# How to Manage My Desktop

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# Introduction:

This document will help you in understanding and locating your VDI information along with quick steps that can be performed on your Virtual Desktop using Desktop Control Panel.

## Understanding and Managing the Account

There are two aspects to managing your account. One is account Management-which is done from the billing portal and the other is Virtual Desktop management which needs to be done from the Desktop management Control Panel.

Account management from within billing portal:

Please visit https://billing.apps4rent.com/clientarea.php and use the login credentials received in your in e-mail.



1. Click on **"My Services"** from the top.

2. You will see list of your Products under the **"Services"** section including the VDI.

3. You can manage the billing part from the **"Billing"** tab.

4. Our support team is available 24 x 7 via phone/chat and e-mail. You can also open a support ticket from the **"Support"** Section.

## Desktop Control Panel Portal

Kindly visit https://portal.vdi.hostingcloudapp.com and use the login credentials received in your in e-mail.

## Performing Quick Actions on Virtual Desktop

In Order perform below quick actions on Virtual Desktop you should login to Desktop Control Panel and then Click on **Virtual Machines** and select the virtual machine (aka Virtual Desktop) on which you would like to perform the action.

**NOTE: None of these actions will have any impact on your billing. Hence, shutting down your machine or deleting your machine using these steps or pausing/suspending machines will not suspend your billing. You will continue to get billed normally.**

### Restart

This will reboot the machine you have with us and all un-saved data will be lost. Best way would be to make sure that all your users have saved the work; closed all open windows and logged out from the virtual desktop. And then you can perform this action.

### Turn Off (Force Stop)

This is equivalent to forcefully shutting down the system where all un-saved data will be lost. This is typically used when system is in hung/frozen state.

### Pause

This will put machine you have with us in saved state and you wont be able to access it. We don't recommend you to use this option unless informed by Apps4Rent.

### Delete

This will delete the virtual machine permanently and all data will be lost. In order to delete the machine, you have with us, it should be in shutdown state. This does not impact your billing in anyways. You can create another machine with us for the same plan. Even if old machine is terminated and new one is not created, your account will continue to get billed-as the resources have already been assigned to your account from our pool for machine creation.
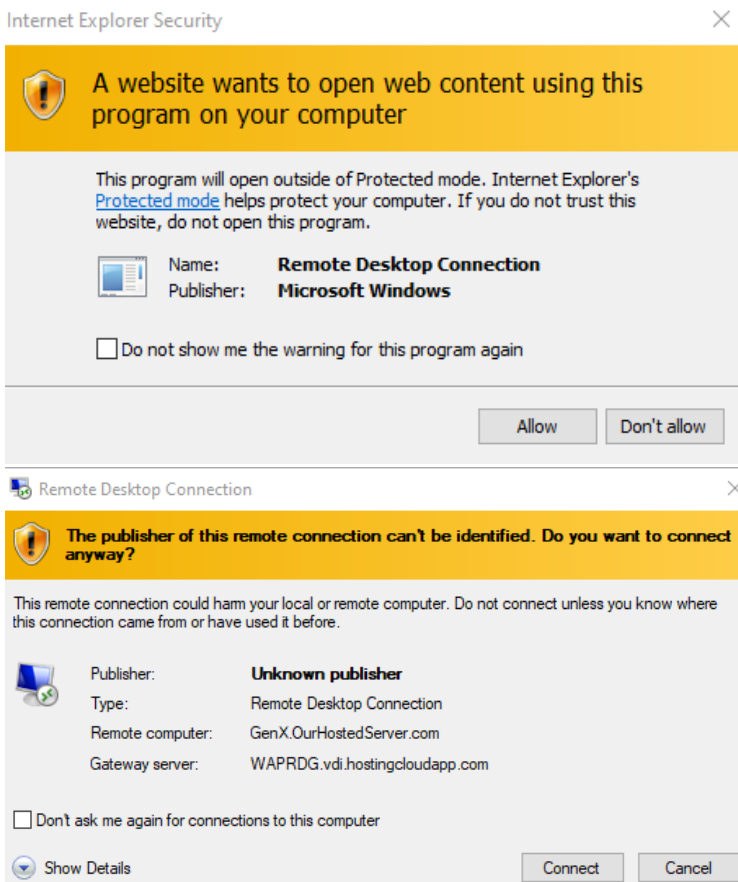
### Connect (Console)

