

HOW CAN I ACCESS MY HOSTED DESKTOP WORKSTATION (DAAS)?

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

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.

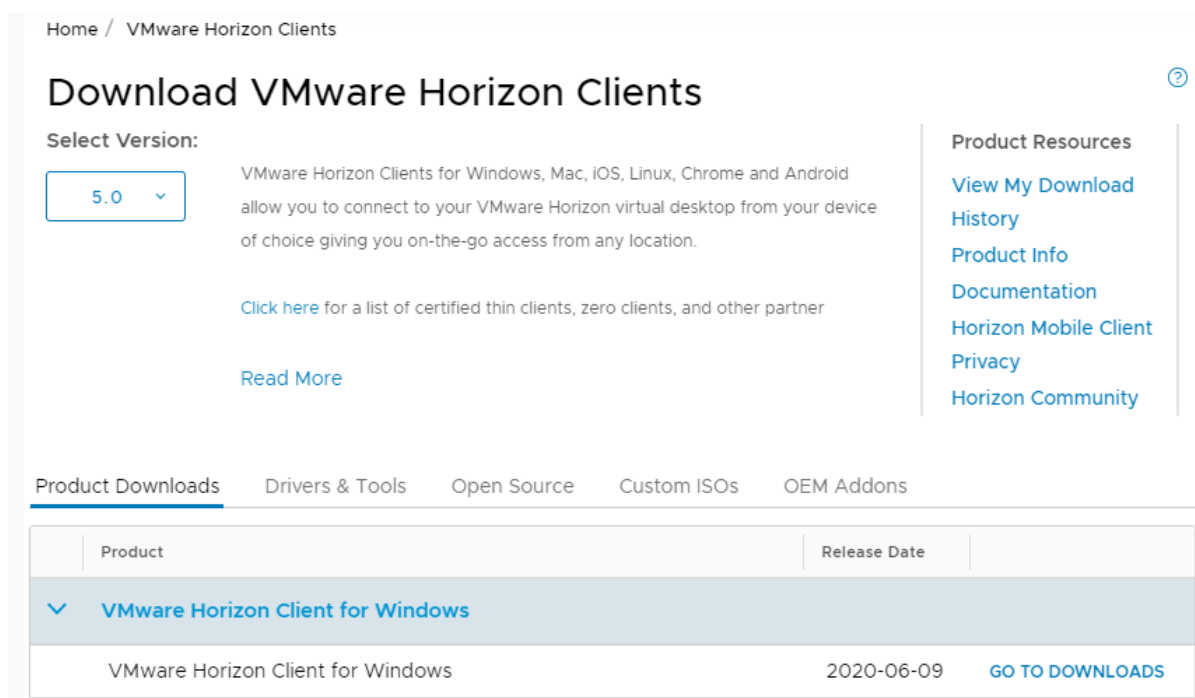
To install the VMWare Horizon client:

Note: To complete the following steps it is necessary to have the appropriate access rights on the computer that the VMWare Horizon client installation is being carried out on.

