

Connecting to secureVirtual Workspace

The following document provides information on connecting to secureVirtual Workspace.

This Document includes:

- **Connecting Using Remote Desktop Connection (RDC)**
- **Connecting via secureVirtual Website**
- **Connection from non Windows Machines**
- **Other Advice and Information**

If you have any further queries that are not answered within this document, please contact secureVirtual support. Contact details can be found on the SecureVirtual website www.securevirtual.com/contact.htm.

Connecting Using Remote Desktop Connection (RDC)

Step 1: Make Sure the RDC Client is Installed

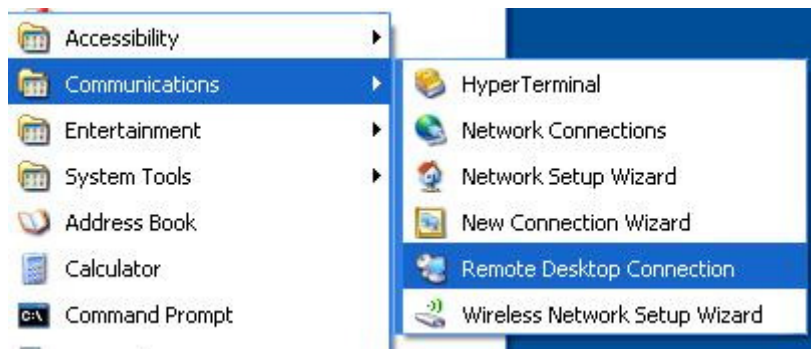
Windows XP and Windows 2003 have the RDC client built in.

For other Microsoft Windows operating systems you can download the latest RDC client using the following link:

www.microsoft.com/windowsxp/downloads/tools/rdclientdl.mspx

Step 2: Running RDC Client for the First Time

Once the RDC client is installed you can start the client by going to: START -> All Programs -> Accessories -> Communications and selecting Remote Desktop Connection, as follows:



Step 3: Setting Optimal RDC Options for your Workspace

There are many options that effect the experience of your secureVirtual Workspace.

The following sections describes important RDC features and steps you through the recommended way of setting up these features:

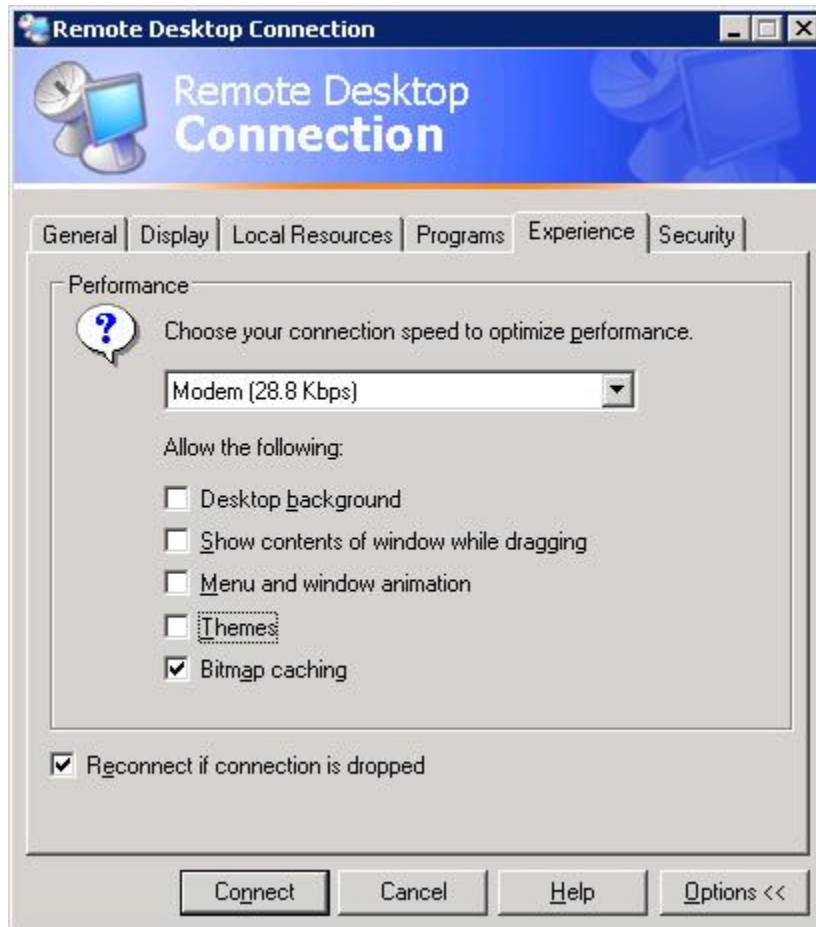
a) Displaying Additional Options



The first time you run the RDC client the above screen is displayed.

Click on the options button to display additional settings that we will use in this section to modify you Workspace experience.

b) Modifying Experience Settings



Once additional options are displayed click on the Experience tab.

The Experience tab effects the performance of your Workspace and allows you to decide what to do if the connection to your Workspace is dropped.

The following are the recommended options for best performance:

- Connection Speed of "Modem (28.8kbps)"
- "Reconnect if connection is dropped" is turned on (ticked).

These recommended options are also displayed in the picture above.

c) Modifying Local Resources Settings



Once you have complete the settings on the Experience tab click on the Local Resources tab.

The Local Resources tab allows you to control which local resources are available in your Workspace session and how your keyboard and sound are presented to you.

The following are the recommended options for best performance:

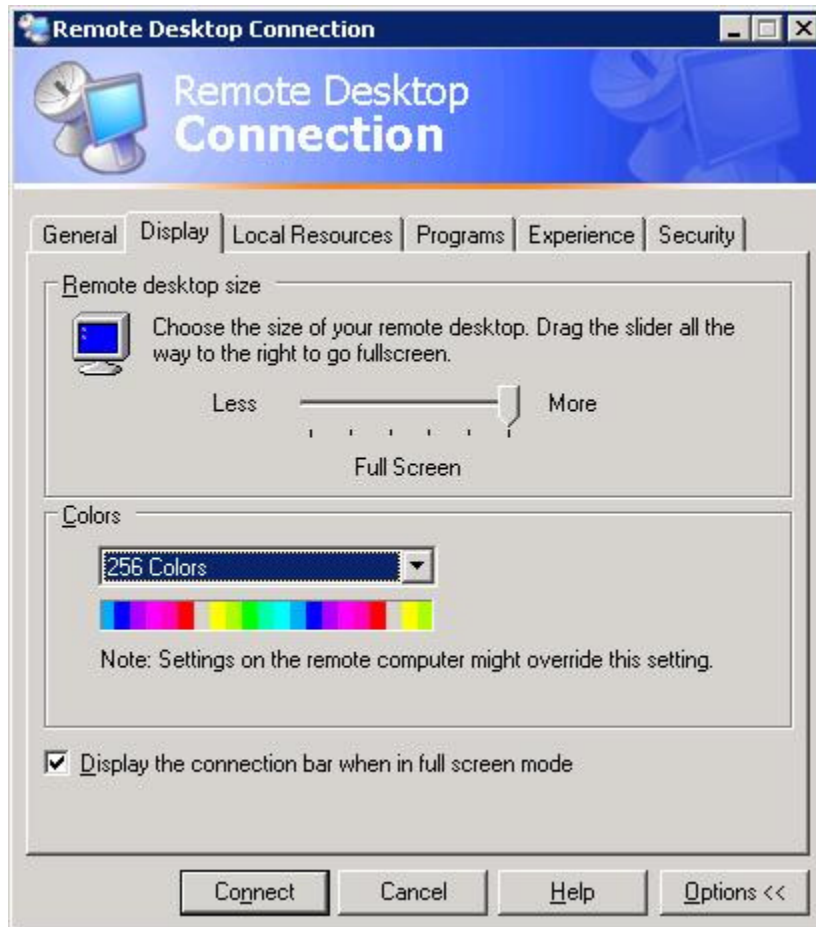
- Remote computer sound set to "Do not play".
- Keyboard set to "In full screen mode only".
- Local Devices "Printers" is turned on (ticked), all other options off (not ticked).