Console section allows you to remotely access the machine you have with us in a manner like you are physically present in front of the system. In order to connect via console follow below steps:
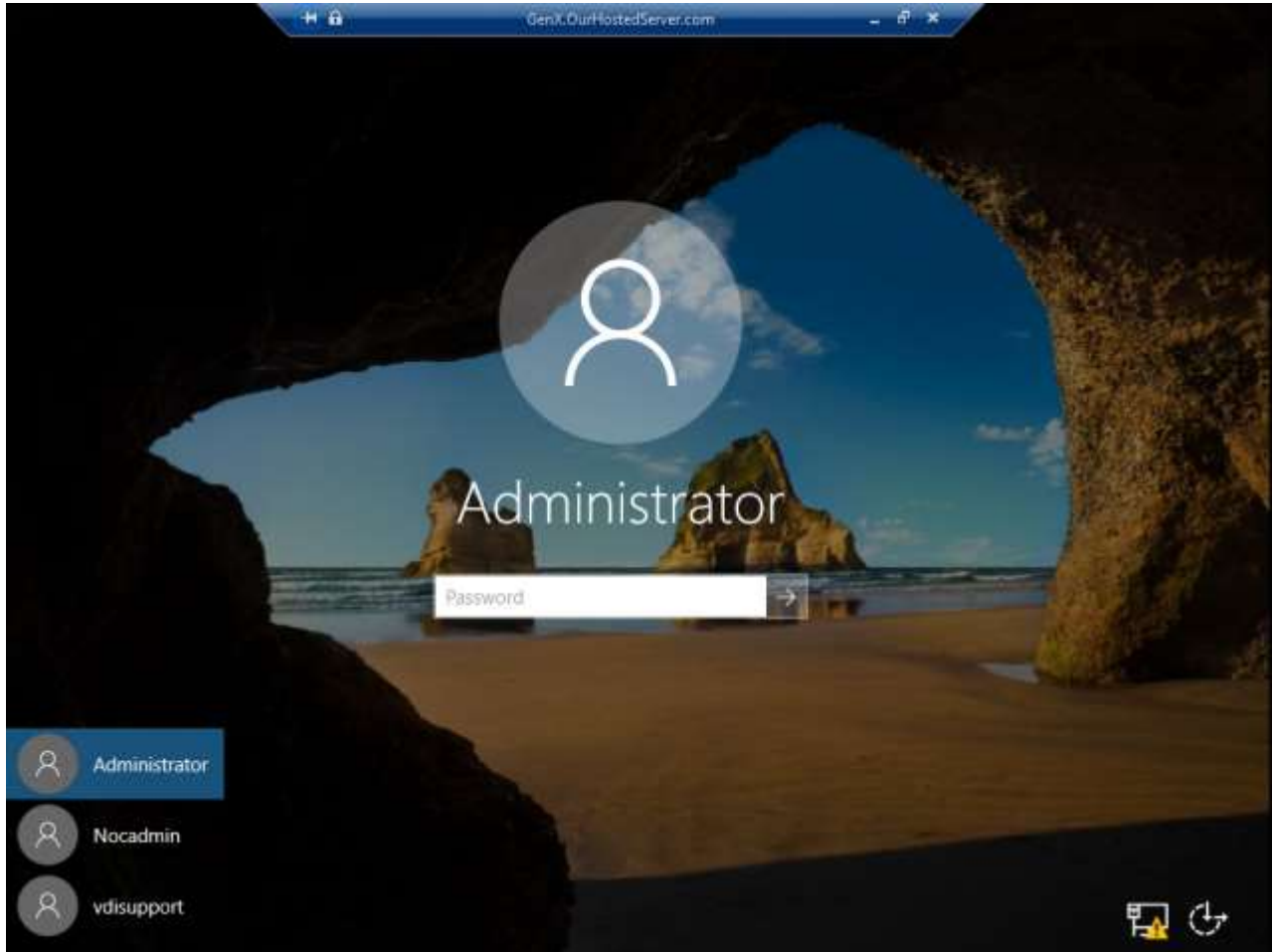
1. Click on Connect → Console. Click on ok to download the RDP File.
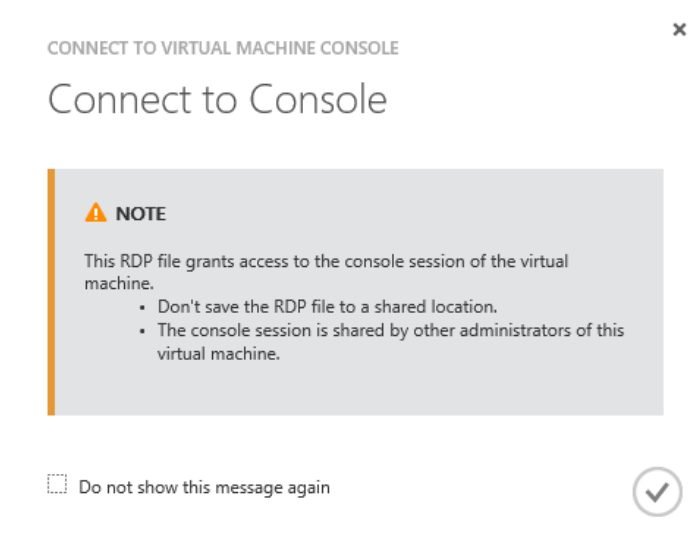
2. Click on open and then click on Allow and then connect.



