

Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

Appserv Desktop Access – Logging on from a Windows 10 Device

Step 1.

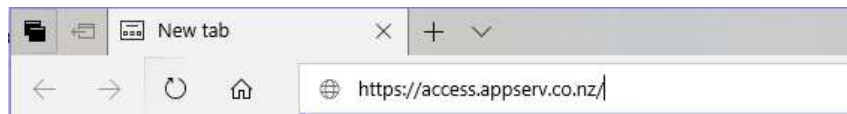
To sign in to the **Appserv Desktop Access** website, either enter the following address into the Microsoft Edge browser address bar, or click on the "Appserv Desktop Access" icon on your desktop ...

Note: The Desktop icon will only be available if the "Appserv Desktop Conversion Utility" has been run previously on your device.

Note: MS Edge must be set as your default Web Browser in order for the "Appserv Desktop Access" Website to open in Edge from the shortcut.

Please Note: This documentation has been written to detail the logon process on a Windows 10 device using Microsoft Edge as the Browser. Internet Explorer, Google Chrome, Firefox and Opera browsers are also supported on Windows 10 devices, but the process will differ from the documentation provided.

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



Desktop Icon....



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...



Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

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.

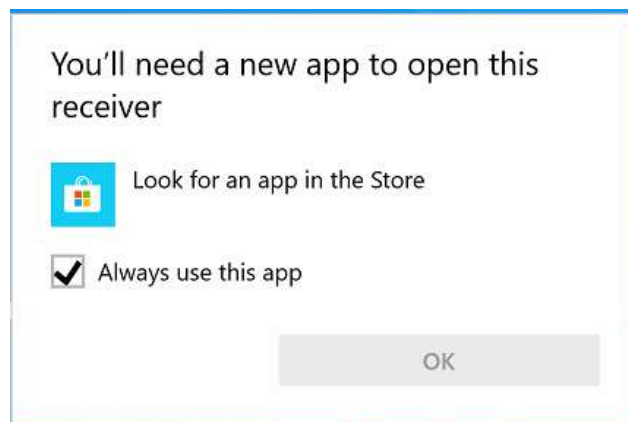
The prompts you receive from this point will depend on the version of Windows 10 you have installed and whether you have an existing Citrix Receiver Client version installed or not....

Click "Detect Receiver" to run the detection process....

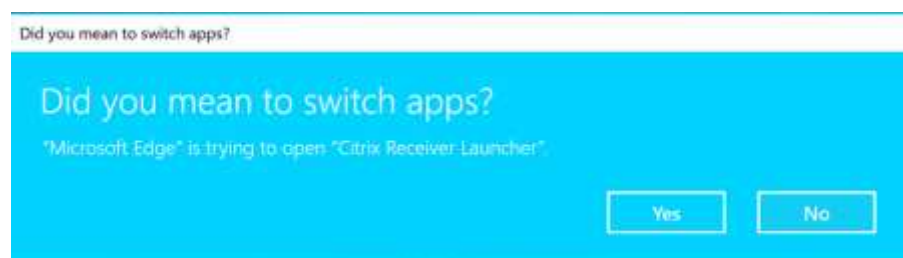


Note: If at any point you see the following prompts, please respond as directed below. This will allow the required Citrix Receiver to be detected and then installed on your computer.

If this prompt appears **DO NOT** click on "Ok" or "Look for an App in the store", just click on the Web site in the background and the prompt will disappear....



If this prompt appears, click on "Yes" to continue with the Receiver detection....



Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

New Citrix Receiver Installation:

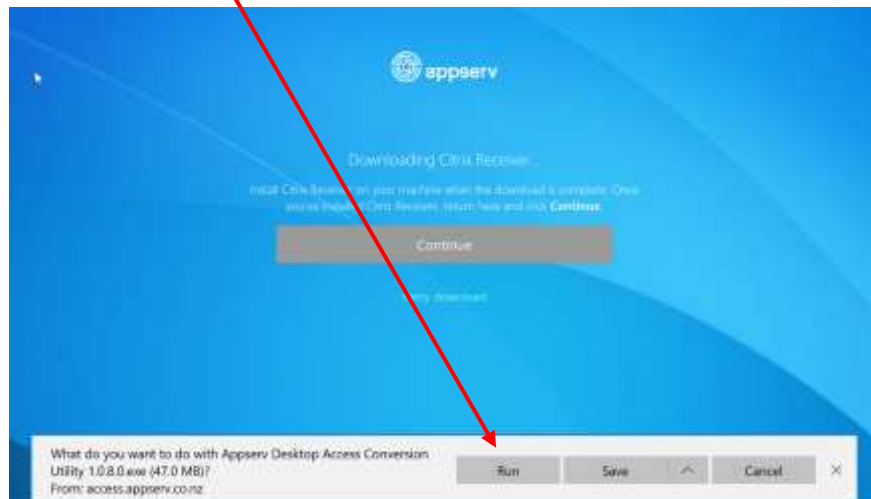
If the Citrix Receiver software is not already installed on your device, you will receive the following prompts...

