

Hosted Citrix Remote Desktop Setup

Logon to the Remote Desktop Portal at <http://portal.arafuracloud.com.au>



Once you have selected the Hosted Virtual Desktop Icon logon page will appear.

Enter your provided username in the format as follows;

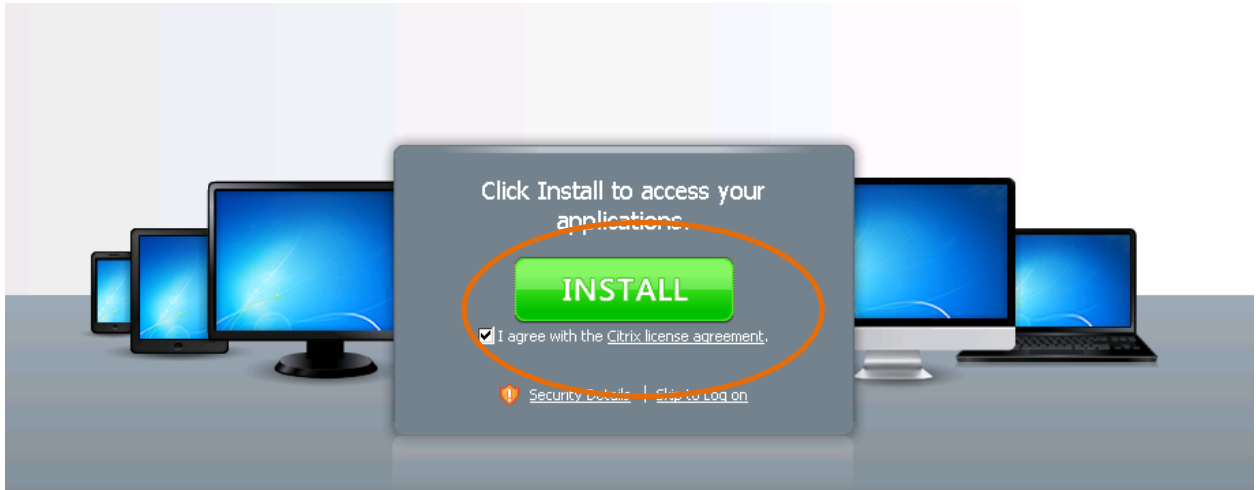
User name: Assigned Username

Password: Assigned Password

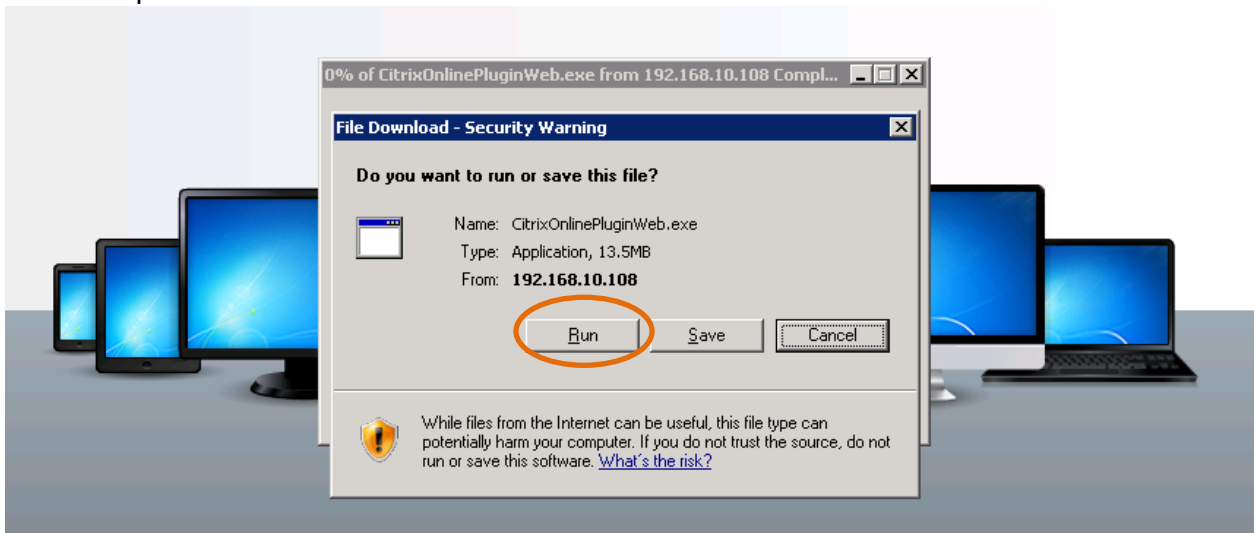


In the event this is the first time the computer has connected to the service you will need to install the Citrix Access Client onto the computer, the screen may also appear if you have an older version of the Citrix Web Client.

