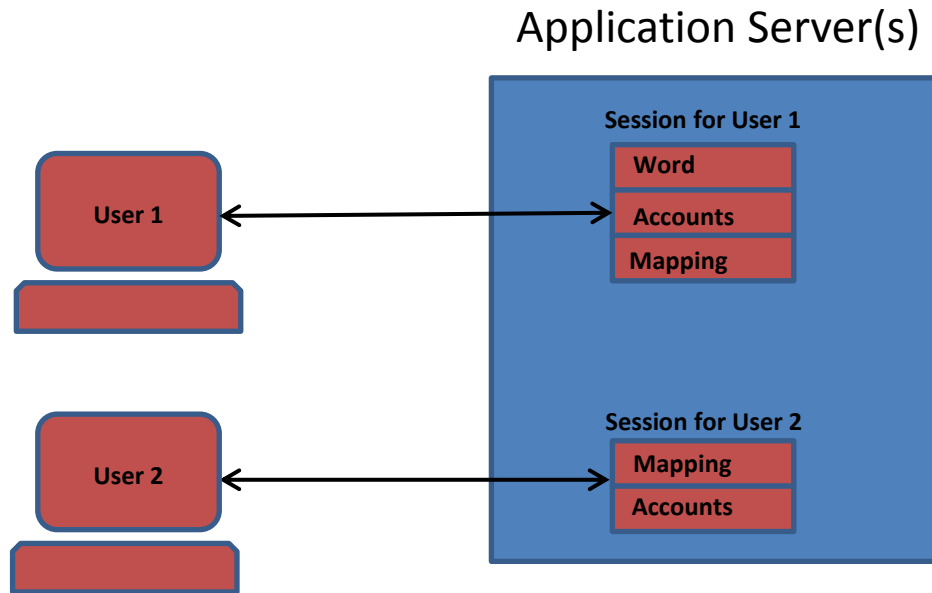


Getting Started with Hosted Applications



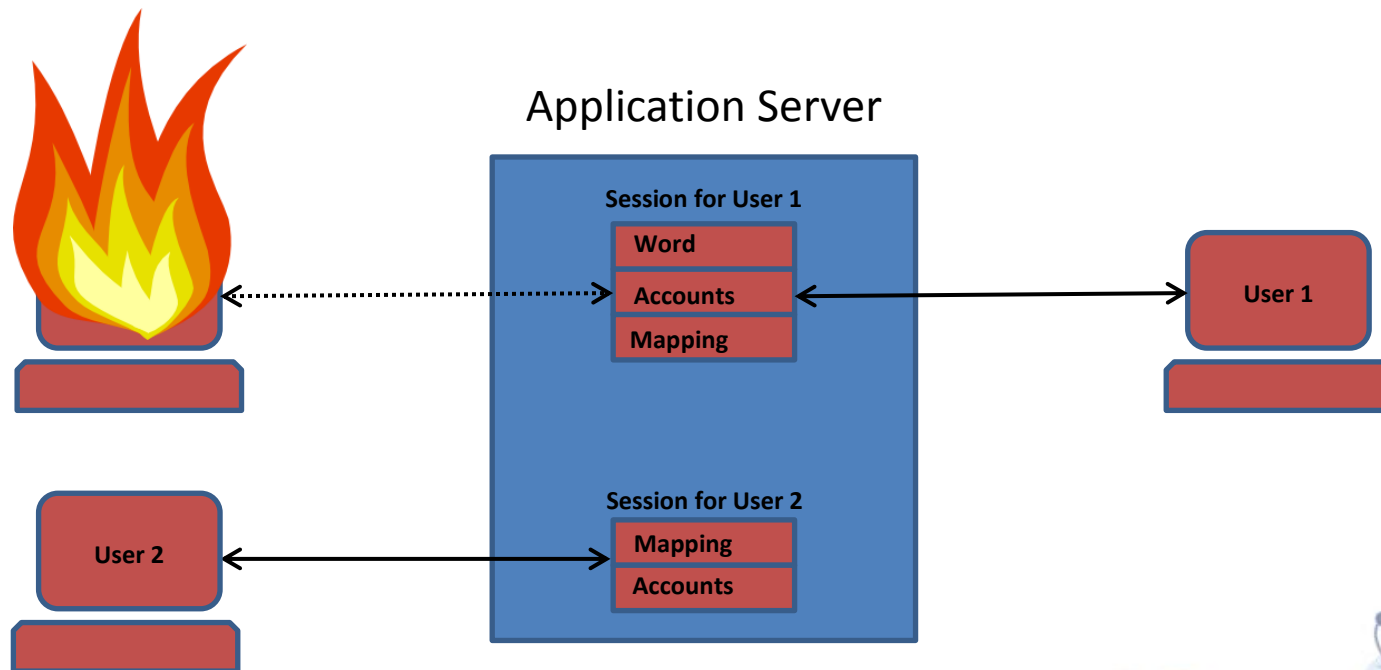
What are Hosted Applications

- Traditionally your application runs on your local computer
- With hosted Applications your application runs on a remote server
- Your computer connects to the server to fetch the images to display on your screen, and sends mouse and keyboard actions back to the application.



