User Guide

DesktopReady™ is a fully-functional, Windows 10 cloud desktop that is built on Microsoft Azure—the highly secure high-performance cloud-computing platform. DesktopReady requires no upfront capital expenditure or setup costs. Available as a cloud service, DesktopReady is built on platforms that are PCI, HIPAA, and SOC2 compliant. End-users enjoy access to a round-the-clock service desk so that you get quick answers to your questions and devote more time to running your business.

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About this guide

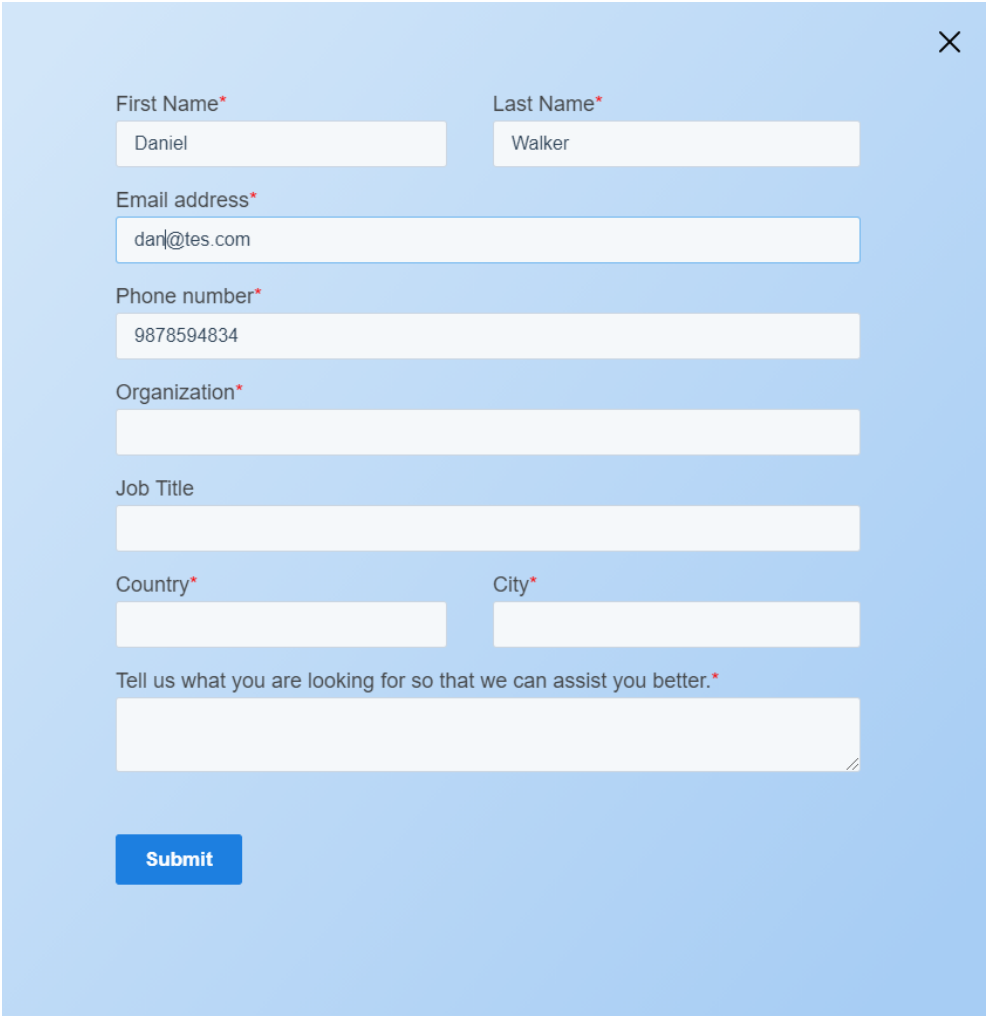
This guide contains the steps for setting up your account, configuring your account, and using all of the features of DesktopReady. Learn how to find information, check status, and execute administrative functions such as creating remote desktop users and assign users to desktops.

Register for a DesktopReady account

You'll need to register for an account to be able to choose and configure a DesktopReady plan. There are two ways to do this.

Schedule a demo

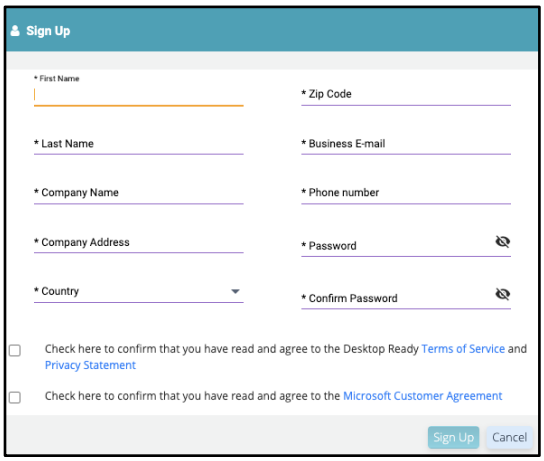
On the home page https://www.desktopready.com, click the **Schedule a demo** button, complete the popup form, and click the **Submit** button.



Following demo and approval, you will receive an email message from DesktopReady. Click the link in the email to proceed to your account.

Sign up

On the home page, click the **Sign In** button, complete the popup form, be sure to check the boxes, and click the **Sign Up** button.

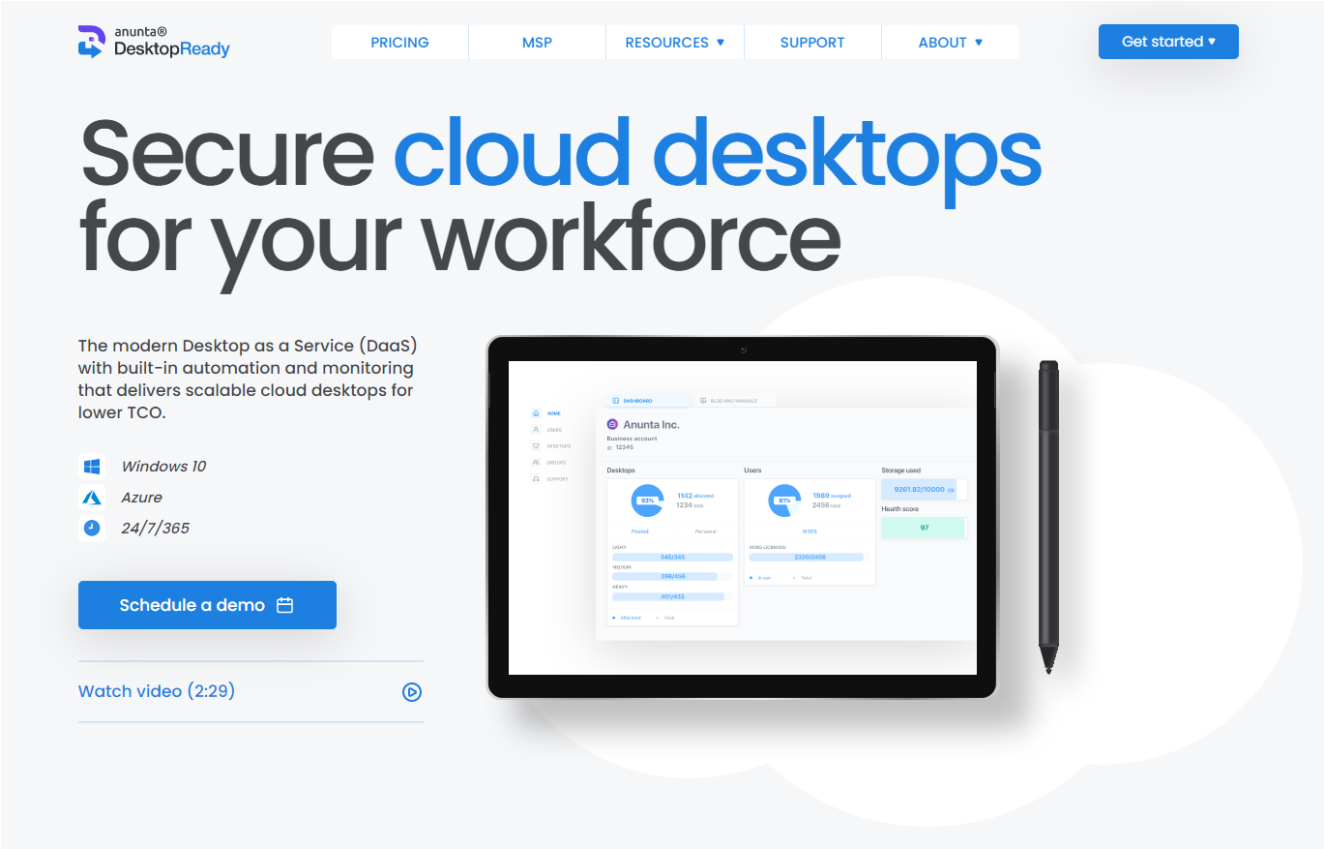


Choose a plan & sign up for an account

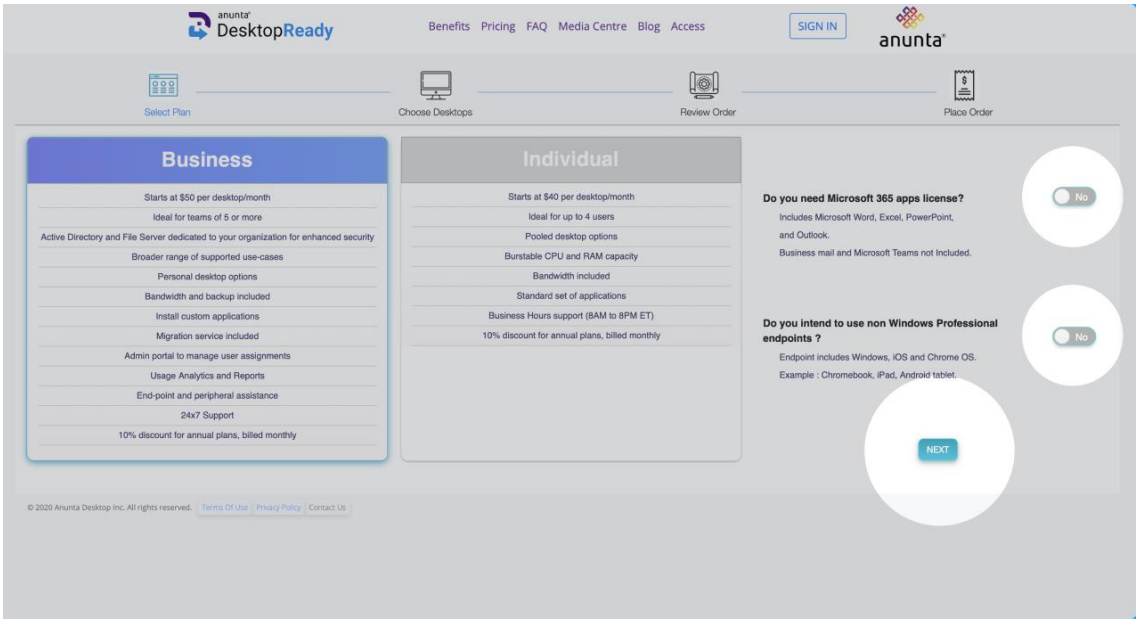
There are two types of accounts, *Business* and *Individual*.

Follow the steps below to choose and configure your DesktopReady plan and sign up for an account:

1. In your browser, go to https://www.desktopready.com and click the **Get Started** button and choose **Buy desktops**



2. On the next page, choose **Business** or **Individual**. Optionally, click the toggle buttons for the **Microsoft 365 license** and/or the **Windows Professional** endpoints.
3. Click the **Next** button to continue, and follow the instructions below to either **Sign up for a Business Account** or **Sign up for a Individual Account**.



Sign up for an Business account

Skip ahead to the next section if you want to sign up for an Individual Account.

