

Appserv Internal Desktop Access – Mac OS Device with Safari Browser

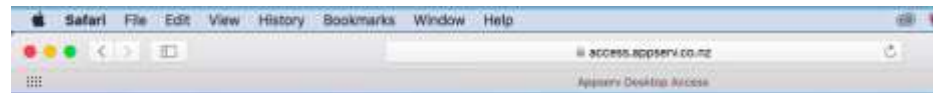
Appserv Desktop Access – Logging on from a Mac OS device

Step 1.

To sign in to the Appserv Desktop Access website, enter the following address into the Safari browser address bar.

Please Note: This documentation has been written to detail the logon process on a Mac device using Safari as the Browser. Google Chrome is also supported on Mac devices, but the process will differ from the documentation provided.

<https://access.appserv.co.nz>



Step 2.

Once you have opened the website, you will be presented with the Appserv Desktop Access logon page.

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



Step 3.

Citrix Receiver Detection

At the next screen you may receive a prompt to upgrade or install the Citrix Receiver Client Software. This application is required to access the Appserv Desktop systems.

The prompts you receive from this point will depend on whether you have an existing Citrix Receiver Client version installed or not....

If at any point you see the following prompts, click "Trust" to allow the required Citrix Receiver to be detected and then installed on your computer.

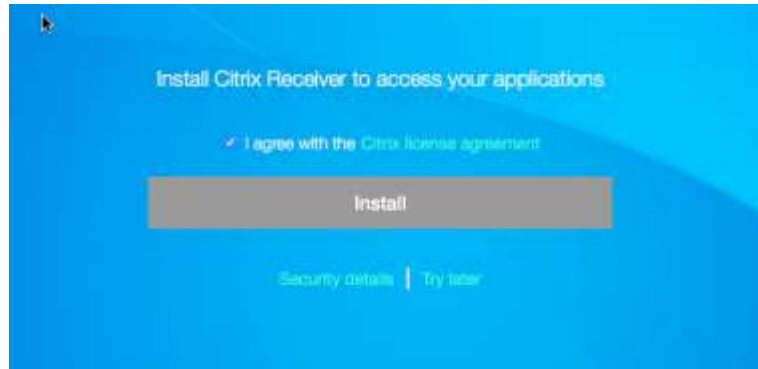


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New Citrix Receiver Installation:

If there is not an existing version of the Citrix Receiver already Installed on your device, you will receive the following prompt...

Click "I agree" and then "Install" to start the download and Installation of the Citrix Receiver....

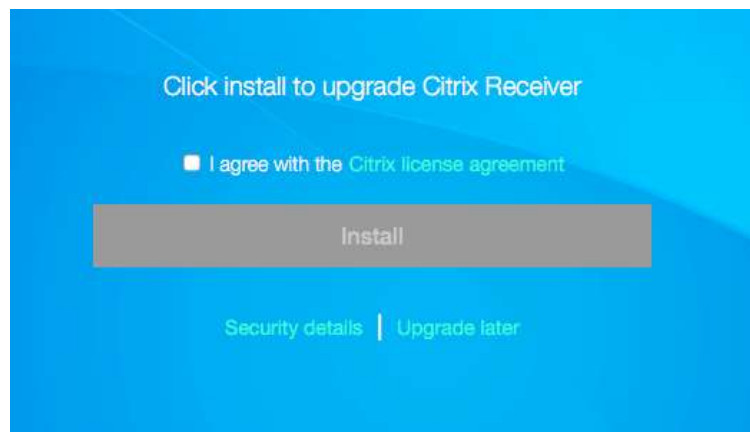


Proceed to the "Citrix Receiver Installation Section of this document (Step 4) to complete the installation...

Upgrading an existing Citrix Receiver installation:

If there is an existing version of the Citrix Receiver already Installed on your device, you will receive the following upgrade prompt...

Click "I agree" and then "Install" to start the download and upgrade the Citrix Receiver application....



Note: If you do not wish to upgrade the Citrix Receiver application at this point, select the "Upgrade later" option. You will be able to continue to log on to the Appserv Desktop as normal.

Proceed to the "Citrix Receiver installation section of this document (Step 4) to complete the installation...

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Step 4.

Citrix Receiver Installation Steps.

Follow the steps detailed in this section to Install or Upgrade the Citrix Receiver Application...

The Citrix Receiver will be downloaded to the “Downloads” Folder... this should not take too long...



Click on “Downloads” in the Dock and then double click on the “CitrixReceiver.dmg” file.