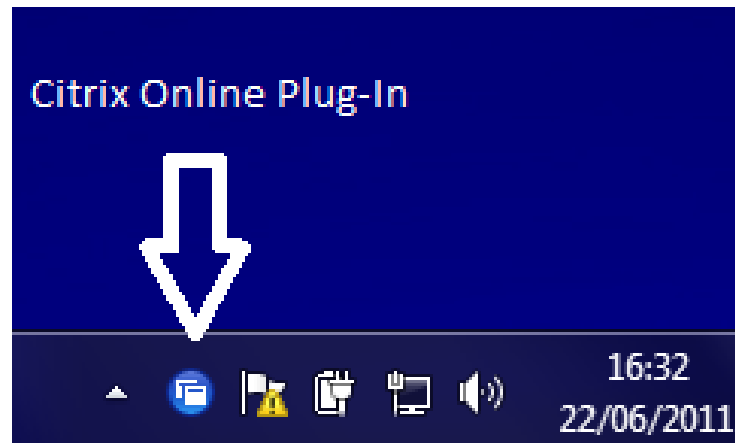
PC Reliability with Hosted Applications

- Reliance on individual local computers is reduced in a hosted environment
- If the computer you are using fails, the application remains active on the server
- Log on via another computer, and your application will appear exactly as you left it



The Citrix Online plug-in

- The Online plug-In connects your PC to the servers
- The Online plug-In will normally start with your PC and prompt you to Log On
- If the Online plug-In is not started, find it in the Start menu under All Programs/Citrix



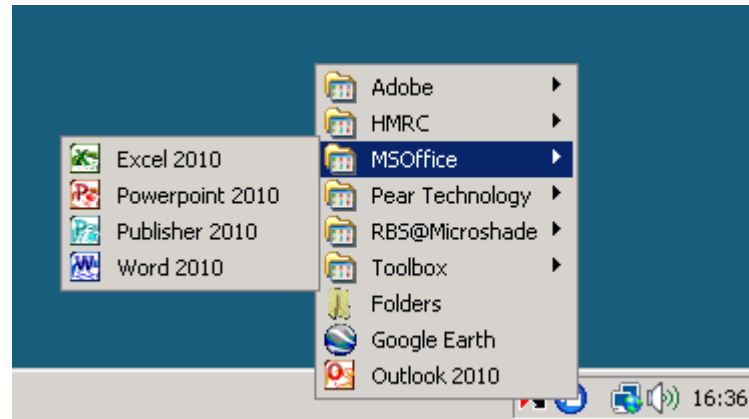
How to Log On

- Right click the Citrix Online plug-In icon in your task bar to log on
- Enter your user name, password and the domain as prompted



How to Start an Application

- Left click the Citrix Online plug-In and select your Application from the menu
- The first application you launch may take a few seconds to start, as your PC and the server establish communications.
- Once one application is running, additional applications should start more quickly



How to Work with Hosted Applications

- Once your application is started, you will find that it is a similar experience to working on your local computer
- The next few slides highlight some of the differences to be aware of
- Our support team are always happy to speak to you if you are not sure how to do something