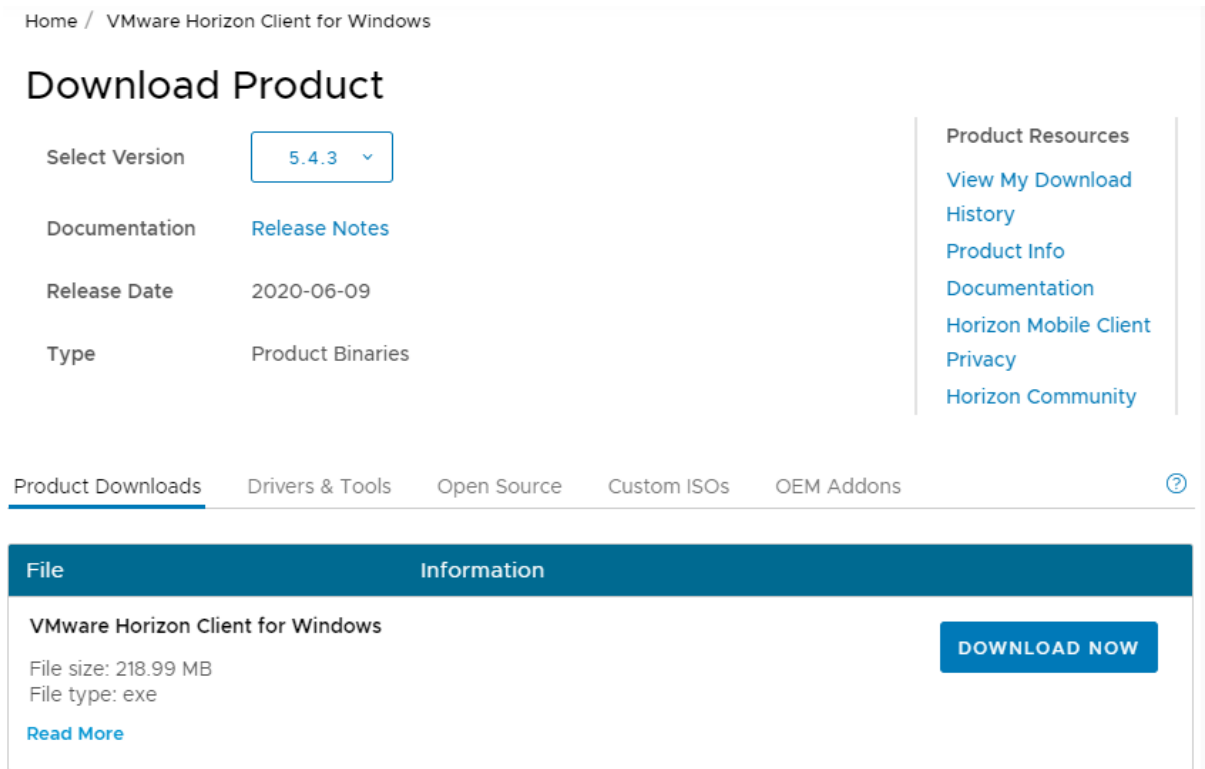
1. Select the **5.0** version of the appropriate VMWare Horizon client from the list displayed on selecting the following link:

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

2. Select the relevant **Go to Downloads** link for your device from the options that are displayed in the interface like that shown below.

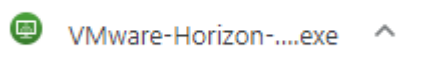


3. Select the **Download** button link for example:

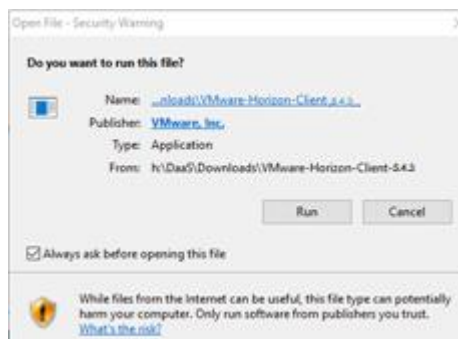


Note: The VMWare version in the above interface may be different to 5.0. This is because VMware will automatically access the most recent client download that they have released.

4. Once the download is complete select the **VMWare Horizon-...exe** file option. This is normally displayed in the bottom left-hand corner of the browser interface, e.g.

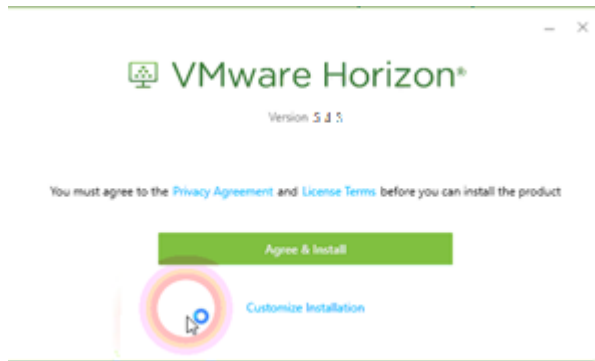


5. Select the **Run** option in the dialog box, if it is displayed.

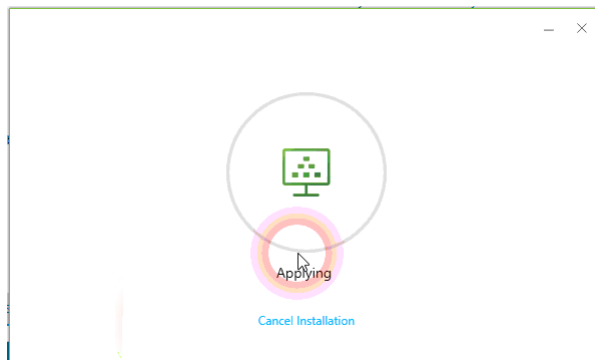


6. If a 'Do you want to allow this app to be installed on your device?' dialog box is displayed select the **Yes** button.

