

WHAT IS HOSTED DESKTOP?

Hosted Desktop is a Cloud workstation solution that gives you access to your corporate applications and files, via an internet connection. You can access to your Hosted Desktop workstation from most internet-enabled devices including:

- Desktop (PC/Mac)
- Laptop (PC/Mac)
- Tablet(s)
- Mobile Phones

The many advantages of Hosted Desktop include:

- Access to an extremely flexible and secure Windows based workstation.
- Exceptional Disaster Recovery; as all Hosted Desktop workstation components are saved in a virtual datacentre, which is backed up by redundant maintenance systems.

This means if your device is lost, or damaged, you can still access your Hosted Desktop workstation and data using another internet-capable device. As a result, your Hosted Desktop service simultaneously expands your capabilities, whilst ring-fencing your work and data from calamity.

Files can be shared and updated to personal and/or company (shared) drives; allowing for privacy, as well as the ultimate in team-working infrastructures. Regardless of the location(s) of team members.

Note: Details on the Hosted Desktop file store structure are covered in **Where can I access my Personal and company shared data?** later in this document.

The Hosted Desktop workstation is customised to reflect your corporate image. It can also be customised to meet personal needs. Enabling you to benefit from the latest, constantly updated products and computing power, at an affordable cost.

HOW CAN I ACCESS MY HOSTED DESKTOP WORKSTATION?

To access your Hosted Desktop workstation, you will need to have the latest version of **VMware Horizon Client** installed on your Windows device (Desktop/Laptop).

Note: Details on how to access your Hosted Desktop workstation from other devices are described in the **Accessing Hosted Desktop without installing the VMware software** section, later in this document.

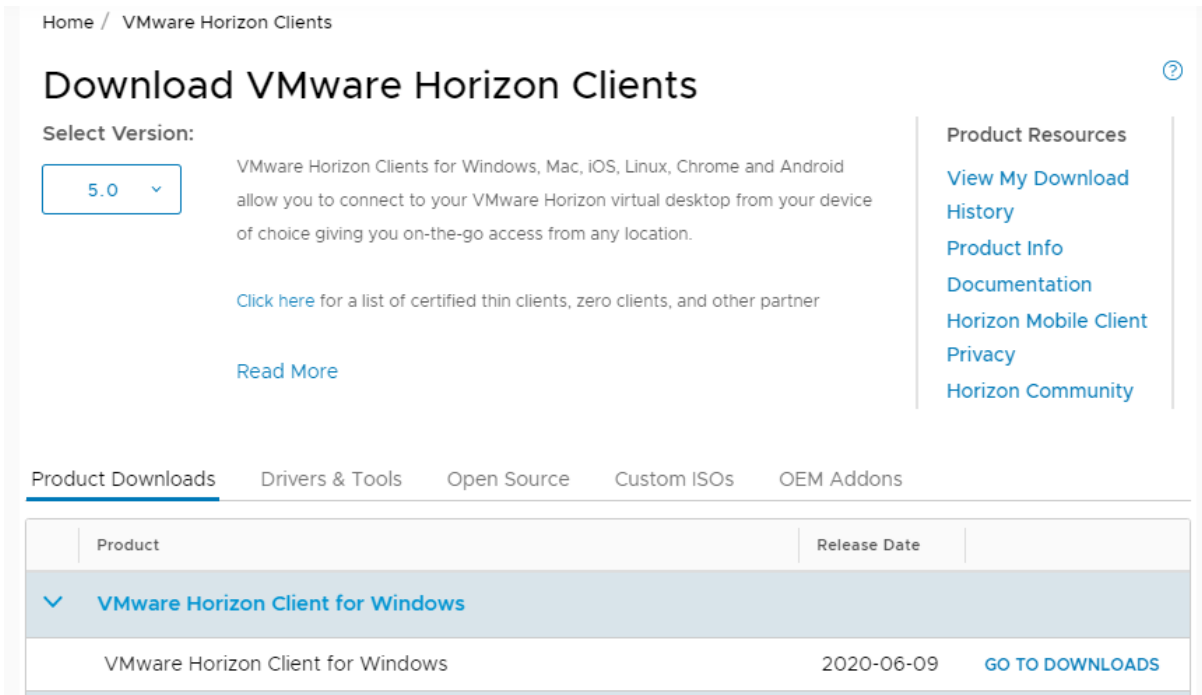
To install the VMWare Horizon client:

Note: To complete the following steps it is necessary to have administrator level rights to the computer that the VMWare Horizon client installation is being completed on.

