



# Atea Outsourcing Services

## End User Guide for multitenant platform

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Written by: Kjetil Soot

## End User Guide

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## Document revision list

Date	Version	Written by	Changes compared to previous version
12.02.2014	0.1	Kjetil Soot	Template established

**Firmakonfidensialitet**

Dette dokumentet med hele dets innhold skal ikke vises frem, kopieres fra eller gis videre til 3. part uten Ateas skriftlige samtykke. Intellektuell kapital i dette dokumentet tilhører Atea.

## 1. Document information

This document is written for users in Atea Outsourcing Services' multitenant platform. The purpose is to present information in an easy way. Please use the Table of content to locate information.

## 2. User Access/Logon – New Profile

### 2.1 FIRST LOGON LOCAL MACHINE

The first time you log on to your computer after the transition, you need to install a Citrix Receiver. Your site IT contact should have the install package, or has already installed it on your computer

Double click the file and it will be installed.

You will now be prompted for credentials. Fill in the username and password distributed to you in a mail from [AOS-NoReply@atea.no](mailto:AOS-NoReply@atea.no).

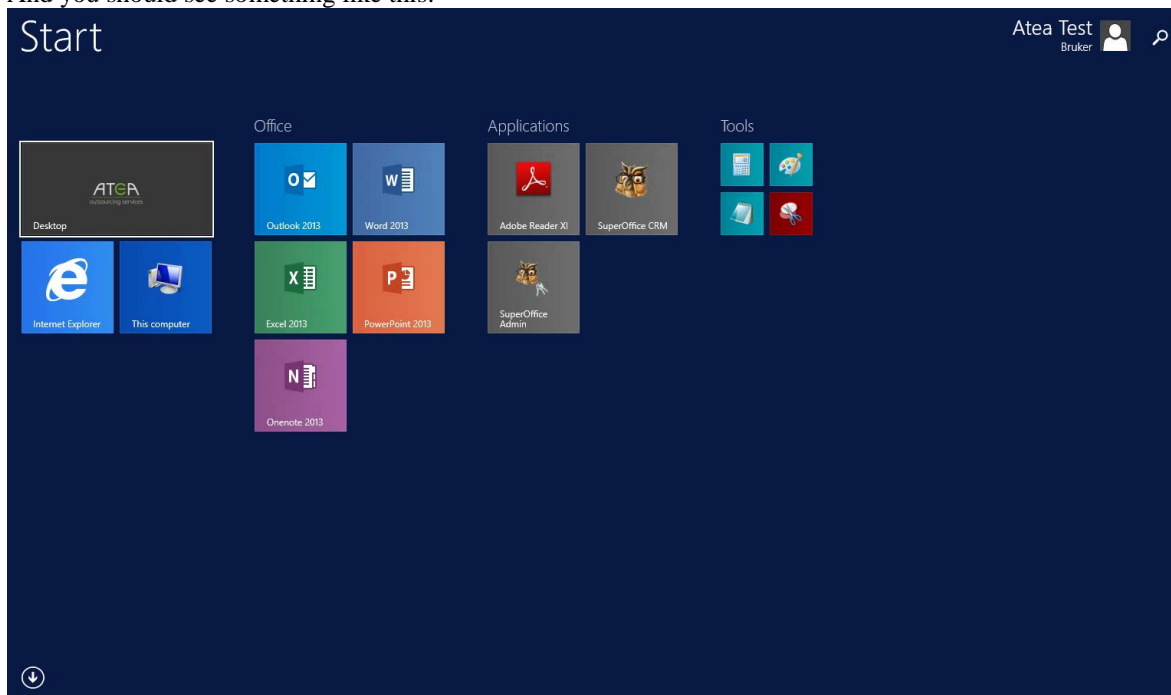
## 2.2 FIRST LOGON CITRIX

The first time you log on to Citrix, a new profile is created. Your applications should be visible on the start screen. If you do not see any elements here, log off and back on to Citrix.