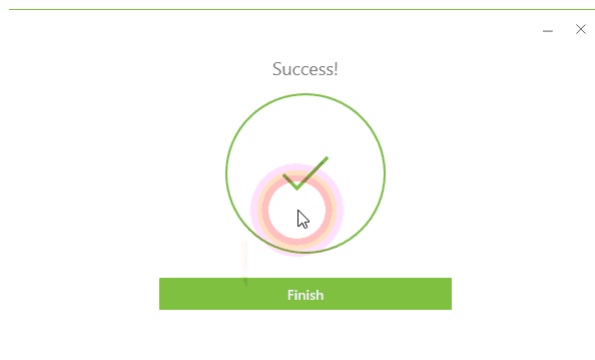
7. Select the **Agree & Install** button when the following dialog box is displayed.



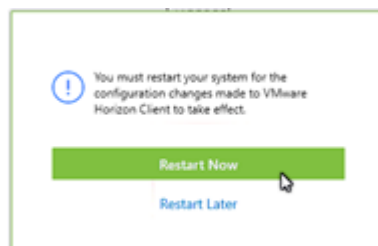
8. The installation of the VMWare Horizon client will take a short time to complete. During this time a dialog box like that shown below will be displayed.



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

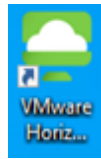


10. Select the **Finish** button.
11. When the following dialog box is displayed select the **Restart Now** button.



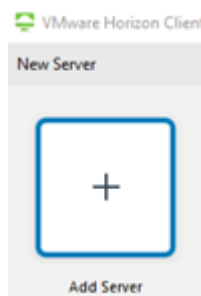
This will cause your computer to be rebooted.

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

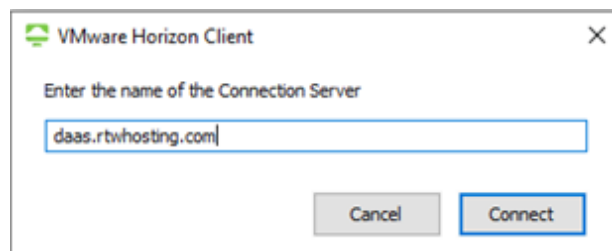


Select this icon to launch the VMware Horizon application.

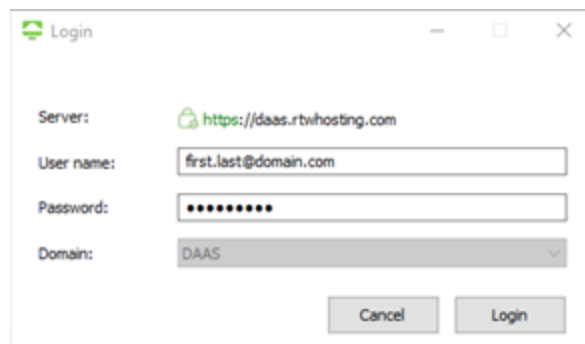
13. When the VMWare Horizon interface, like that shown below is displayed, select **New Server** option.



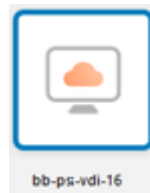
14. The following VMWare Horizon client dialog box will then be displayed.



15. Enter the following: **daas.rwthosting.com** tin the 'Enter the name of the Connection Server' dialog box. Then select the **Connect** button.
16. Enter your **Username** and **password** in the appropriate text entry boxes.



17. A DaaS computer icon, like that shown below, which is linked to your DaaS workstation will then be displayed.



18. Double click the appropriate icon to access your DaaS workstation.

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