



## VDESKONLINE CONNECTIONS ISSUES GUIDE

**INTRODUCTION:** Use this guide to assist with some common vDeskOnline connection issues.

**SYSTEM REQUIREMENTS:** Citrix Receiver/Workspace

### WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- An Internet connection
- Latest version of the Citrix Workspace  
<https://www.citrix.co.uk/downloads/workspace-app/>
- Your vDeskOnline login details

**vDeskOnline requires a 100% stable, constant connection to the Internet**, as it works very differently to general Internet browsing and streaming. **Roughly 99% of all connection issues** to vDeskOnline are usually **caused by one of the following**:

- Problem with device being used to connect to vDeskOnline
- Problem with the local network
- Problem with the WiFi connection
- Problem with the Internet connection

**Simply rebooting the equipment will help resolve most problems!**

## STEPS FOR REBOOTING EQUIPMENT

Always reboot your device first, whether it's a desktop, laptop, tablet etc.

- Then try and connect again.

Are you connecting using a wireless connection?

- Try disabling your wireless on the device and use a cable to connect instead.

Is everyone on the network having the same problem?

- Reboot the router that is connected to the Internet and try again.

Are you the only person using this router?

- Reboot the router that is connected to the Internet and try again.

## OTHER COMMON ISSUES

vDeskOnline session keeps dropping

- Follow the above steps for rebooting your equipment

vDeskOnline is running slow, when typing and general use of the virtual desktop

- This is due to poor internet speeds and rebooting the router may help.
- Someone or another device on your network is maxing out the Internet connection.
- Someone is uploading/downloading a large number of files.
- There is a problem with the Internet speeds and you may have to raise this with your Internet Service Provider to run a line check