Click:

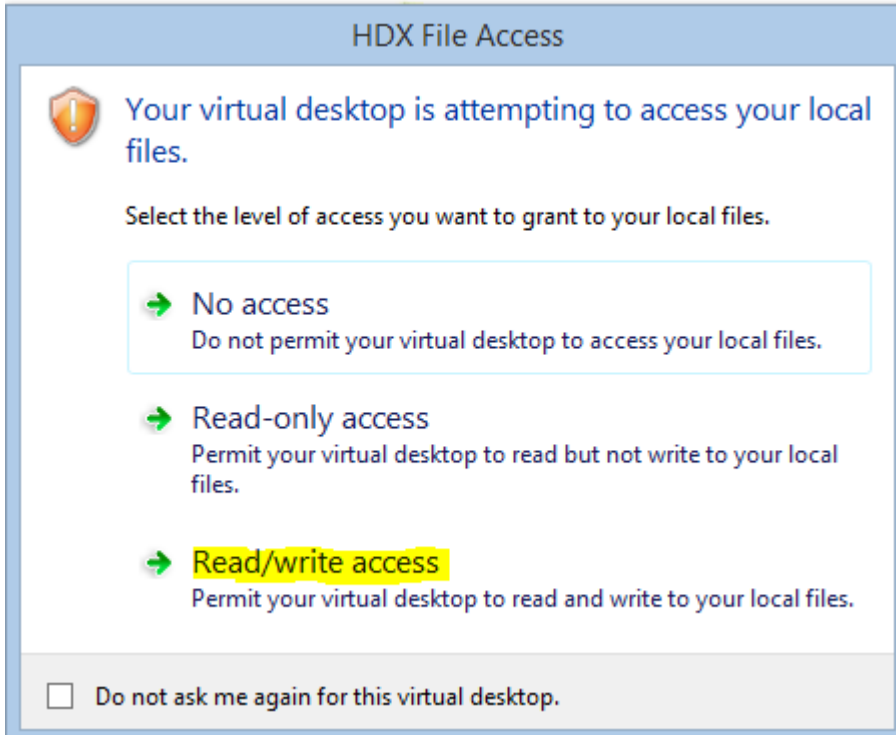


And you should see something like this:



### 2.3 FIRST FILE ACCESS

First time the Citrix client tries to access file resources on the local PC, a question is asked to the user. The format on the dialog box varies depending on Citrix client version.



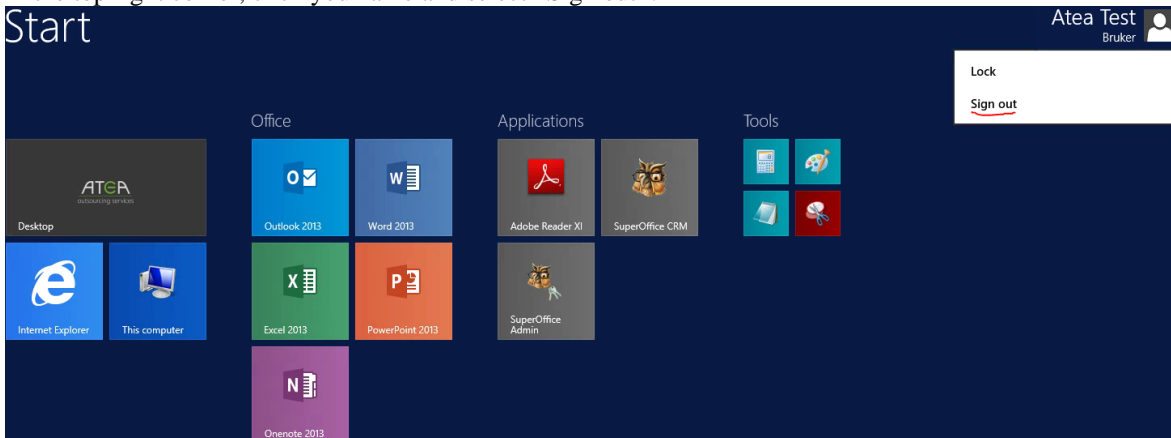
Select "Read/Write Access" and check the box for "Do not ask me again for this virtual desktop" ONLY if you are accessing the platform from your own computer.