A Business account:

- starts at $50 per desktop, per month
- is ideal for teams of 5 or more
- offers pooled desktop options
- provides burstable CPU and RAM capacity
- includes bandwidth
- provides a standard set of applications
- includes a dedicated Active Directory and file server for enhanced security
- Broader range of supported usage categories and use cases
- Personal desktop options
- Internet bandwidth and backup included
- includes the ability to install custom applications
- includes a migration service
- admin portal to manage user assignments
- includes usage analytics reports
- includes end-point and peripheral assistance
- includes 24 x 7 x 365 support

- includes a 10% discount for annual plans, billed monthly

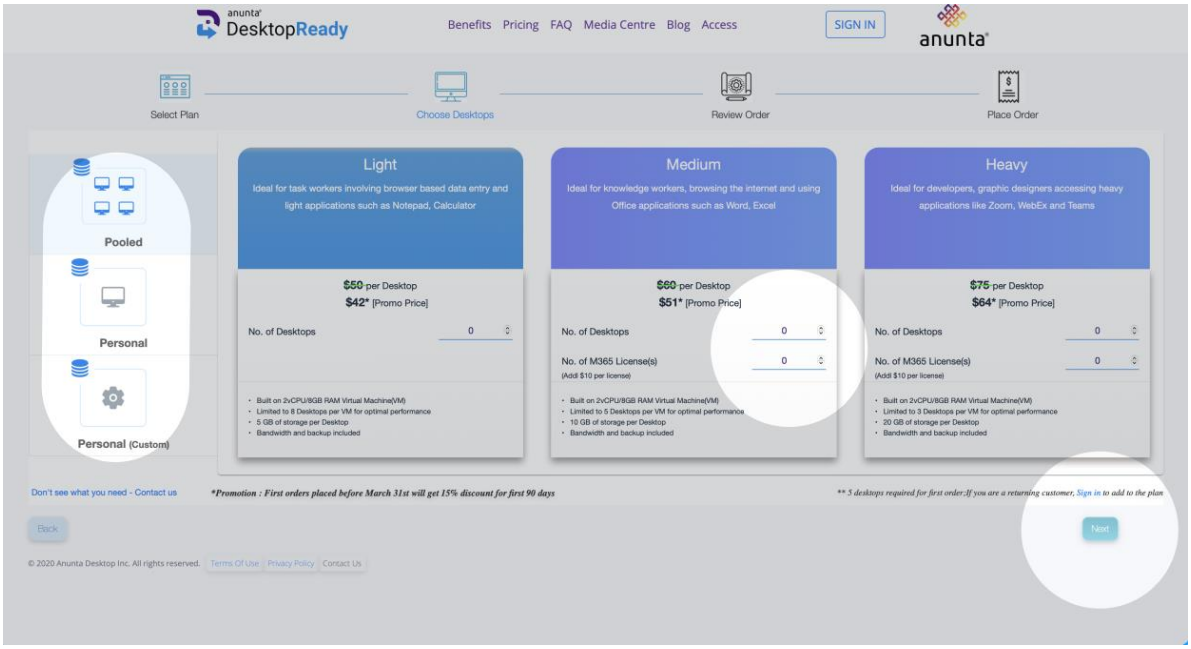
Follow these steps to sign up for a business account:

1. Next, review the **Light**, **Medium**, or **Heavy** options. Then enter a value in the **No. of Desktops** field of each option. After reviewing the numbers that you have entered into each field, click **Next** to continue.

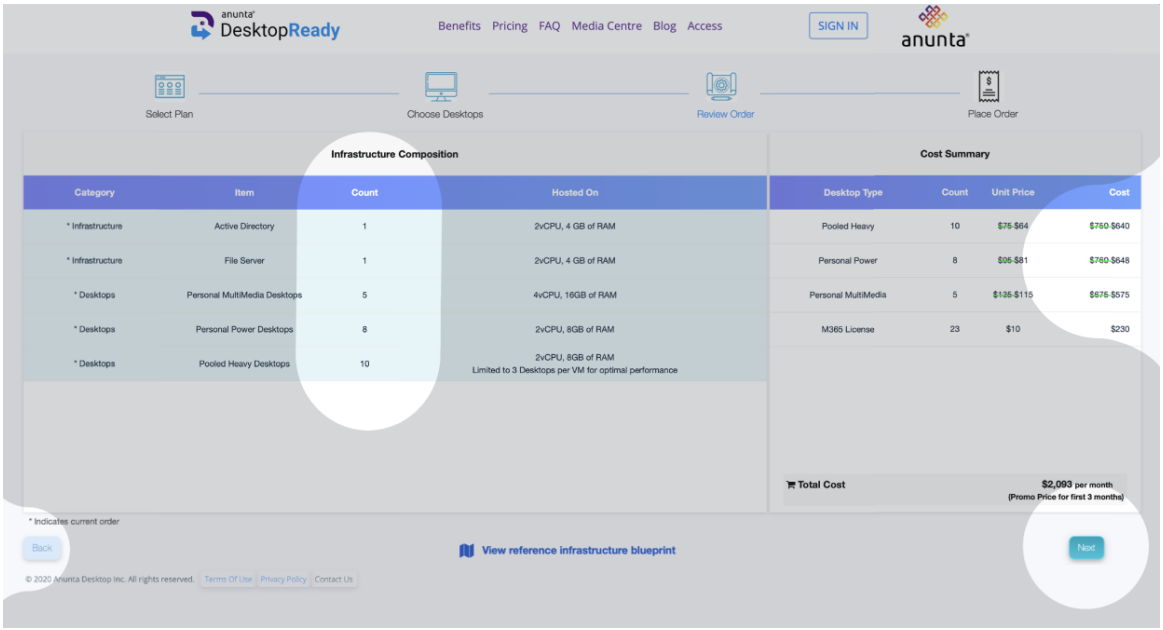
   Enter the count of desktops you require on Pooled and Personal desktops.

   - **Pooled:** VM resources shared between users of your organization for greater economy
   - **Personal:** Separate VM to create a dedicated desktop for better performance
   - **Custom:** Enables customers to customize their desktops to cater to their exact compute requirements and use-cases

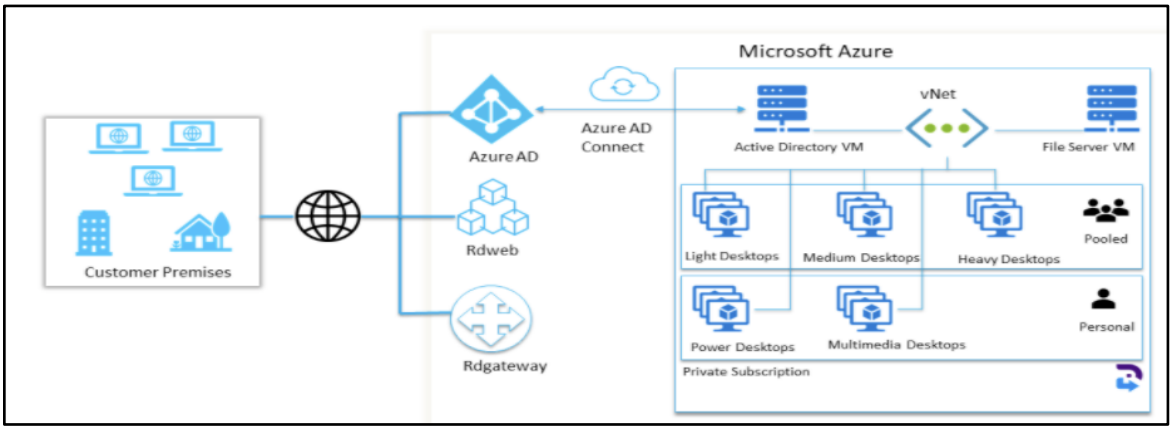
   > **NOTE:** A total of at least 5 desktops are required for a first order. If you are a returning customer, login and add desktops to your existing plan.



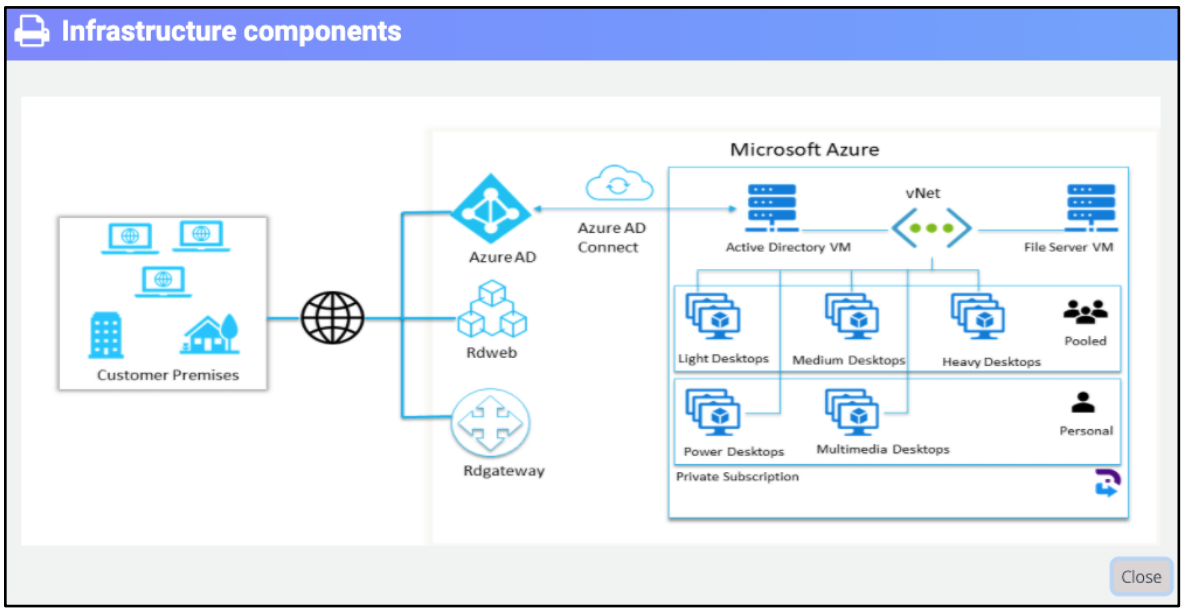
2. In the next step, review the **Infrastructure Composition** and corresponding **Cost Summary** to ensure that all of the desktops are correct. If necessary, click the **Back** button to return to the previous step and reconfigure the number of desktops.



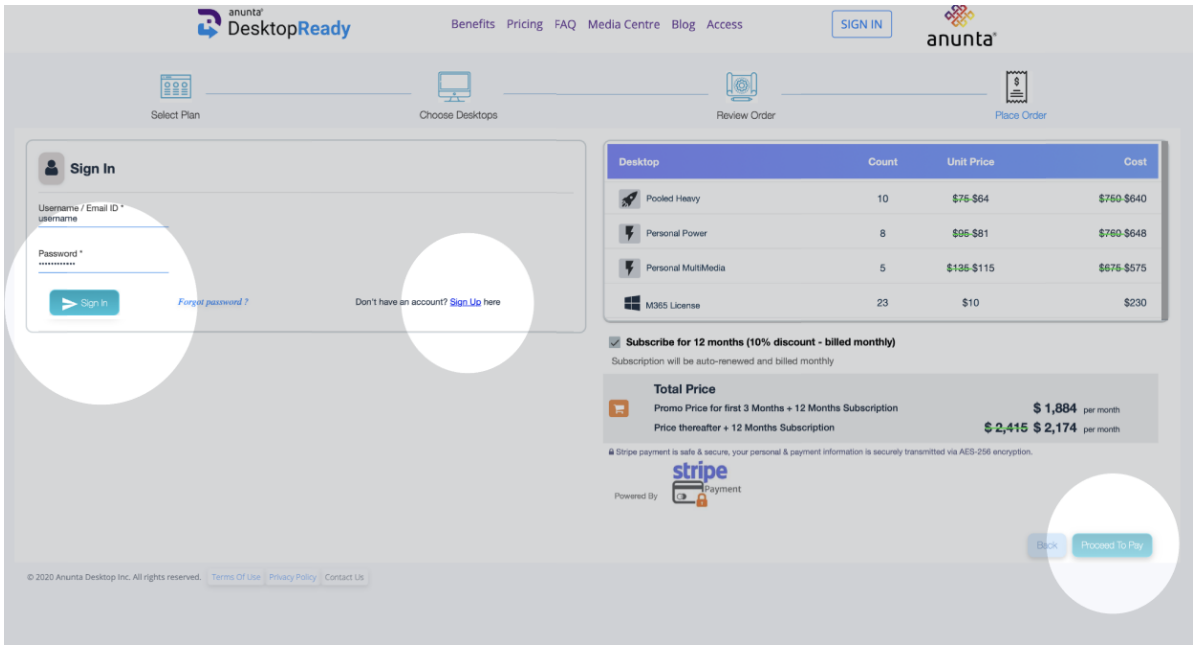
To view a diagram of the virtual machine infrastructure, click the **Close** button to dismiss the popup.



Click **Next** to continue to the payment step.



3. In the Payment step, you may need to enter your **Username** and **Password** and click the **Sign In** button. Review the item **Costs**, **Total Price**, and **Price after applying discount**. Then, click the **Proceed to Pay** button.



First time purchase: If you are purchasing for the first time with DesktopReady, please be patient while your desktop is provisioned. Watch your email inbox for a message from our support team (support@desktopready.com) that provides information about the next steps.

Existing customer: Login to the portal and you may see that your current order is in a provisioning state. You may proceed with the assignment from this order after you receive the email from support@desktopready.com.

