Log on to Core Desktop

coredesktop **United**

Please follow the below process to log into your new Virtual Desktop

STEP 1. Browse to https://portal.core.vc (Please bookmark ⭐ this URL if you haven't done so already)

STEP 2. Please enter your login credential (username/email address and password) – These are the same credentials for your Office 365 user account.
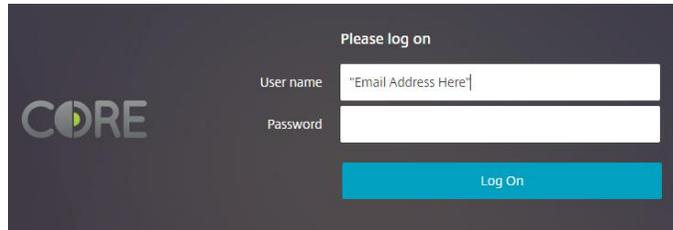

STEP 3. Once logged in with username/password you will see the Detect Receiver Page. Click on the "Detect Receiver" button. If prompted click on the option "Open Citrix Workspace Launcher". (These will display or launch the Virtual Desktop)

STEP 4. Click on the displayed 'Desktop' icon to launch the Virtual Desktop.
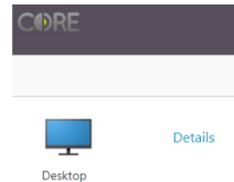
STEP 5. Upon logging in you will be prompted with another sign in page, please use the same username and password. This will map your S drive (Shared Files) and O drive (which was the H drive in Trusted Cloud) as well as all other drives that have been migrated. You will also be prompted for MFA (Multi-Factor Authentication, e.g. SMS code/Authenticator App). *If you have not set this up yet you will be prompted to do so at this point.
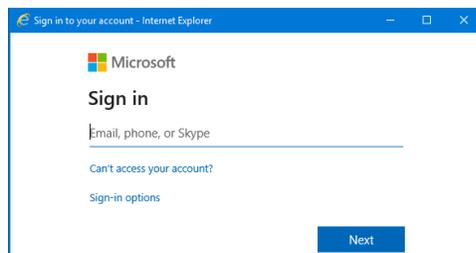
STEP 6. Please check that your drives are correctly mapped by clicking on the 'This PC' icon:

Add Mail Account in Outlook

Please follow the below process to add a mailbox into Outlook in your new Virtual Desktop

It will be necessary to add your existing email account into Outlook manually. An instructional video is embedded below and shows this process in greater detail. In the coming weeks mail be migrated from TC to Microsoft 365.

STEP 1. Click on the 'Outlook' icon on the Virtual Desktop

STEP 2. Add your email address and click 'Advanced Options' – tick the 'Let me set up my account manually' box, click 'Connect'

*Please wait as '**We're getting things ready**' message may take a few minutes to complete*

STEP 3. Allow configuration server settings by ticking the 'Don't ask me about this website again' box and clicking on 'Allow'

**STEP 4.** Click on 'More choices' option and 'Use a different account' – then enter your existing wavenet username

STEP 5. Allow the configuration to continue, then click 'Next' in the Exchange Account Settings

STEP 6. The Account will be added – please untick the box 'Set up Outlook Mobile on my phone, too' and click 'Done' (Outlook will launch)

STEP 7. Close the prompt dialog box and close Outlook

STEP 8. Re-open Outlook from the Desktop icon and re-enter your email password as prompted, click the 'Remember my credentials' tick box and click 'OK'

*Please view step by step instructional video on the following page →

How to add email account in Outlook for United users
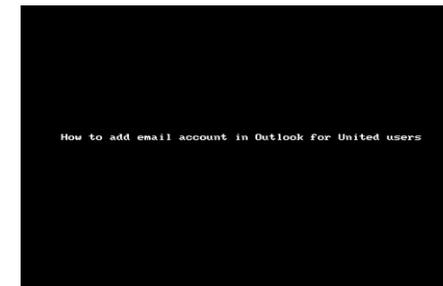
Continued…

Add Mail Account in Outlook

coredesktop   United

Please watch the below video process to add a mailbox into Outlook in your new Virtual Desktop