NOTE: There is a security risk associate with allowing your local Disk drives to be mapped and you should only use this option from a secure computer.

A secure computer has Anti-Virus software installed with the latest virus definitions, and should be protected by a firewall. A public computer (e.g. at an Internet cafe) is not considered secure.

You must also be given permission to use this option, if you have not been given permission then this option will have no effect even if turned on (ticked).

d) Modifying Display Settings



Once you have complete the settings on the Local Resources tab click on the Display tab.

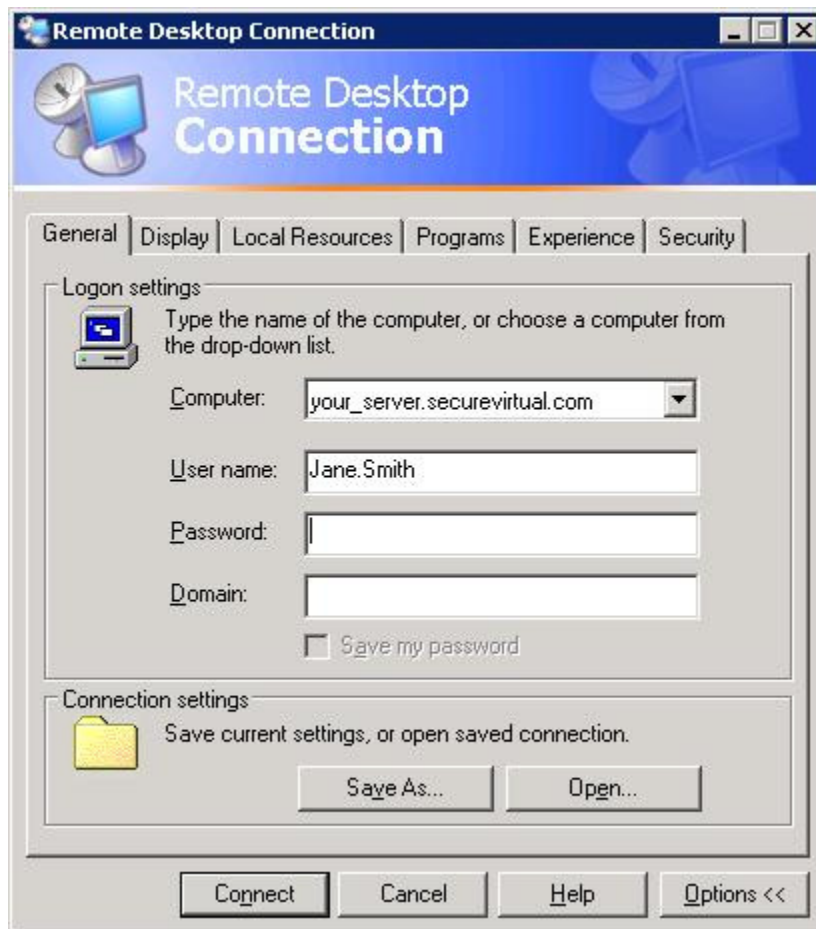
The Display tab allows you to change the size of the Workspace desktop and the number of colours that are displayed in your Workspace.

The following are the recommended options for best size & performance:

- Set Remote desktop size to "Full Screen".
- Colors set to "256 colors"

These recommended options are also displayed in the picture above.

e) Modifying General Settings



Once you have complete the settings on the Display tab click on the General tab.

It is recommended you fill in the following settings:

- Set Computer to the Server Name given to you by secureVirtual and add ".securevirtual.com" to the end.
- Set User name to the user name given to you by secureVirtual.