### 2.4 FIRST LOGOFF CITRIX

To logoff Citrix, click the start button:

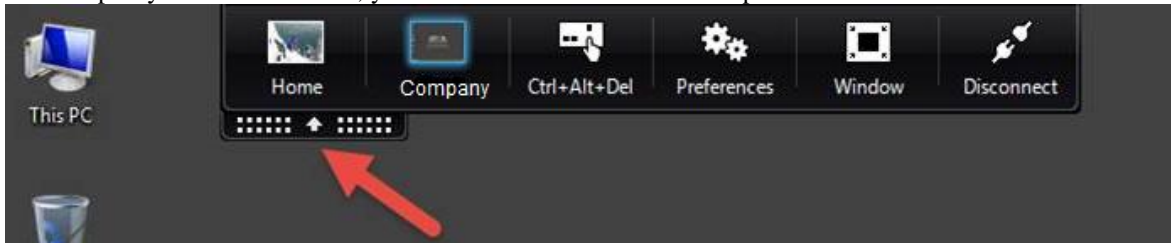


In the top right corner, click you name and select «Sign out»:



## 2.5 XENDESKTOP TOOLBAR

At the top of your Citrix window, you will find the Citrix XenDesktop toolbar.



This can be used to do several things:

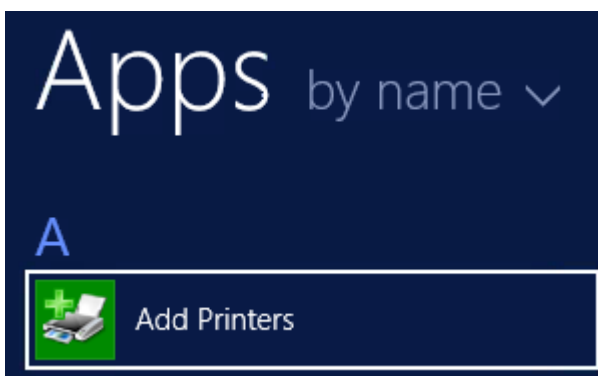
Home	Minimize the Citrix window, shows local dekstop.
Company	Shows the Citrix Desktop
Ctrl+Alt+Del	<b>Here you can change your password</b>
Preferences	Adjustments can be made here, but you should not have to
Window/Full-screen	Change to either Windows or Full-Screen
Disconnect	Disconnects your session. <b><u>This is NOT the same as logging off! (See 2.4)</u></b>

## 2.6 ADD PRINTER

Printers are added through the start screen, click the arrow down:

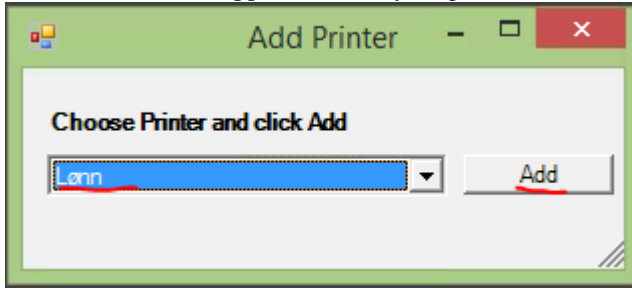


Then click “Add Printers”:

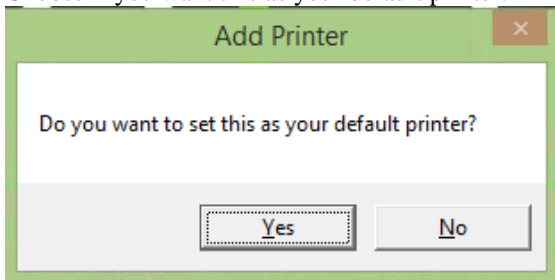




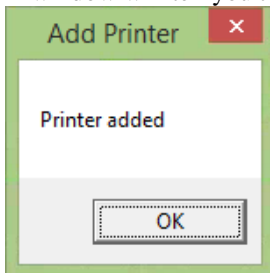
A new window will appear. Choose your printer and click “Add”:



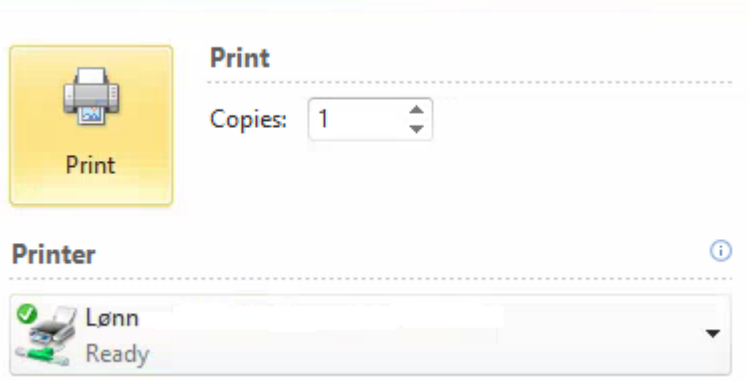
Choose if you want this as your default printer:



A window will tell you that the printer is successfully added. Click “OK”:



Your printer should now be available as a choice if you try to print from for example Word:



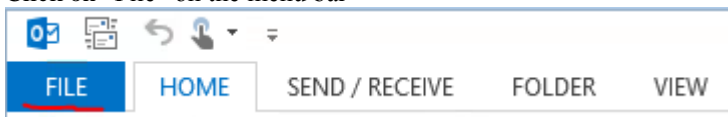
## 2.7 START OUTLOOK FIRST TIME

When you log on first time and start Outlook first time you will have to go through the Outlook configuration wizard. The wizard is automatic, and you only have to click “Next” and “Finish”.

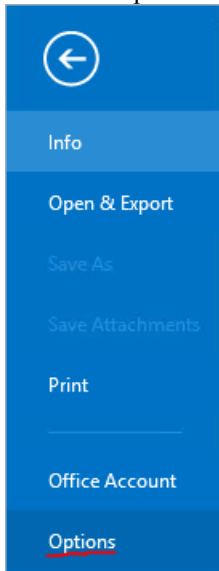
## 2.8 MAIL SIGNATURE

To create a mail signature:

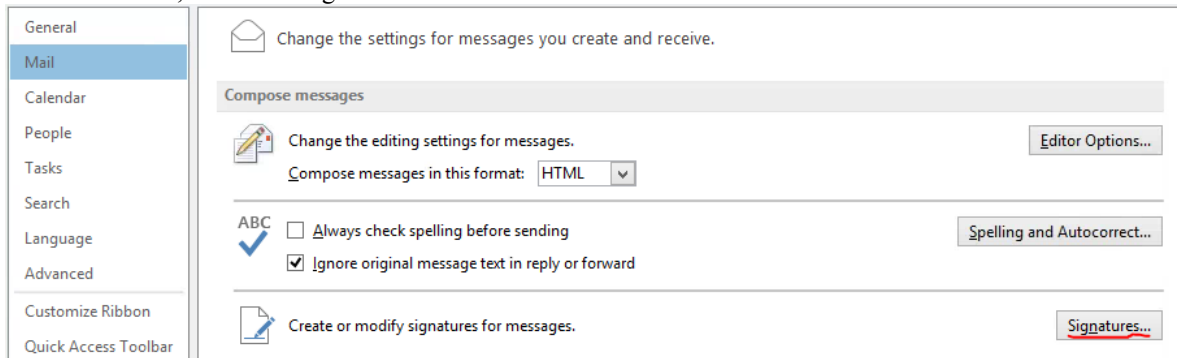
1. Start Outlook 2013
2. Click on “File” on the menu bar



