



## 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

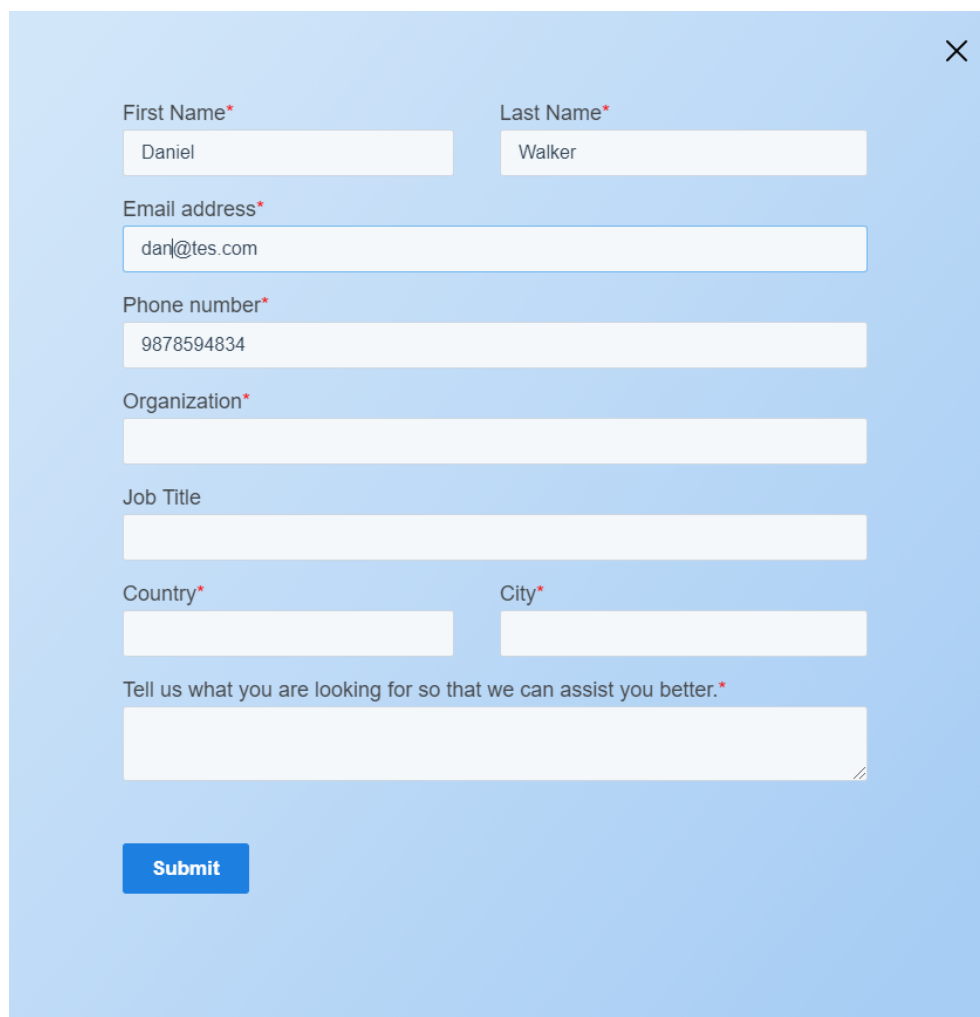
This guide contains the steps for setting up your account, configuring your account, and using all of the features of DesktopReady. Learn how to find information, check status, and execute administrative functions such as creating remote desktop users and assign users to desktops.

## 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.



First Name\* Daniel

Last Name\* Walker

Email address\* dan@tes.com

Phone number\* 9878594834

Organization\*

Job Title

Country\* City\*

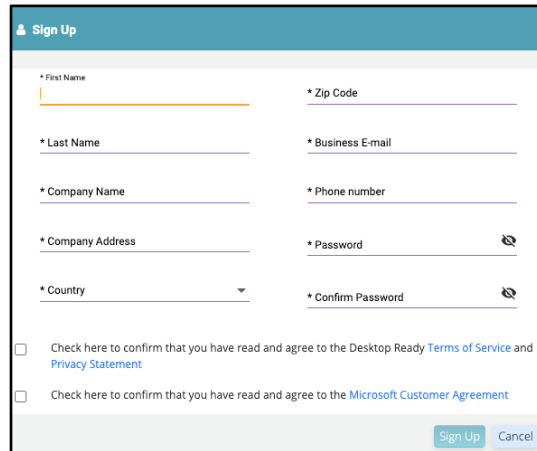
Tell us what you are looking for so that we can assist you better.\*

**Submit**

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.



The image shows a 'Sign Up' form with a teal header bar containing a user icon and the text 'Sign Up'. The form is divided into two columns of input fields. The left column contains: '\* First Name' (text input), '\* Last Name' (text input), '\* Company Name' (text input), '\* Company Address' (text input), and '\* Country' (dropdown menu). The right column contains: '\* Zip Code' (text input), '\* Business E-mail' (text input), '\* Phone number' (text input), '\* Password' (password input with an eye icon), and '\* Confirm Password' (password input with an eye icon). Below the input fields are two checkboxes with text: the first checkbox is for agreeing to the Desktop Ready Terms of Service and Privacy Statement, and the second checkbox is for agreeing to the Microsoft Customer Agreement. At the bottom right of the form are two buttons: 'Sign Up' and 'Cancel'.

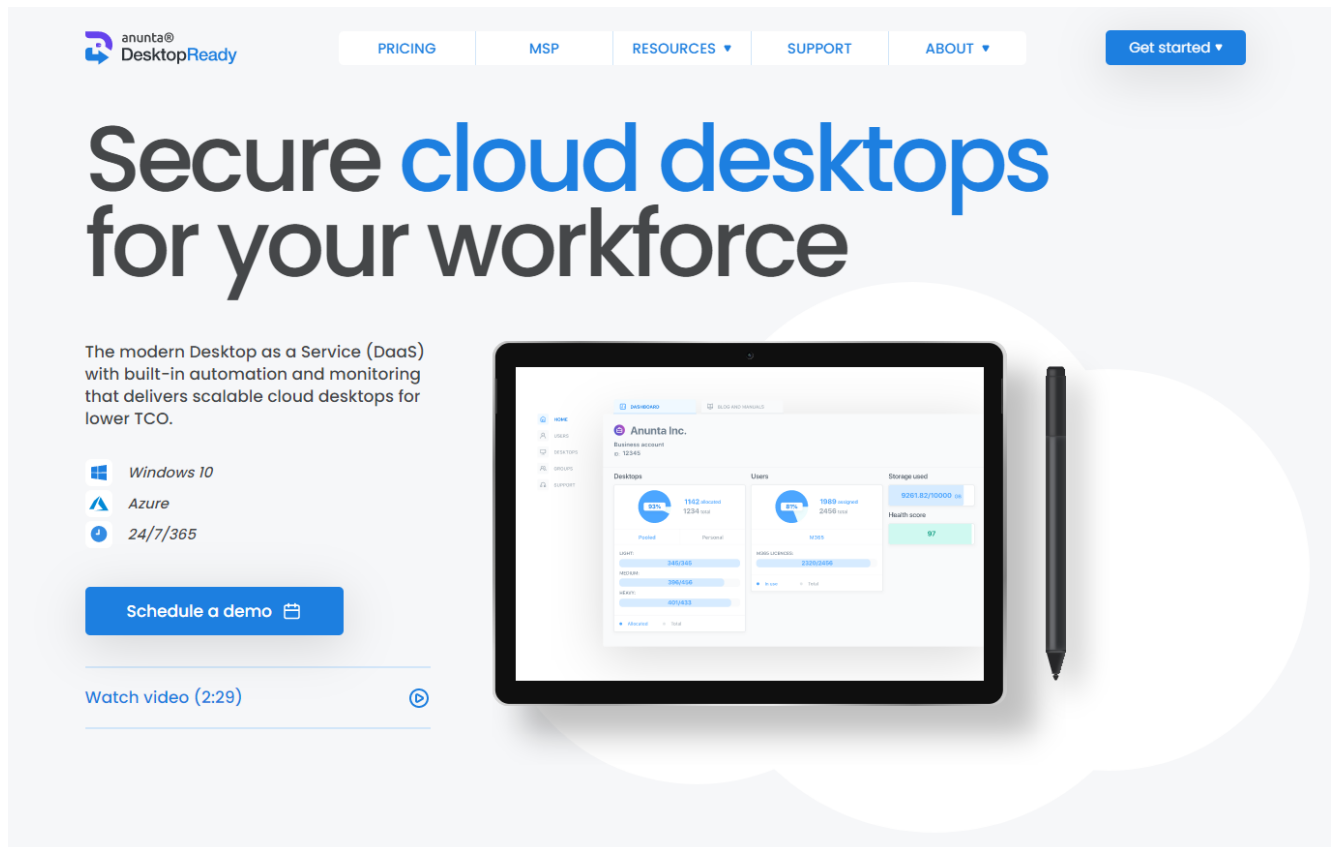
Sign Up	
* First Name	* Zip Code
* Last Name	* Business E-mail
* Company Name	* Phone number
* Company Address	* Password
* Country	* Confirm Password
<input type="checkbox"/> Check here to confirm that you have read and agree to the Desktop Ready <a href="#">Terms of Service</a> and <a href="#">Privacy Statement</a>	
<input type="checkbox"/> Check here to confirm that you have read and agree to the <a href="#">Microsoft Customer Agreement</a>	
<button>Sign Up</button> <button>Cancel</button>	

# Choose a plan & sign up for an account

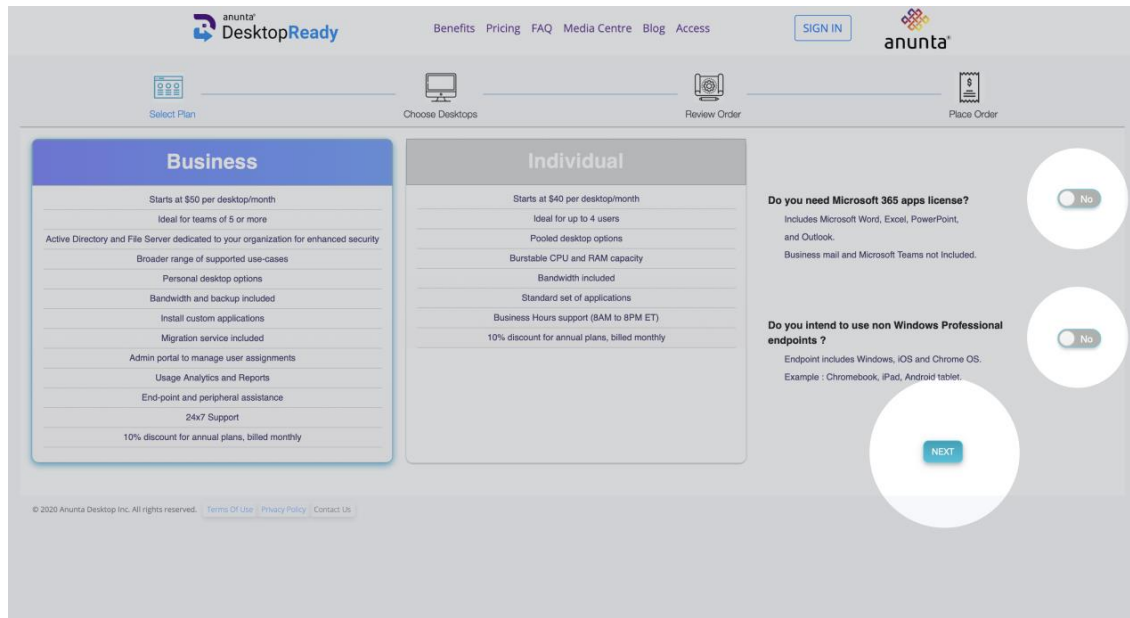
There are two types of accounts, *Business* and *Individual*.

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.

The screenshot shows the Anunta DesktopReady pricing page. At the top, there are navigation links: Benefits, Pricing, FAQ, Media Centre, Blog, Access, and a SIGN IN button. Below the navigation is a progress bar with four steps: Select Plan, Choose Desktops, Review Order, and Place Order. The 'Choose Desktops' step is currently active.

On the left, there are three desktop icons representing different plans: Pooled, Personal, and Personal (Custom). The 'Personal' plan is selected.