1. Select the latest version of the appropriate VMWare Horizon client from:

https://my.vmware.com/en/web/vmware/info/slug/desktop_end_user_computing/vmware_horizon_clients/5_0

- Note:** Please ensure you download and install the correct version of the Horizon client for your device, as different versions for Windows and Mac PC's are provided.
2. Select the relevant **Go To Downloads** link in the following interface.



Home / VMware Horizon Clients

Download VMware Horizon Clients

Select Version: 5.0

VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

[Click here](#) for a list of certified thin clients, zero clients, and other partner

[Read More](#)

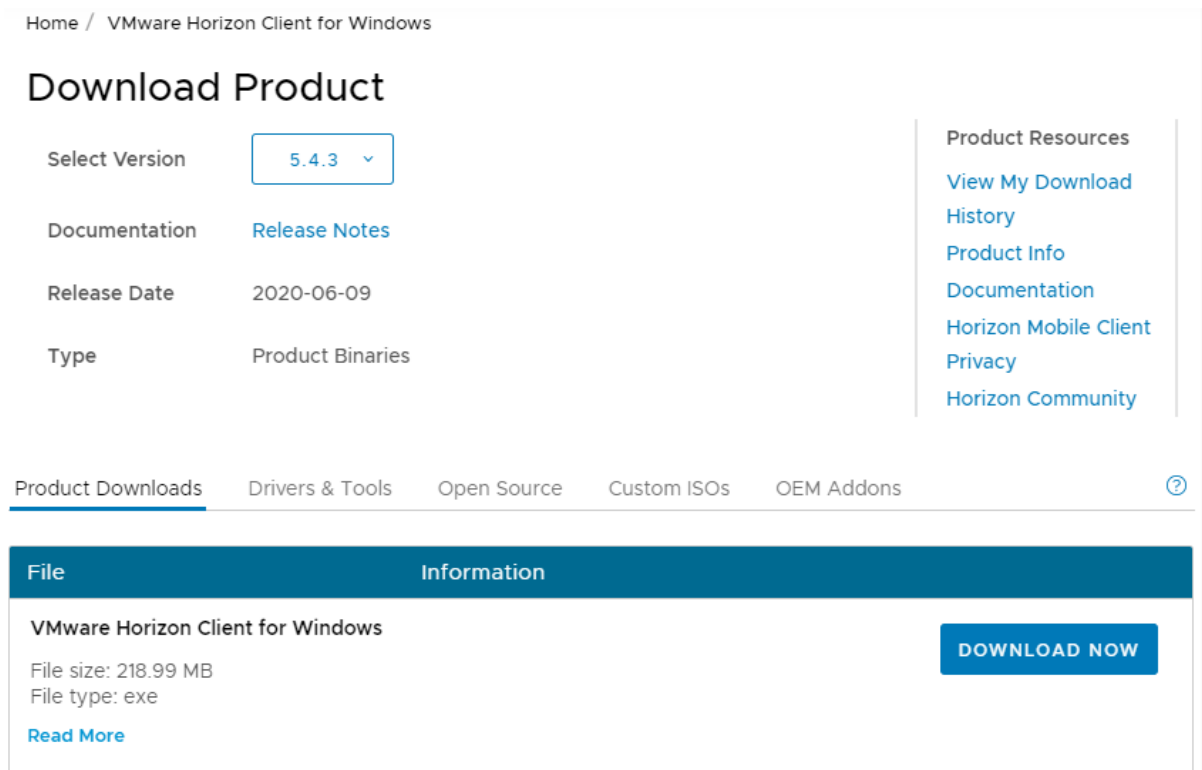
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- [View My Download History](#)
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Product	Release Date	
VMware Horizon Client for Windows		
VMware Horizon Client for Windows	2020-06-09	GO TO DOWNLOADS