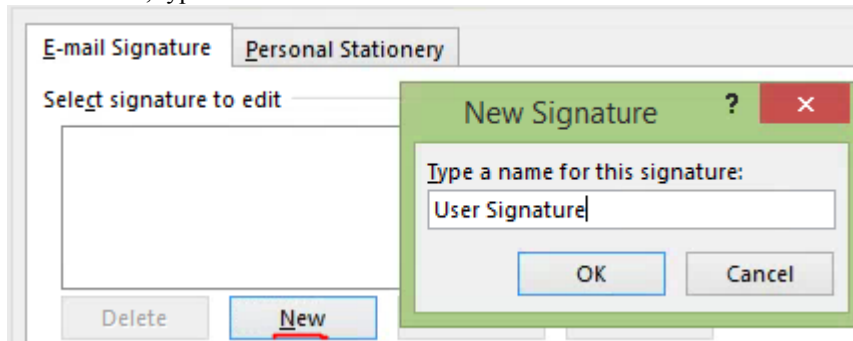
3. Click on “Options” on the left side



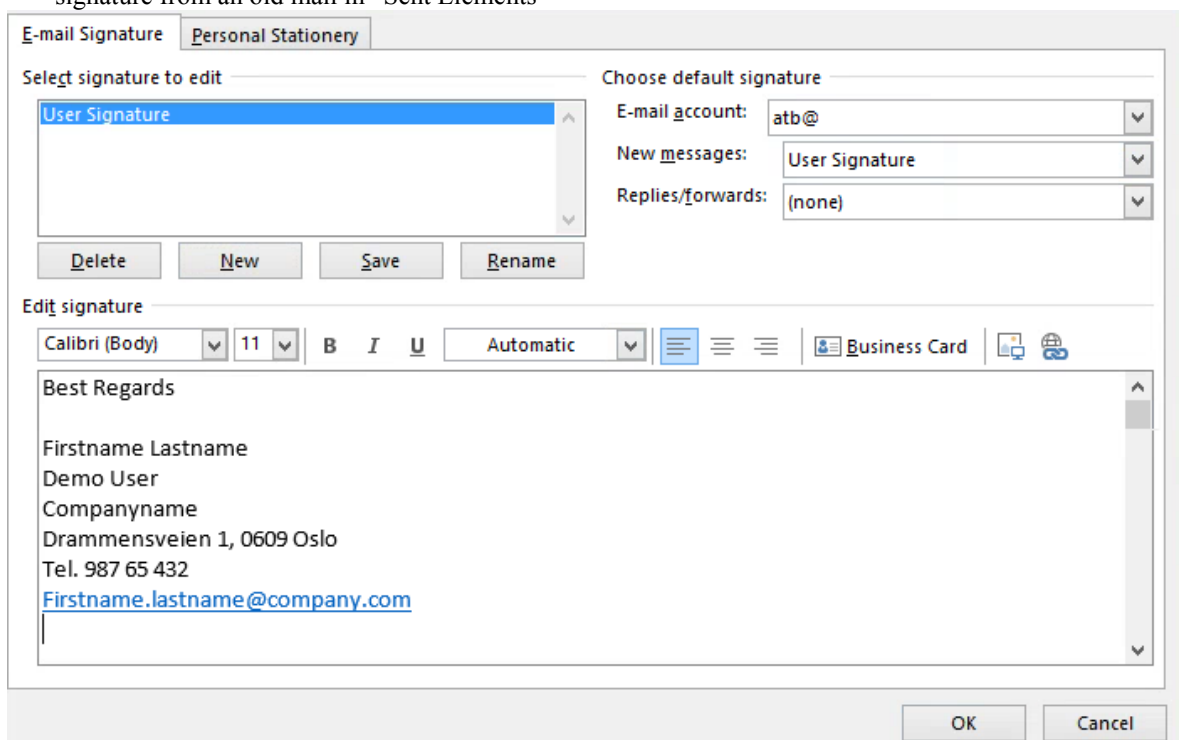
4. Click on “Mail”, and then “Signatures”



- Click “New”, type a name and click “OK”