There are three main plan cards: Light, Medium, and Heavy. Each card has a description, a price per desktop, and a 'No. of Desktops' field. The 'No. of Desktops' field is currently set to 0 for all three plans. A 'Next' button is highlighted in the bottom right corner.

Plan	Description	Price per Desktop	No. of Desktops
Light	Ideal for task workers involving browser based data entry and light applications such as Notepad, Calculator	\$50 per Desktop \$42* (Promo Price)	0
Medium	Ideal for knowledge workers, browsing the internet and using Office applications such as Word, Excel	\$60 per Desktop \$51* (Promo Price)	0
Heavy	Ideal for developers, graphic designers accessing heavy applications like Zoom, WebEx and Teams	\$75 per Desktop \$64* (Promo Price)	0

Each plan also lists additional details: Built on 2vCPU/8GB RAM Virtual Machine (VM), Limited to 5 Desktops per VM for optimal performance, 5 GB of storage per Desktop, and Bandwidth and backup included.

At the bottom, there is a promotion: \*Promotion : First orders placed before March 31st will get 15% discount for first 90 days. A note also states: \*\* 5 desktops required for first order. If you are a returning customer, Sign in to add to the 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.

anunta DesktopReady Benefits Pricing FAQ Media Centre Blog Access [SIGN IN](#) anunta

Select Plan Choose Desktops Review Order Place Order

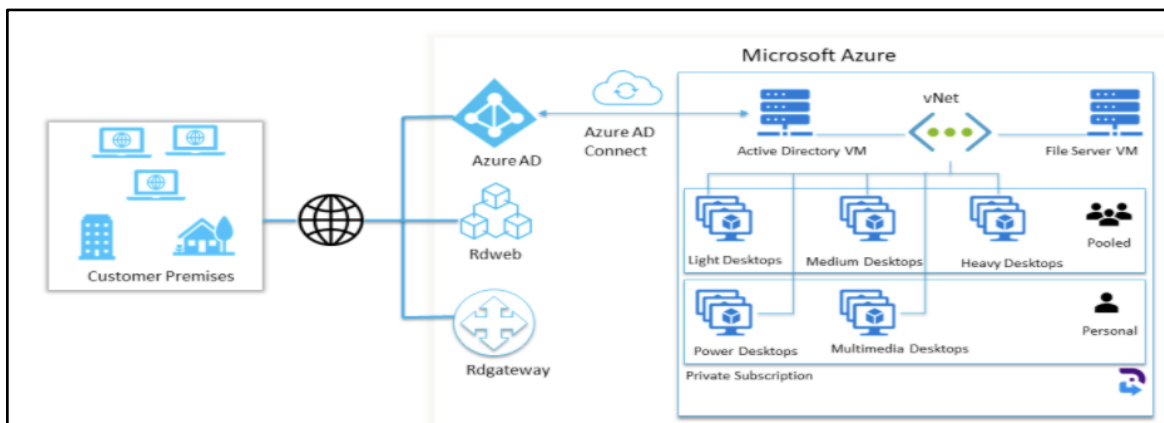
Infrastructure Composition				Cost Summary			
Category	Item	Count	Hosted On	Desktop Type	Count	Unit Price	Cost
* Infrastructure	Active Directory	1	2vCPU, 4 GB of RAM	Pooled Heavy	10	\$75-\$64	\$750-\$640
* Infrastructure	File Server	1	2vCPU, 4 GB of RAM	Personal Power	8	\$66-\$81	\$760-\$648
* Desktops	Personal MultiMedia Desktops	5	4vCPU, 16GB of RAM	Personal MultiMedia	5	\$136-\$115	\$676-\$575
* Desktops	Personal Power Desktops	8	2vCPU, 8GB of RAM	M365 License	23	\$10	\$230
* Desktops	Pooled Heavy Desktops	10	2vCPU, 8GB of RAM Limited to 3 Desktops per VM for optimal performance				
				<b>Total Cost</b>		<b>\$2,093 per month</b> (Promo Price for first 3 months)	

\* Indicates current order

[Back](#) [View reference infrastructure blueprint](#) [Next](#)

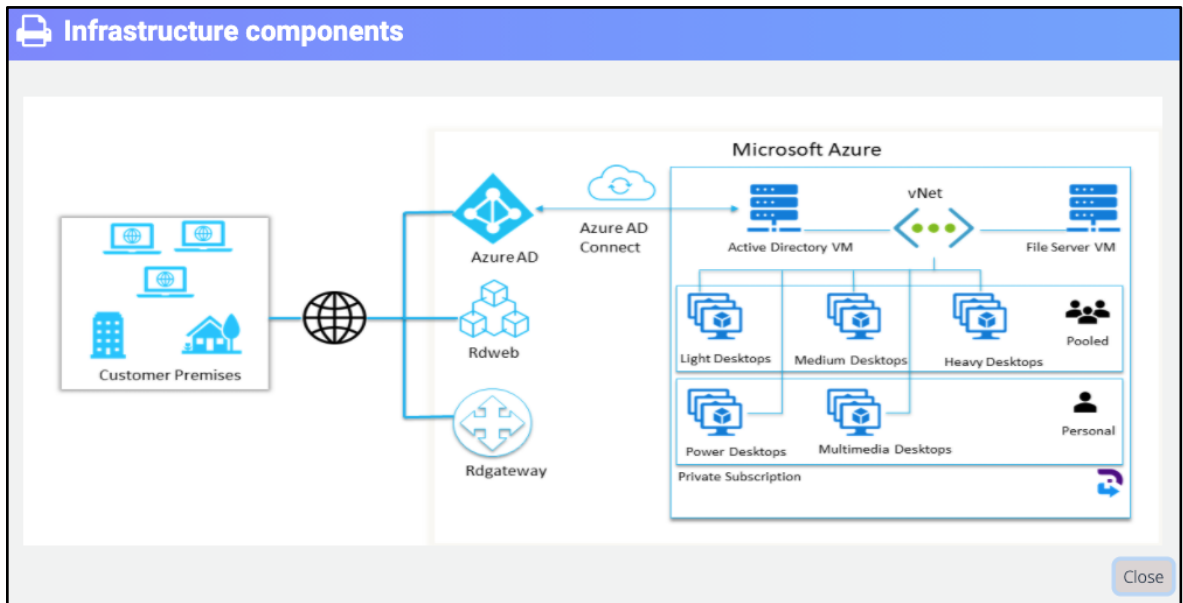
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To view a diagram of the virtual machine infrastructure, click the **Close** button to dismiss the popup.



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.

Desktop	Count	Unit Price	Cost
Pooled Heavy	10	\$78-\$64	\$780-\$640
Personal Power	8	\$96-\$81	\$760-\$648
Personal MultiMedia	5	\$136-\$115	\$675-\$575
M365 License	23	\$10	\$230

**Total Price**  
 Promo Price for first 3 Months + 12 Months Subscription: \$1,884 per month  
 Price thereafter + 12 Months Subscription: \$2,415 \$2,174 per month

Powered By stripe Payment

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**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](mailto: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](mailto: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.

The screenshot displays the 'Choose Desktops' step of the DesktopReady sign-up process. The interface features a top navigation bar with links for Benefits, Pricing, FAQ, Media Centre, Blog, and Access, along with a 'SIGN IN' button and the Anunta logo. Below the navigation bar, a progress bar indicates the current step: 'Select Plan' (completed), 'Choose Desktops' (active), 'Review Order', and 'Place Order'. The main content area is divided into three columns representing different desktop options: 'Pooled', 'Light', 'Medium', and 'Heavy'. The 'Pooled' option is highlighted with a blue background and shows a 'No. of Desktops' field with a value of 0. The 'Light' option is described as 'Ideal for task workers involving browser based data entry and light applications such as Notepad, Calculator' and costs '\$40 per Desktop'. The 'Medium' option is described as 'Ideal for knowledge workers, browsing the internet and using Office applications such as Word, Excel' and costs '\$45 per Desktop'. The 'Heavy' option is described as 'Ideal for developers, graphic designers accessing heavy applications like Zoom, WebEx and Teams' and costs '\$50 per Desktop'. Each option has a 'No. of Desktops' field with a value of 0. At the bottom of the interface, there is a 'Back' button on the left and a 'Next' button on the right. A small note at the bottom right states: 'If you are a returning customer: Sign in to add to the 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.

Select Plan
Choose Desktops
Review Order
Make Payment

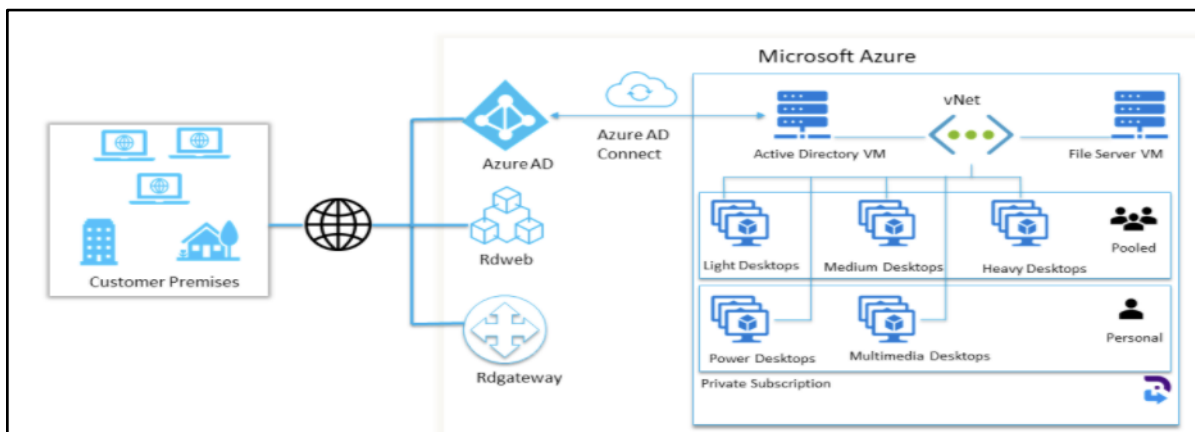
Infrastructure Composition			
Category	Item	Count	Hosted On
* Infrastructure	Active Directory	1	2vCPU, 4 GB of RAM
* Infrastructure	File Server	1	2vCPU, 4 GB of RAM
* Desktops	Pooled Light Desktops	1	2vCPU, 8GB of RAM Limited to 8 Users per VM for optimal performance
* Desktops	Pooled Medium Desktops	3	2vCPU, 8GB of RAM Limited to 5 Users per VM for optimal performance
* Desktops	Pooled Heavy Desktops	1	2vCPU, 8GB of RAM Limited to 3 Users per VM for optimal performance

Cost Summary			
Desktop Type	Count	Unit Price	Cost
Pooled Light	1	\$ 45.00	\$ 45.00
Pooled Medium	3	\$ 55.00	\$ 165.00
Pooled Heavy	1	\$ 65.00	\$ 65.00
<b>Total Cost</b>		<b>\$ 275.00 per month</b>	

\* Indicates current order

Back
View reference infrastructure blueprint
Next

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.

- 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.

Select Plan

Choose Desktops

Review Order

Make Payment

Sign In

Username / Email ID \*

Password \*

Sign In

Forgot password ?