3. Select the **Download** button link for example:



Home / VMware Horizon Client for Windows

Download Product

Select Version: 5.4.3

Documentation: [Release Notes](#)

Release Date: 2020-06-09

Type: Product Binaries

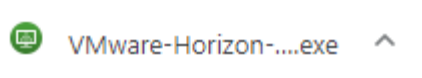
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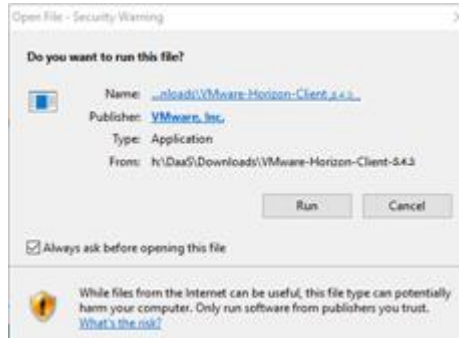
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File	Information
VMware Horizon Client for Windows File size: 218.99 MB File type: exe Read More	DOWNLOAD NOW

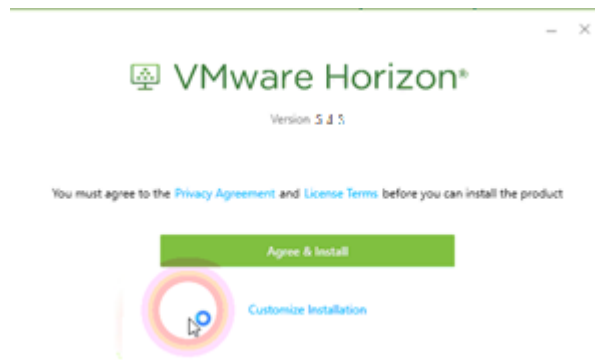
4. Double click the link to the downloaded **VMWare Horizon-...exe** file. This is normally displayed in the bottom left hand corner of the browser interface, e.g.



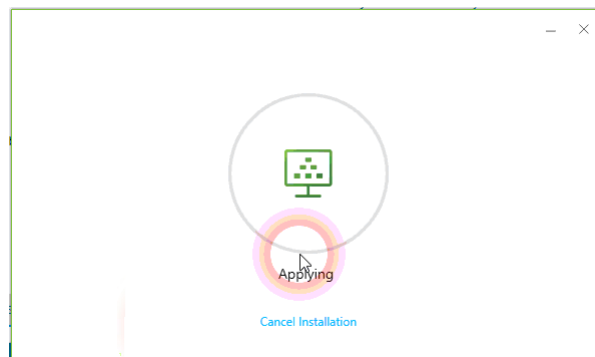
5. Select the **Run** option in the dialog box, if it is displayed,



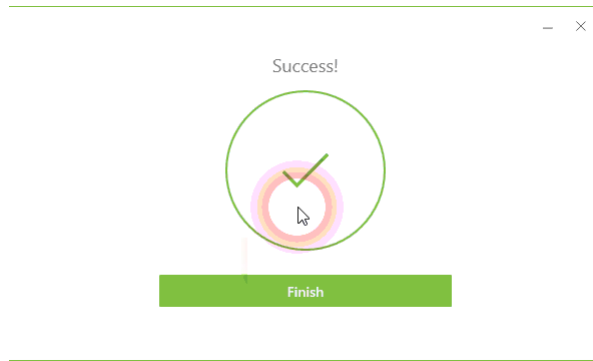
6. When the 'Do you want to allow this app to be installed on your device?' dialog box is displayed select the **Yes** button.
7. Select the **Agree & Install** button when the following dialog box is displayed.