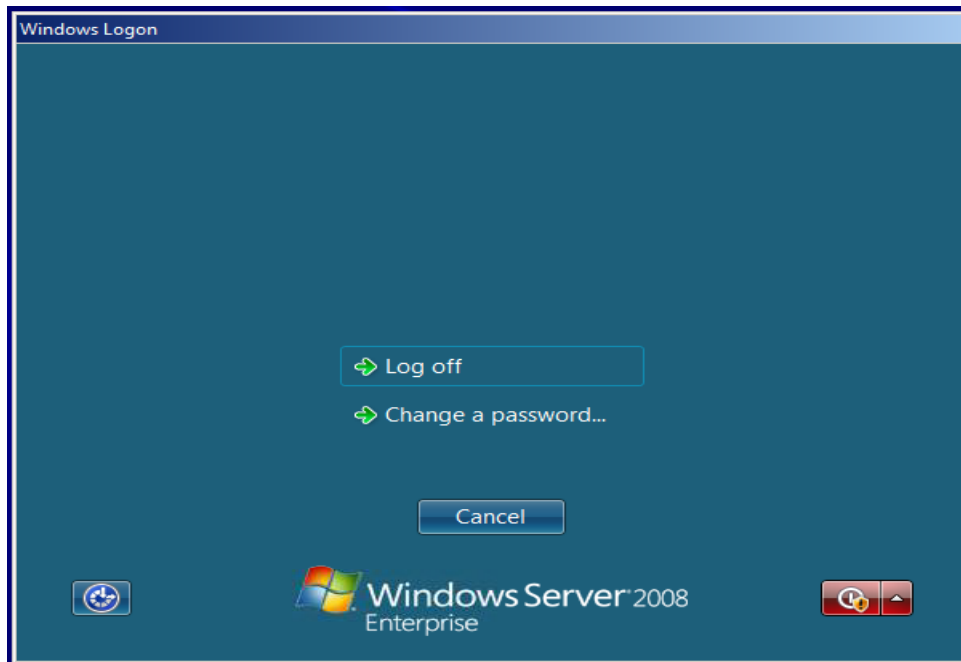


Printing

- Only the default printer as set on your local computer will be loaded when you log on. This normally suits most users, but please contact support if you would need to have more printers available.
- When you print a file, the print file must be transmitted across the internet to your local computer, and from there to the printer. This is normally quite fast but can take a little longer if your print file is large.

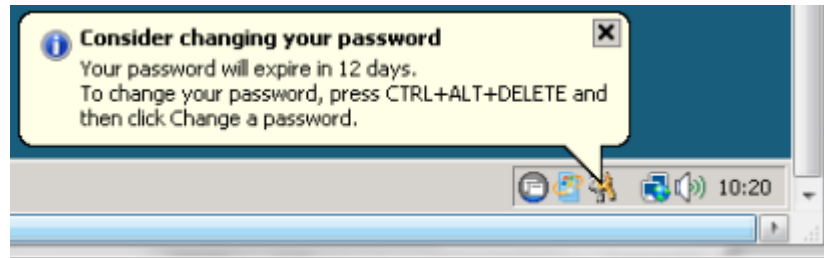
How to “End Task”

- Sometimes an application will hang on a PC and you must use “End Task”
- If this happens with Hosted Applications, safely close as many applications as you can, then in the stuck application window hold down Ctrl and press F1
- When presented with windows Logon screen, select “Logoff”
- You can restart your Application from the Online plug-In menu



Changing Your Password

- You must change your password periodically, in line with Microsoft's security guidelines
- Up to 14 days before your password is due to expire, you will be prompted to "Consider changing your password", giving you time to think up a good one



! NOTE: You cannot change your Citrix password by pressing CTRL+ALT+DELETE

- Press Ctrl+F1 in an application window to change your password, or wait and Citrix Online plug-in will prompt you when your password has expired.
- Please refer to Appendix 1 to see Microsoft's Password Requirements

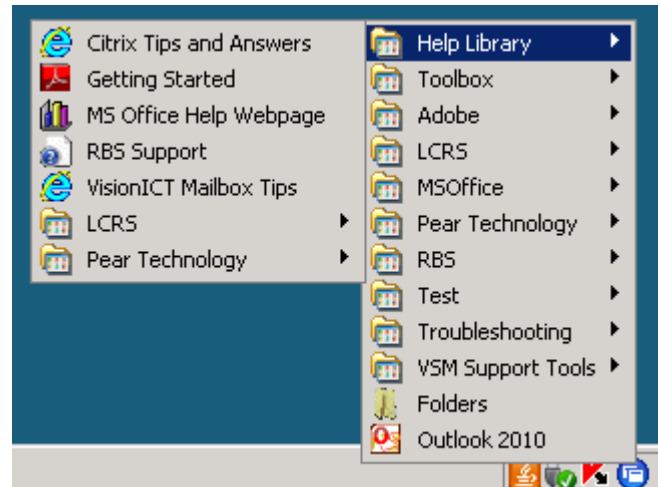
What if the Internet goes Down?

- If your Internet connection is broken, your application will stop responding
- As soon as your connection is up again (within 5 minutes), your application will resume where you left off
- If your Internet is down more than 5 minutes, you will need to use “Reconnect Online Session” (right click the Citrix Online plug-in)
- Under normal circumstances the internet is reliable. You may occasionally be typing away and find that your typing has not appeared on the screen, but a second later all your typing appears. This is a symptom of a short internet disconnection.



Support

- A Library of helpful information is available from your menu



- You can also email support@microshadevsm.co.uk
- Or telephone 01752 869 052

Appendix 1:

Microsoft Password Requirements

Microsoft require your password to meet the following criteria:

- The password is at least six characters long.
- The password contains characters from three of the following four categories:
 - English uppercase characters (from A through Z)
 - English lowercase characters (from a through z)
 - Base 10 digits (from 0 through 9)
 - Non-alphanumeric characters (for example: !, \$, #, or %)
- The password does not contain three or more characters from the user's account name.
- You may not reuse a password