Don't have an account? Sign up here

Sign Up

Desktop	Count	Unit Price	Cost
Pooled Light	1	\$ 45.00	\$ 45.00
Pooled Medium	3	\$ 55.00	\$ 165.00
Pooled Heavy	1	\$ 65.00	\$ 65.00

☒ **Subscribe for 12 months (10% discount - billed monthly)**  
Subscription will be auto-renewed and billed monthly

Total Price

\$275.00 per month

Price after applying discount

\$ 247.50 per month

Stripe payment is safe & secure, your personal & payment information is securely transmitted via AES-256 encryption.

stripe

Payment

Powered By

Payment

Back

Proceed To Pay

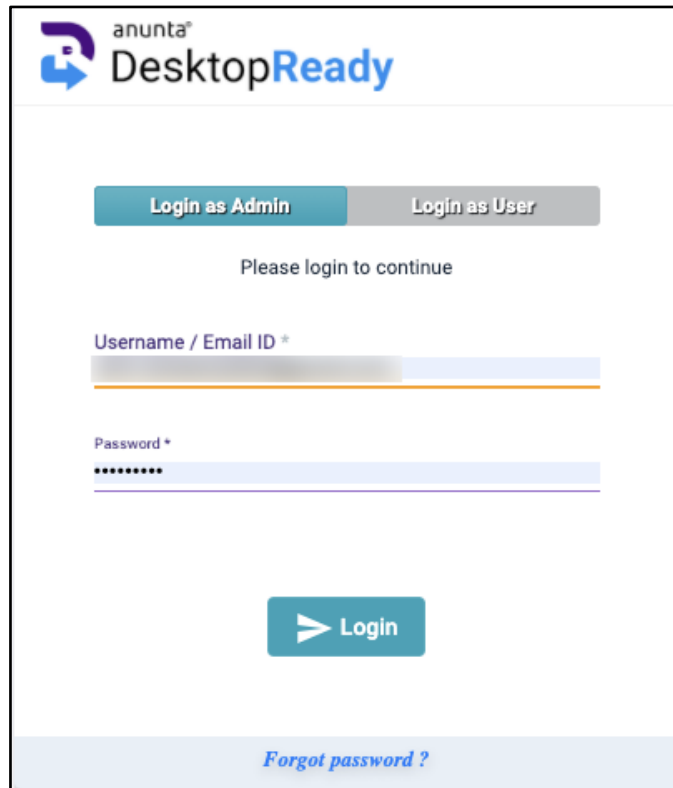
**First time purchase:** If you are purchasing for the first time with DesktopReady, please be patient while your desktop is provisioned. Watch your email inbox for a message from our support team ([support@desktopready.com](mailto:support@desktopready.com)) that provides information about the next steps.

**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](mailto:support@desktopready.com).

# Manage your Business Account

## Login to your business account as an Admin

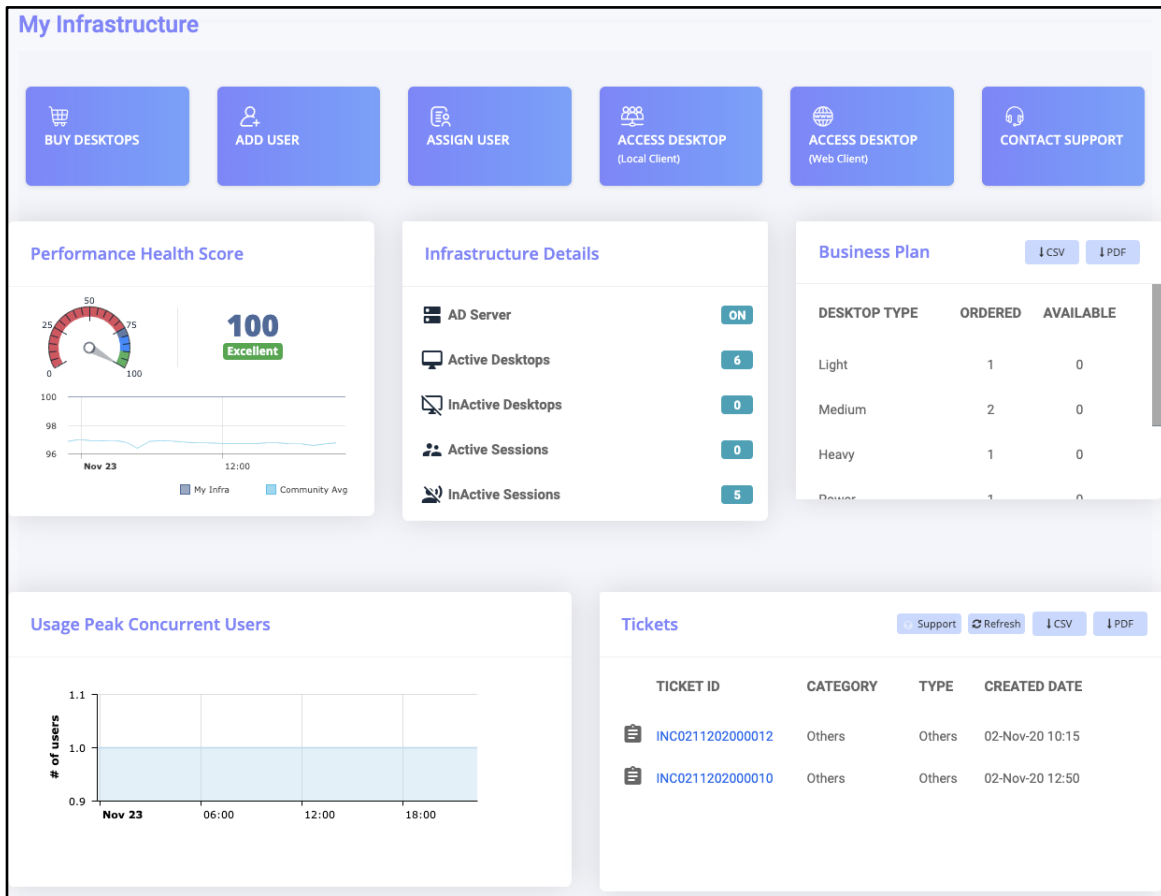
On the [DesktopReady home page](#), click the **Sign in** button and enter your **Username** and **Password**.

The image shows the login interface for 'anunta DesktopReady'. At the top left is the logo, which consists of a stylized blue 'D' icon followed by the text 'anunta' in a small font and 'DesktopReady' in a larger, bold font. Below the logo are two buttons: 'Login as Admin' in a teal box and 'Login as User' in a grey box. Under these buttons is the text 'Please login to continue'. Below that are two input fields: the first is labeled 'Username / Email ID \*' and the second is labeled 'Password \*'. The password field contains a series of dots. At the bottom center is a teal button with a white right-pointing arrow and the text 'Login'. At the very bottom, centered, is a link that says 'Forgot password ?' in a blue, italicized font.

## Dashboard

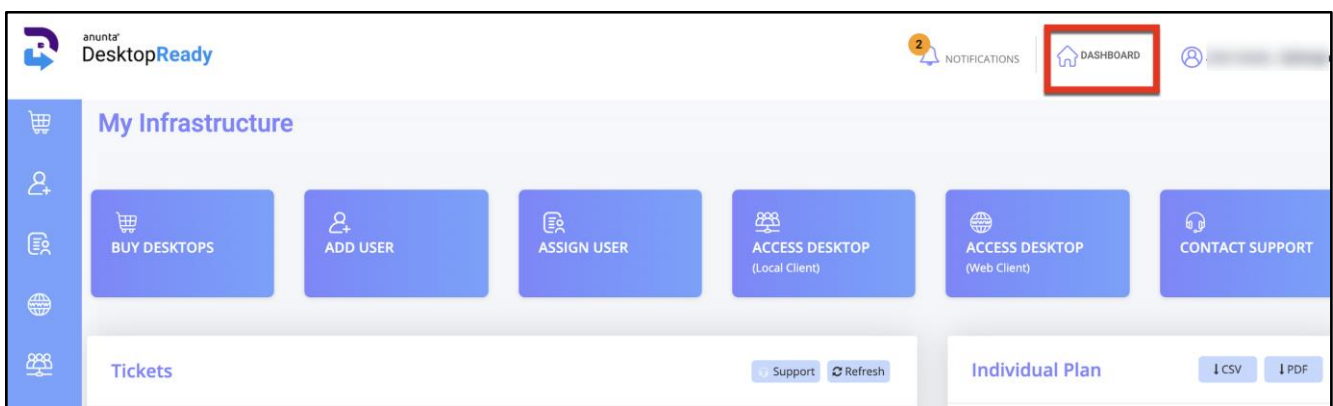
The first page that you see after logging in is the admin Dashboard / Infrastructure page. This is the gateway to all of your users, desktops and tickets. Here you can:

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



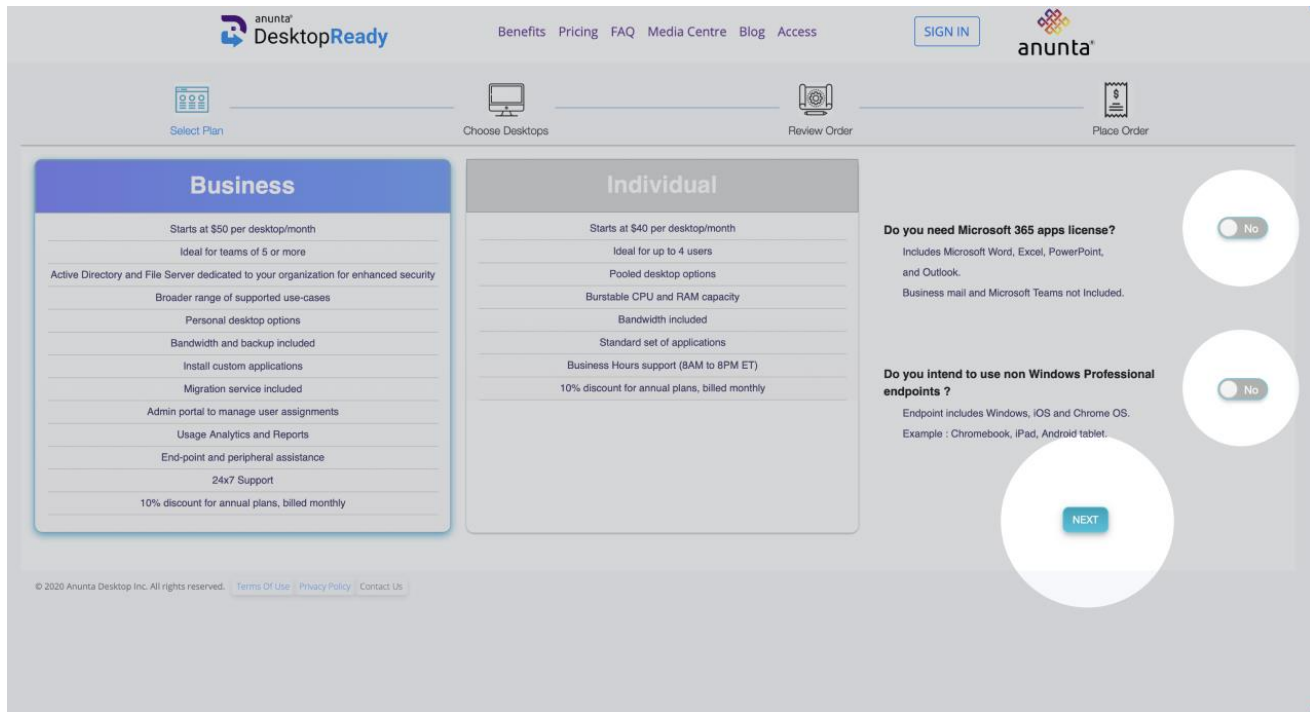
## Return to the dashboard

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.