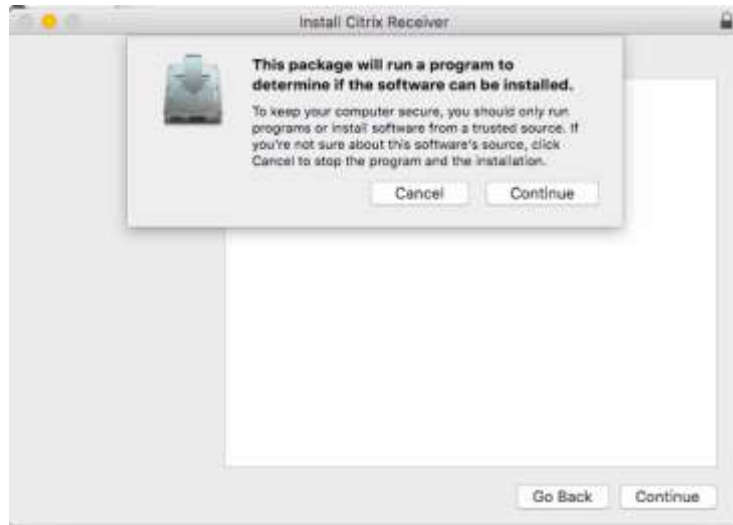


Click on “Install Citrix Receiver” when the following prompt appears.



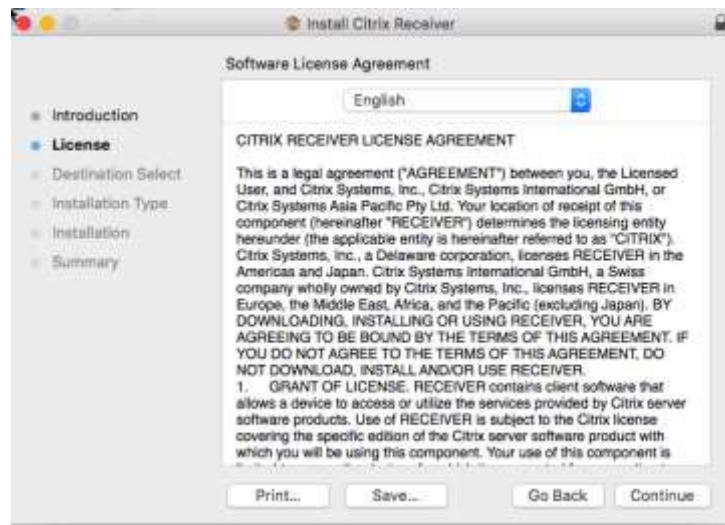
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Click "Continue" at the following prompts...

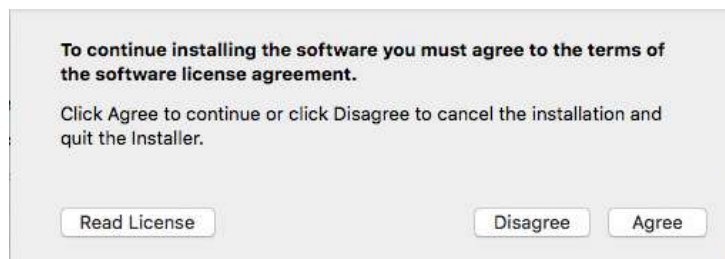


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Click "Continue" at the following prompt...



Click "Agree" ...

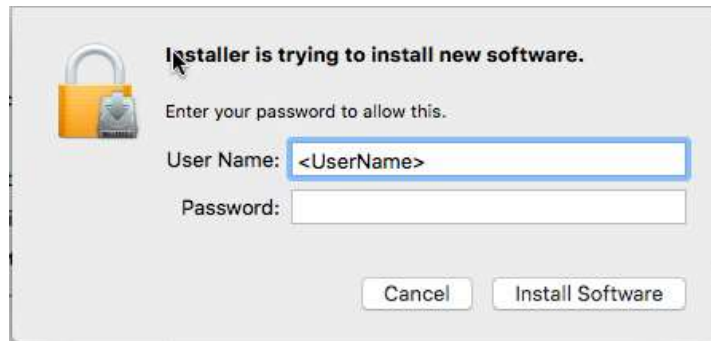


Click "Install" ...



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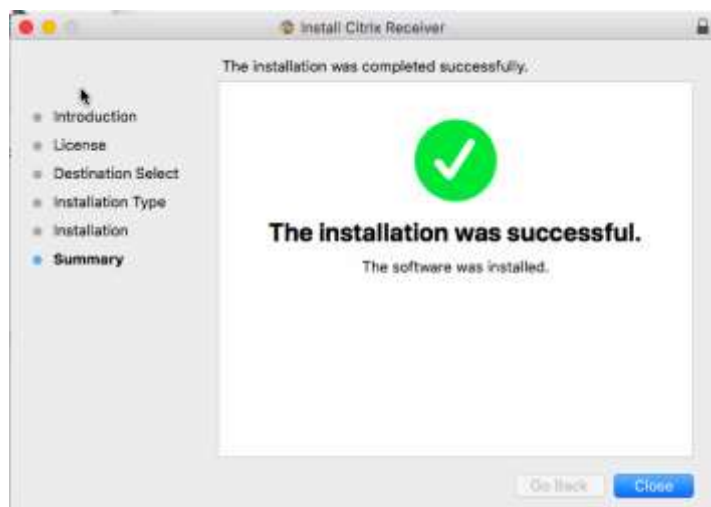
Enter your Mac device's Username and Password when Prompted...



If the following prompt appears, Do Not select the "Add account" option, just click continue....



Click "Close" once the installation has completed...



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Note: You may need to log back in to the Appserv Desktop Website if the installation of the Citrix Receiver takes longer than 10 minutes.

