# Welcome to Zypha!

Welcome to your NEW desktop. Zypha represents a new way of presenting IT services to companies. When you use your new desktop, your programs and data are no longer stored on your computer, but are stored and processed in our secure data center environment. Think of it as a vault for your company's information.

By hosting your data and programs on an internet-connected service, you will be able to access them from any computer with an internet connection. We look after the integrity and safety of your information, and we ensure that you can always reach it from your favorite device.

This document should help you to get connected to your new Zypha desktop, explain some of the security policies in place, and give you information on how to get assistance if necessary. If we have newly migrated your company to our service then there will also be a test document included, which will show that we have checked your desktop and ensured that you can work successfully.

Accessing Zypha from your desktop

If we have provided thin clients for your company, or if we have reconfigured your desktops to function as thin clients then switching on your computer should take you to our logon portal.

1- Zypha Portal
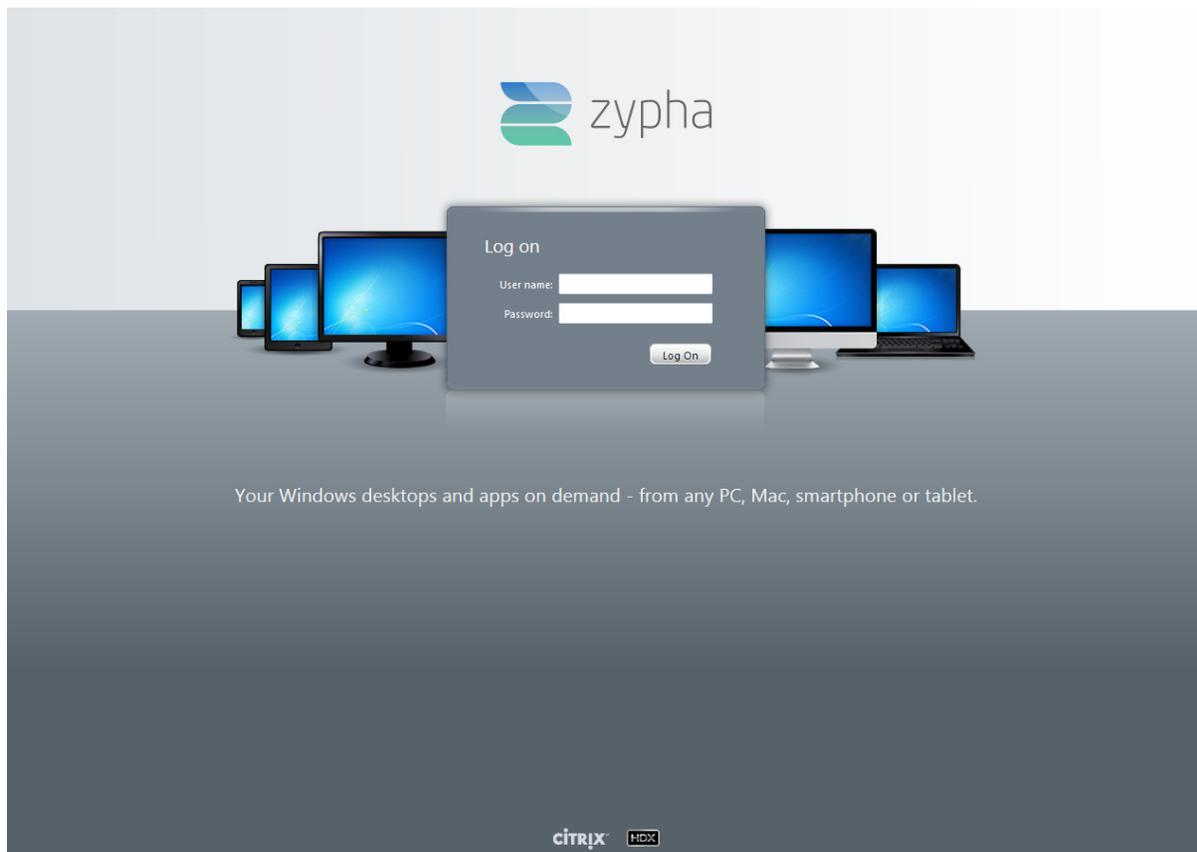
In the portal, it is a simple matter of entering your email address and password to logon to the portal. If we have newly migrated your company, your password will be on the test document. **If this is your first logon, or if your password has expired, you will be required to change your password after you have logged on.** Once this stage has been completed, there will be a short delay while your desktop is prepared and then you will be presented with a normal Windows desktop connected to your company's data. Your desktop may differ depending on requested configuration and installed applications.
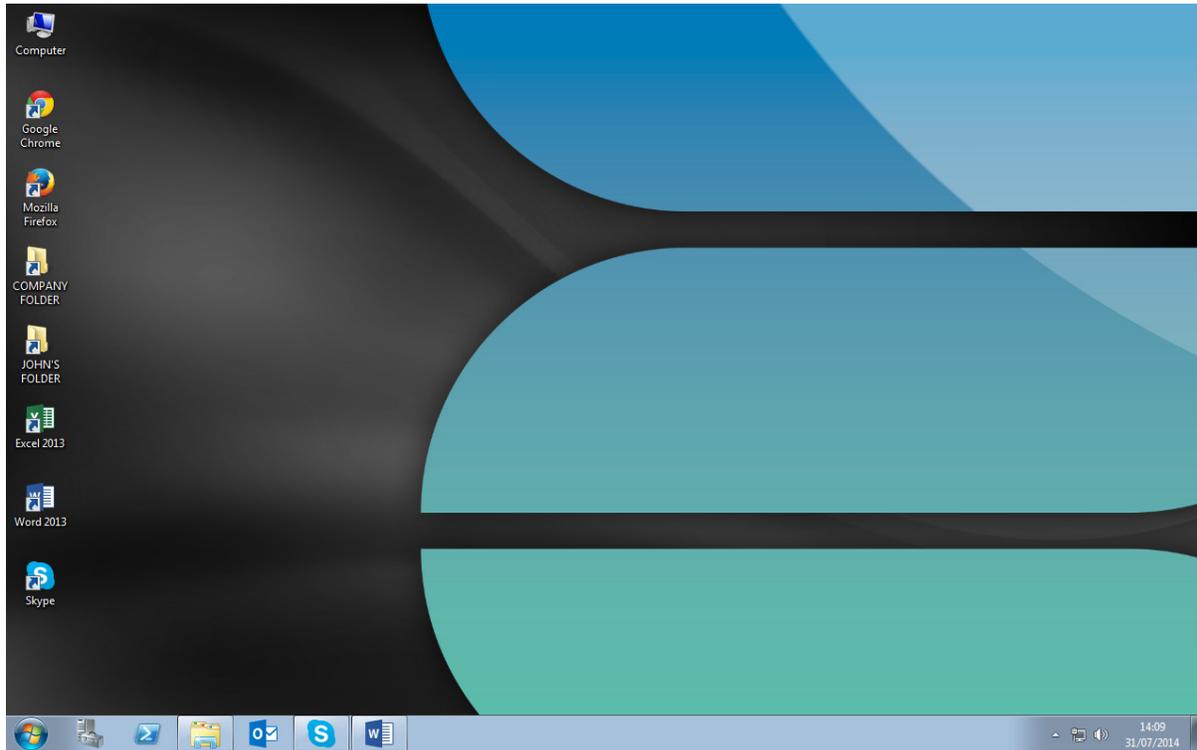
2 - Zypha Desktop

Once you have entered the Zypha desktop your applications will be available as if they were running locally. You will be able to access a shared company drive (normally the Q drive), and may also have a personal drive depending on your company specifications.

Adding Zypha to another computer

If you would like to access your Zypha desktop from another computer (for example a home desktop or a laptop), this is a simple matter of installing the Citrix Receiver software and then accessing the Zypha portal with a web browser.