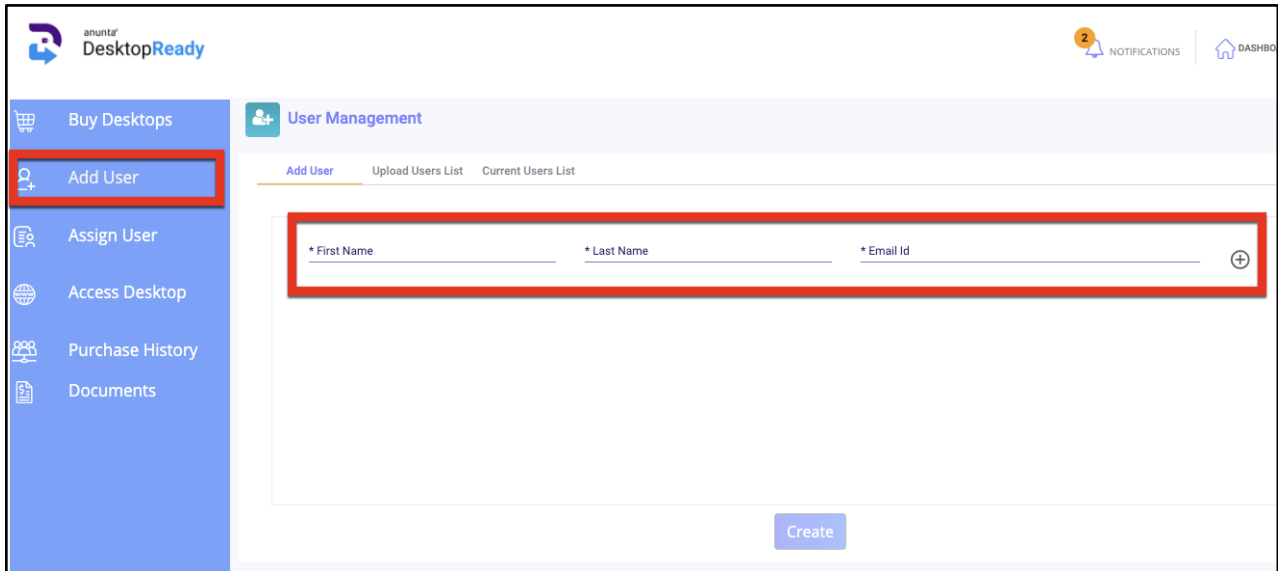
- Add a user with the **Create** button.
- Upload multiple users in a CSV file

## 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.

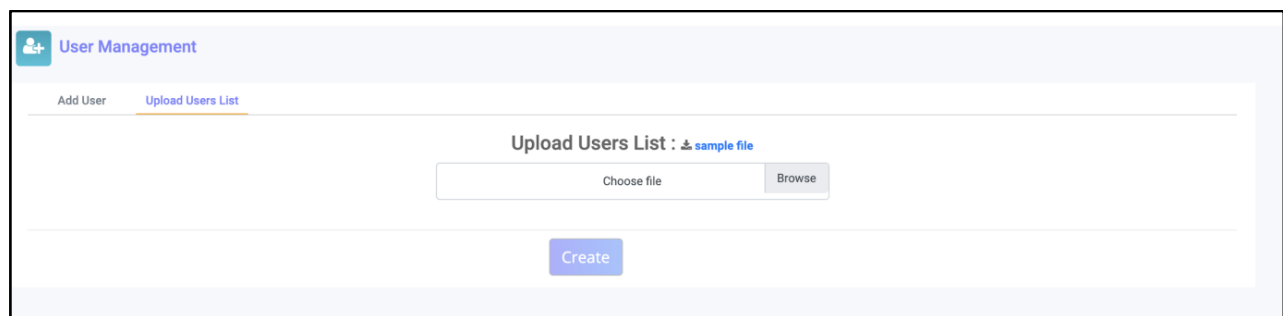


## Add multiple users by uploading a CSV file

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.



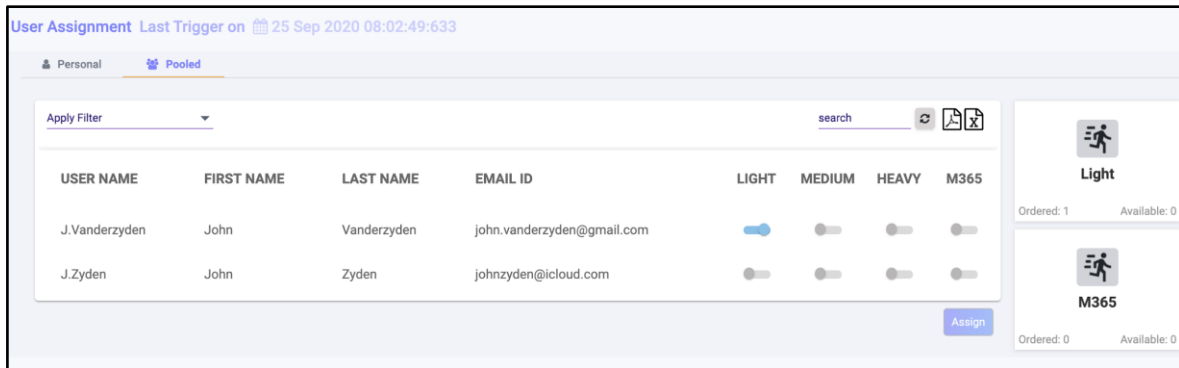
If you have any questions or difficulties in performing the above steps, contact support at [support@desktopready.com](mailto:support@desktopready.com).



# Assigning a Desktop to a User

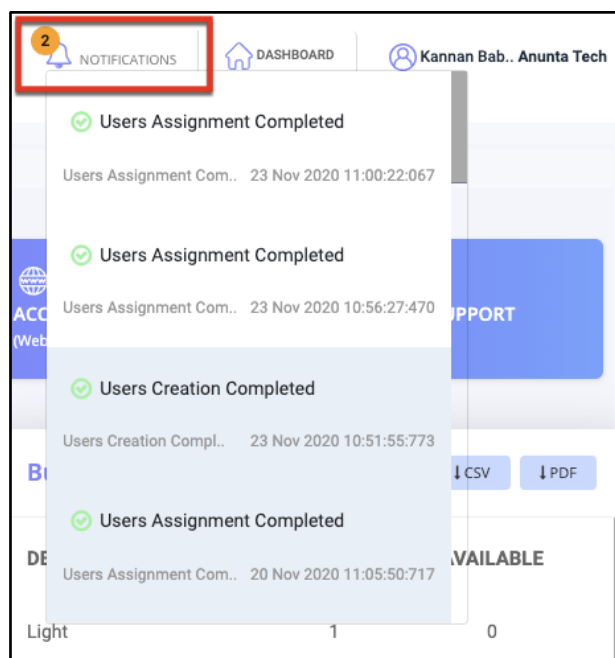
On the dashboard, click the **Assign User** button to access the User Assignment page. This page lists the users in your account and provides options to assign one or more available desktops to each user.

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

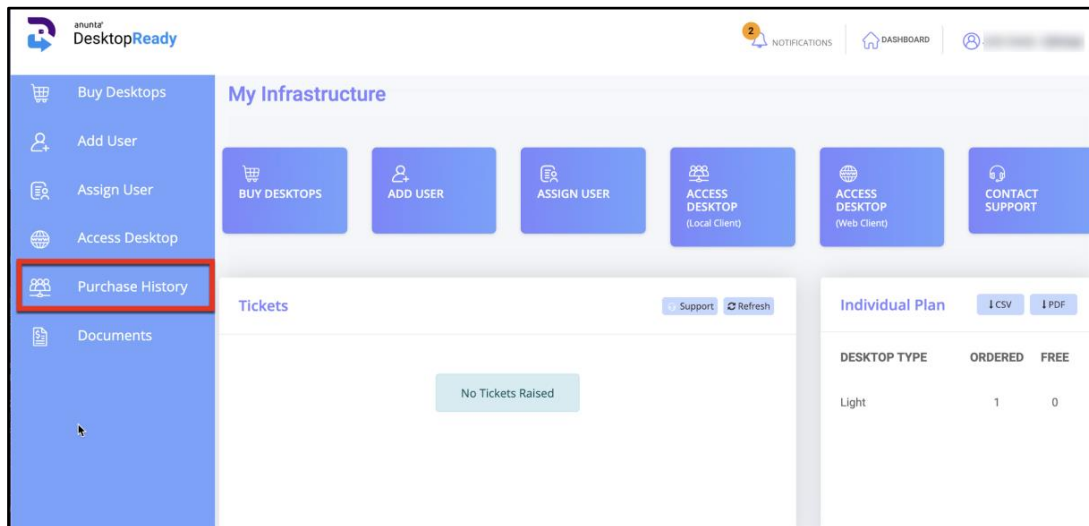
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility requires the Microsoft Azure authentication.

# 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.

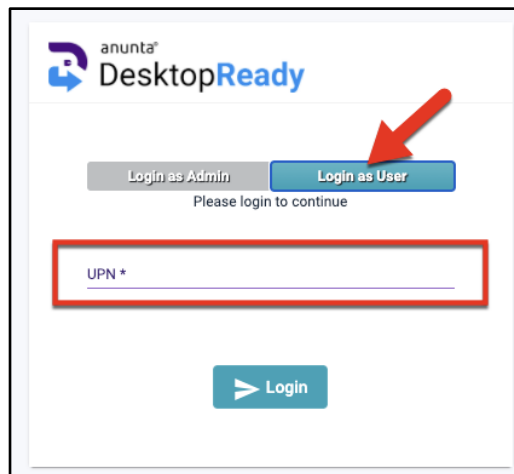
Purchase History					
Purchase History					
DATE	DUE DATE	PURCHASE ID	COUNT	AMOUNT	STATUS
22 Sep 2020 20:26:18:317	-	3107	1	\$ 35.10	Active

# 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.

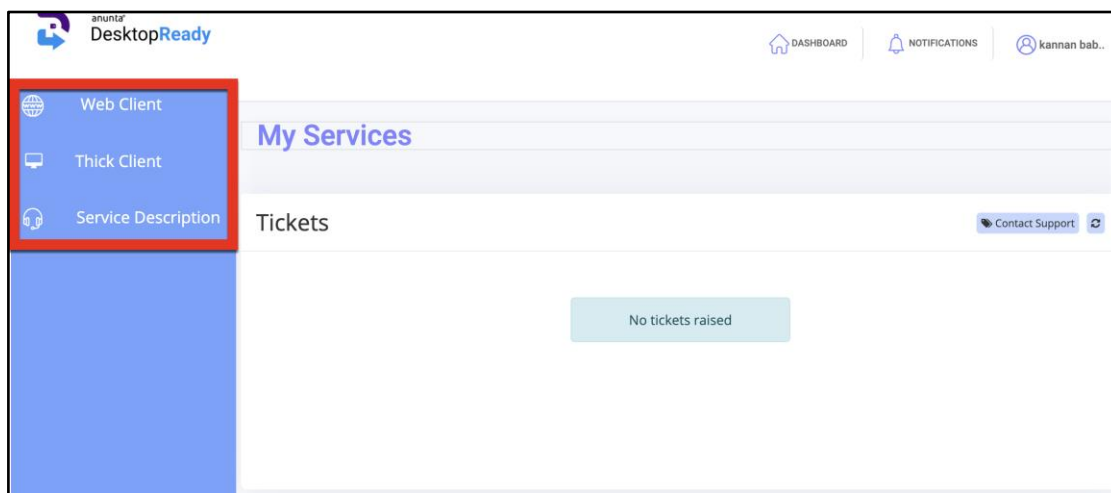
## Login as Business User

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

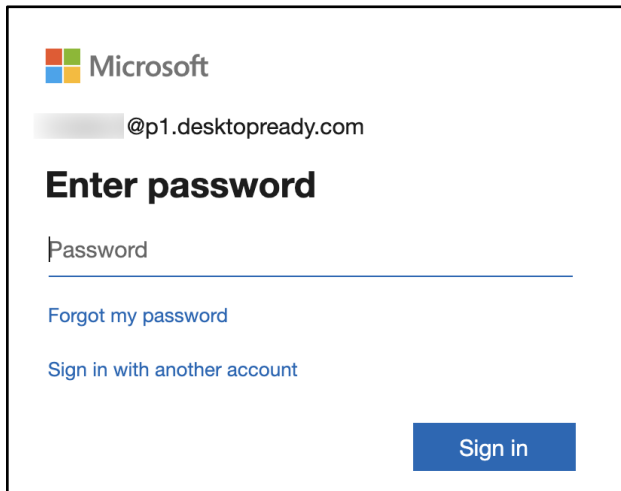
After logging in as a user, this is how the dashboard appears. Move the mouse cursor to the left to display the menu.