If this is the case the following screen will appear, select the Agree to Terms and Conditions and hit the Install Button



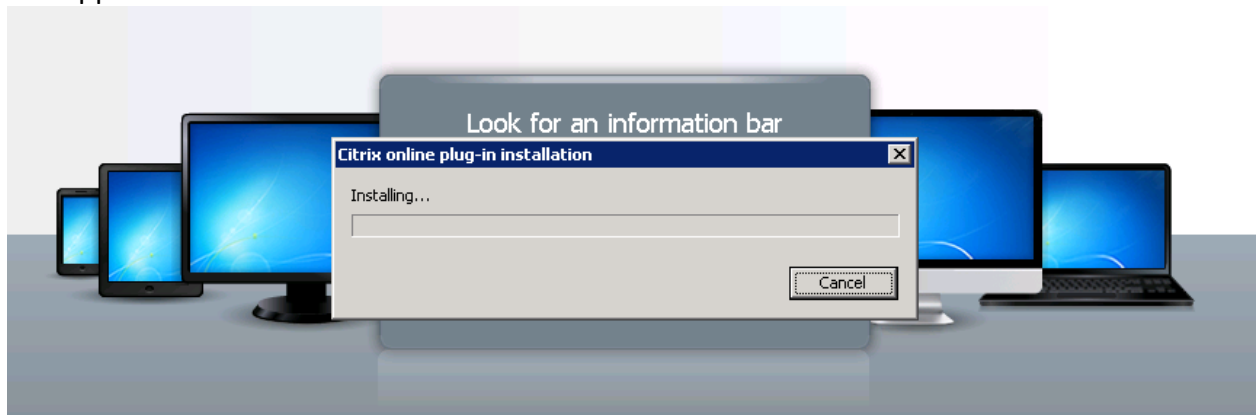
The following window will appear prompting you to Run the application, ensure to select the Run Option.



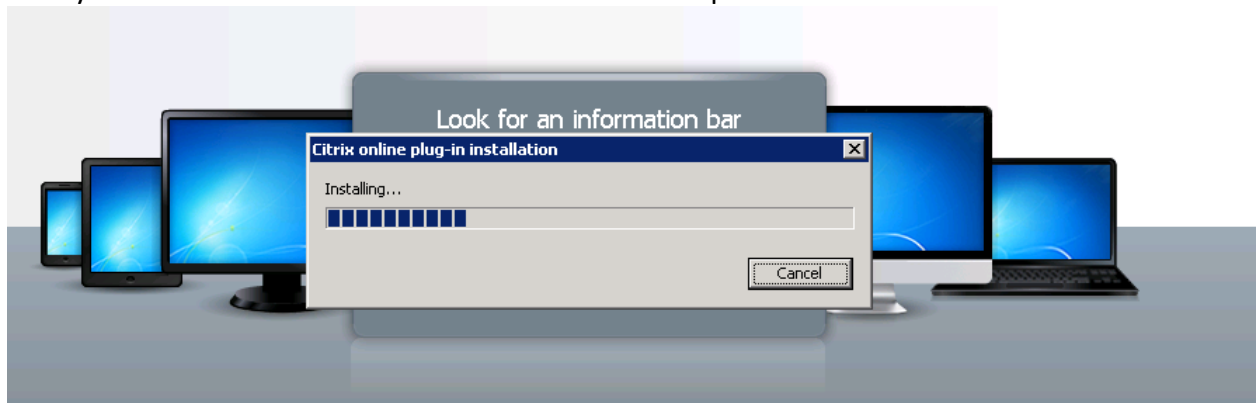
The following window will then appear prompting to Run the newly downloaded client.