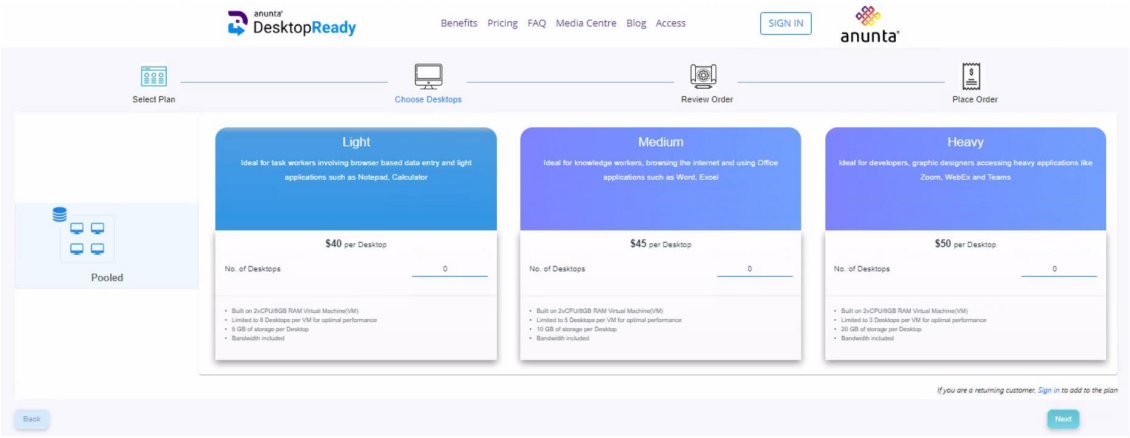
Sign up for an Individual Account

An Individual account:

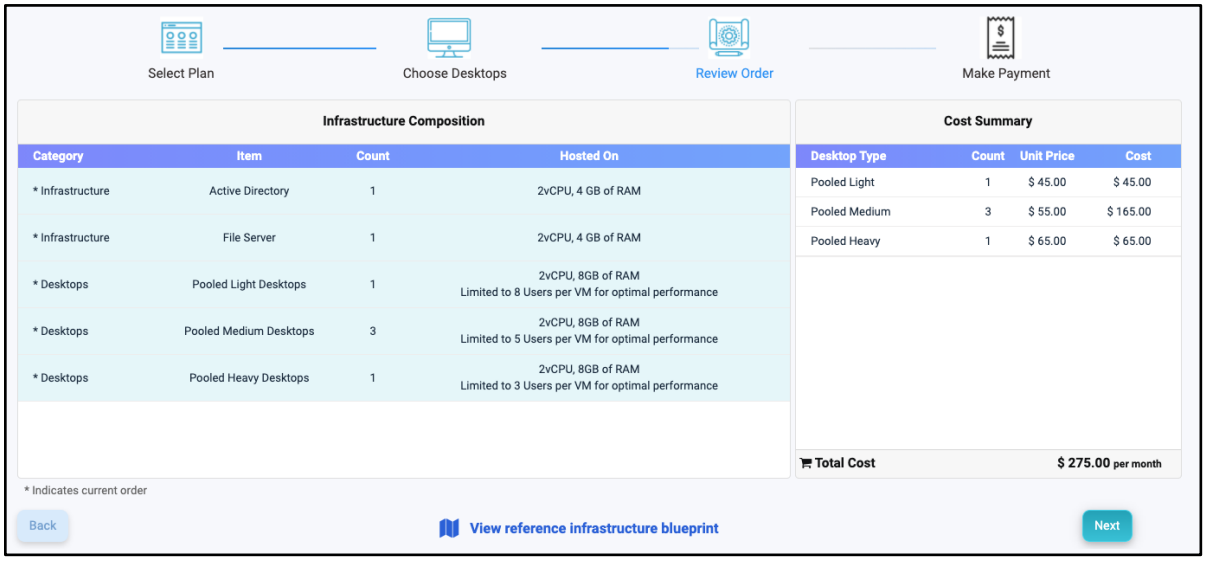
- starts at $40 per desktop, per month
- is ideal for up to 4 users
- offers pooled desktop options
- provides burstable CPU and RAM capacity
- includes bandwidth
- provides a standard set of applications
- includes support during business hours, 8AM to 8PM ET
- includes a 10% discount for annual plans, billed monthly

Follow these steps to sign up for a personal account:

1. Next, review the **Light**, **Medium**, or **Heavy** options. Then enter a value in the **No. of Desktops** field of each option. After reviewing the numbers that you've entered into each field, click **Next** to continue.



2. In the next step, review the **Infrastructure Composition** and corresponding **Cost Summary** to ensure that all of the desktops are correct. If necessary, click the **Back** button to return to the previous step and reconfigure the number of desktops.



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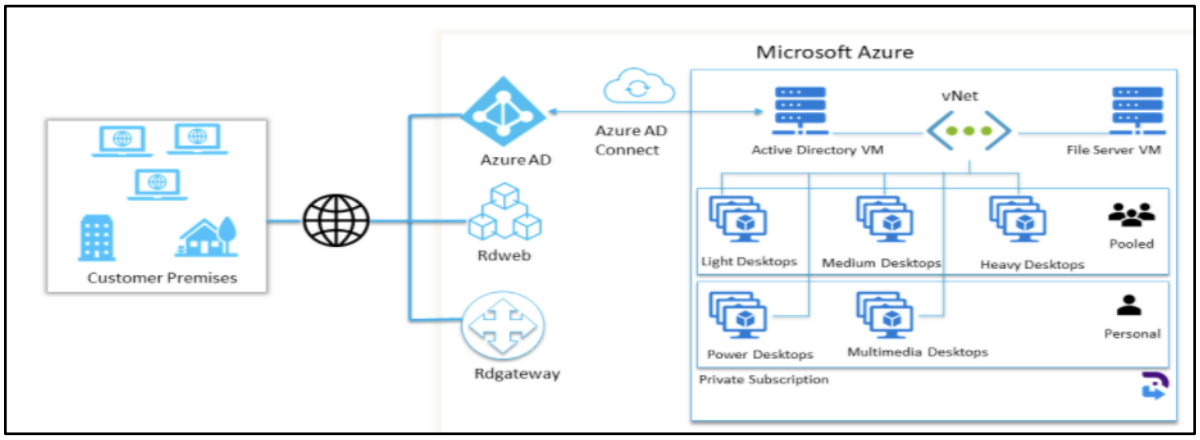

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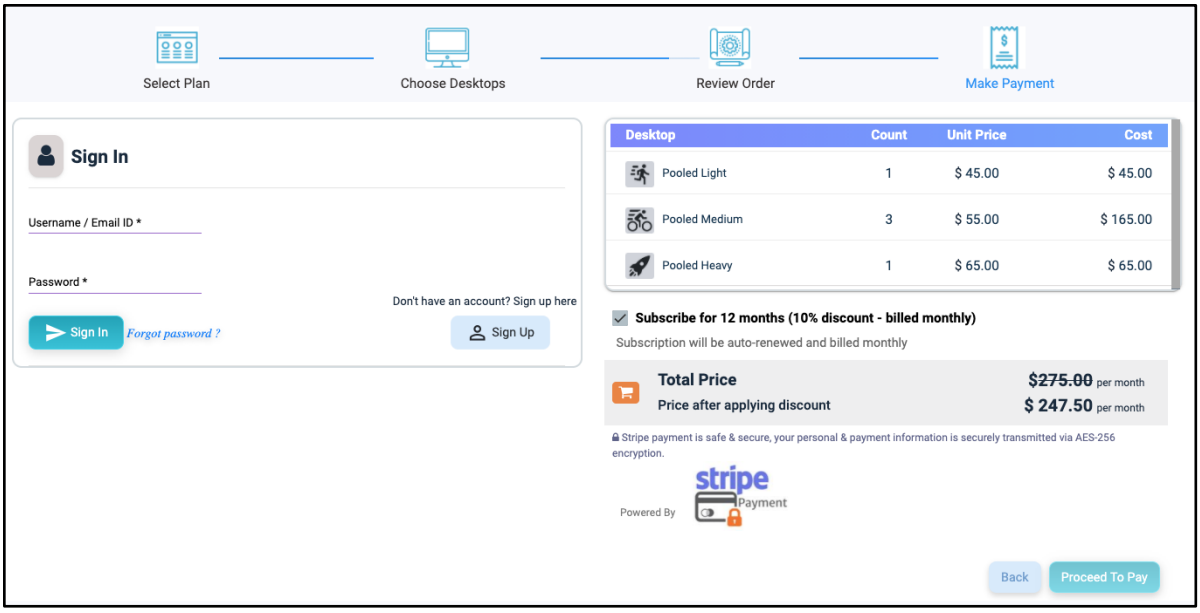

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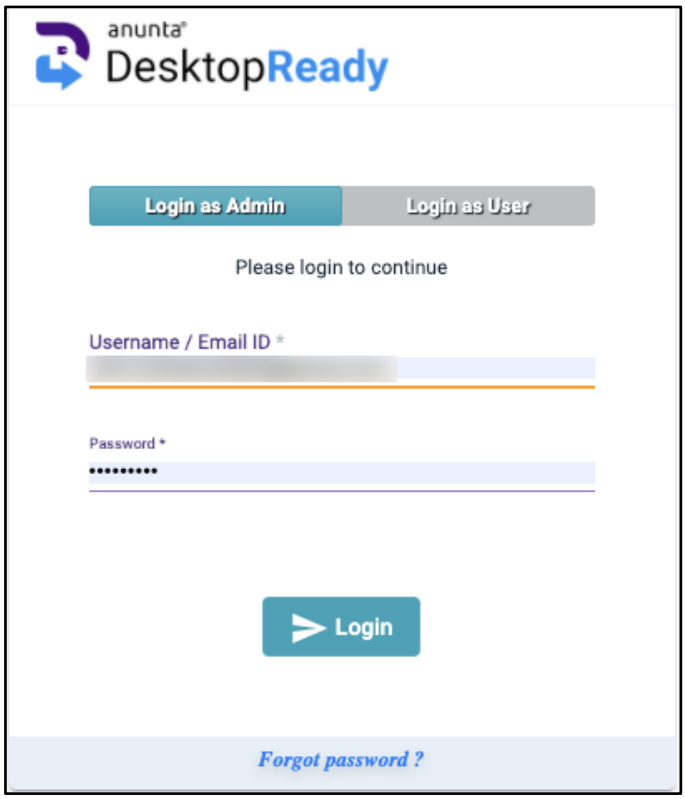
Existing customer: Login to the portal and you may see that your current order is in a provisioning state. You may proceed with the assignment from this order after you receive the email from support@desktopready.com.

Manage your Business Account

Login to your business account as an Admin

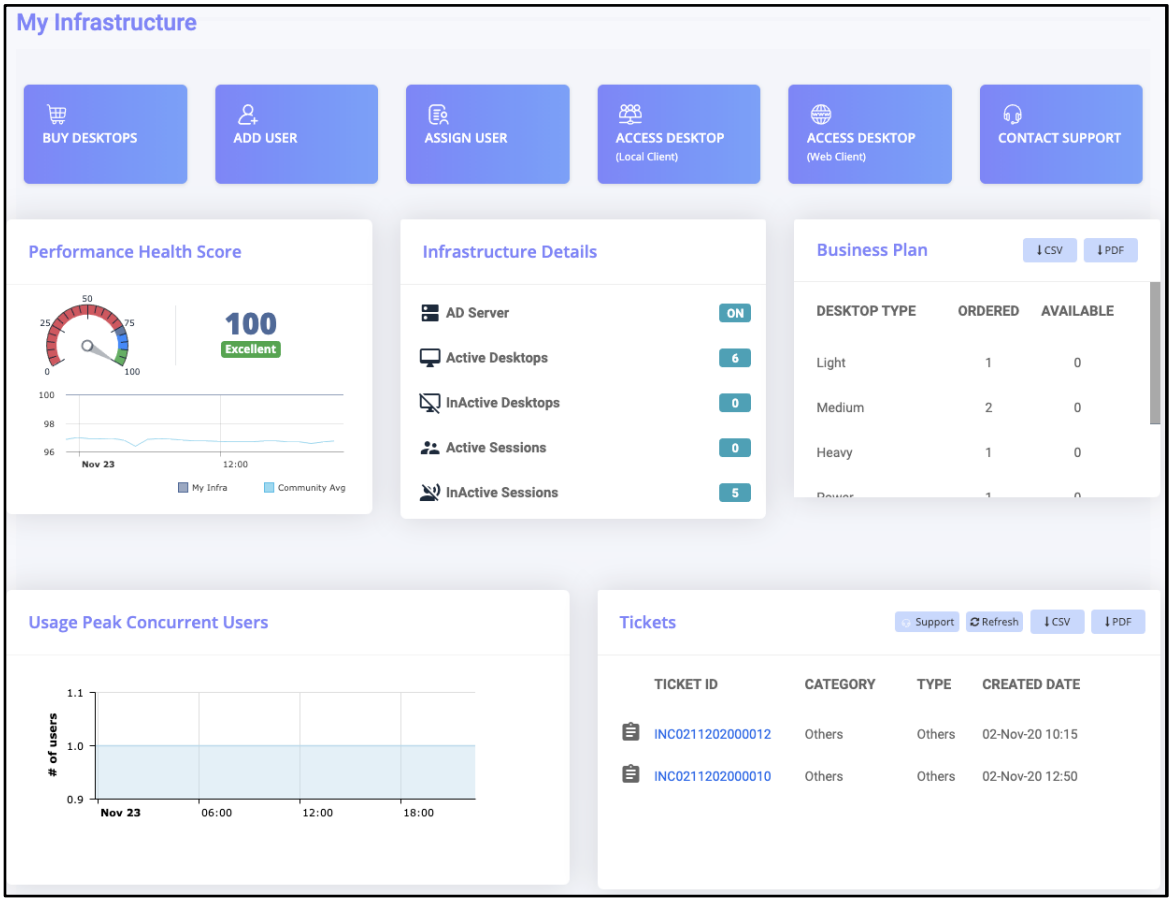
On the DesktopReady home page, click the **Sign in** button and enter your **Username** and **Password**.