3. Once connected it opens Remote Desktop Connection and you can use **Control-Alt-End** (often abbreviated to **Ctrl+Alt+End)** so that you can connect to Virtual Machine.
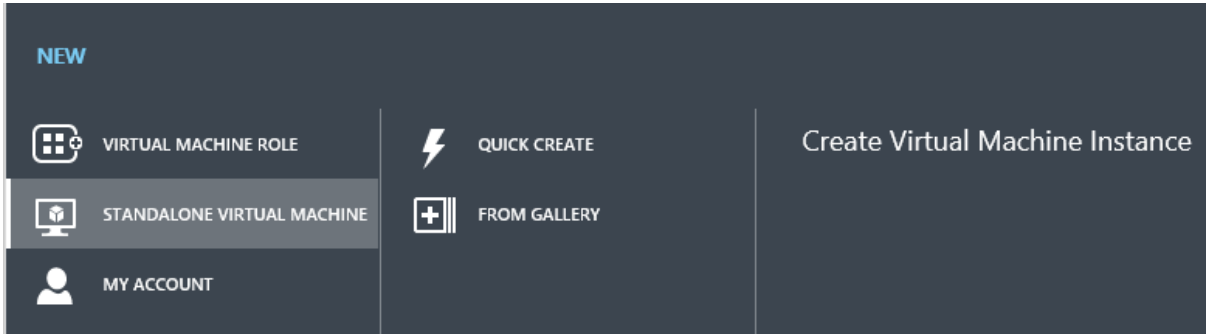
## Creating Virtual Desktop

Once you login to Desktop Control Panel follow below steps to create new machine.

1. Click on New → Standalone Virtual Machine → From Gallery.

2. Select the Virtual Desktop Template and click Next. (You can only view the template based on your Plan)
3. Fill in the details as mentioned below and click next.
    a. Name:- It will be Virtual Desktop name and it should be less than 14 characters and should be alpha-numeric only.
    b. Password: It should be alpha-numeric with minimum 8 characters with one special character.
    c. Product Key: Can be left blank.
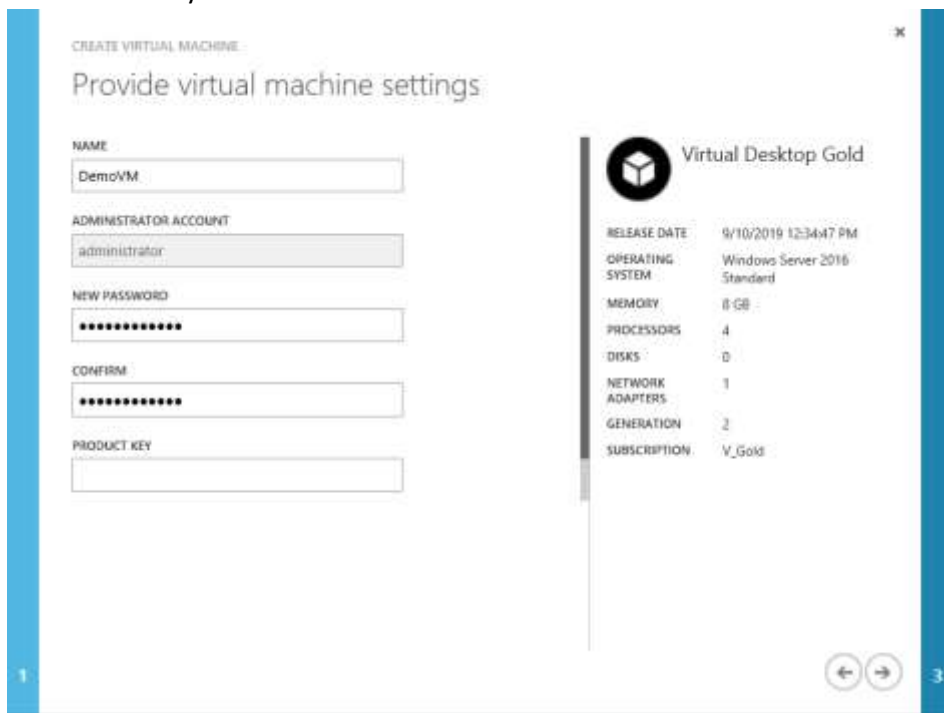


