sign Out of the Web Site.

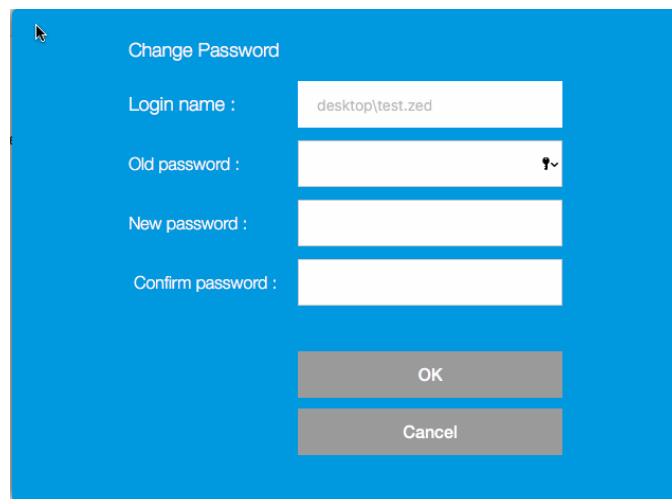
Disconnecting gives you the option of Reconnecting to the same session at a later time...

“Sign out” will sign you out of the Appserv Desktop Access Website, but not any active Desktop sessions.

The additional Website options can be accessed by clicking on the drop-down arrow immediately next to your username at the top left-hand side of the page...



Changing password dialog...

A screenshot of a 'Change Password' dialog box. The dialog has a blue background and white text. It contains four input fields: 'Login name :', 'Old password :', 'New password :', and 'Confirm password :'. The 'Login name' field is pre-filled with 'desktop\test.zed'. The 'Old password' field has a small eye icon to its right. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

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Appserv Desktop Access – Using the Citrix Desktop Viewer

The Citrix Viewer Management bar appears at the top of your Desktop session window...

When you log into the desktop from a Windows based PC, you will have access to the Desktop Viewer Control Bar. By default, you will only see the red highlighted drop-down arrow, however if you click on this you will see the full bar as per below.

Click the drop-down arrow to expand and view the options...



From the Control Bar you can do the following:

Home – This will return you to your local Desktop home screen.

Ctrl+Alt+Del – This is where you can lock your account, sign out or change password.

Preferences – This is where you can adjust display and file access.

Devices – This will allow you to manage access to USB devices

Window / Full Screen – If you are running your session in full screen you will see window which will allow you to reduce the size of the screen display. Full screen will do the opposite and expand your Appserv Hosted Desktop to fill your entire screen.

Disconnect – This will leave your Appserv Desktop session active on the server but leave you logged in. Note: we suggest logging off unless you are reconnecting soon afterwards from another machine as our servers are on a restart schedule and we can't always guarantee your session will remain for longer than 16 hours.

Expanding your Desktop over 2 or more screens:

You can run your Appserv desktop session over two screens – to do this:

- Click the Control Bar
 - Click the Window option (circled in red below)
- This will reduce your screen down to a manageable size.
- Drag the screen so it sits half on the first screen and half on the second screen
 - Click the Full-Screen option (circled in red below) This will expand your Appserv desktop to fill the two screens.

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Desktop sizing can be managed by 1 of 2 ways....

1.
To view the Desktop in "Full Screen" mode, select the "View" Tab in the "Citrix Desktop Viewer Bar" (Top left) and then select the "Enter Full Screen" option.

2.
Simply use the mouse and left click on the corners of the Desktop Viewer window to drag and expand the window as required.

To change the Desktop Sizing....

Full Screen option...



Drag to expand the Citrix Viewer window....



Issues ???

If you have problems with **Appserv Desktop Access**, then contact the **Appserv Support Desk** and they will be able to assist you with resolving the issue.