See above picture for an example of Computer / Username settings.

Note: Password and Domain edit boxes should be left blank. On connecting to your Workspace you will be prompted for this information.

f) Saving your Settings

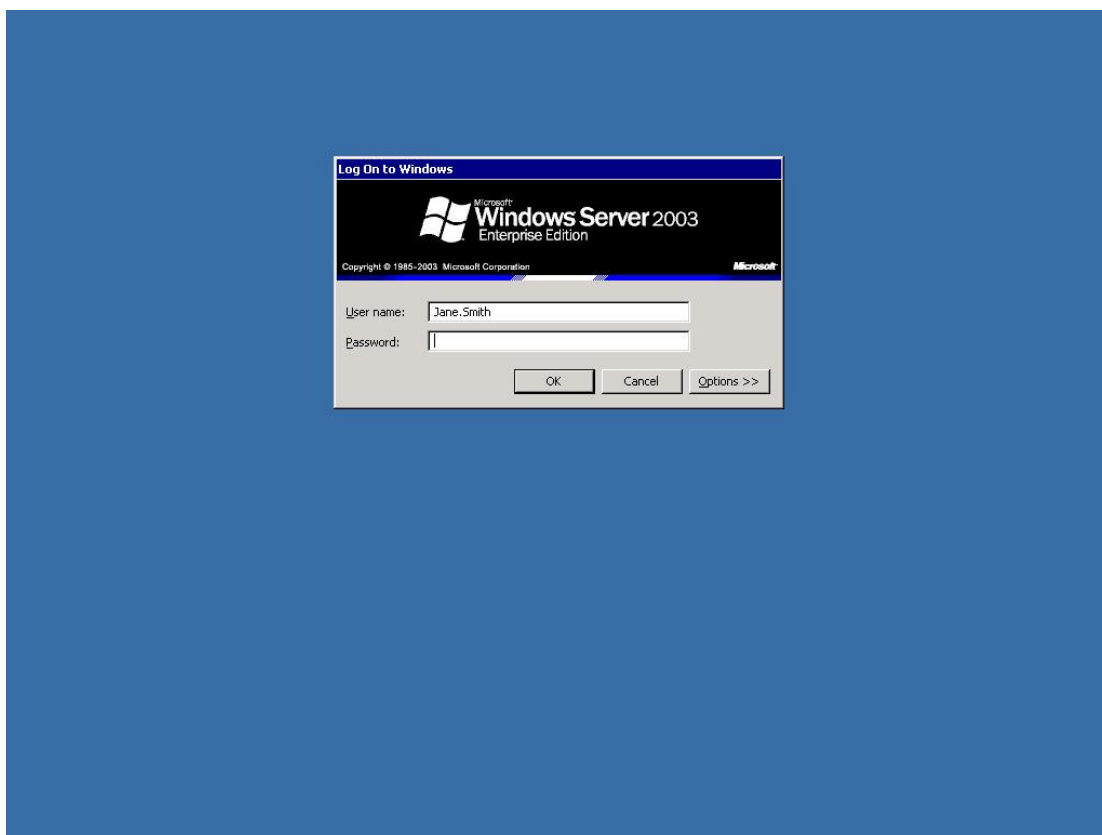
Once you have complete the settings on the General tab click on the Save As... button.

By clicking the Save As... button on the general tab you will have the option of saving all the settings that you have entered.

Once saved, for example to your desktop, you can then simply double click on the file created which will allow you to connect to your Workspace using all the settings you entered.

g) Connecting to your Workspace

Once you have completed setting all the options press the Connect button.



A screen similar to the above will appear.

Enter your password that you have been given and your secureVirtual Workspace will load.