Dashboard

The first page that you see after logging in is the admin Dashboard / Infrastructure page. This is the gateway to all of your users, desktops and tickets. Here you can:

- Buy desktops
- Add users
- Assign users
- Access your local client desktop(s)
- Access your web client desktop(s) through Microsoft Remote Desktop
- Contact support

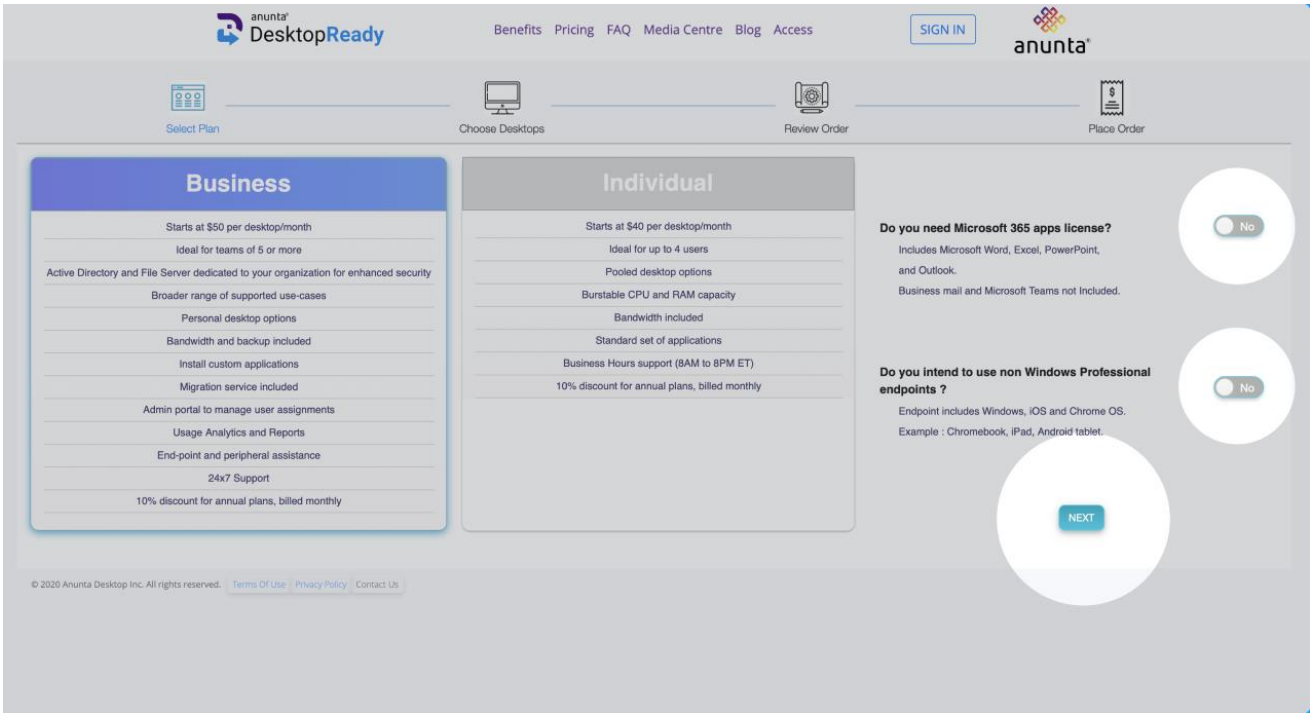


Return to the dashboard

From any other page, click the **Dashboard** button at the top-right of the page to return to the Dashboard / My Infrastructure page at any time.

Buy desktops

You can purchase more desktops to add to your account. Click the **Buy Desktops** button to navigate to the purchase page.



Add users to your account

In addition to the Admin user, you can add more users to your account. There are two ways that can be used to add user(s) in the application.

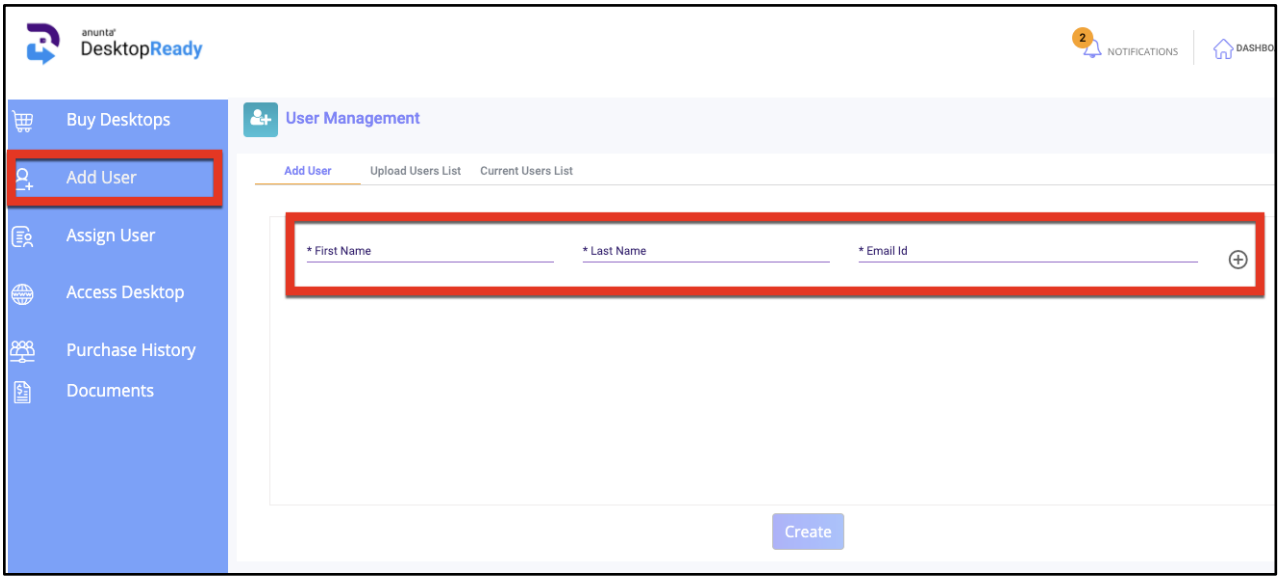
- Add a user with the **Create** button.
- Upload multiple users in a CSV file

Add a user through the form

To add a user through the form provided in the application, enter each of the following items in the fields and then click the **Create** button:

- First Name
- Last Name
- Email ID (Email Address)

To add another user, click the small **+** button and repeat the step above.

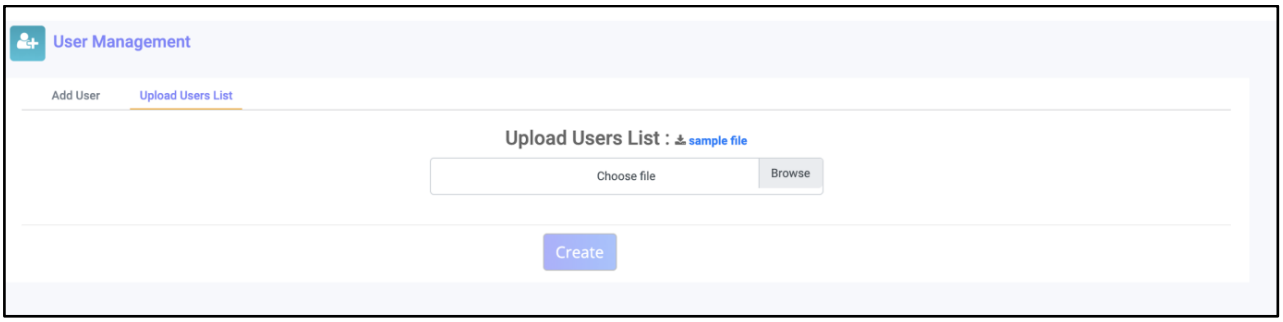


Add multiple users by uploading a CSV file

An admin user can add multiple users easily by uploading a CSV file containing user records. Click the small sample file link to download and examine a sample CSV file that exhibits the format for the user records.

To upload a CSV file, click the Browse button, locate the file, and click **Open**. After the file uploads, click the **Create** button to add all of the users to your account.

See the next section to learn how to assign a desktop to each new user.

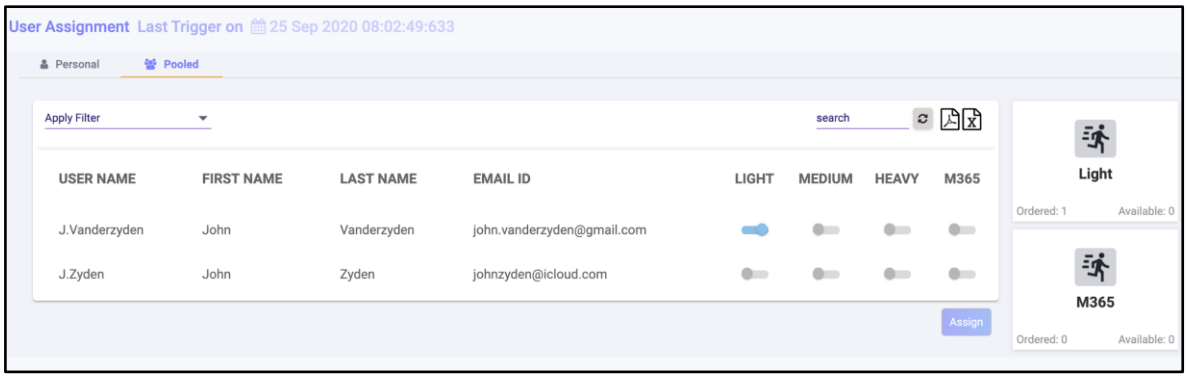


If you have any questions or difficulties in performing the above steps, contact support at support@desktopready.com.

Assigning a Desktop to a User

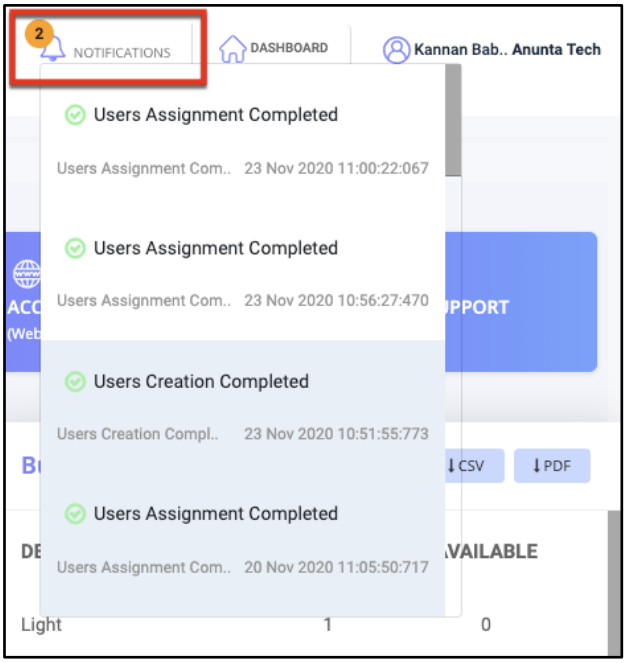
On the dashboard, click the **Assign User** button to access the User Assignment page. This page lists the users in your account and provides options to assign one or more available desktops to each user.

To change a desktop assignment, click the toggle to off for one user and then click the corresponding toggle on for another user. After making all of your assignments, click the **Assign** button to commit your changes.



Notifications

In the upper-right corner, click the **Notifications** link to display a drop-down containing recent notifications.



Access a Desktop - Web Client

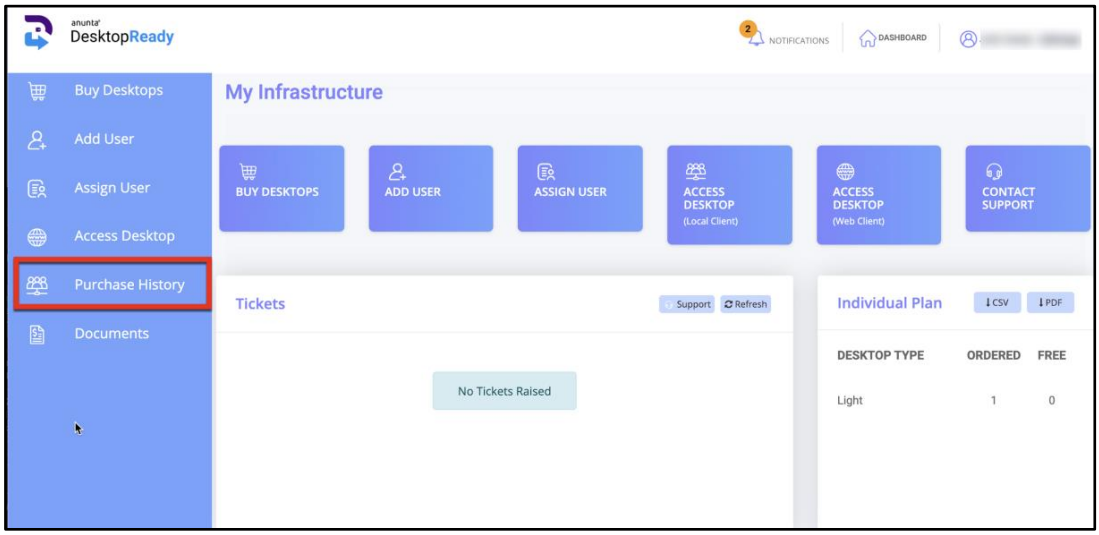
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility requires the Microsoft Azure authentication.