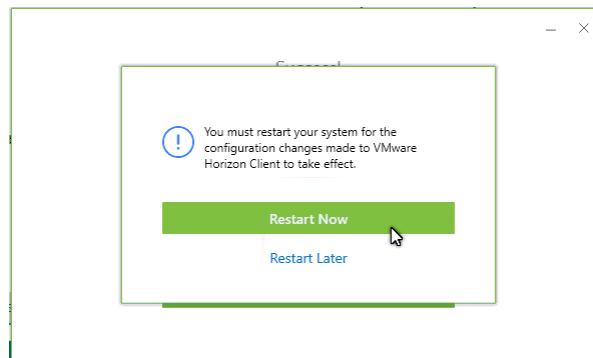
8. The installation of the VMWare Horizon client will take a short time to complete. During this time a dialog box like that shown below will be displayed.



9. Once the VMWare Horizon client has been installed the following dialog box will be displayed.



10. Select the **Finish** button.
11. When the following dialog box is displayed select the **Restart Now** button



This will cause your computer to be rebooted.

12. Once the Horizon client is installed a launch icon, like that shown below, will be displayed on your device's interface:



ACCESSING HOSTED DESKTOP WITHOUT INSTALLING THE VMWARE SOFTWARE

If you do not want to install the VMware Horizon client, but need quick access to your Hosted Desktop workstation, then access the following website:

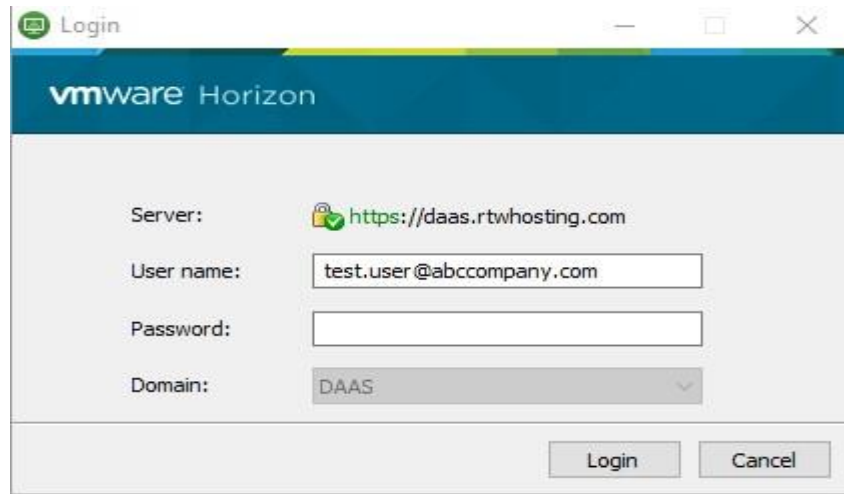
<https://Hosted Desktop.rwthosting.com/index.action>

Note: This Hosted Desktop workstation access method should **NOT** be used on a permanent basis. It is only intended as a temporary way to access your Hosted Desktop workstation.

HOW DO I LOG INTO MY HOSTED DESKTOP WORKSTATION?

To access your Hosted Desktop workstation double click the Horizon client icon on your desktop/laptop; or access the Hosted Desktop interface as described in the **Accessing Hosted Desktop without installing the VMware software** section of this document.

This will result in a login dialog box similar to that shown below, being displayed.



The credentials required to access your Hosted Desktop workstation are:

Server: If needed enter: daas.rwthosting.com, or your organisations equivalent entry, e.g. abccompany.rtwjostimng.com.

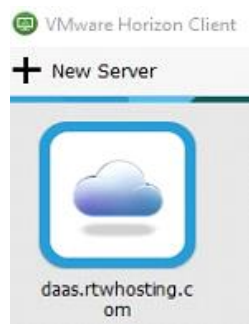
User name: Enter your work email address. For example:

test.user@abccompany.com

Password: This is your work computer password (and the same password used to access your Office 365 email online).