Note: The Citrix Receiver software is included as part of the "Appserv Desktop Access Conversion Utility"

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



Click "Run" when prompted to download the "Appserv Desktop Access Conversion Utility"



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

Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

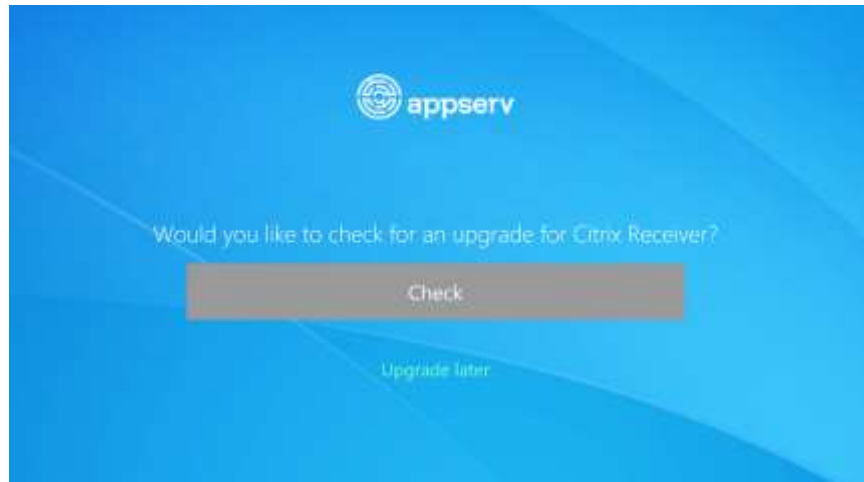
Upgrading an existing Citrix Receiver installation:

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

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.

Note: The Citrix Receiver software is included as part of the "Appserv Desktop Access Conversion Utility"

If you receive the following prompt... Click on "Check" to check for a newer version of the Citrix Receiver application....

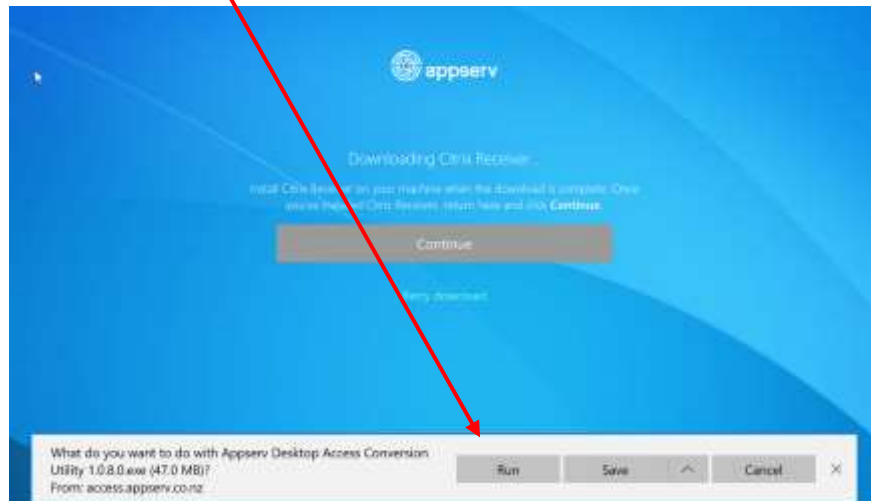


Click "I agree" and then "Download" to start the download and upgrade the Citrix Receiver application....



Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

Click **“Run”** when prompted to download the “Appserv Desktop Access Conversion Utility”



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

Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

Step 4.