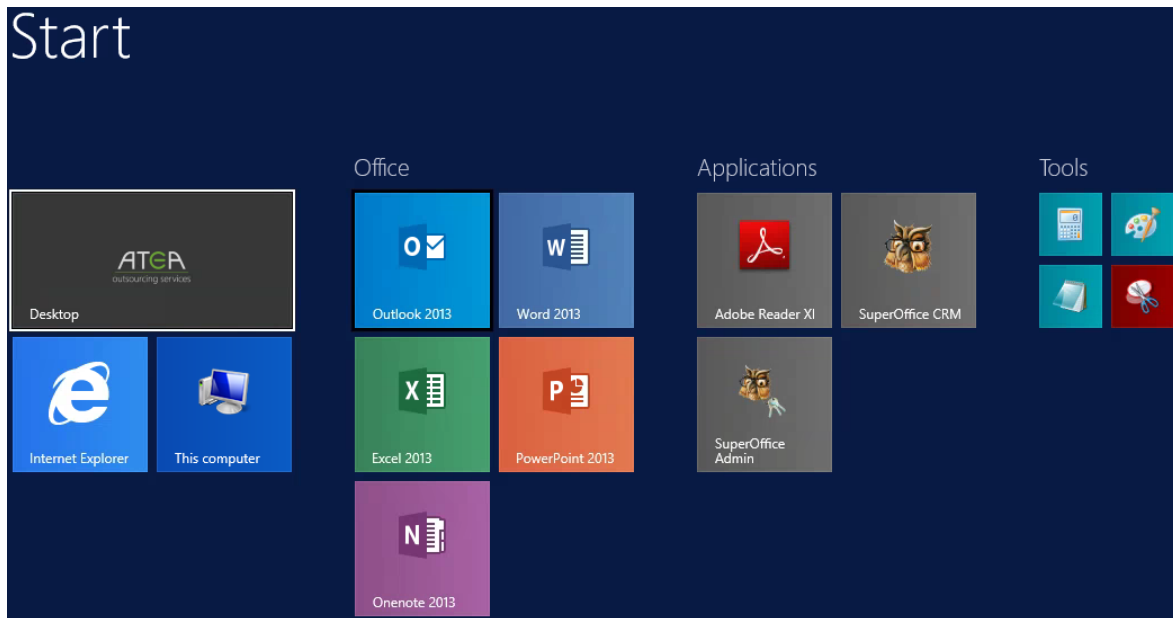
- Create your signature in the “Edit signature” field, select for “New messages”. Tip: Copy your signature from an old mail in “Sent Elements”



- Click “OK” twice

## 2.9 NEW START MENU

The new start screen is built up according to your application access. If you are a member of the group who has access to “SuperOffice CRM”, you will see the SuperOffice CRM icon on your start screen:



### 3. Mobile Access

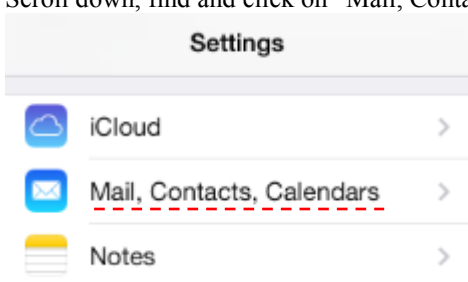
#### 3.1 MAIL SETUP

To setup mail on your mobile device (iPhone, IOS 7)

1. Click on settings

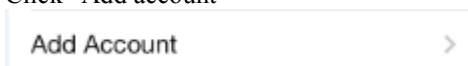


2. Scroll down, find and click on “Mail, Contacts, Calendars”

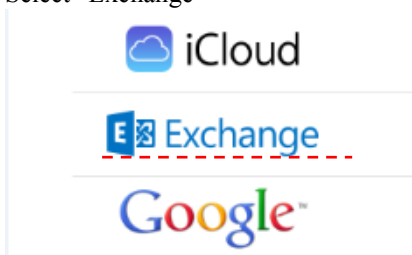


3. Remove your old mailbox: Click the account you already have in place, for example “My Company”. Then at the bottom of the page, select “Delete Account” and then choose “Delete from My iPhone”.