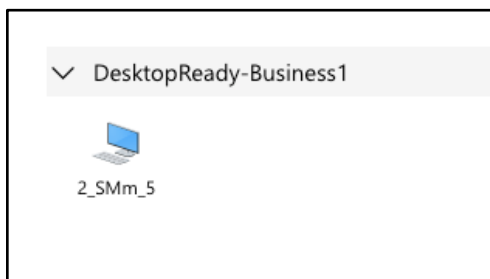
# Web Client

Follow these steps to launch the web client:

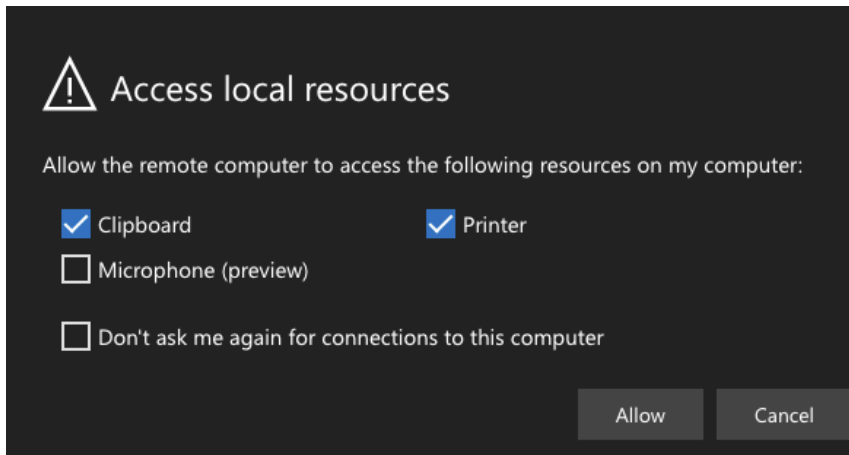
1. Open an incognito window in your browser. This is to make sure your Microsoft business account is not used, instead you use DesktopReady provided login.
2. Login as a user.



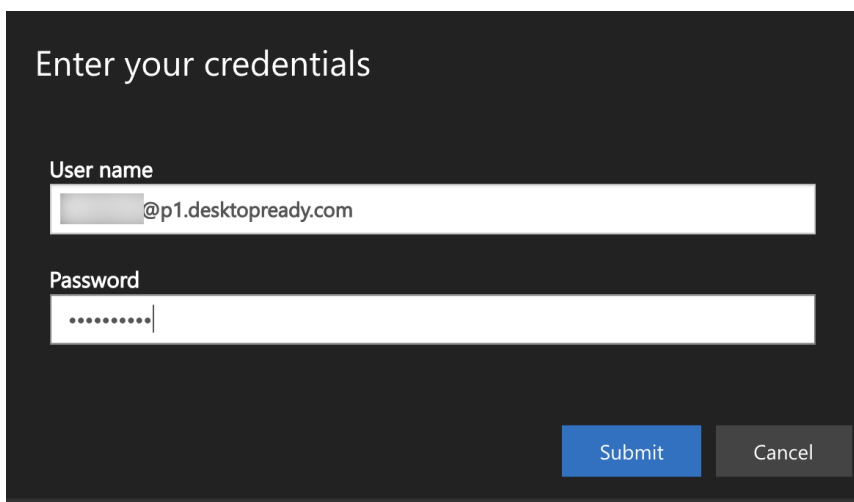
3. Click **Web Client**.
4. After a few moments, a desktop icon will appear. If you do not see any desktops assigned to your account, verify that you are using DesktopReady provided account to login.



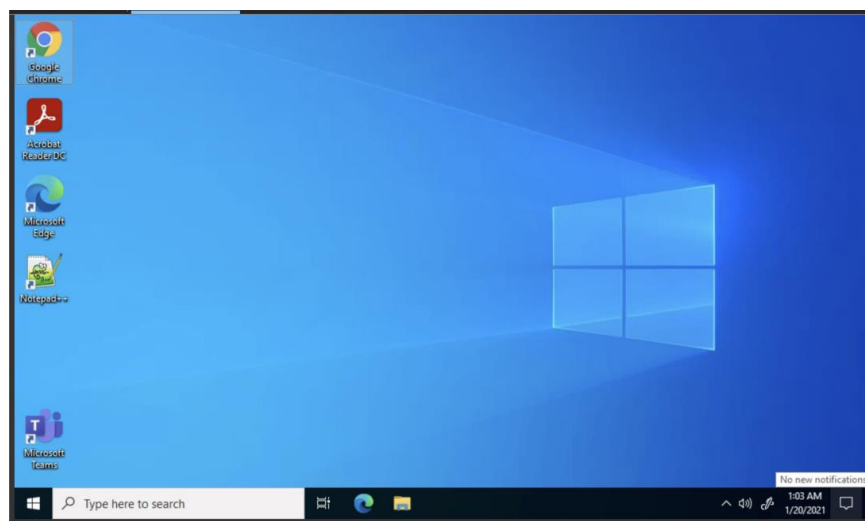
5. Check the boxes for the local resources that you will permit the web client to access, then click the **Allow** button.



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

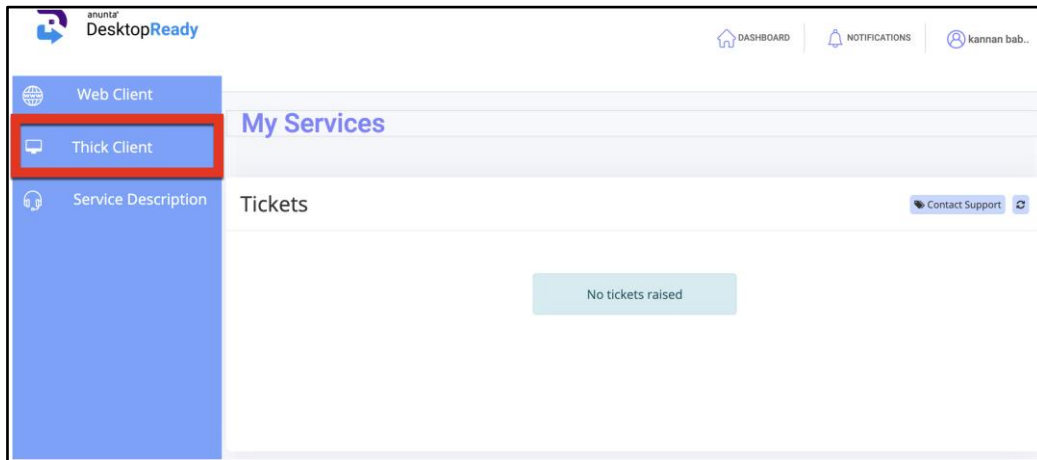


After a few minutes, the Windows desktop should appear.

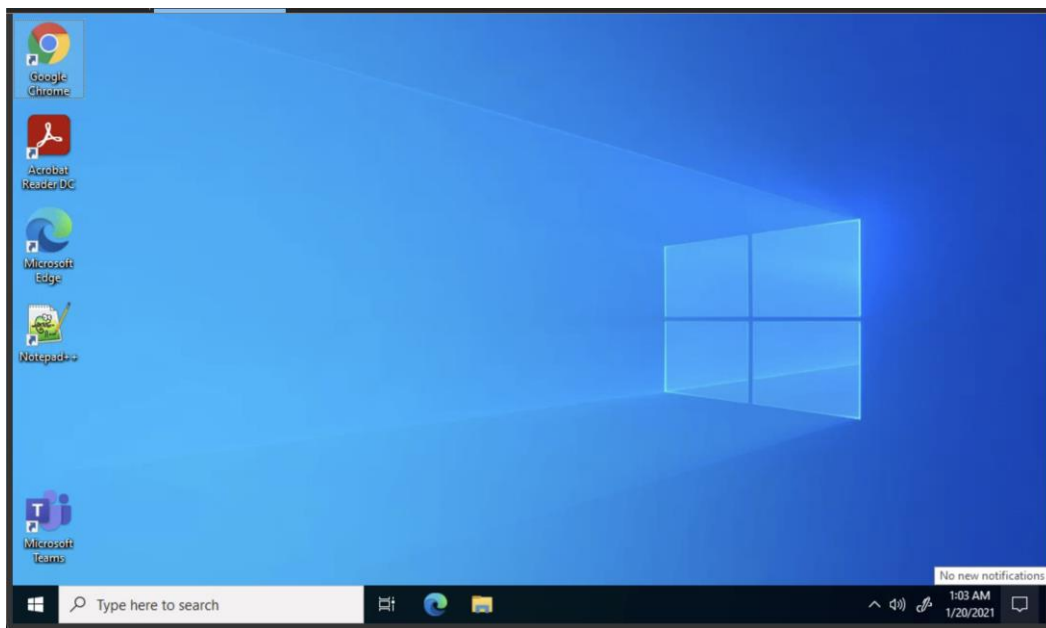


## Thick Client (Windows only)

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.

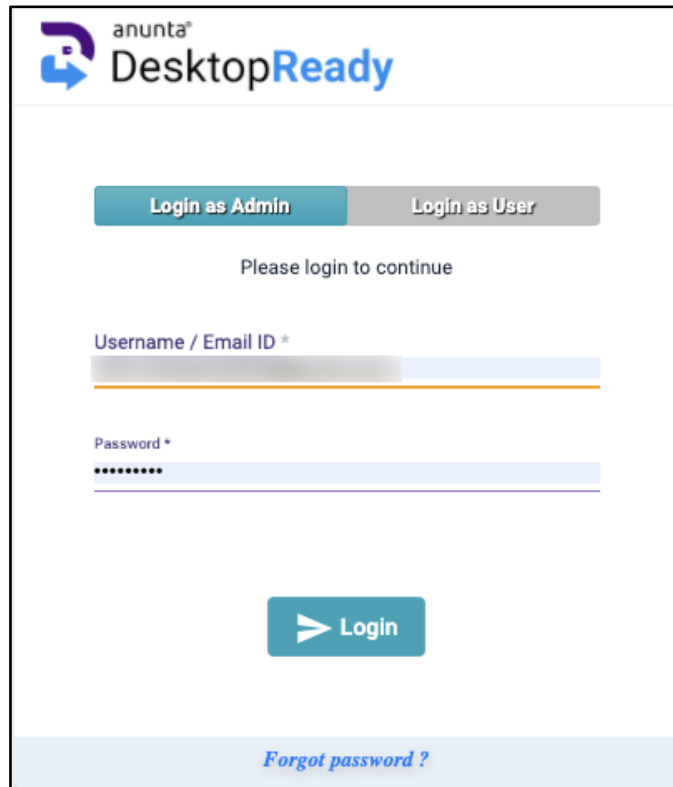


# Manage Your Individual Account

This chapter explains how to manage your individual account.

## Login to your individual account as an Admin

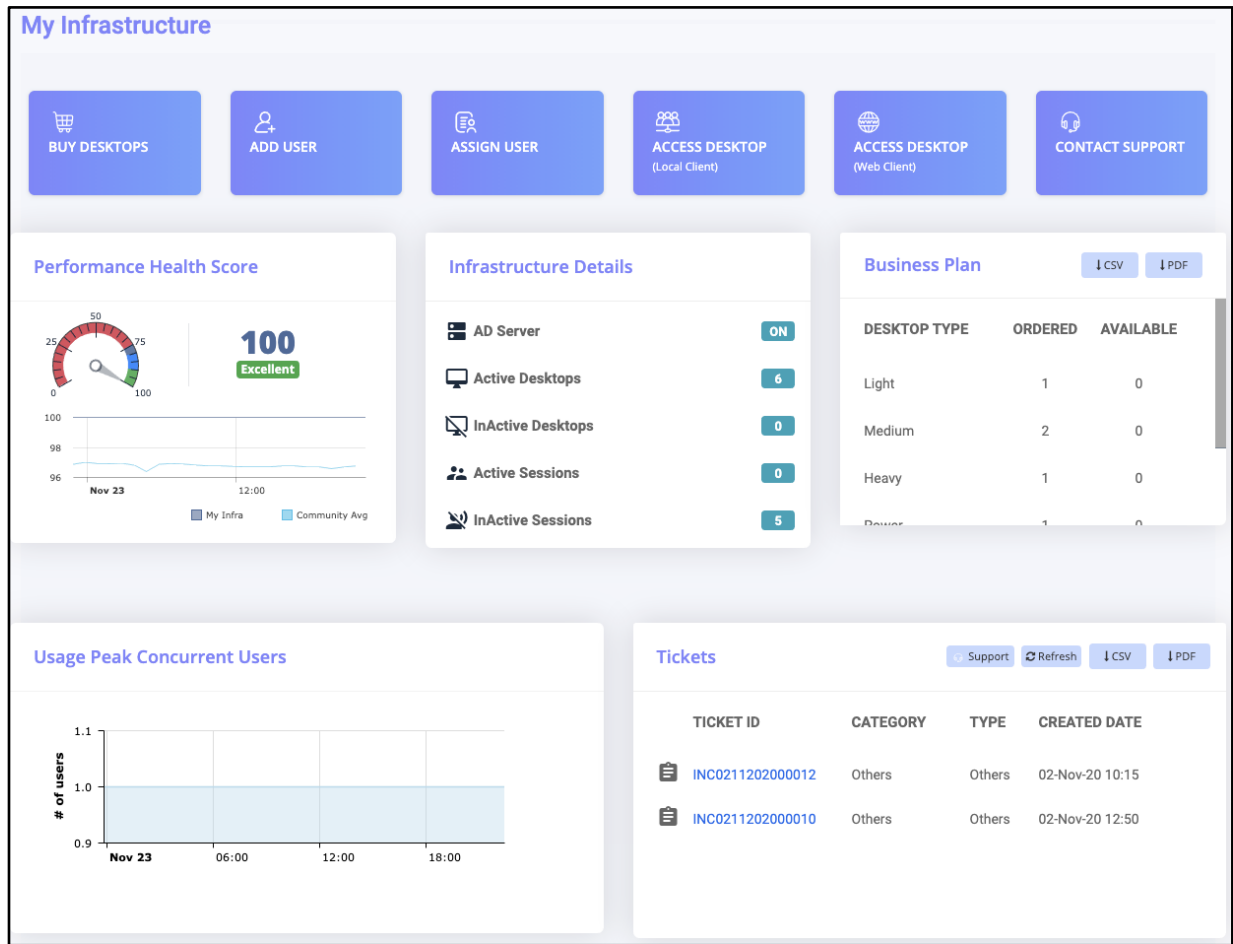
On the [DesktopReady home page](#), click the **Sign in** button and enter your **Username** and **Password**.