An instructional step by step video guide will help you add your mailbox into Outlook – Press Play by clicking on the screen / below the screen to initiate

How to add email account in Outlook for United users
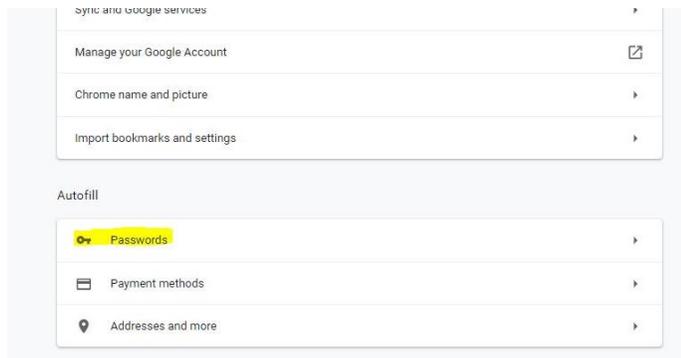
Export Passwords from TC Desktop

coredesktop   United

Please follow the below process to export from your Trusted Cloud Virtual Desktop

STEP 1. Launch Chrome (**in Trusted Cloud Desktop**)

STEP 2. Click the Chrome Customize and Control button (the three dots on the top right corner). A pop-up menu should appear. Click the "Settings".

STEP 3. Select the "Passwords" option as below picture.

Sync and Google services	›
Manage your Google Account	⧉
Chrome name and picture	›
Import bookmarks and settings	›

Autofill

�	Passwords	›
▭	Payment methods	›
◉	Addresses and more	›

STEP 4. Next to "Saved Passwords" you should be able to locate a familiar three dots icon. Click on the three dots.

Saved Passwords   ⋮

STEP 5. Select the Export Password option as below.
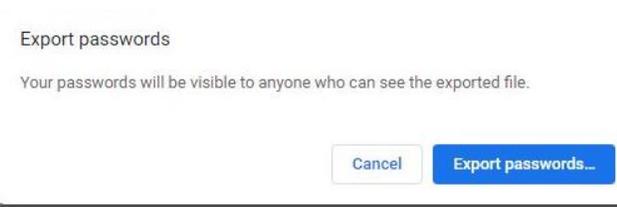
Saved Passwords   Export passwords...

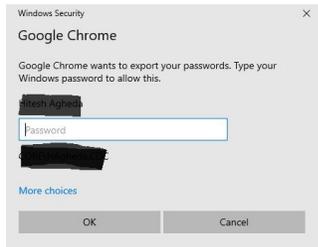# Export Passwords from TC Desktop (continued)

Please follow the below process to export and use existing browser passwords in the new Virtual Desktop

STEP 6. If a pop up appears as below, click on 'Export Passwords' you might get pop as below ,Click on Export Passwords.

Export passwords

Your passwords will be visible to anyone who can see the exported file.

Cancel   Export passwords...

STEP 7. If you are prompted to enter the password of your PC/Citrix system, a.k.a. the OS account password for security reasons, please enter you Trusted Cloud password.

Windows Security

Google Chrome

Google Chrome wants to export your passwords. Type your
Windows password to allow this.

Password

More choices

OK   Cancel

STEP 8. Once clicked, download the export as a CSV file and then "email" the file to yourself. The attachment can then be opened and saved in the new (Core) Virtual Desktop.
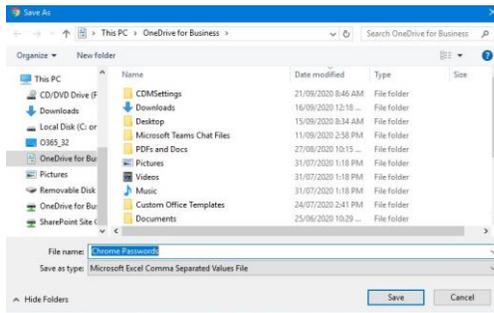
Continued...

Import Passwords into Core Desktop

Please follow the below process to import and use existing browser passwords in the new Virtual Desktop

STEP 10. Restore Your Chrome passwords into the new Core Desktop

Log on core desktop using our standard login guide

After you have logged into the new Core Desktop and configured your Outlook, please locate the saved email with the passwords attachment.