4. Under Network Adapter Select the Adapter and click Next. (You can only view the Adapters based on your Plan)
5. This initiates the provisioning process for your virtual desktop.  You can track progress by clicking on details tab as shown below.
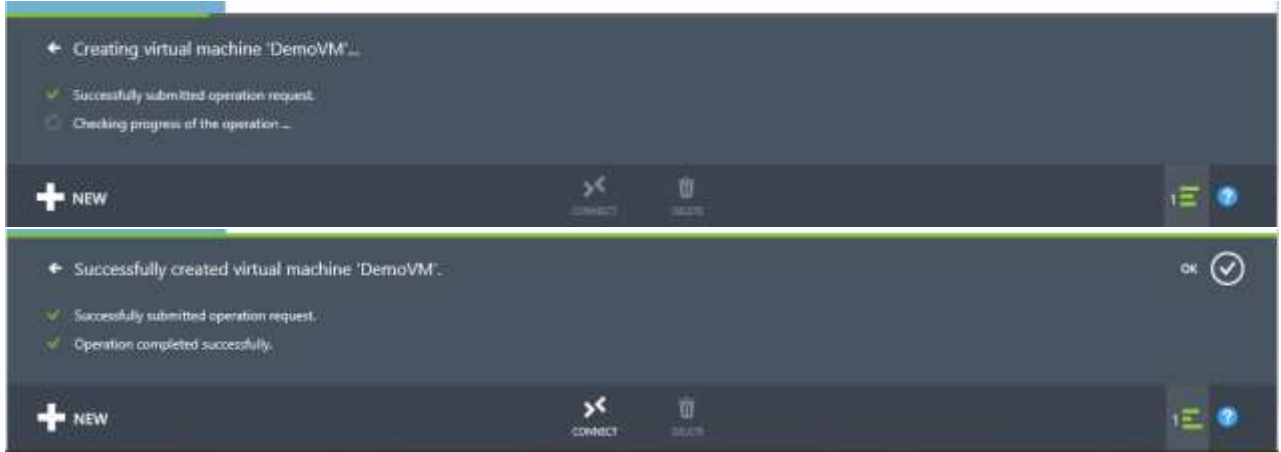
## Virtual Desktop Performance Graph

Performance will show you current utilization of your desktop based on previous data. Using this tab you can review the desktop performance and determine if it needs any additional resources. Performance Tab has following graphs available:

a. CPU Usage.
b. Network Usage.
c. Storage I/O.

Graphs for each of these parameters are available on an Hourly; Daily and Monthly periods. To view the Performance Data follow below steps:

1. Login to Desktop Control Panel.
2. Click on Virtual Machines.
3. Click on Virtual Machine name.
4. Click on Dashboard.

In order to optimize the performance, you can contact Apps4rent Support team anytime and upgrade the resources.

Our experts are available 24 X 7 to answer your queries and address your issues. You can contact us via phone/chat and e-mail.

**Telephonic Support:**
You can call us on our toll free numbers mentioned below:
US Toll Free: 1-866-716-2040.
International: 1-646-506-9354,

**Live Chat:**
In order to initiate the chat, visit our website: http://www.apps4rent.com/ and you will see the floating 'Chat Window' you can simply click on it. Apart from that you can also find the Live Chat option on the right top corner to initiate the chat.

**Support Ticket:**
Also you can open the support ticket by sending an e-mail to support@apps4rent.com. Our engineers will work on the request/issue and get back to you.

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**Need help? Contact us:**

1-866-716-2040 (US Toll Free)
1-646-506-9354 (International)

sales@apps4rent.com
support@apps4rent.com