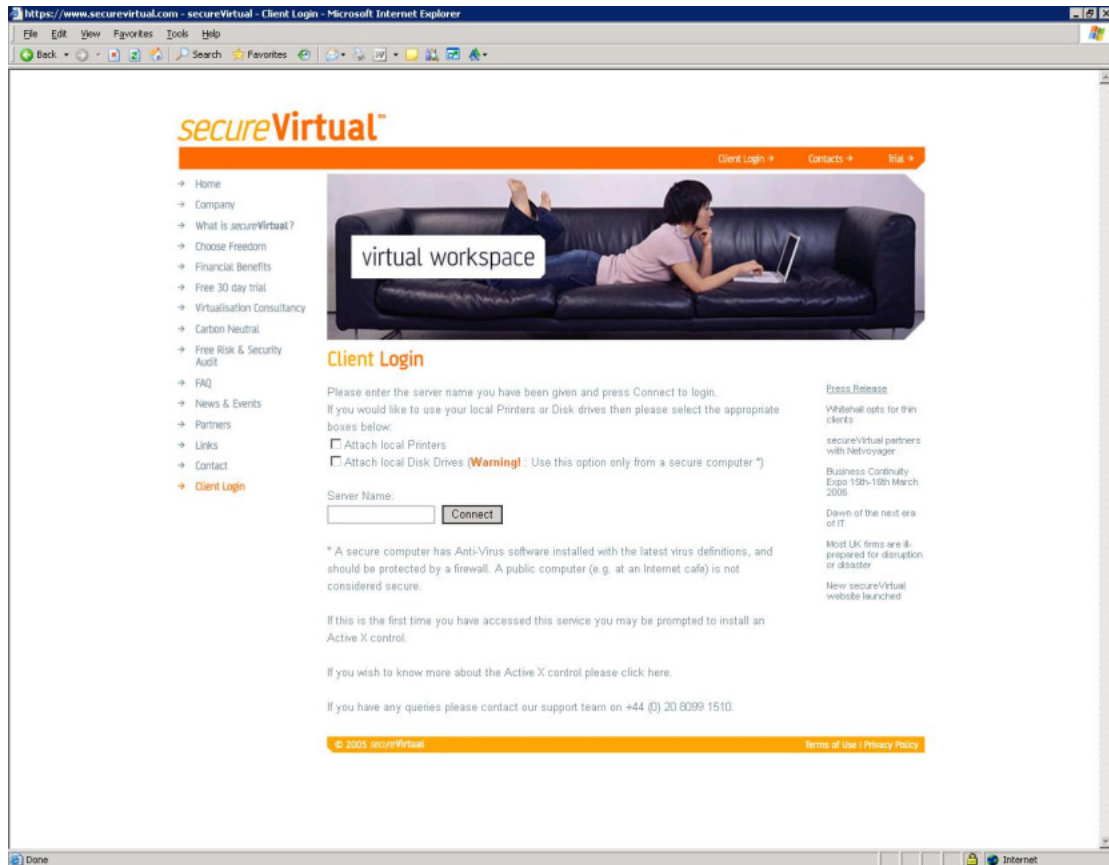
Connecting via secureVirtual Website

Step 1: Connecting to the secureVirtual login web page

To connect to your secureVirtual Workspace from the secureVirtual website first use your Internet Browser and go to the following secure web address:

<https://www.securevirtual.com/clientlogin.htm>

You will then be presented with the following screen:



Step 2: Entering your Connection Details

Once the web page has loaded enter the following recommended values:

- Allow local Printers is turned on (ticked)
- Allow Local Disk Drives is turned off (not ticked)
- Server Name as the Server Name given to you by secureVirtual.

NOTE: There is a security risk associated with allowing your local Disk drives to be mapped and you should only use this option from a secure computer.

A secure computer has Anti-Virus software installed with the latest virus definitions, and should be protected by a firewall. A public computer (e.g. at an Internet cafe) is not considered secure.

You must also be given permission to use this option, if you have not been given permission then this option will have no effect even if turned on (ticked).