Access a Desktop - Thick Client

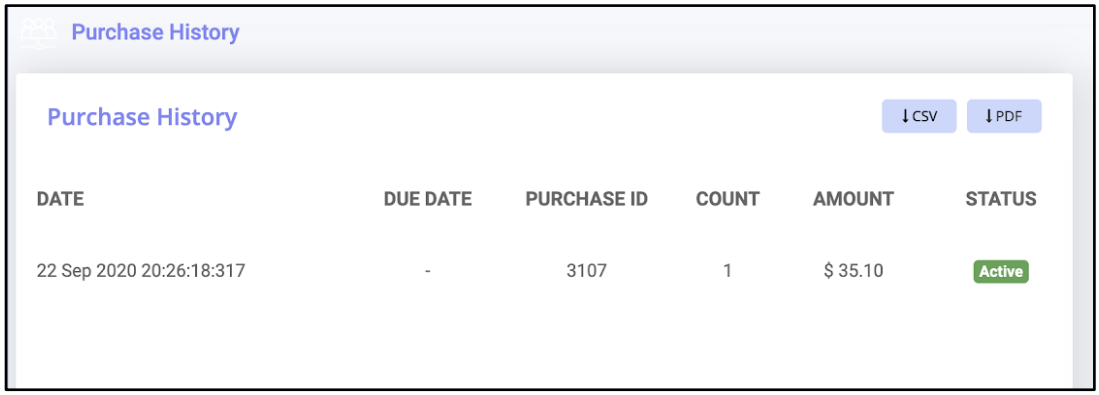
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility requires the Microsoft Azure authentication.

Purchase History

In the menu, click the **Purchase History** item to access your purchase records.



On the Purchase History page, you can see all of your orders and the status of each.

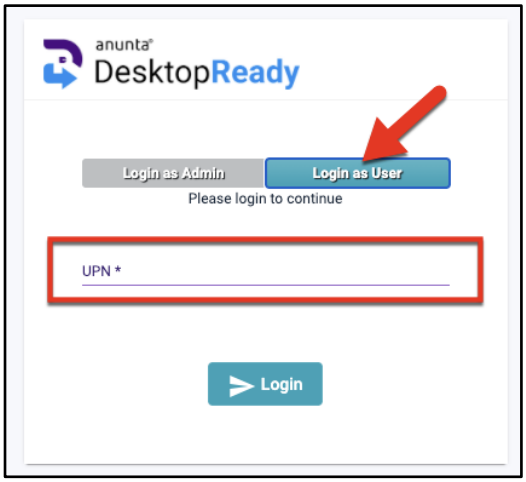


User Business Account

This section explains how to login as a user of a business account, explore the user dashboard and launch a desktop client.

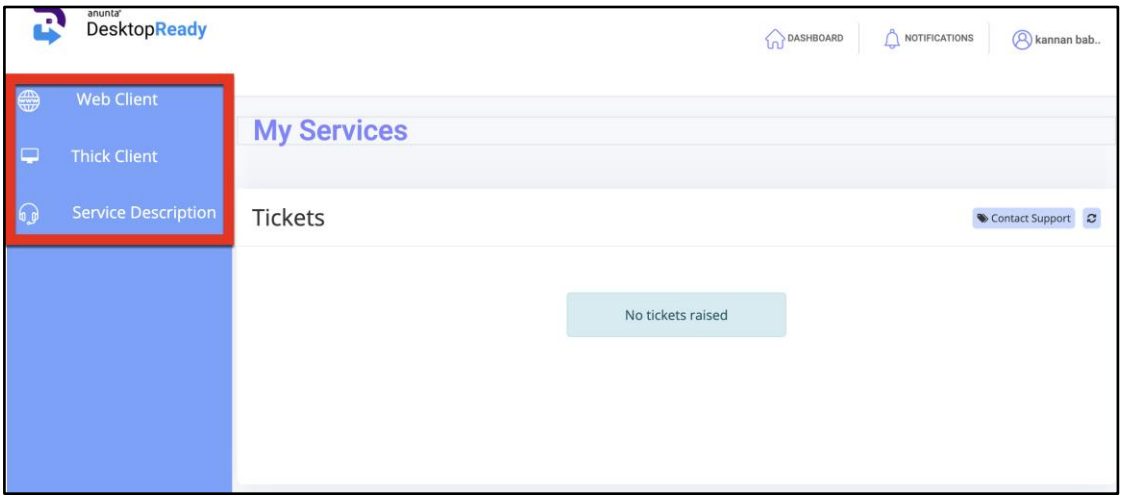
Login as Business User

Test the login for one of the users that you have created. Return to the login page and click the **Login as User** toggle and then enter the username and password for one of the users that you added to the account.



Business User Dashboard

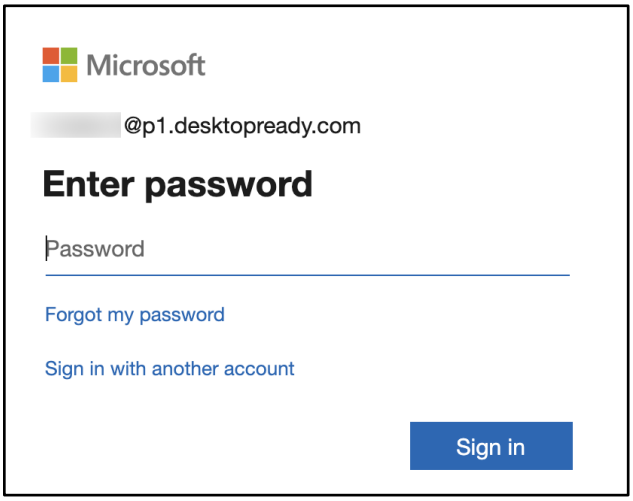
After logging in as a user, this is how the dashboard appears. Move the mouse cursor to the left to display the menu.



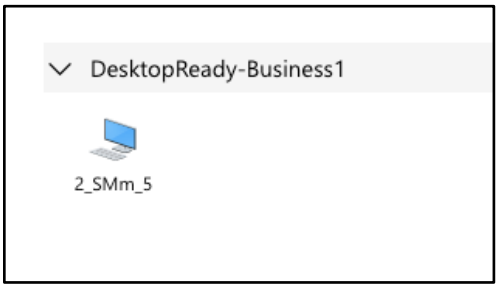
Web Client

Follow these steps to launch the web client:

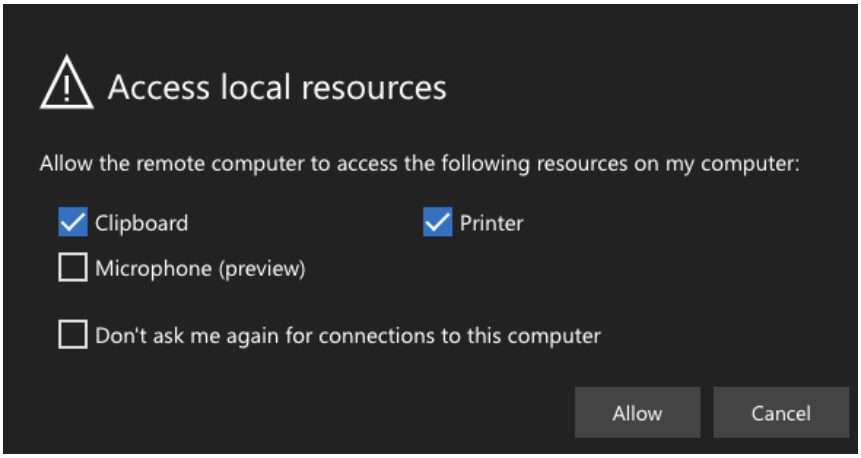
1. Open an incognito window in your browser. This is to make sure your Microsoft business account is not used, instead you use DesktopReady provided login.
2. Login as a user.



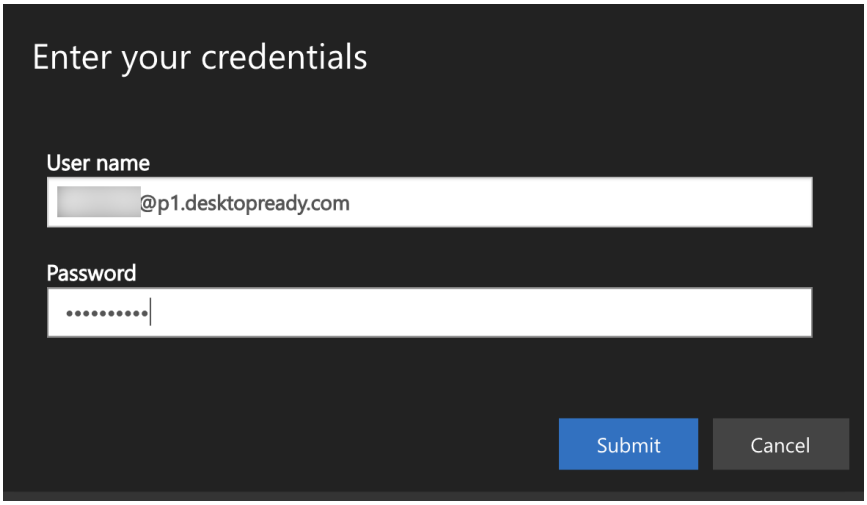
3. Click **Web Client**.
4. After a few moments, a desktop icon will appear. If you do not see any desktops assigned to your account, verify that you are using DesktopReady provided account to login.



5. Check the boxes for the local resources that you will permit the web client to access, then click the **Allow** button.



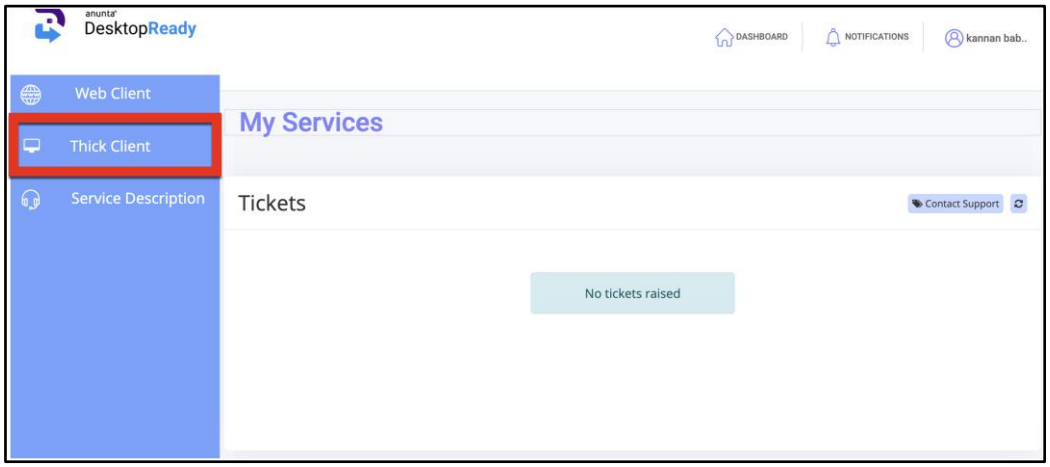
6. Re-enter the username and password for the user.



After a few minutes, the Windows desktop should appear.

Thick Client (Windows only)

In the menu, click **Thick Client** to download the installer. Launch the installer and follow the prompts.



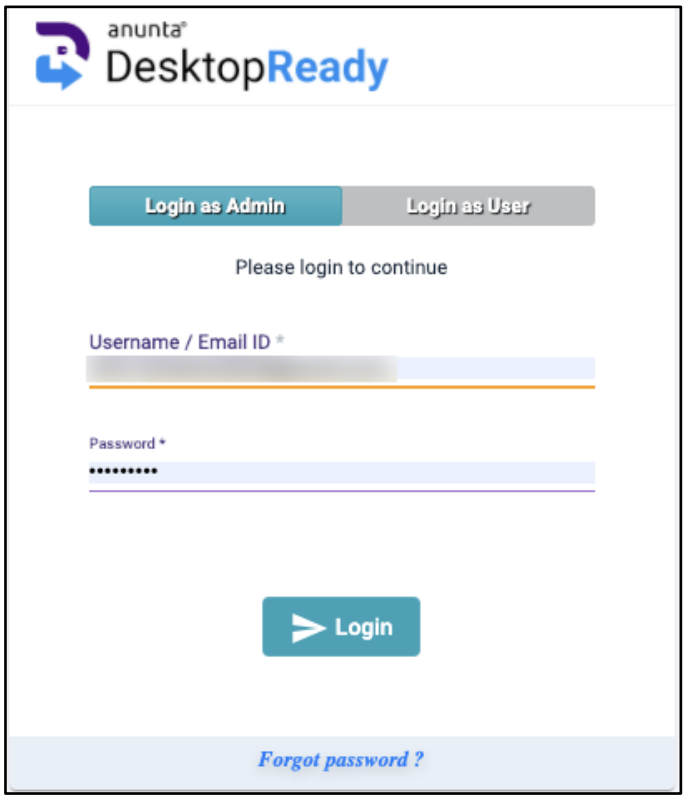
After the installation is complete, login with the user credentials and wait a few moments for the Windows desktop to appear.

Manage Your Individual Account

This chapter explains how to manage your individual account.

Login to your individual account as an Admin

On the DesktopReady home page, click the **Sign in** button and enter your **Username** and **Password**.