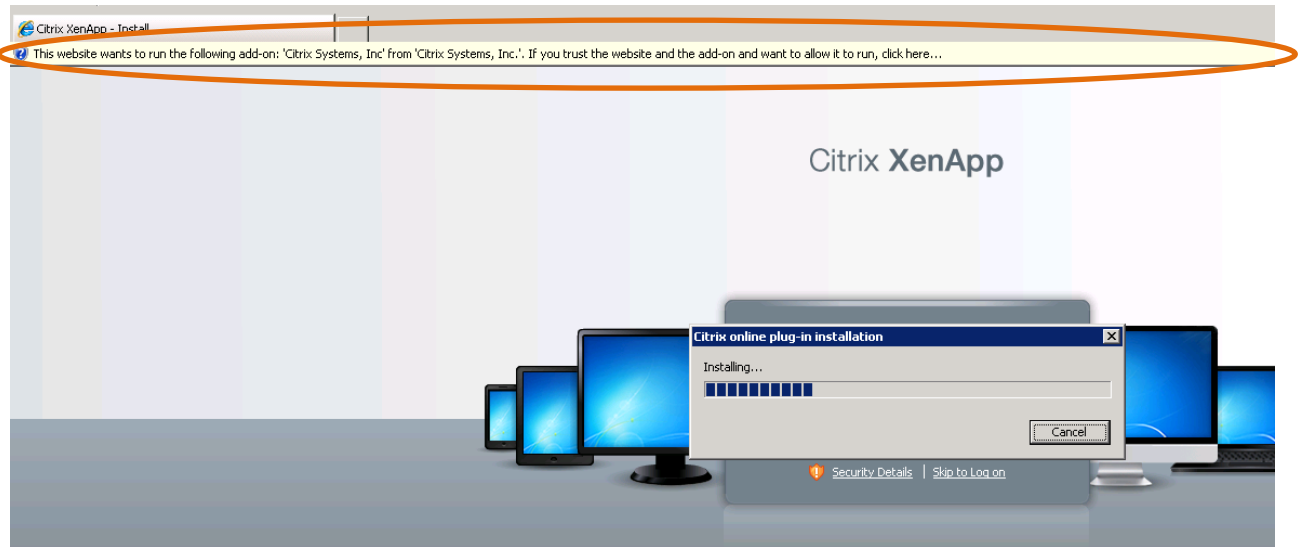
The application will then launch.



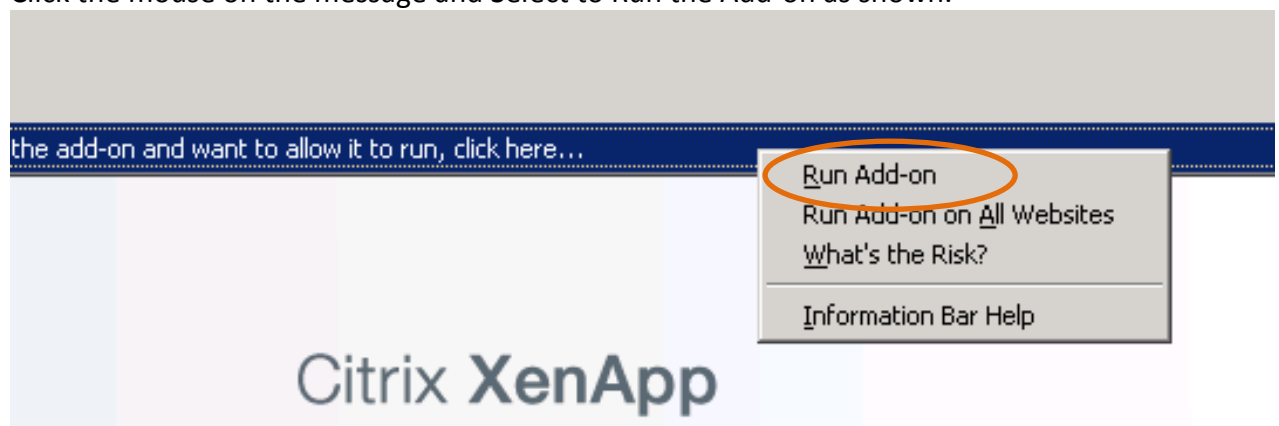
It may take several minutes for the installation to complete.