The image shows the DesktopReady login interface. At the top left is the 'anunta® DesktopReady' logo. Below it are two buttons: 'Login as Admin' (highlighted in teal) and 'Login as User' (greyed out). The text 'Please login to continue' is centered. Below this are two input fields: 'Username / Email ID \*' and 'Password \*'. The password field is masked with dots. A teal 'Login' button with a right-pointing arrow is centered below the fields. At the bottom, there is a link that says 'Forgot password ?'.

## Dashboard

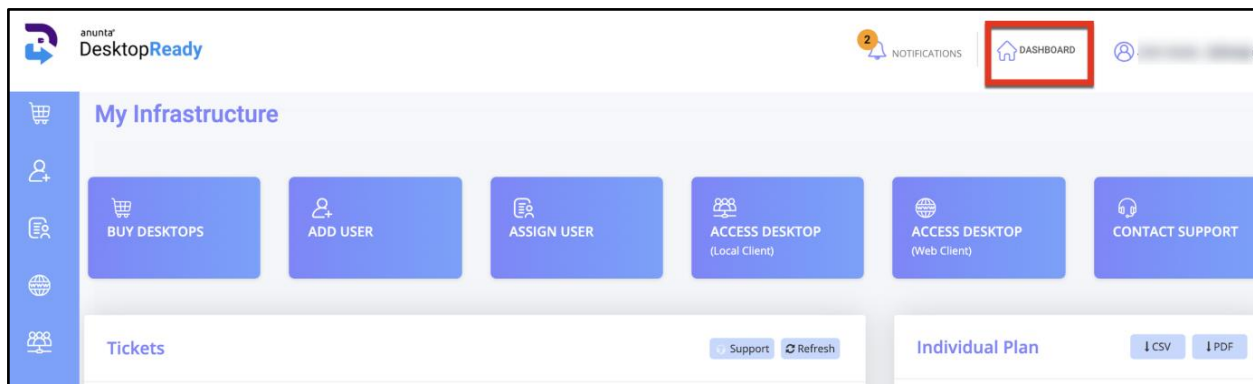
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- Add users
- Assign users
- Access your local client desktop(s)
- Access your web client desktop(s) through Microsoft Remote Desktop
- Contact support



## Return to the dashboard

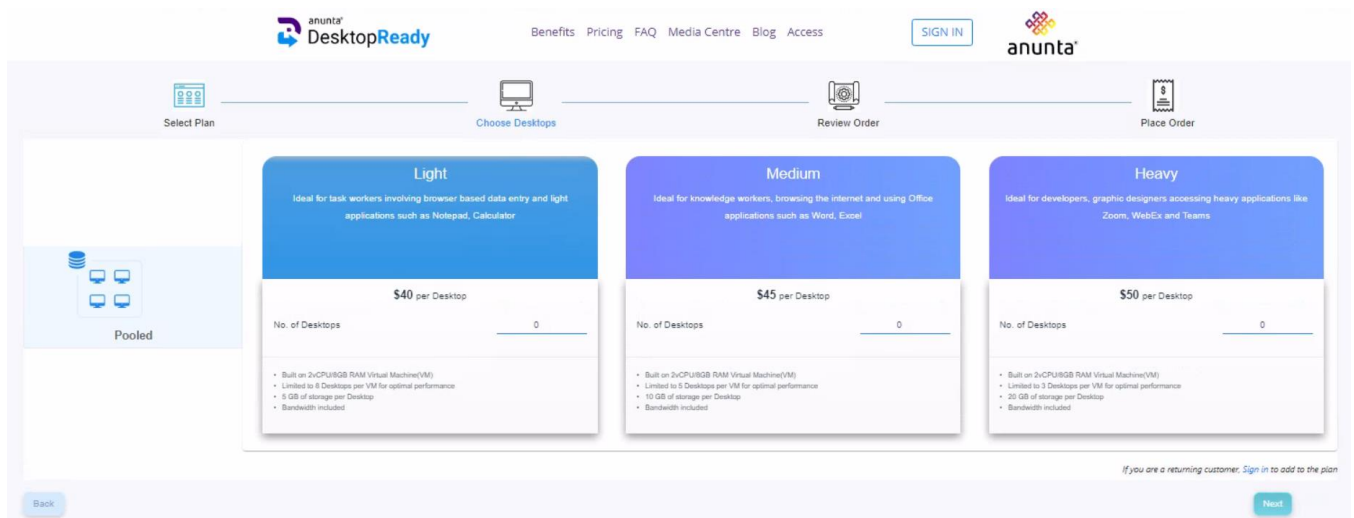
From any other page, click the **Dashboard** button at the top-right of the page to return to the Dashboard / My Infrastructure page at any time.



## 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.

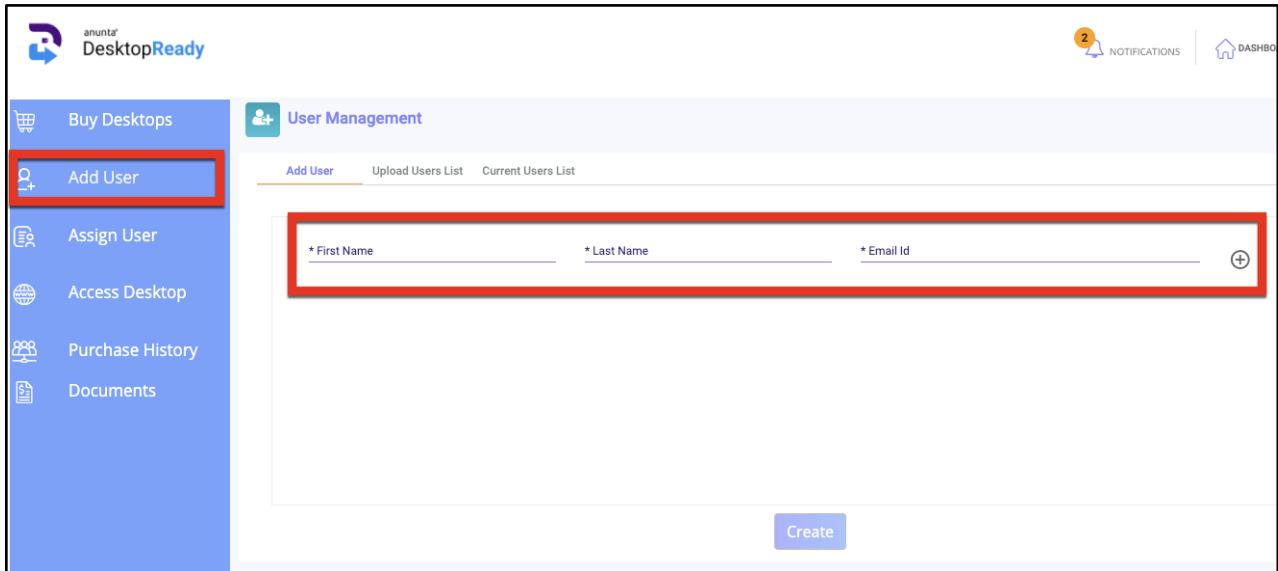
- Add a user with the **Create** button.
- Upload multiple users in a CSV file

## 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.

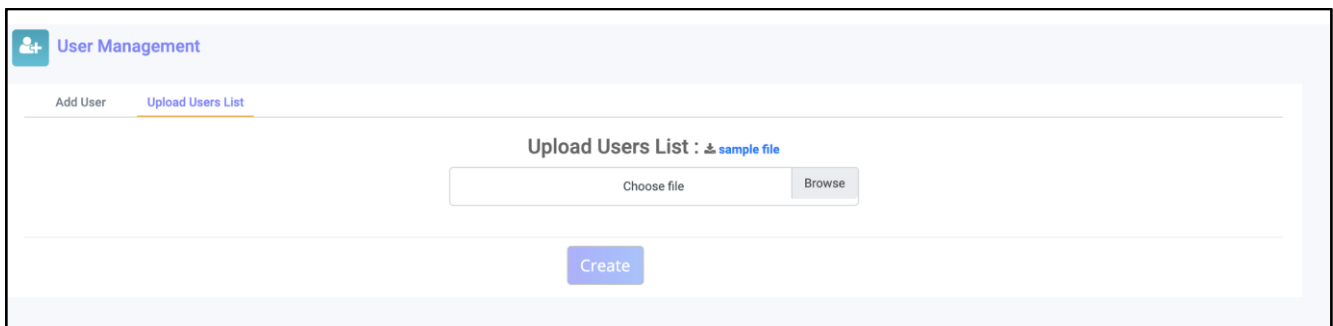


## Add multiple users by uploading a CSV file

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.

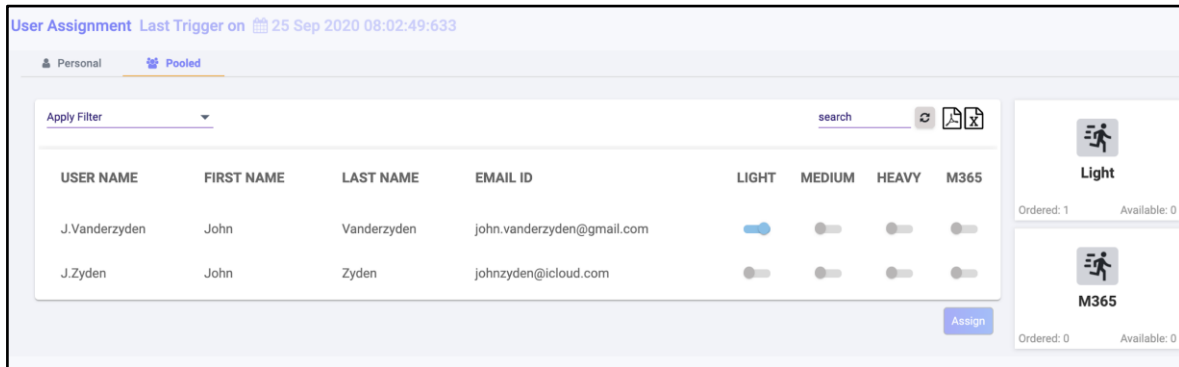


If you have any questions or difficulties in performing the above steps, contact support at [support@desktopready.com](mailto:support@desktopready.com).