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- Add users
- Assign users
- Access your local client desktop(s)
- Access your web client desktop(s) through Microsoft Remote Desktop
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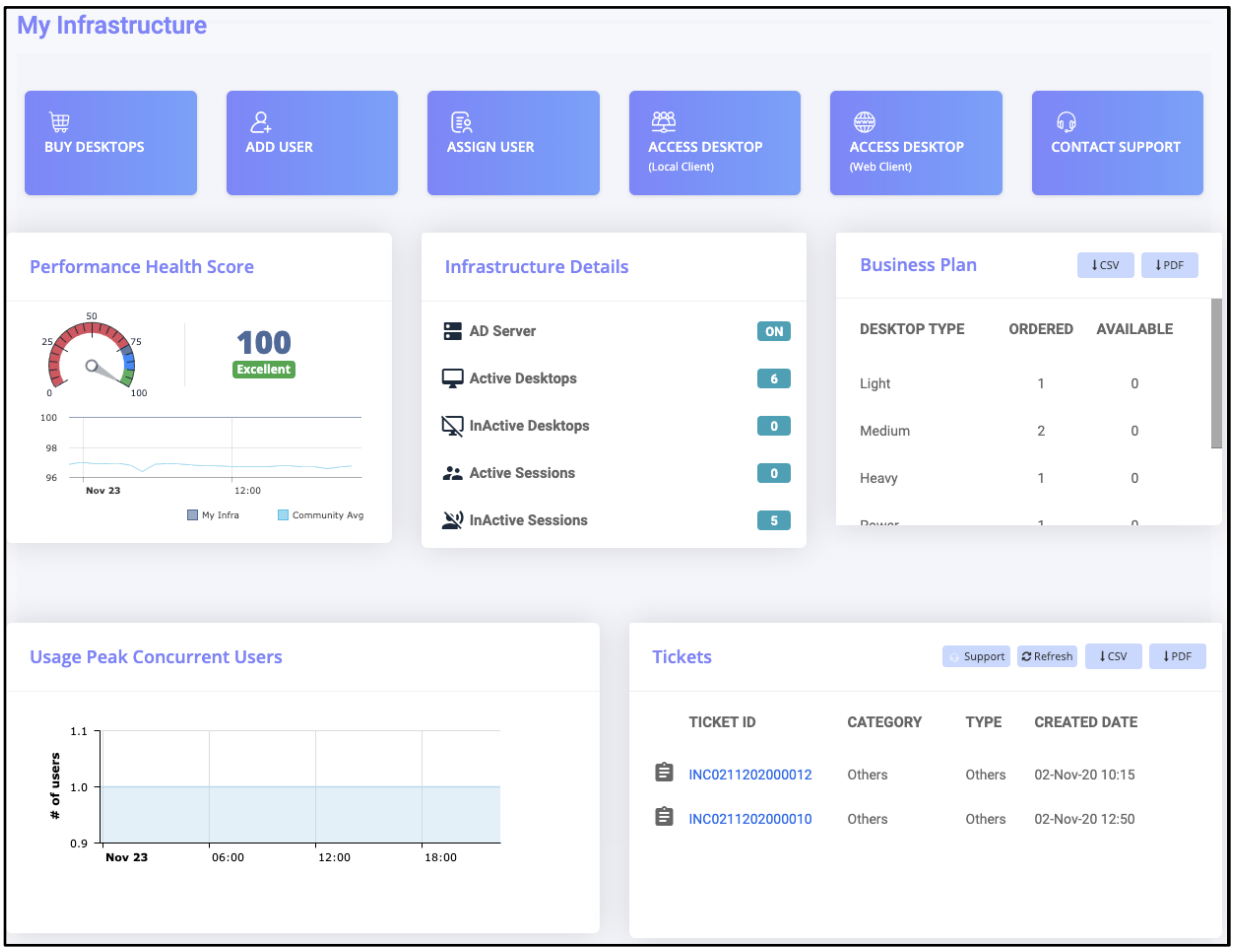

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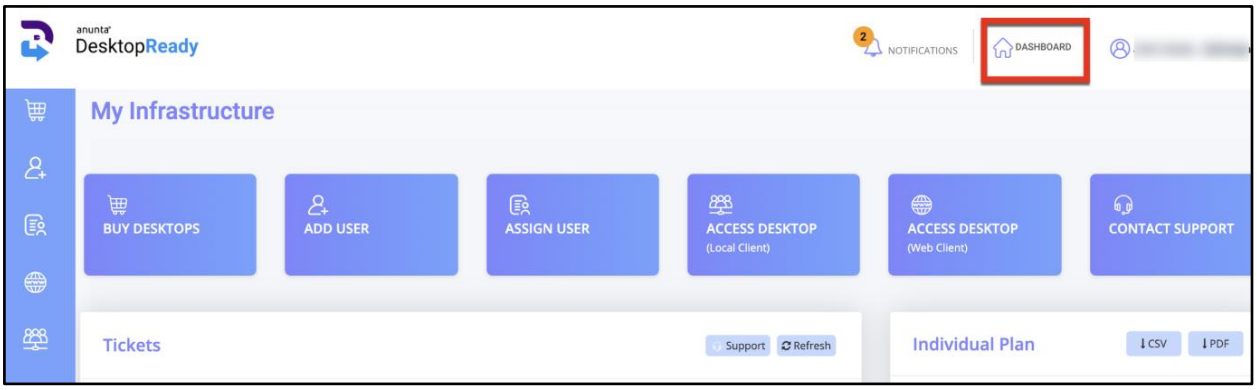
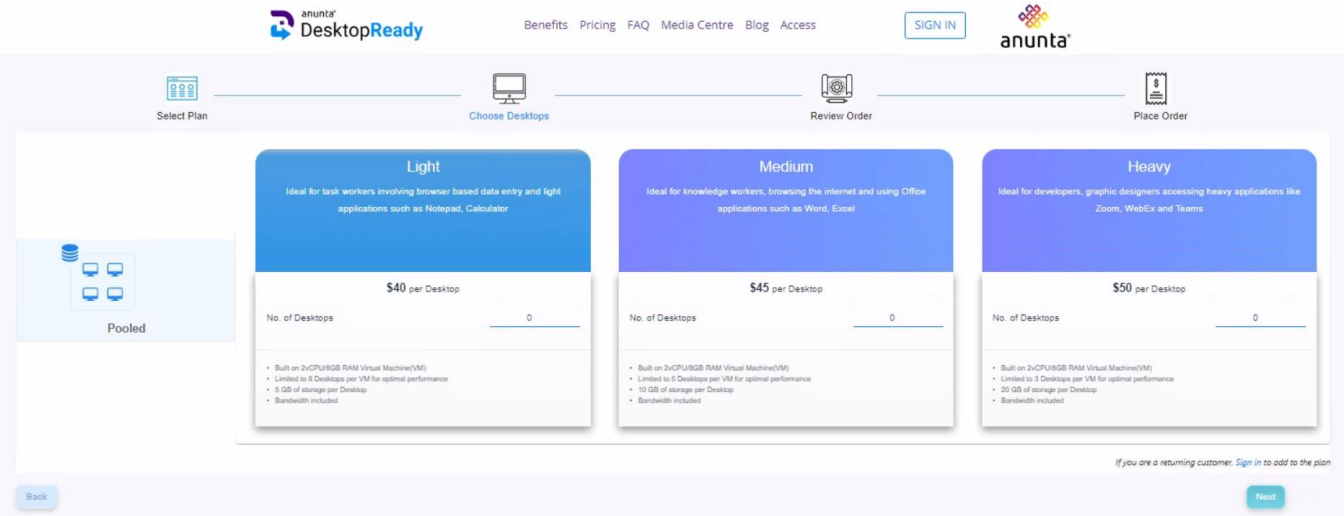


Buy desktops

You can purchase more desktops to add to your account. Click the **Buy Desktops** button to navigate to the purchase page.



Add users to your account

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- Add a user with the **Create** button.
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Add a user through the form

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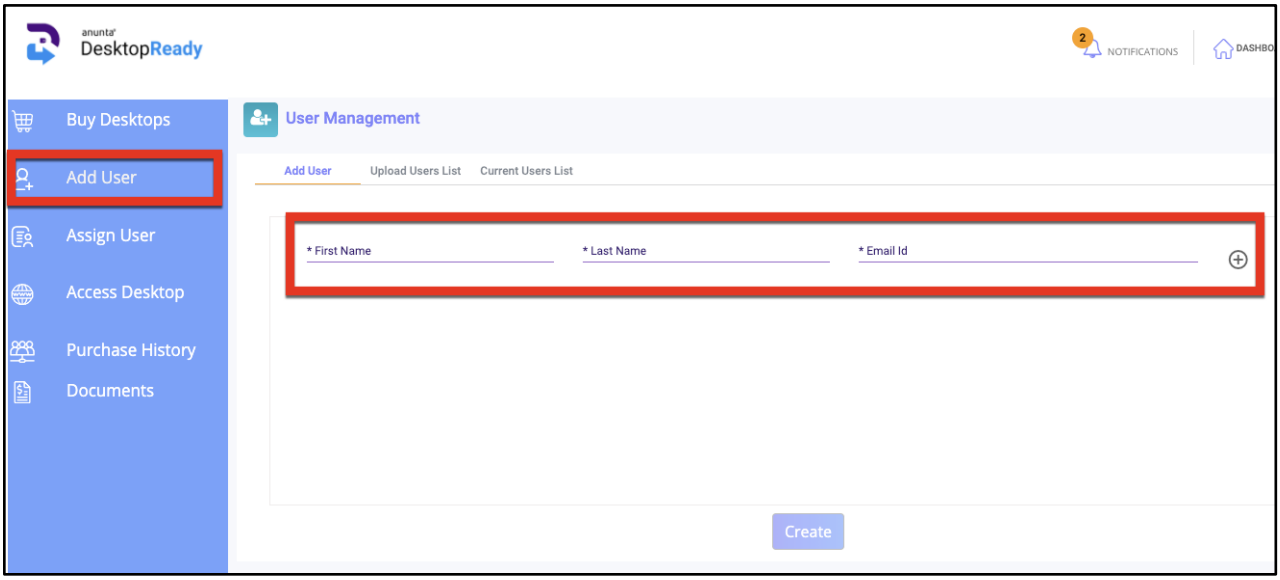
- First Name
- Last Name
- Email ID (Email Address)

To add another user, click the small **+** button and repeat the step above.

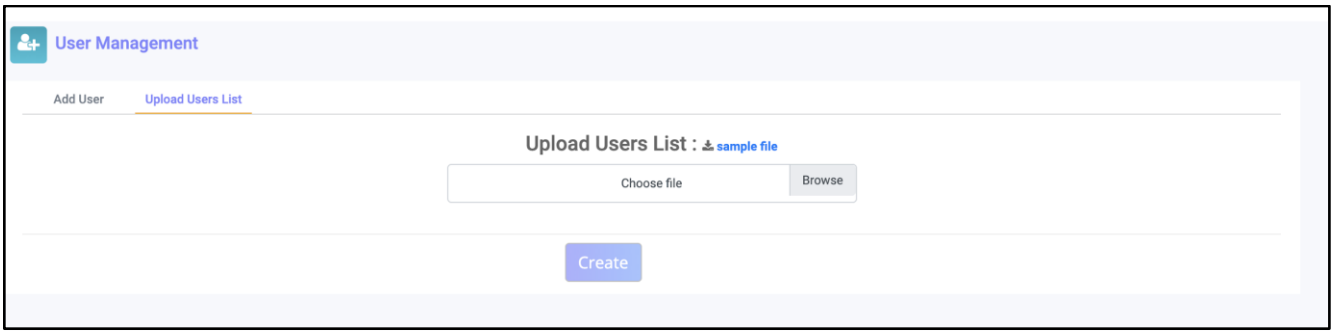


Add multiple users by uploading a CSV file

An admin user can add multiple users easily by uploading a CSV file containing user records. Click the small sample file link to download and examine a sample CSV file that exhibits the format for the user records.

To upload a CSV file, click the Browse button, locate the file, and click **Open**. After the file uploads, click the **Create** button to add all of the users to your account.

See the next section to learn how to assign a desktop to each new user.

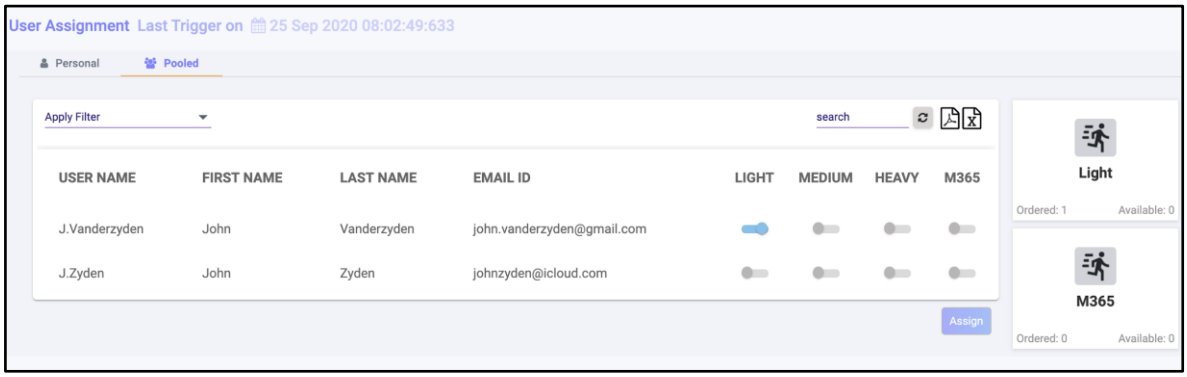


If you have any questions or difficulties in performing the above steps, contact supportat support@desktopready.com.