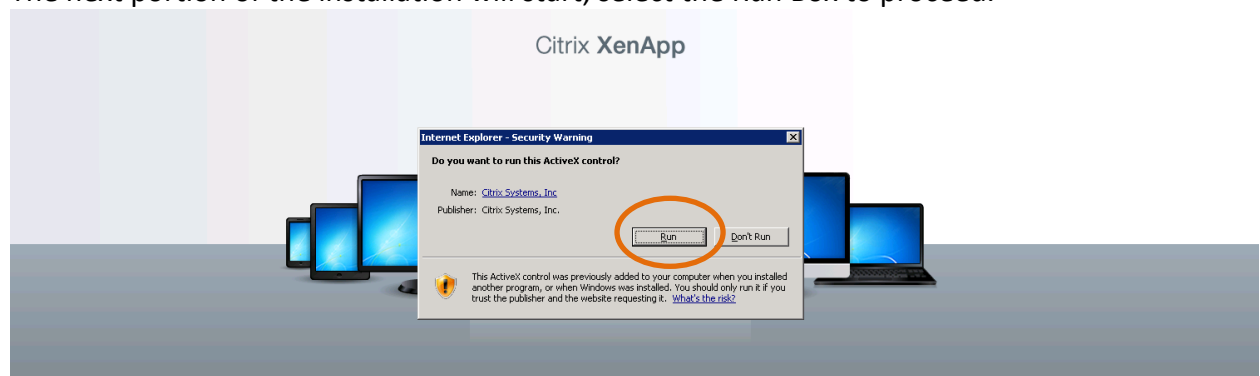
Depending on the Internet Browser you are using another prompt may appear at the top of the page. (this installation was completed with Internet Explorer)



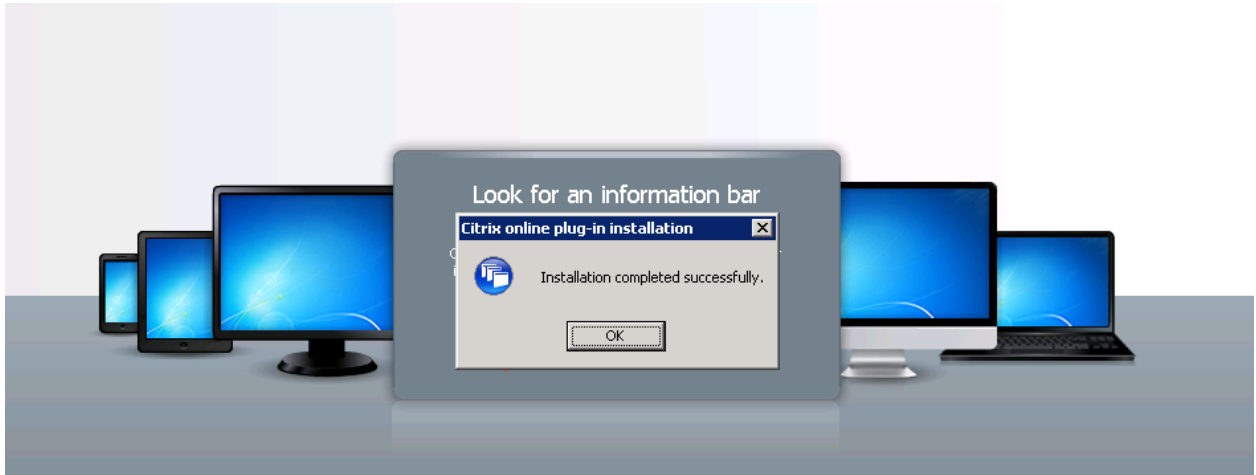
Click the mouse on the message and Select to Run the Add-on as shown.