## Assign a Desktop to a User

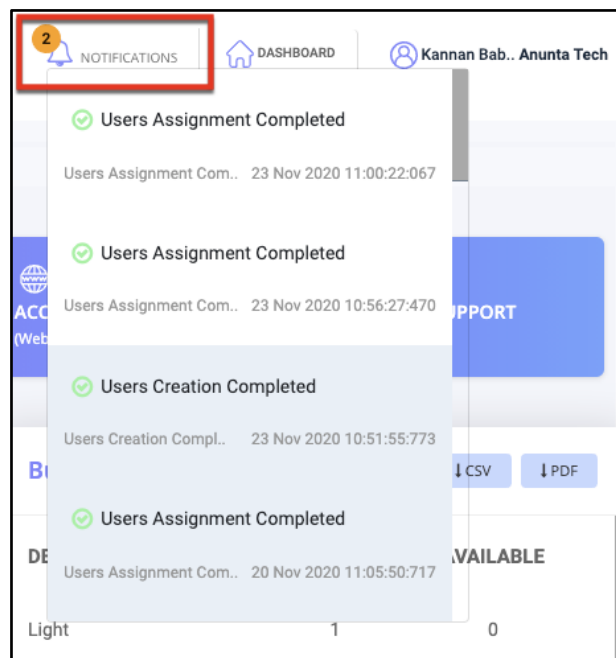
On the dashboard, click the **Assign User** button to access the User Assignment page. This page lists the users in your account and provides options to assign one or more available desktops to each user.

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

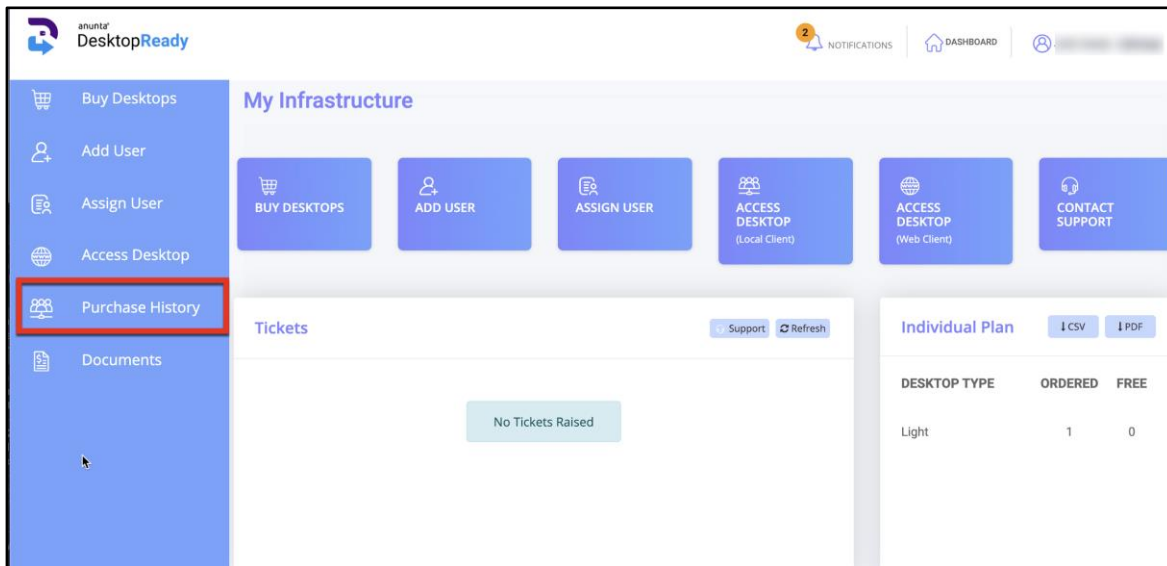
The user will be able to connect to virtual machines they have been assigned to using a web interface. This utility would require the Microsoft Azure authentication.

# 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.

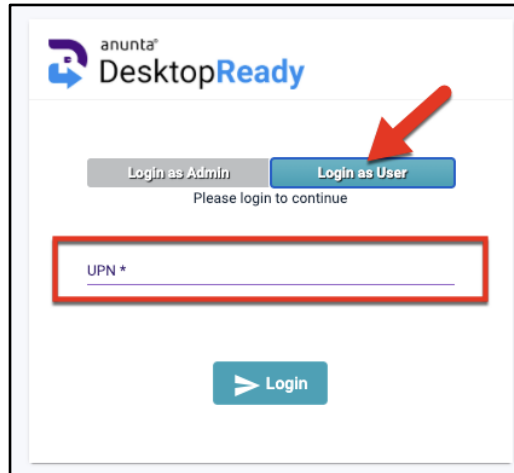
Purchase History						
Purchase History						
DATE	DUE DATE	PURCHASE ID	COUNT	AMOUNT	STATUS	
22 Sep 2020 20:26:18:317	-	3107	1	\$ 35.10	Active	

## 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.



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Login as Admin Login as User

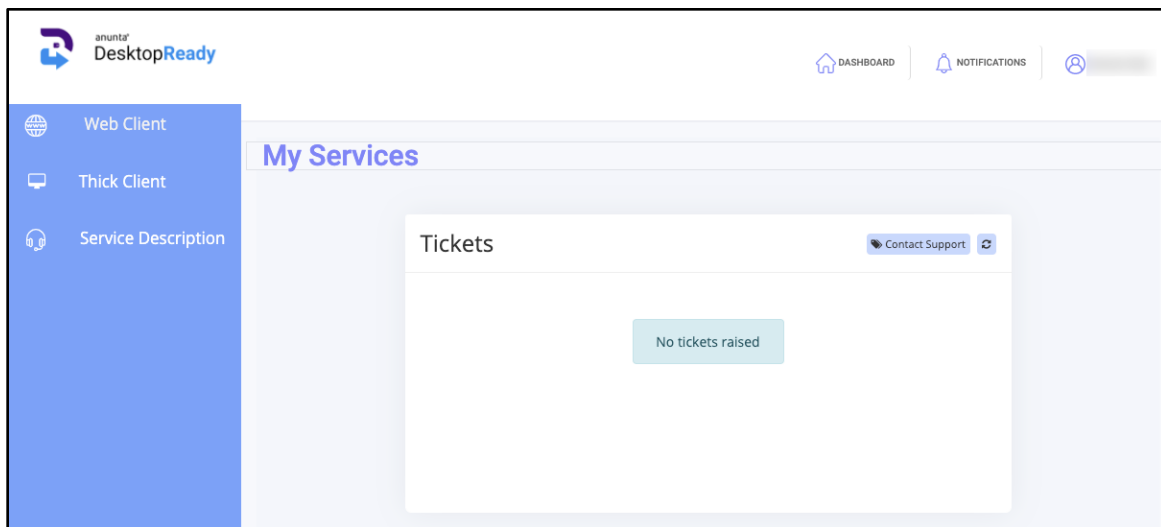
Please login to continue

UPN \*

> Login

## 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.

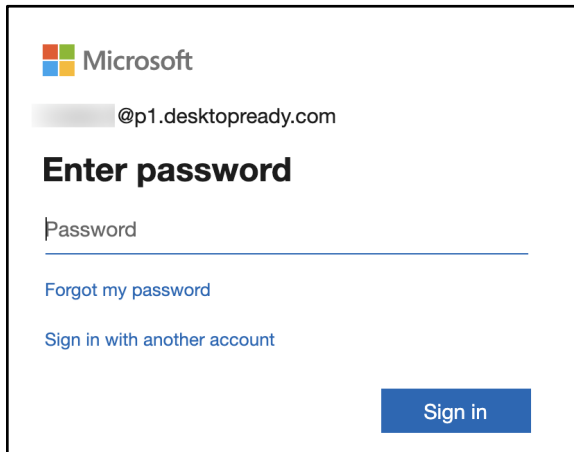


## Web Client

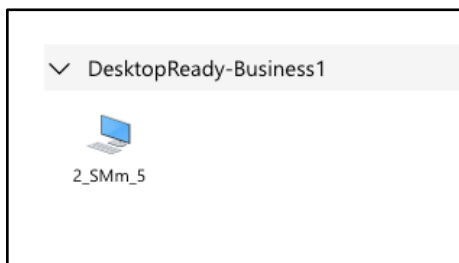
Follow these steps to launch the web client:

1. Open an Incognito window in your browser.

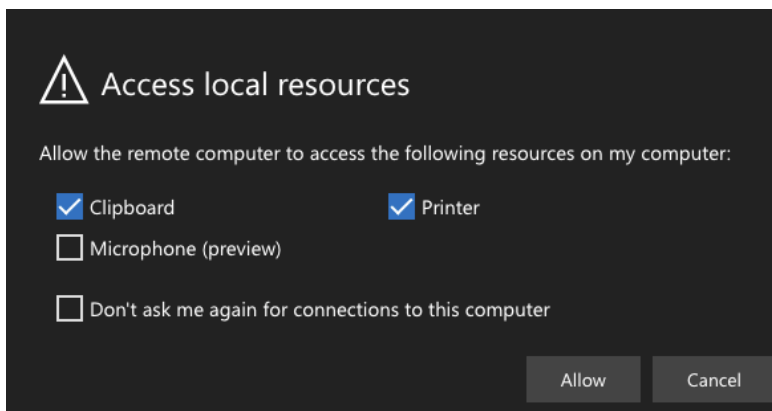
2. Login as a user.



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

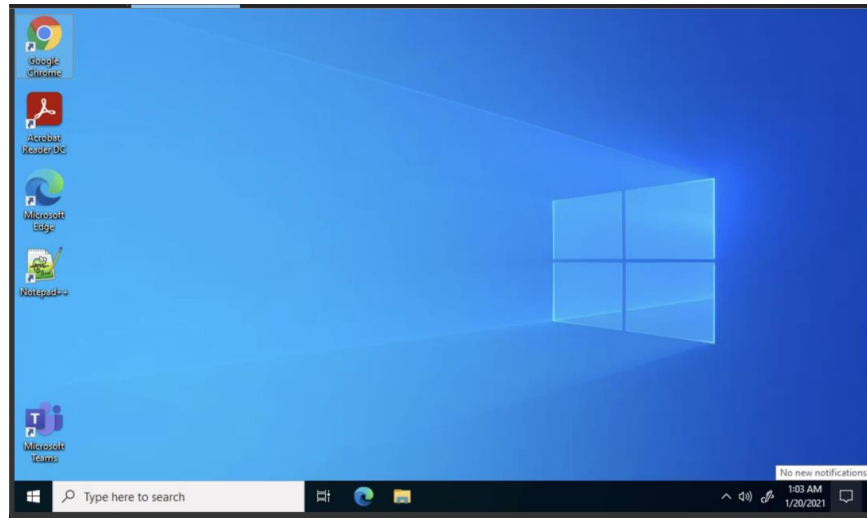


5. Check the boxes for the local resources that you will permit the web client to access, then click the **Allow** button.



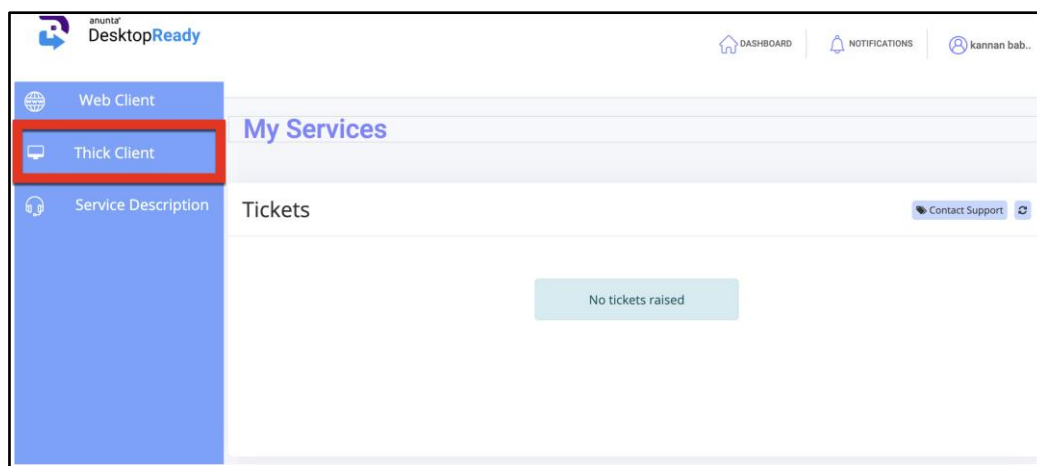
6. Enter the username and password for the user.

After a few minutes, the Windows desktop should appear.