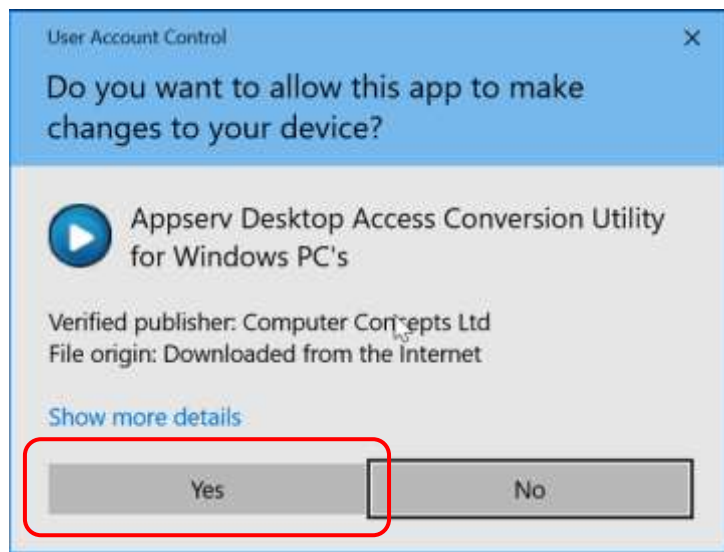
Citrix Receiver Installation Steps

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

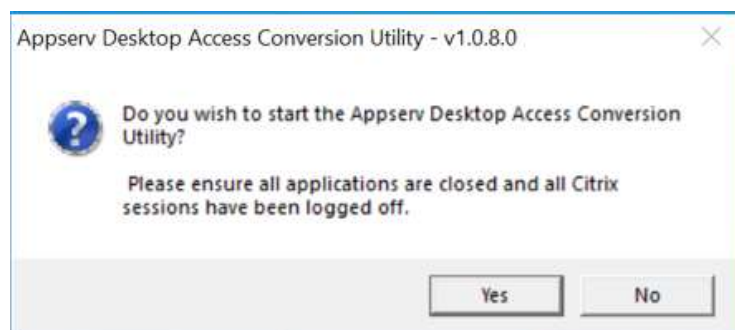
Note: The Citrix Receiver software is included as part of the "Appserv Desktop Access Conversion Utility"

Once the Appserv Conversion Utility has been downloaded, it will automatically launch if you selected the "Run" option when prompted earlier...

Click on "Yes" to proceed....



When the "Appserv Desktop Access Conversion Utility" starts, click "Yes"



Please wait while the installation and configuration completes....



Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

If you receive the following prompt, select the option you prefer, or you can leave it and the default option of “No” will be automatically selected...

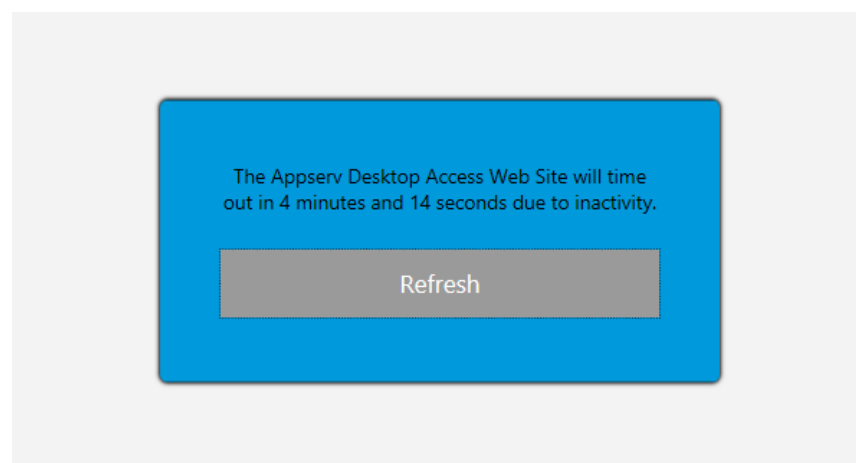
Note: **“No”** will be the desired option in most cases...



Click “Ok” to continue once the utility has completed....



Click “Refresh” to return to the Website....



Note: You may need to log back in to the Appserv Desktop Website if the installation of the Citrix Receiver takes longer than 5 minutes.

Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

Click "Continue" to access your Appserv hosted Desktop....



Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

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.

Click to launch new session



Click to reconnect to active or disconnected sessions



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If you receive the following prompt when connecting to your Desktop...
Click on "Allow Access" ..



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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. The title bar is blue and reads 'Change Password'. The dialog has four input fields: 'Login name' (containing 'desktop@test.test'), 'Old password', 'New password', and 'Confirm password'. Below the fields 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 PC 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.

Appserv Internal Desktop Access – Windows 10 PC\Tablet - MS Edge Browser

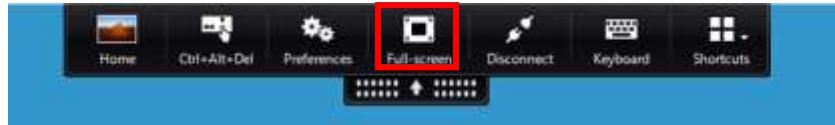
Desktop sizing can be managed by 1 of 2 ways....

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