Citrix Receiver can be downloaded from http://www.citrix.com/go/receiver.html and is available for Windows, Mac OSX and Linux systems. The download site will automatically offer the version for your computer. Once it's downloaded and installed you are ready to access the Zypha portal. This can be accessed through your web browser by connecting to `https://us.zypha.com`. This will take you to the same logon screen as your thin client or desktop.

When you are logged in you will probably see an image representing a blue monitor (below). When you click on this your session will start. You may also be prompted to permit access to audio and other devices. Please accept this, and tell the server not to ask in future.
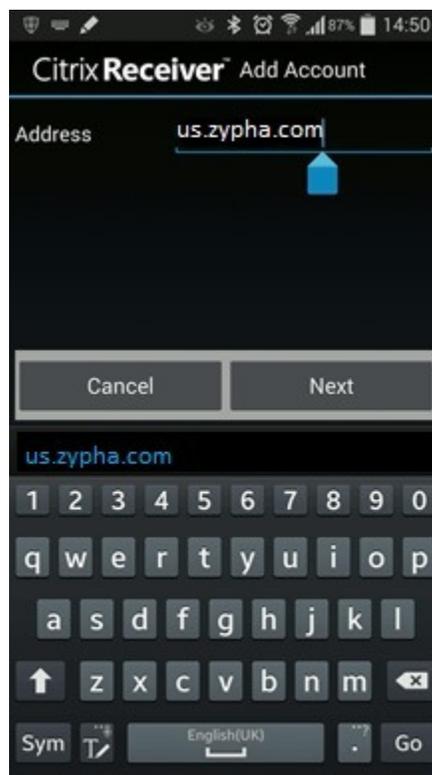
3 - Blue monitor

This will connect you to the same desktop, with the same applications and the same data as your thin-client device. You can use this to reconnect to open applications from an earlier session. **You will only be permitted to have a single session open, so you cannot logon from two devices simultaneously.**

Adding Zypha to a mobile device

Adding Zypha to a mobile device such as a smartphone or a tablet is very similar to adding it to another computer. If you would like to access your Zypha desktop from a mobile device this is a simple matter of installing the Citrix Receiver app and adding the portal configuration.

Citrix Receiver is available from the Android, Apple and Windows app stores free of charge. Once this has been installed on your device, open it. You will be asked to enter the address of the server (us.zypha.com) and then a description for your own convenience.

4 - Receiver app

Once this server is added it will be available in the Receiver app. Choosing it will take you to the same portal as on your desktop or thin client. When you are logged in you will see an image representing a blue monitor (below). When you click on this your session will start.

5 - Blue monitor

This will connect you to the same desktop, with the same applications and the same data as your thin-client device. You can use this to reconnect to open applications from an earlier session. **You will only be permitted to have a single session open, so you cannot logon from two devices simultaneously.**

Restrictions on Zypha desktop

In order to provide the greatest levels of security, performance and stability on your Zypha desktop there are a number of restrictions in place:

- Access to the Windows control panel is prohibited. This is to prevent inadvertent changes to the system configuration that may cause problems for other users. You will not be able to change settings such as Windows Wallpaper or Internet Homepage, as these will have been set at a company level.
- A system-wide web filter has been implemented which will prevent access to websites which may spread malware as well as blocking unsuitable material. If you are denied access to a site incorrectly, please open a helpdesk ticket to have this investigated.
- There is a block imposed on installing downloaded applications. This is to protect other users in the system, and to ensure the safety of your data. If you need additional applications installed on your desktop, please raise this as a support ticket.

In case of problems

We are confident in the stability and performance of the Zypha desktop, and we have endeavoured to minimise the chances of faults, but sometimes problems will still arise. In this case, please speak to us and we'll work hard to resolve the issue.

If we have newly migrated your company onto the Zypha service then there will either a member of our staff or a nominated member of your staff onsite during the first day. Their name will be on the test document in this welcome pack, and they are present to help smooth the migration. Any difficulties in the post-migration handover period should be reported to them.

If you have difficulties after the migration period, please contact us at `support@zypha.com` with a brief description of the problem and ideally a telephone number for us to contact you on. If you are unable to email us, please call us @ 941.62.Zypha (941.629.9742)