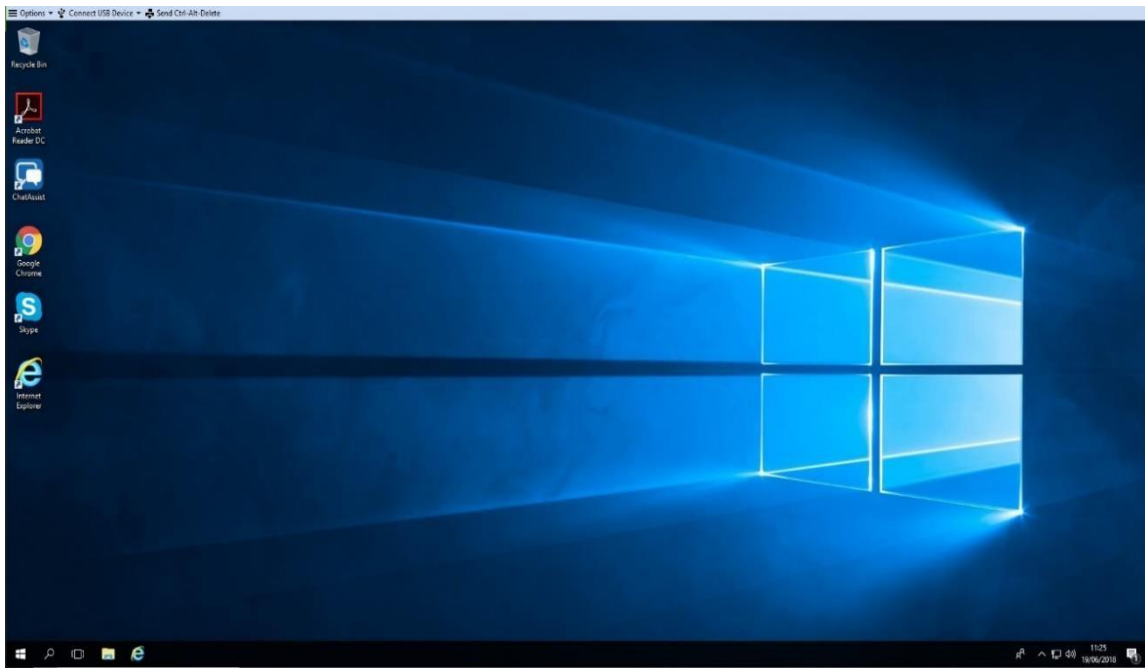
Note: This password must **NOT** contain a £ character. If your current password contains a £ character please contact Zenzero support, using the details provided on page **Error! Bookmark not defined.**

Once you have entered all the correct credentials you will access your 'Hosted Desktop client launchpad'. This interface will contain icon(s) similar to that shown below.



Note: If you have access to multiple Hosted Desktop workstations then multiple icons will be displayed here.

Double click the “...rtwhosting” icon to access your Hosted Desktop workstation. Once access has been completed you will be presented with your normal interface, which should look similar to that shown below.



WHERE CAN I FIND MY PROGRAMS AND SOFTWARE?


You can use your Hosted Desktop workstation like any other Windows based device.

All the regular software you use will be accessible via shortcut icons located on the workstation interface or pinned to the taskbar.

Note: Your workstations software configuration is determined during the preparation of your corporate Hosted Desktop environment.

If you are unable to find the program you are after, simply start typing the name of the application in the workstations search bar and the program should appear. You can then create a desktop, or taskbar shortcut, as needed.

WHERE CAN I ACCESS MY PERSONAL AND COMPANY SHARED DATA?

You can open Windows Explorer,  which should be pinned to your taskbar. This application will show you all the relevant data storage locations on Hosted Desktop. If your storage solution uses

OneDrive, for example to enable syncing with SharePoint, then the following mapped drives will be available.



The standard file structure set up by Zenzero, is composed of the following drives:



- C-drive:** Local Hosted Desktop workstation hard disk.
- G-drive:** The Group drive, used for all corporate data. This drive is accessible by everyone in your company. Personalised access restrictions to certain folders can be configured by an administrator.
- H-drive:** The Home drive is your personal drive. Data stored on this drive is not accessible by anyone else in your company.

