



RESTARTING YOUR VDESKONLINE SESSION

INTRODUCTION: In this guide you will find details on how to restart your vDeskOnline hosted desktop, in situations you are having issues connecting or running software, or there is a planned maintenance.

SYSTEM REQUIREMENTS: Access to your Hosted Desktop or to the vDeskOnline portal, also known as the storefront

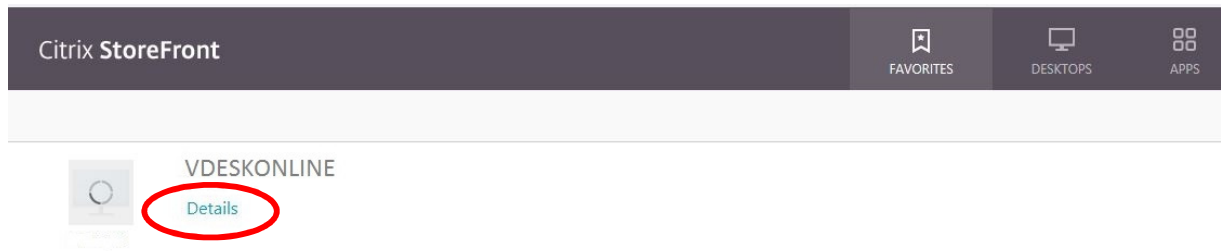
WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- An Internet connection
- Your vDeskOnline login details

STEP ONE

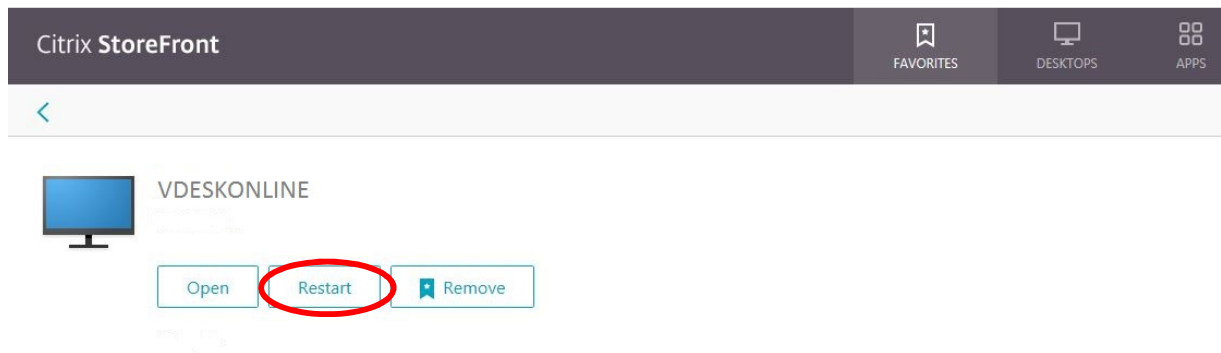
Open a browser like Internet Explorer, Google Chrome etc, and connect to <https://go.vdeskonline.com> and login.

Once at the Citrix StoreFront simply click on 'Details' option next to the monitor icon.



STEP TWO

Single click on the 'Restart' button and wait up to 5 minutes for your Hosted Desktop to launch.



STEP THREE

If there are still connection problems you may want to restart your local desktop and try again. Otherwise you may want to download and install the latest Citrix receiver from <http://receiver.citrix.com/>

For support please call +44 (0) 20 3740 1060, or email support@it-logik.com