Assign a Desktop to a User

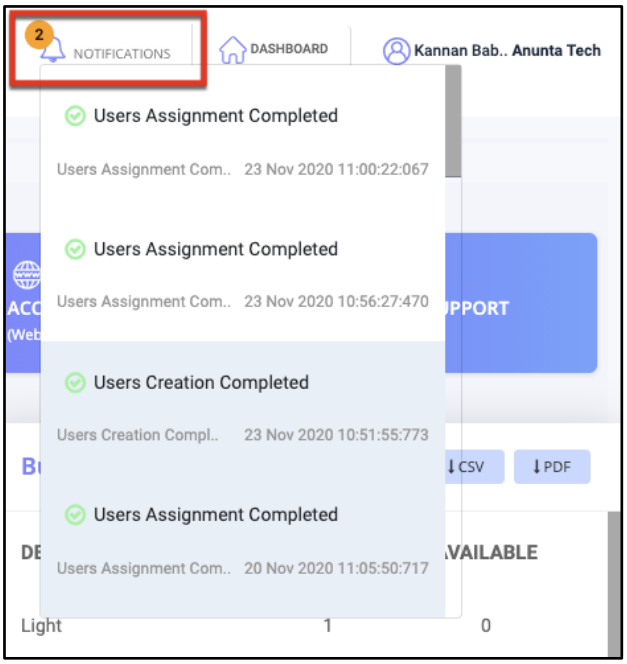
On the dashboard, click the **Assign User** button to access the User Assignment page. This page lists the users in your account and provides options to assign one or more available desktops to each user.

To change a desktop assignment, click the toggle to off for one user and then click the corresponding toggle on for another user. After making all of your assignments, click the **Assign** button to commit your changes.



Notifications

In the upper-right corner, click the **Notifications** link to display a drop-down containing recent notifications.



Access a Desktop through a Web Client

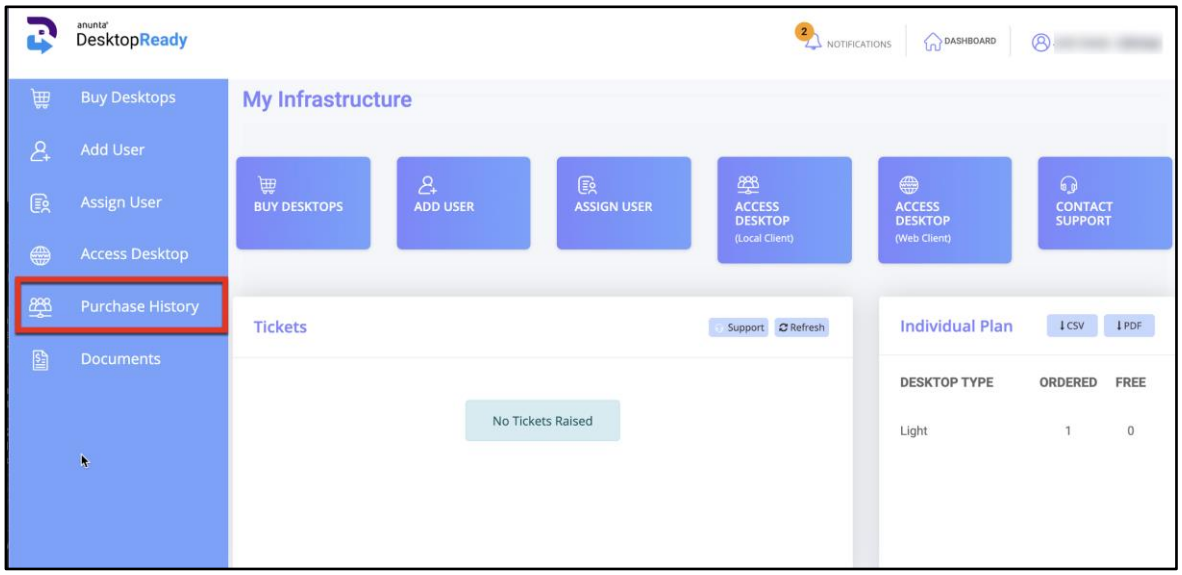
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility would require the Microsoft Azure authentication.

Access a Desktop through the Thick Client

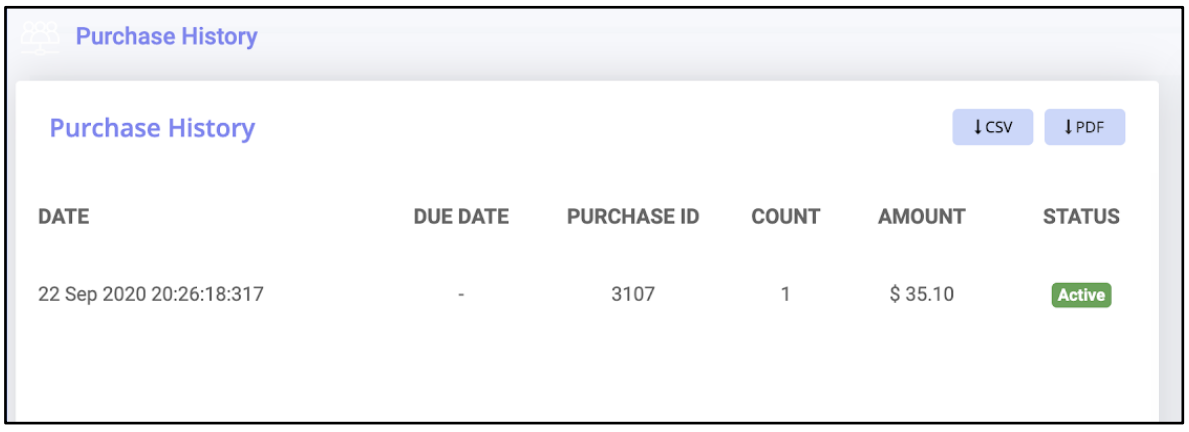
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility requires the Microsoft azure authentication.

Purchase History

In the menu, click the **Purchase History** item to access your purchase records.



On the Purchase History page, you can see all your orders and the status of each.

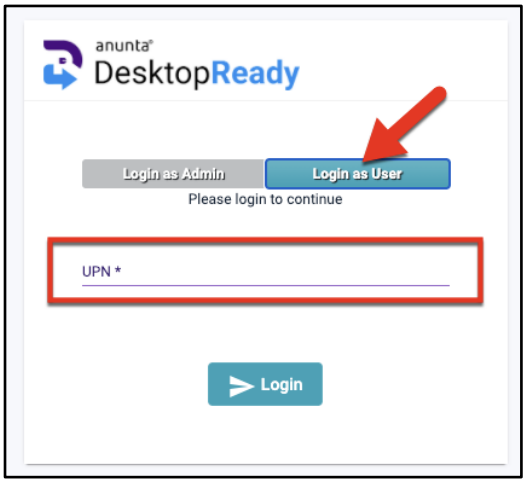


User Individual Account

This section explains how to login as a user of an individual account, explore the user dashboard and launch a desktop client.

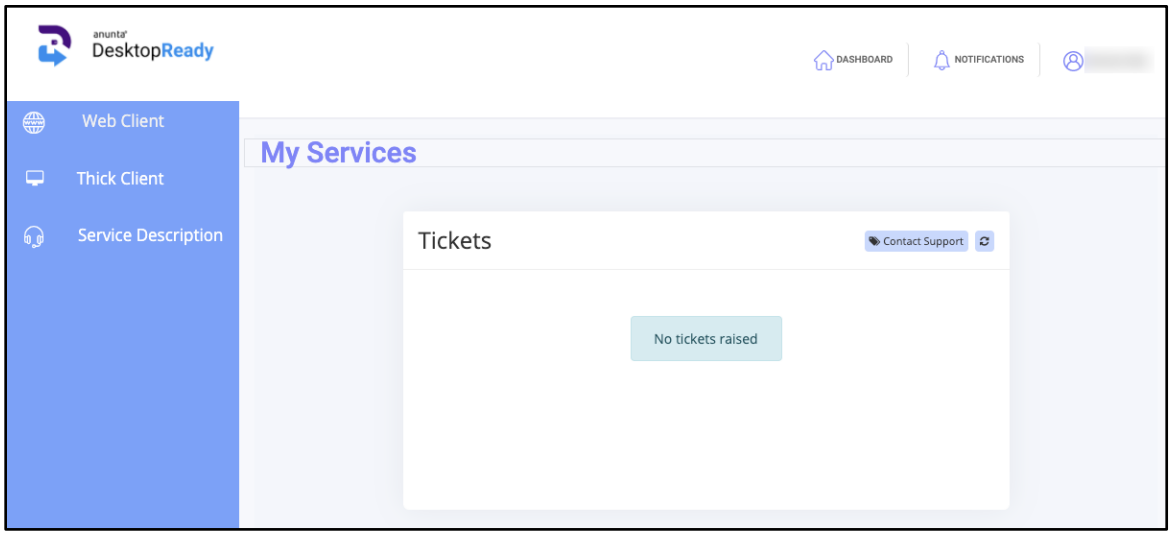
Login as Individual User

Test the login for one of the users that you have created. Return to the login page and click the **Login as User** toggle and then enter the username and password for one of the users that you added to the account.



Individual User Dashboard

After logging in as a user, this is how the dashboard appears. Move the mouse cursor to the left to display the menu.

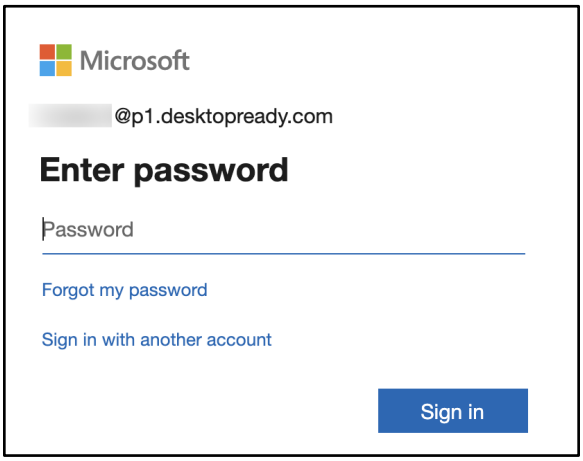


Web Client

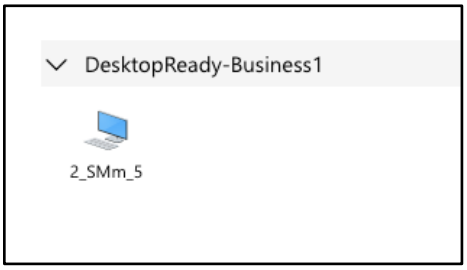
Follow these steps to launch the web client:

1. Open an Incognito window in your browser.

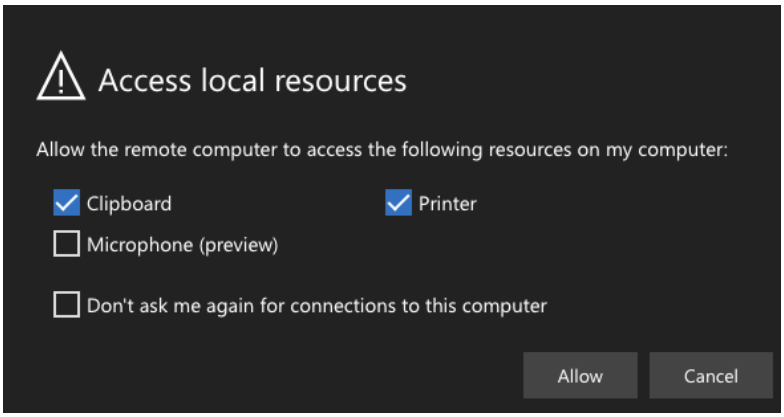
2. Login as a user.



3. Click **Web Client**.
4. After a few moments, a desktop icon will appear.



5. Check the boxes for the local resources that you will permit the web client to access, then click the **Allow** button.