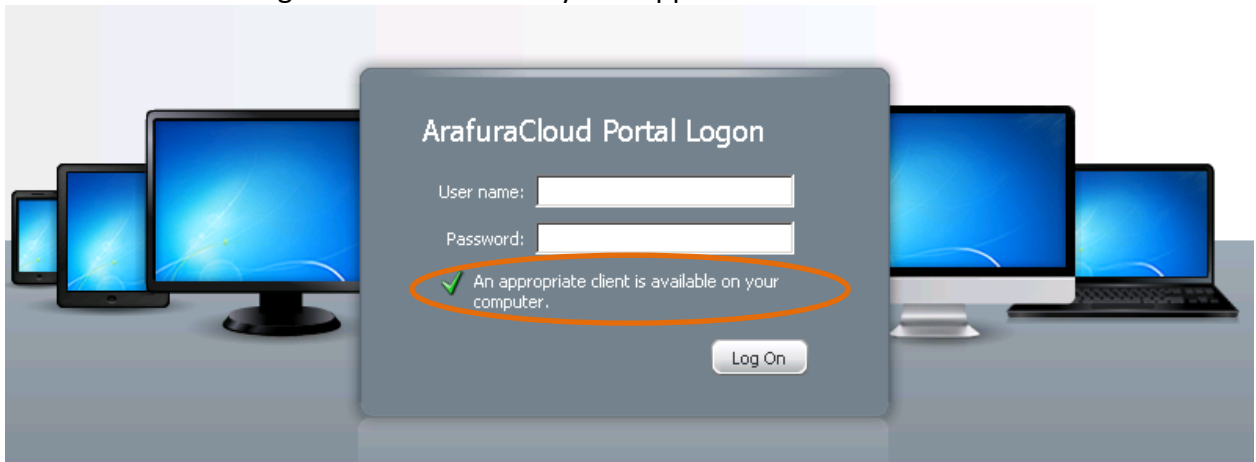
The next portion of the installation will start, select the Run Box to proceed.



The installation of the Citrix Client has now been completed, click the OK button to proceed.

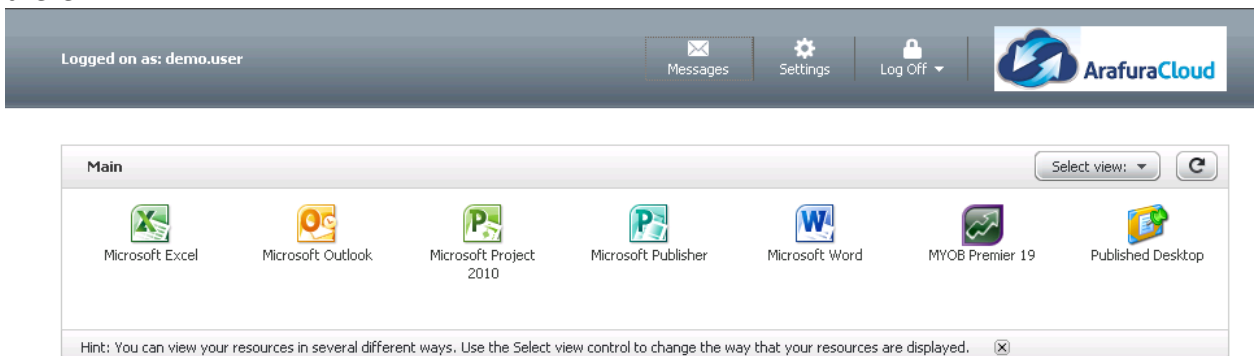


The logon portal will re-appear, the Green Tick now showing the client has been detected by the browser. Now login to the Portal with your supplied credentials.