If the following prompt appears on the Webpage, click continue once the Citrix Receiver installation has completed....



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Step 5.

Launching the Appserv Hosted Desktop

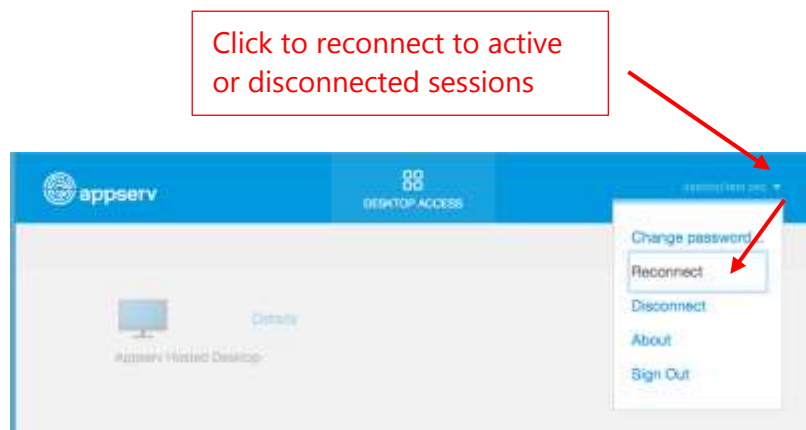
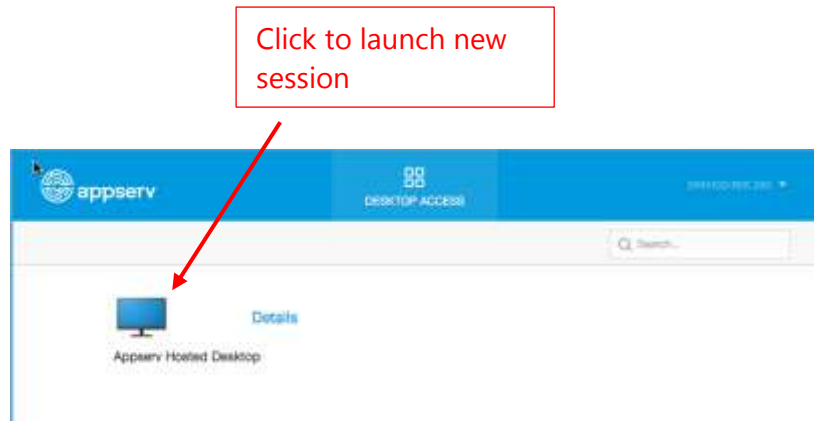
Once you have logged on to the "Appserv Desktop Access" website, you will be presented with the Desktop(s) you have been assigned.

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 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.

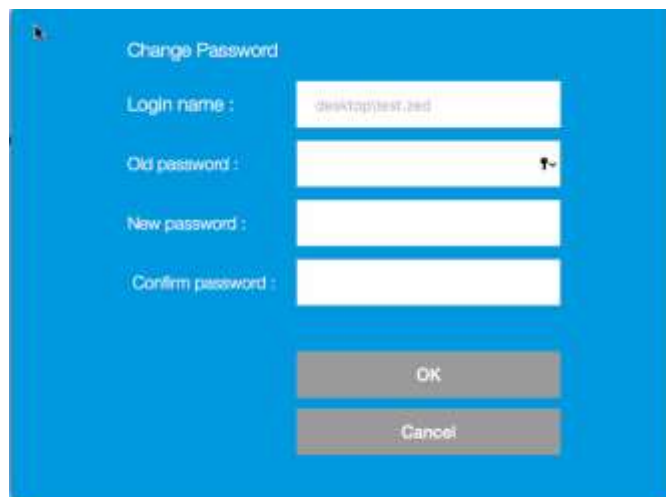
Disconnecting gives you the option of Reconnecting to the same session at a later time...

“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 the 'Change Password' dialog box. It has a blue background and contains the following fields: 'Login name : desktop@test.psd', 'Old password :', 'New password :', and 'Confirm password :'. At the bottom, there are 'OK' and 'Cancel' buttons.

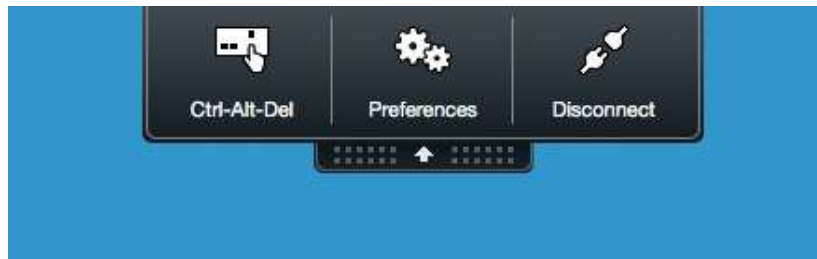
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Appserv Desktop Access – Using the Citrix Viewer

Citrix Viewer Management bar

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

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



The preferences Tab provides access to many settings that change the behavior of the Citrix Viewer on the Device...



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Citrix Viewer Settings

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 Viewer Bar" (Top left) and 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.