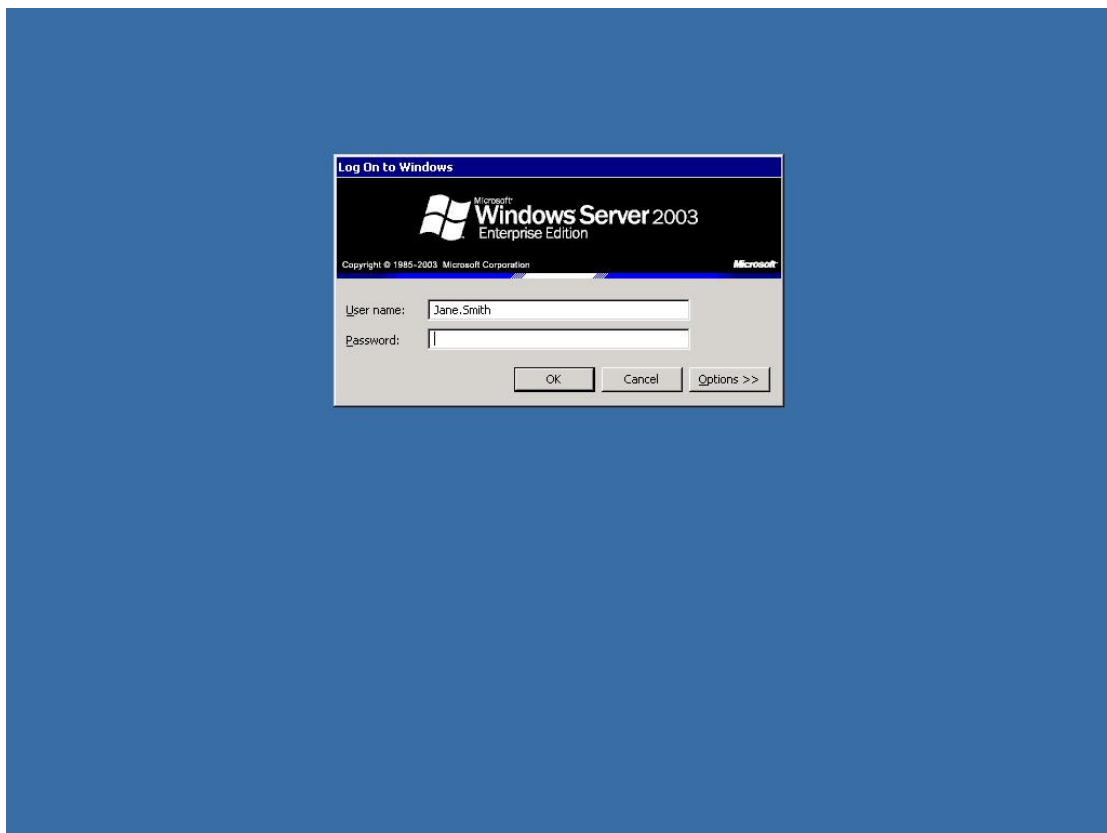
Step 3: Connecting to your Workspace

Once all the details are entered press Connect.

The first time you connect to your Workspace you may be prompted to load an Active-X control, for more information please use the following link:

<http://www.securevirtual.com/documents/ActiveX-Information.pdf>

Once the Active-X control is loaded the a screen similar to the below will appear:



Enter your username and password that you have been given and your secureVirtual Workspace will load.

Connection from non Windows Machines

If you are trying to connect to secureVirtual Workspace from a non Windows computer then the computer may have its own RDC client that you can use to connect to your secureVirtual Workspace.

If you a Apple Macintosh there is a RDC client you can download, for more information see the following:

<http://www.microsoft.com/mac/products/remote-desktop/default.aspx>

If you are having problems connecting to you securVirtual workspace from a non Windows computer then please contact our support team who will be happy to help.

www.securevirtual.com/contact.htm

Other Advice and Information

If you need any further information then please take a look at our FAQ page or contact us.

www.securevirtual.com/faq.htm

www.securevirtual.com/contact.htm