HOW DO I SECURE MY WORKSTATION WHEN I AM NOT WORKING ON IT?

It is possible to lock your Hosted Desktop workstation by either:

1. By simultaneously pressing the  and [L] keys on your keyboard.

or:

1. Selecting the  menu.
2. Right clicking the user icon, .
3. Selecting the **Lock** option from the dropdown menu that is displayed.

Note: Once locked the lock screen can only be cancelled by entering your logon password(s) at your computer and/or Hosted Desktop workstation level, when prompted.

HOW DO I LOG OFF MY HOSTED DESKTOP WORKSTATION?


There are a number of ways that you can log off your Hosted Desktop workstation.

TO TEMPORARILY SWITCH BETWEEN YOUR HOSTED DESKTOP WORKSTATION AND DEVICE INTERFACE

If you wish to temporarily switch between your Hosted Desktop workstation and your device, then hover your mouse over the centre top of the Hosted Desktop workstation interface. This will access the following Hosted Desktop workstation menu bar.



Select the minimise button, , to access your device interface.

To return to your Hosted Desktop workstation selected icon, , on your device interface.

Note: If you exit your Hosted Desktop workstation for a long period of time then you may be prompted to login into your Hosted Desktop workstation again.

TO FULLY LOG OUT OF YOUR HOSTED DESKTOP WORKSTATION


You can exit your Hosted Desktop workstation in a variety of ways.

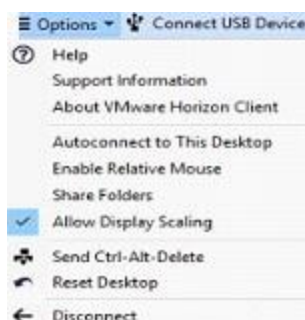
'Soft' exits

A 'soft' exit enables you to exit your Hosted Desktop workstation, in such a way that it remains 'active' in the background. The advantages of a 'soft' exit are:

- It speeds up your access to the Hosted Desktop workstation the next time you access it.
- Your active applications will be accessible in the same state as when you instigate the 'soft' exit.

You can instigate a 'soft' exit of your Hosted Desktop workstation by:

- Select the close icon, , from the Hosted Desktop workstation menu bar.
- Alternatively, by selecting the **Disconnect** option. This is located off the **Options** drop down menu that is accessed via the Hosted Desktop workstation menu bar.



'Hard' exits

A 'hard' exit of Hosted Desktop means that the Hosted Desktop workstation is completely shut down. This is equivalent to completely shutting down and powering off your computer. A 'hard' shut down will also close all active applications. As a result, it will take longer to restart your Hosted Desktop workstation the next time you access it.

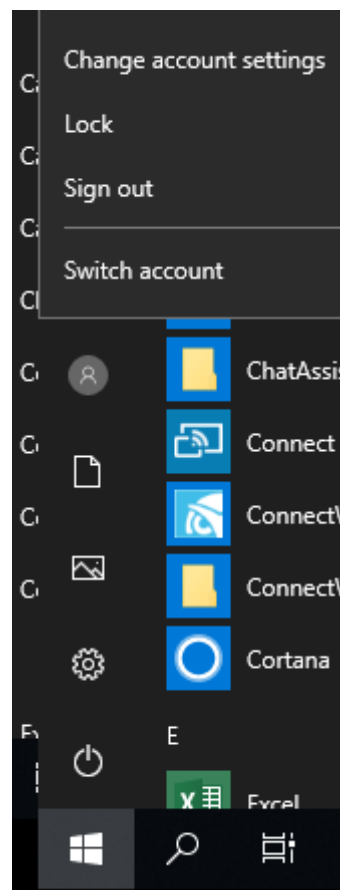
To complete a 'hard' exit you can either:

- Select the normal **Shut down** option from the Windows **'On/Off'** menu.



or:

Right click the **User** icon, that is located off the Windows menu icon. Then select the **Sign out** option in the sub-menu that is displayed.