4. Click “Add account”








5. Select “Exchange”



- Write your full mail address and password, also set a description. Click Next.

E-post        
 Password        
 Beskrivelse     

- If you get asked for server address, it is: [mail.myatea.info](mailto:mail.myatea.info)
- Next, you have to choose what to synchronize. Most common choices are “Mail, contacts, calendars and reminders”. Click Save.

	Mail	<input checked="" type="checkbox"/>
	Contacts	<input checked="" type="checkbox"/>
	Calendars	<input checked="" type="checkbox"/>
	Reminders	<input checked="" type="checkbox"/>
	Notes	<input type="checkbox"/>

- Now you will see all your mailboxes. If you have more than one, it could look like this:

[← Tilbake](#) Mail, kontakter, kalendere

KONTOER

- iCloud  
Safari, Påminnelser, Bilder og 4 andre... >
- Exchange  
E-post, Kontakter, Kalendere >
- My Company  
E-post >

- If you want to synchronize mail for more than 1 week on your mailbox (this is default), you have to select the mailbox and scroll down until you see “Mail Days to Sync”.

Mail Days to Sync      1 Week >

11. Here you can choose from 1 day to 1 month.

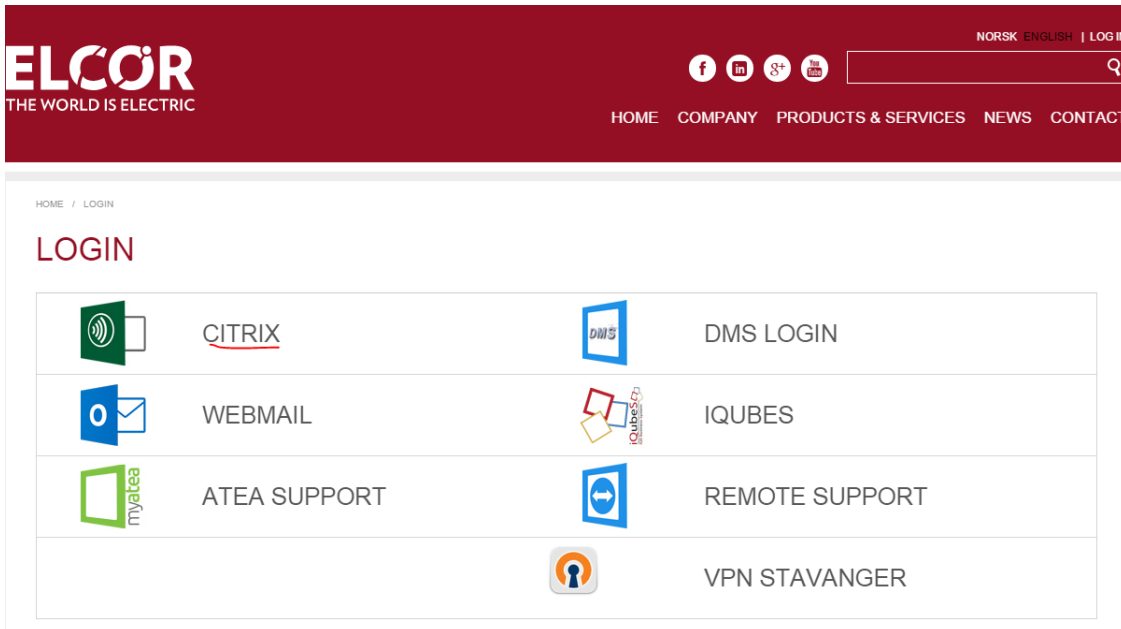
No Limit	
1 Day	
3 Days	
1 Week	
2 Weeks	
1 Month	<input checked="" type="checkbox"/>

