



Private Cloud Hosting Quick Reference Guide

Getting Started

This document serves as a Quick Reference Guide to get you started using your VC3 Hosted Desktop.

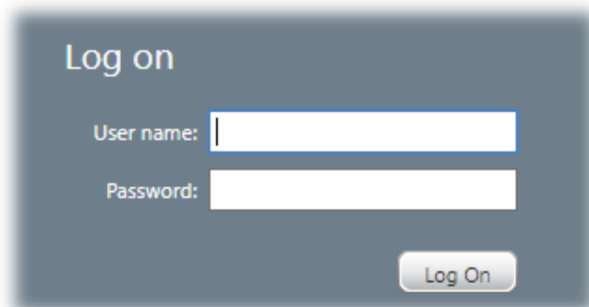
Logging In

Username: Email Address

Password: Password provided by VC3.

Click the **Virtual Office Advantage** icon to enter into your hosted desktop.

NOTE: Only click this icon once. Double clicking may result in a failed attempt to open the desktop.



Accessing the Service Desk

You can access the VC3 Technical Assistance Center in a variety of ways.

- **Phone:**
 - **Toll-free:** 800-422-5941
 - **Local:** 803-978-2707
- **Email:** service@vc3.com
- **Web:** connect.vc3.com/support
- **Chat:** chat.vc3.com





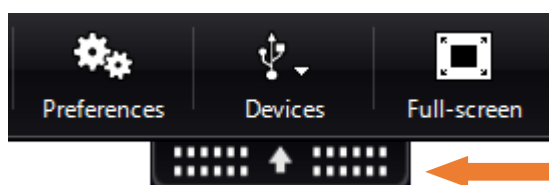
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VOA Tool Bar Guide

There is a “**toolbar**” available once you have accessed your Hosted Desktop.



To expand the “**toolbar**”, click on the arrow of the image at the top of your Hosted Desktop.



Hosted Desktop Toolbar Components

- **Home:** Minimizes your Hosted Desktop window so you can view your local desktop and applications.
- **Ctrl+Alt+Del:** Allows you to Lock your Computer, Log off or Change a Password.
- **Preferences:** To change your display settings or Citrix HDX features such as File Access, Microphone or Flash Acceleration.
 - To access the files on your local desktop while in your Hosted Desktop.
 - Click Preferences
 - Choose “**Read/write**” from the dropdown menu
 - Check “**Remember my selection**”
- **Full-Screen:** Maximizes the Hosted Desktop.
- **Disconnect:** This disconnects from the Hosted Desktop session which leaves that session “active” on the server. In other words, the next time you log in, all of your applications and files should still be open.
- **Full Desktop:** When highlighted, the Full Desktop icon shows that you are viewing your Hosted Desktop session.
- **Window:** Minimizes your Hosted Desktop screen.



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Hosted Desktop Helpful Definitions

- **Virtual Office Advantage:** Enables access to an individual Hosted Desktop when logging in from a web browser.
 - After entering username and password, a new window will appear.
 - Click the **Virtual Office Advantage** icon to launch your VOA hosted desktop.

Virtual Office Advantage



Note: In previous versions of VOA this icon is called **Full Desktop**.

- **Log Off:** This is the same as “Shutting Down” your Hosted Desktop.
- **Disconnect:** This disconnects from the Hosted Desktop session which leaves that session “active” on the server. In other words, the next time you log in, all of your applications and files should still be open.
- **Lock:** Locks the Hosted Desktop session and requires a password to unlock.
 - Click the **Windows Start** icon in lower left hand corner.
 - Click the  arrow next to the **Log Off** button.
 - Click **Lock** button.
- **Windows Security:** Provides an array of options including lock, sign out, and changing your VOA password.
 - Click the **Windows Start** icon in lower left hand corner.
 - Click the  arrow next to the **Log Off** button.
 - Click **Lock** button.