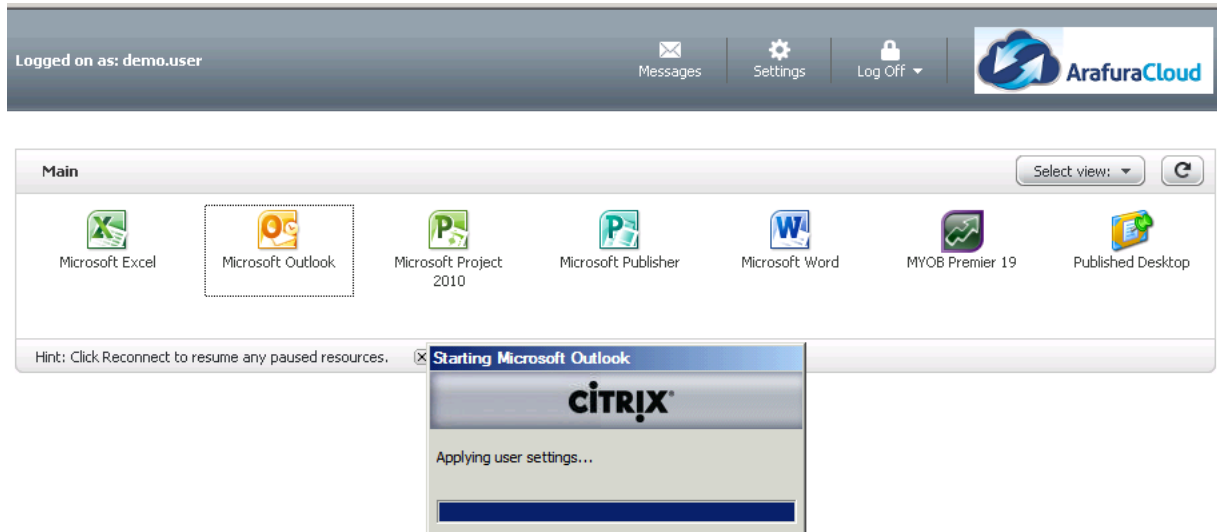


Once successfully logged in, the following screen will appear, there may be some difference in the icons depending on your profile.

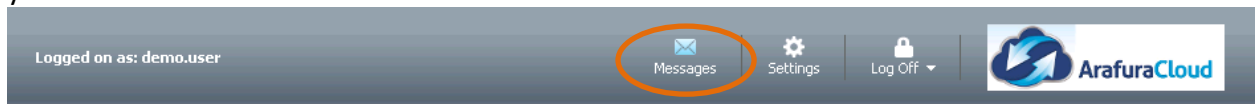
Select the icon for the application you wish to use and the application will then launch from there.



The selected application will then launch with the progress being shown as below.



The Messages icon at the top of the page will show any system messages or issues within your session.



Messages

Showing 1 message(s)

Information

To make it easier to access your resources in future, [add this Web site to the Trusted sites zone.](#)

Please consult Arafura Connect Support on 08 8944 2244 if any of the error messages are unable to be resolved.

The Settings icon contains all the setup for how your computer will connect to the server, you can customise a number of personal settings from this window.

The screenshot shows the ArafuraCloud user interface. At the top, a dark grey navigation bar contains the text "Logged on as: demo.user" on the left, and icons for "Messages", "Settings" (circled in orange), and "Log Off" on the right. The "ArafuraCloud" logo is on the far right. Below the navigation bar, the "Settings" page is displayed. It has a "Save" and "Cancel" button in the top right. The "General" section includes: "Language" set to "English"; "Show Hints (Full Graphics only)" checked; "Logon behavior" with "Reconnect at logon:" checked and set to "All active and disconnected sessions"; "Logoff behavior" with "Log off all sessions" checked; "Access virtual desktops automatically" with an "Add to Trusted Sites" button; "Configure the behavior of the Reconnect button" with "Reconnect:" checked and set to "All active and disconnected sessions"; and "Client for accessing virtual desktops and applications" with "The Native Client is currently selected." and a "Run Client Detection" button. The "User Experience" section includes "Virtual desktop or application window size" with "Window size:" set to "Seamless", "Custom size (px):" set to "1024 x 768", and "Percentage of screen:" set to "80 %".

Finally the Log Off icons allows the user to Reconnect, Disconnect or logoff the session, it is recommended that all users logoff the system each day rather than Disconnect.

The screenshot shows the ArafuraCloud user interface. At the top, a dark grey navigation bar contains the text "Messages", "Settings", and "Log Off" (circled in orange). The "Log Off" dropdown menu is open, showing "Reconnect" and "Disconnect" options. The "ArafuraCloud" logo is on the right. Below the navigation bar, the application dashboard is displayed. It has a "Select view:" dropdown and a refresh icon in the top right. The dashboard shows four application icons: "Microsoft Publisher", "Microsoft Word", "MYOB Premier 19", and "Published Desktop".