12. Mail should now be synchronizing with your iPhone.

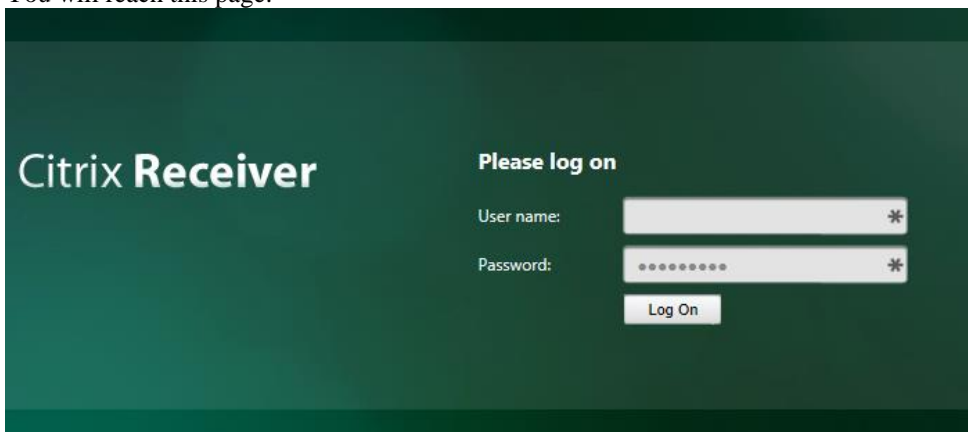
## 4. Remote access

Remote access is available on <http://elcor.no/en/login>

Click «Citrix»



You will reach this page:

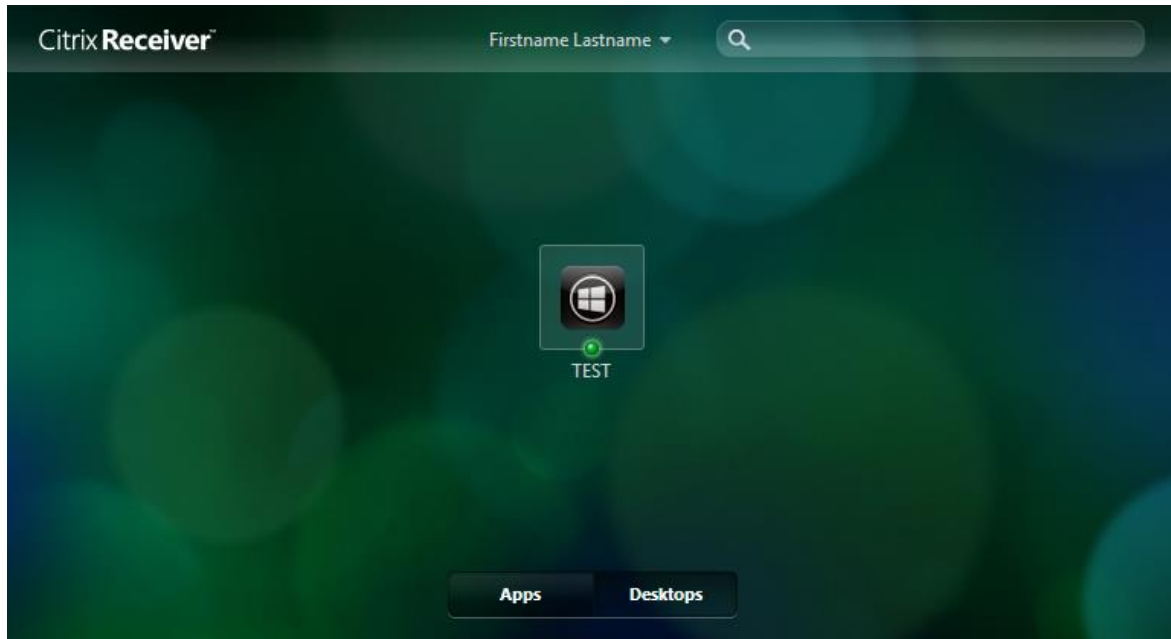


Log on using the new username you got on mail from “AOS-NoReply@atea.no”.

Example: firstname.lastname@company.com

Your new password has been distributed to you.





Your Citrix Desktop should start automatically, if not, click the icon for your company.