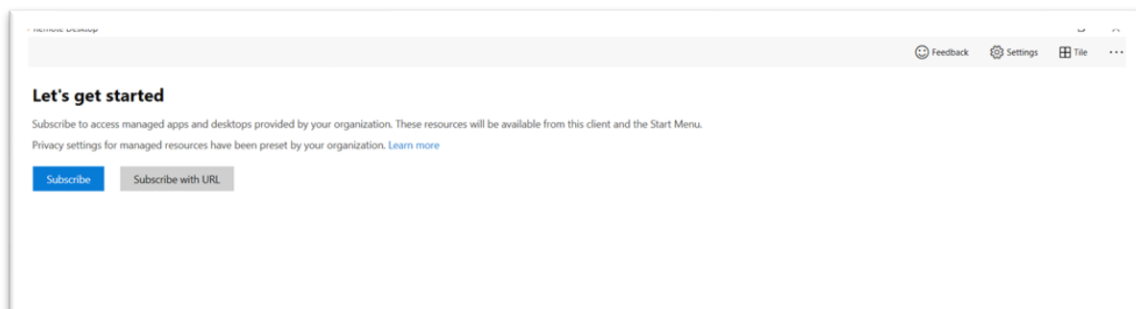


## Thick Client (Windows only)

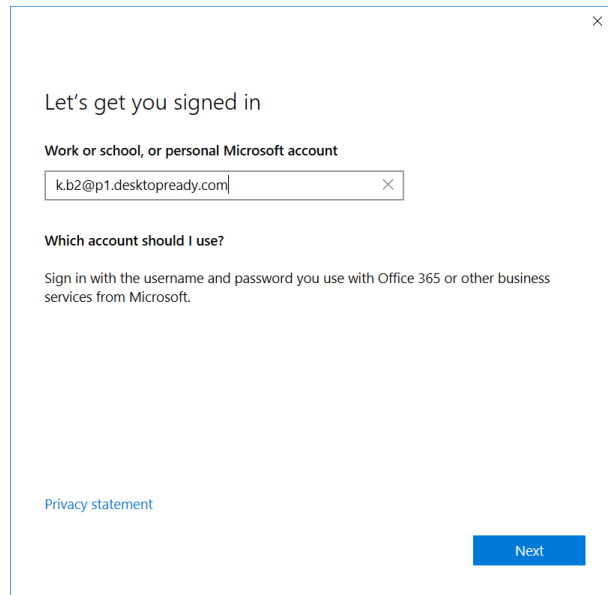
In the menu, click **Thick Client** to download the installer. Launch the installer and follow the prompts.



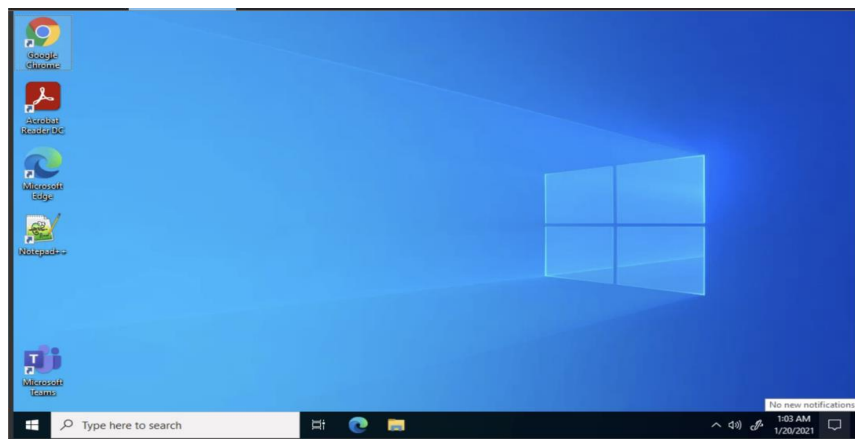
After the installation is complete, Click on “Subscribe” button



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)

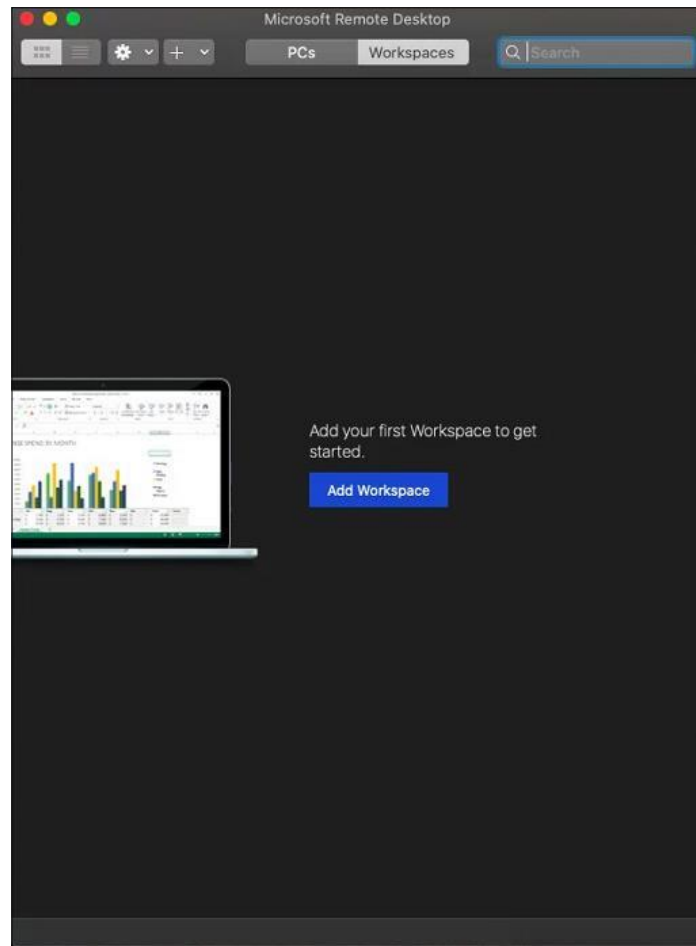
Download "Microsoft Remote Desktop" application from AppStore

<https://apps.apple.com/app/microsoft-remote-desktop/id1295203466?mt=12>

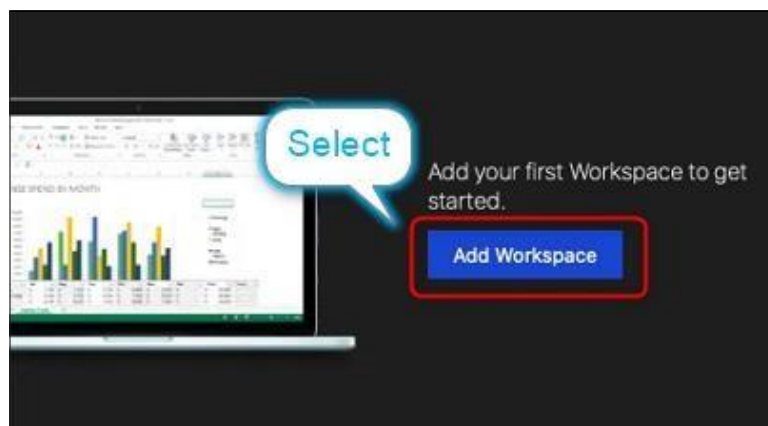




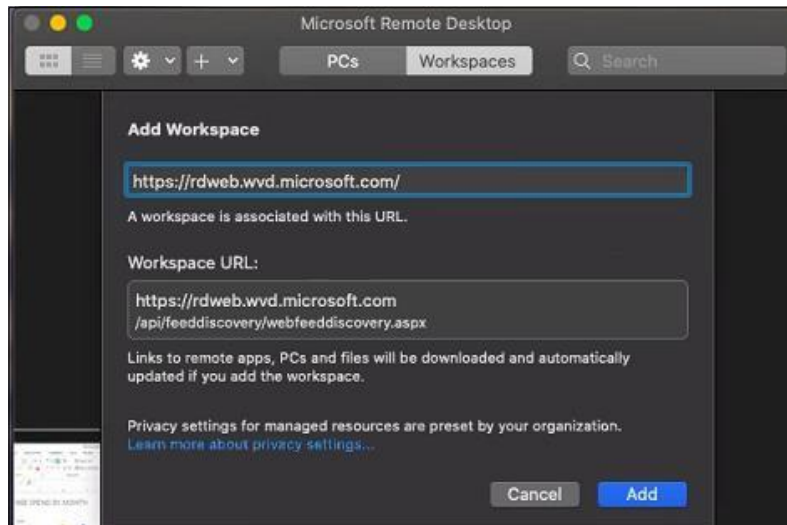
Post installation, launch the application



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



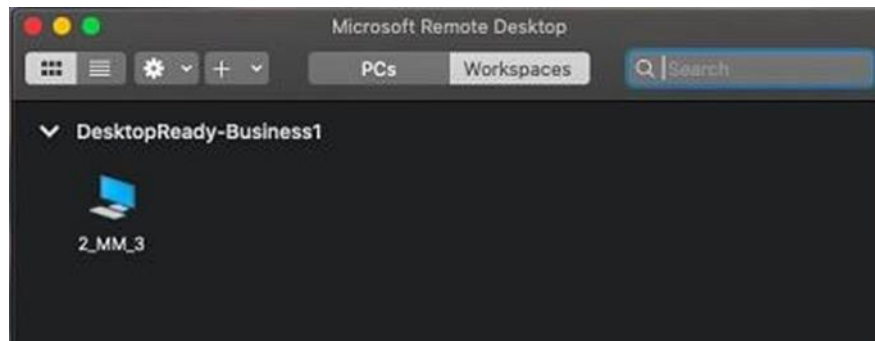
Enter the URL: <https://rdweb.wvd.microsoft.com> and press “Add”.



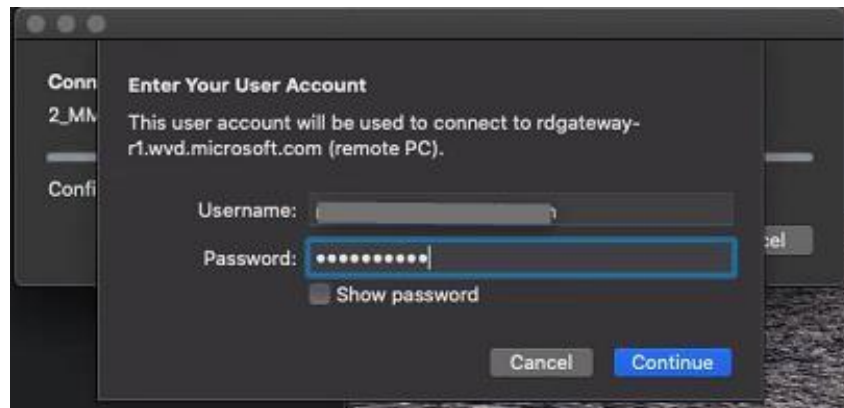
You will be prompted to sign in, please use your DesktopReady login credentials you received over email.



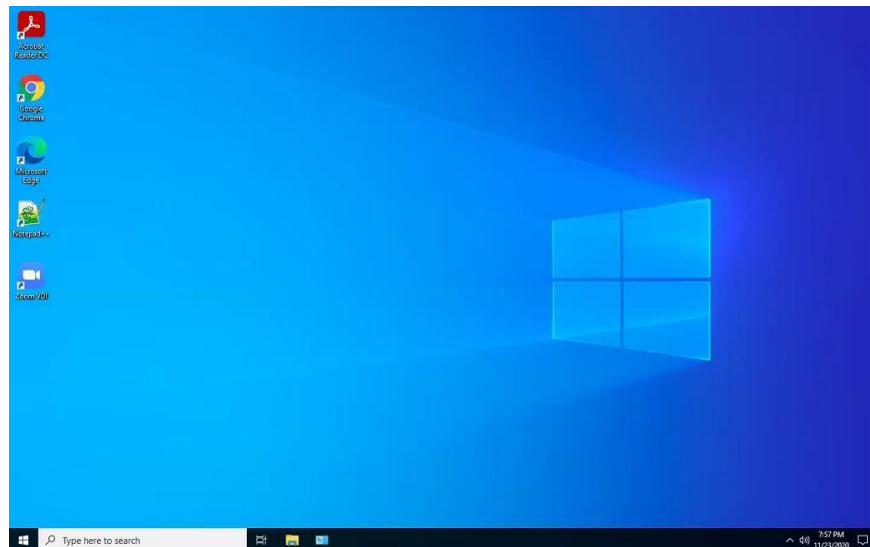
After keying in the right credentials, you will see the desktops assigned to you. You may see more than one desktops based on the assignments your administrator has made.



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](mailto:support@desktopready.com).