HELPFUL NOTES AND POINTS ABOUT THE HOSTED DESKTOP WORKSTATION

To understand how Hosted Desktop works in sync with your device please read the following.

PRINTING

The Hosted Desktop workstation will automatically choose the default printer defined on your device.

To change your printer, you will need to change the default printer defined on your device.

Note: We would advise you contact the Zenzero Support team initially to assist you in setting up a printer for the first time.

SOUND

You can control your sound volume by setting your sound levels as normal inside the Hosted Desktop workstation. To get the best sound from your Hosted Desktop workstation we advise you to set your device sound volume to full. Then control your sound volume via the Hosted Desktop workstation.

Note: If sound is muted on your local computer it will also be muted on your Hosted Desktop workstation.

USB DEVICE CONNECTION

If you connect your device to an external storage device, e.g. an external hard drive, or a USB flash drive, these WILL NOT be accessible via your Hosted Desktop workstation. These storage devices will only be available on your device. You can however copy files between such devices and your Hosted Desktop workstation.

VOICE INPUT VIA A HEADSET

Plugging a headset into your device will result in the headset becoming the default voice and sound device for both your device and your Hosted Desktop workstation.

VOIP PHONES

Please refer to our Swyx user guide for further information on how to use this service on your Hosted Desktop workstation.

ADDITIONAL INFORMATION

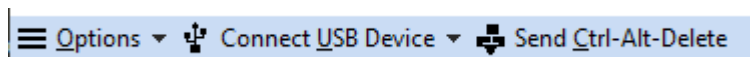
- Passwords are mandatory for accessing your Hosted Desktop workstation. The password must:
 - Be at least 8 characters long
 - Contain at least 1 upper case letter
 - Contain at least 1 lower case letter
 - Contain at least 1 number character
 - Contain at least one special character, e.g. !"\$%^&*()+@?
 - Not be based on your account name

- Not be one of your previous five passwords

Note: Do NOT use the £ ([shift] + [3]) character in the Hosted Desktop password.

- Any data saved to your Hosted Desktop workstation's desktop, or C drive, will not normally be backed up. We strongly recommend you only store data on your G: and/or H: drives.
- All Hosted Desktop workstations run software protection. This advanced software is constantly updated and protects users from most malicious content. This, however, is a fastmoving and extremely profitable area of criminal activity. So constant vigilance is required when downloading/opening files/software.
- The Hosted Desktop workstation requires a stable internet connection to be accessed. We recommend a minimum connection speed of 256Kbps upload and download, to achieve this.
- If your Hosted Desktop workstation becomes unresponsive, or seemingly hangs, click on <Ctrl> + <Alt> + <Delete> keys to access the **Task Manager**. This application enables you stop any unresponsive applications.

Note: You can also issue a [Ctrl] + [Alt] + [Del] command by selecting the **Send Ctrl-Alt-Delete** option, located in the Hosted Desktop workstation menu. As shown below.



Note: We would advise you contact Zenzero Support team for assistance with any unresponsive/'hanging' issues you experience.

- Routine Hosted Desktop system maintenance is carried out every Sunday between 01:00 and 04:00. Though other maintenance windows might be required. If there is a potential for extraordinary system disruption, users will be informed in advance via the Hosted Desktop Status Page:

http://www.rtw.co.uk/client-extranet/service_status.html

ZENZERO SUPPORT

If required, you can contact Zenzero support via:

- Telephone: +44 203 130 9400
- Email: Support@Zenzero.co.uk

IMPORTANT INFORMATION

Given the current situation, Zenzero will do what it can to get you up and running. If the installation being carried out is on a home device Zenzero cannot promise the installation will work, due to factors outside our control to resolve and/or limited available support time. Even if the installation works, Zenzero cannot guarantee it will continue to work. Zenzero will try to provide support and recommendations, as far as is possible, to help you keep working.

Information on the status of your Hosted Desktop service, supplied by Zenzero, can be obtained using the following link:

http://www.rtw.co.uk/client-extranet/service_status.html