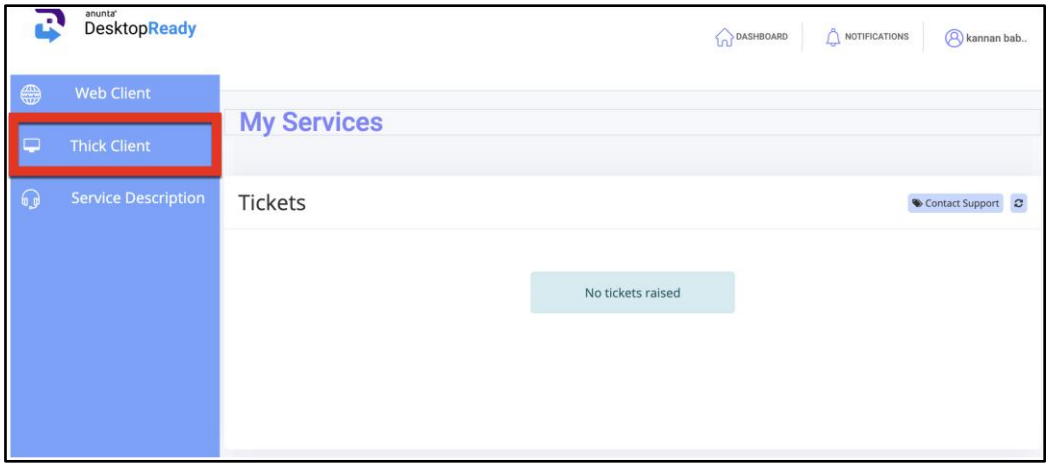


6. Enter the username and password for the user.

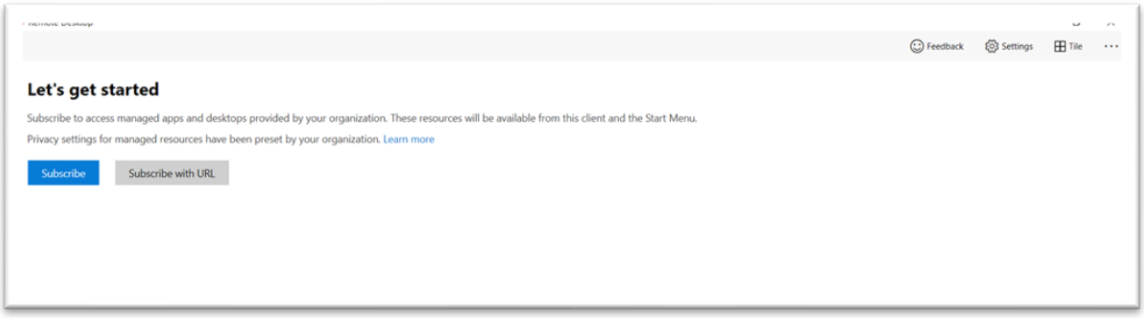
After a few minutes, the Windows desktop should appear.

Thick Client (Windows only)

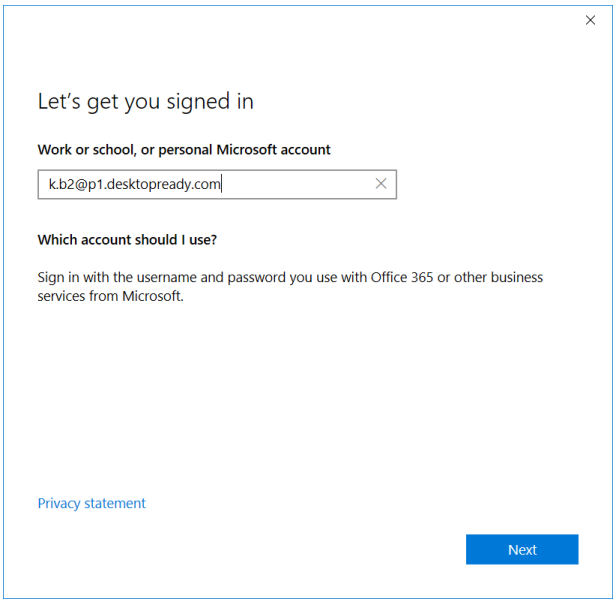
In the menu, click **Thick Client** to download the installer. Launch the installer and follow the prompts.



After the installation is complete, Click on “Subscribe” button



Login with the user credentials and wait a few moments for the Windows desktop to appear.

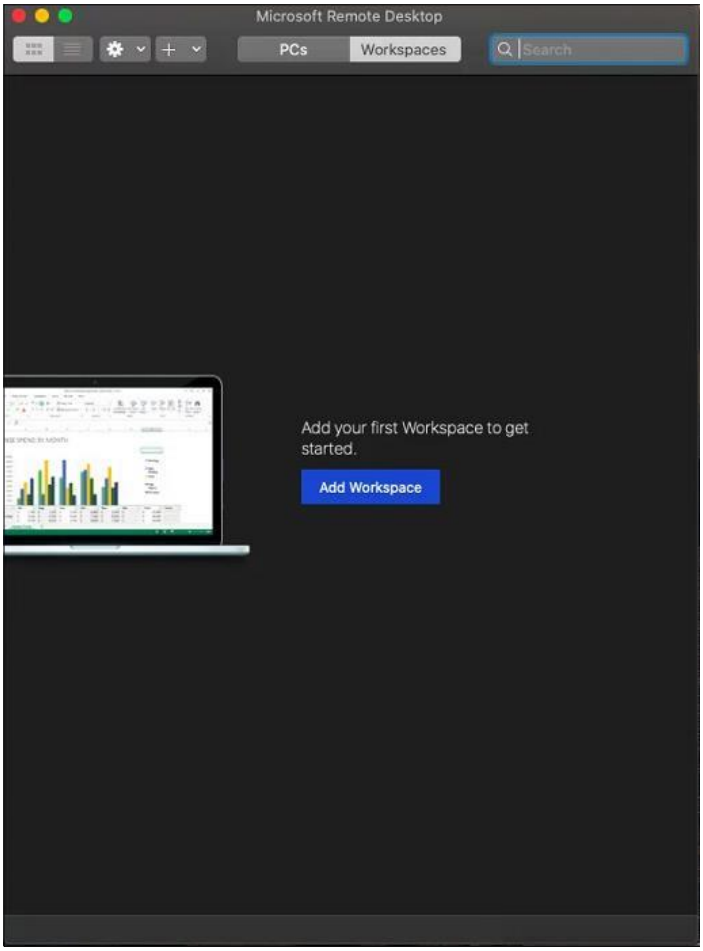


Double click on your desktop and reenter your login credentials to access your desktop.

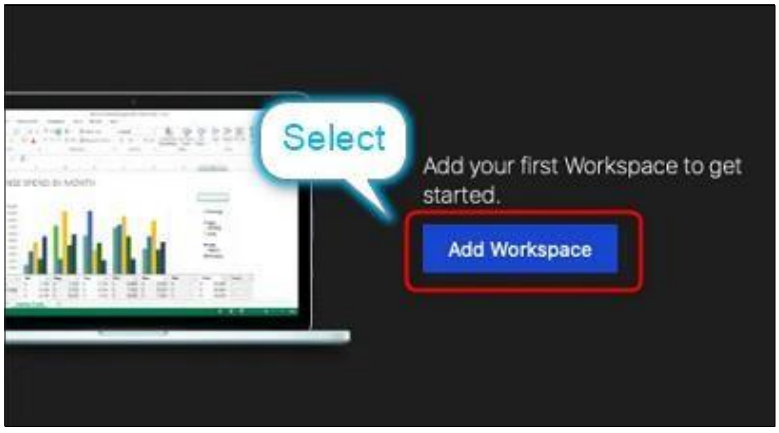
Thick Client (Mac only)

Download "Microsoft Remote Desktop" application from AppStore
https://apps.apple.com/app/microsoft-remote-desktop/id1295203466?mt=12

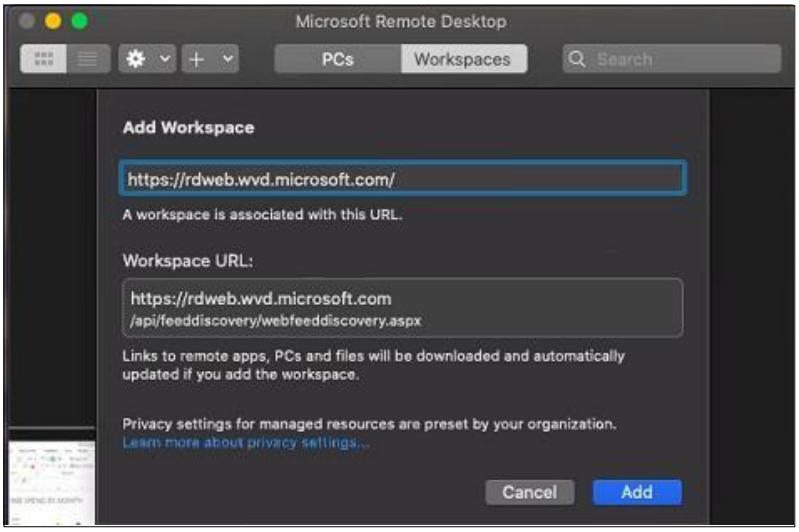
Post installation, launch the application



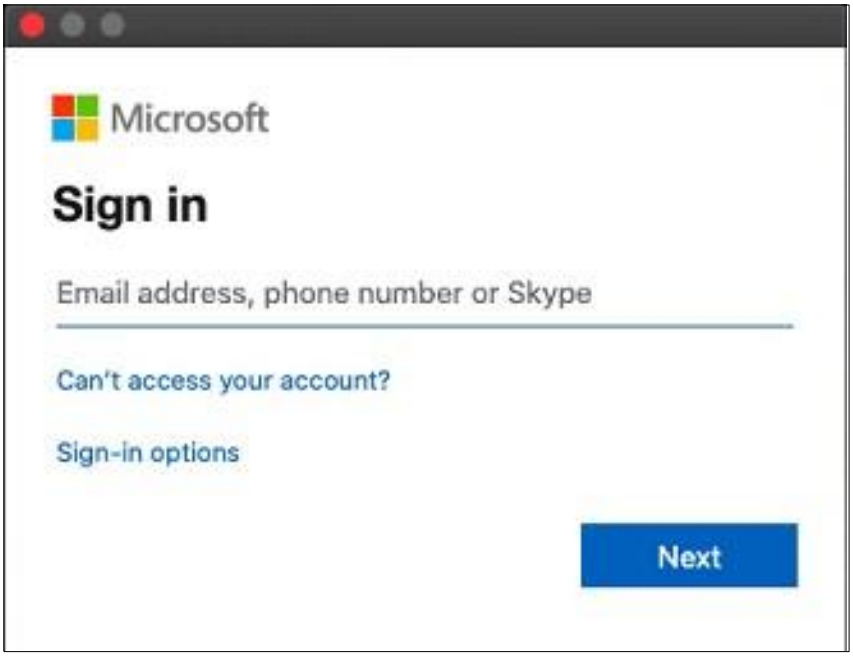
Click on “Add Workspace” button on the main page to connect to your environment.



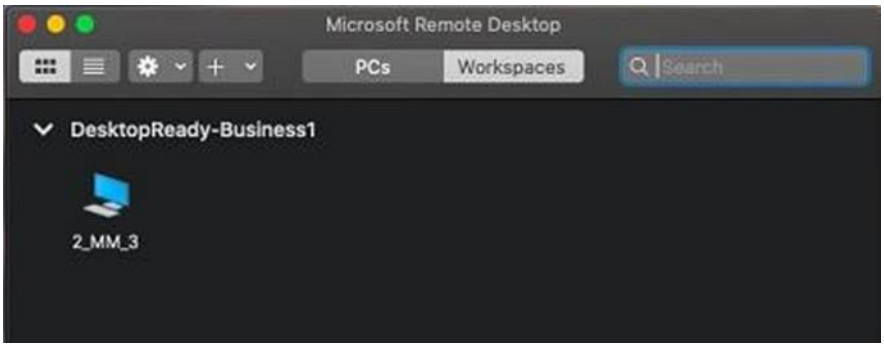
Enter the URL: **https://rdweb.wvd.microsoft.com** and press “Add”.



You will be prompted to sign in, please use your DesktopReady login credentials you received over email.

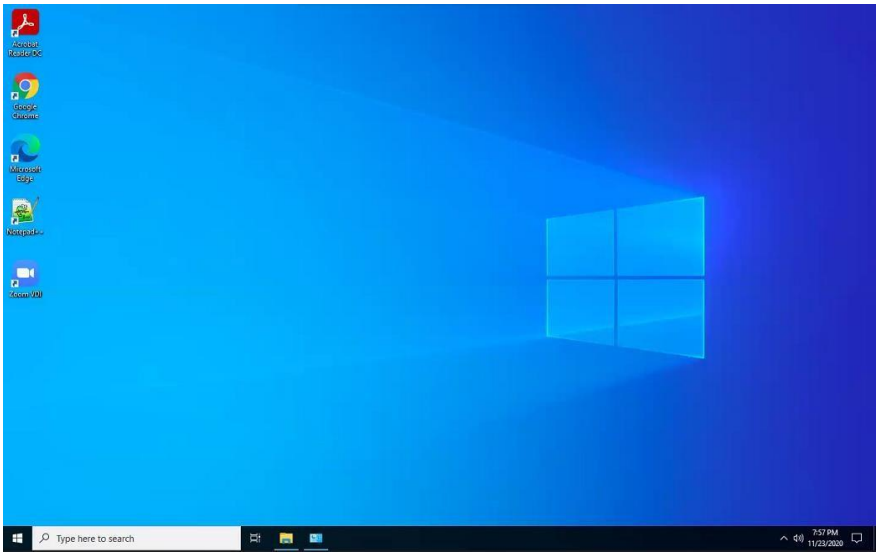


After keying in the right credentials, you will see the desktops assigned to you. You may see more than one desktops based on the assignments your administrator has made.



Double click on the desktop and reenter your login credentials to access the desktops.

You will be redirected to your desktop.



User Profile and Password Change

You may want to reset your password occasionally. On the right hand top corner, you can find the options to view the details of your profile, change your password, and logout.

Camera/Microphone redirection

If you are using Zoom in Windows endpoint, and face issues in your desktops recognizing your camera or microphone, please ensure to install the zoom provided plugin on your endpoints available in the below webpage.
https://support.zoom.us/hc/en-us/articles/360052984292

Support

For any technical issues, you can contact Anunta technical support on support@desktopready.com.