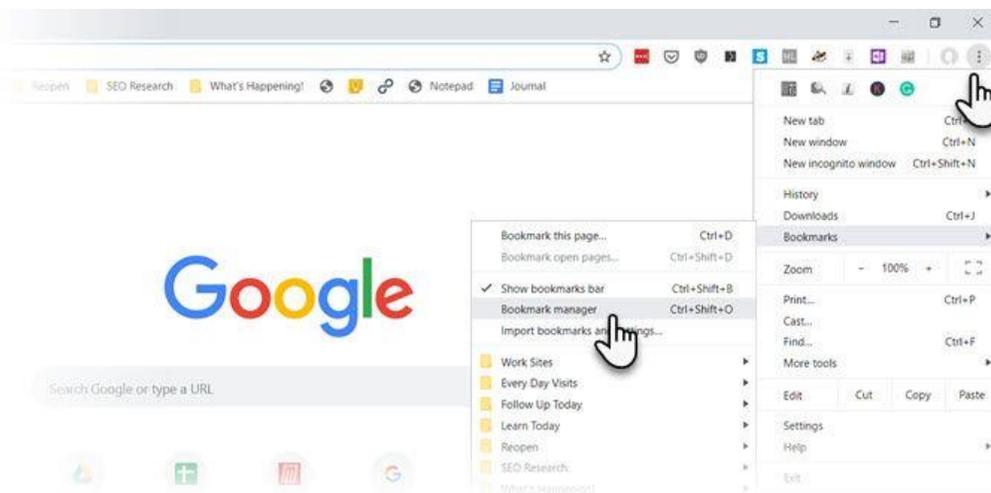Save the CSV file to your new storage OneDrive inside Citrix (O Drive)

STEP 11. Please Note that this CSV file contains passwords to your bookmarked URLs only and you should enter the passwords manually after re-importing all of your exported bookmarks from Trusted Cloud desktop to Core Desktop
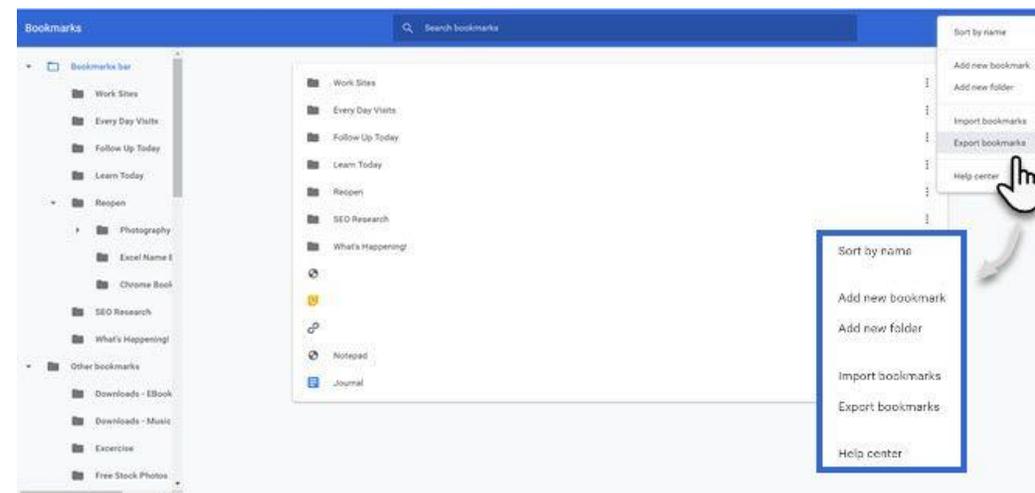
Export Bookmarks from TC Desktop

core desktop   United

Please follow the below process to export from your Trusted Cloud Virtual Desktop

STEP 1. Launch Chrome (**in Trusted Cloud Desktop**)

STEP 2. Click the Chrome Customize and Control button (the three dots on the top right). Select Bookmarks > Bookmark Manager from the menu. Alternatively, right-click anywhere on the Bookmarks bar if it's visible.

STEP 3. In the Bookmark Manager window, click the Organize menu button (the three dots on the top right). Then select 'Export bookmarks'
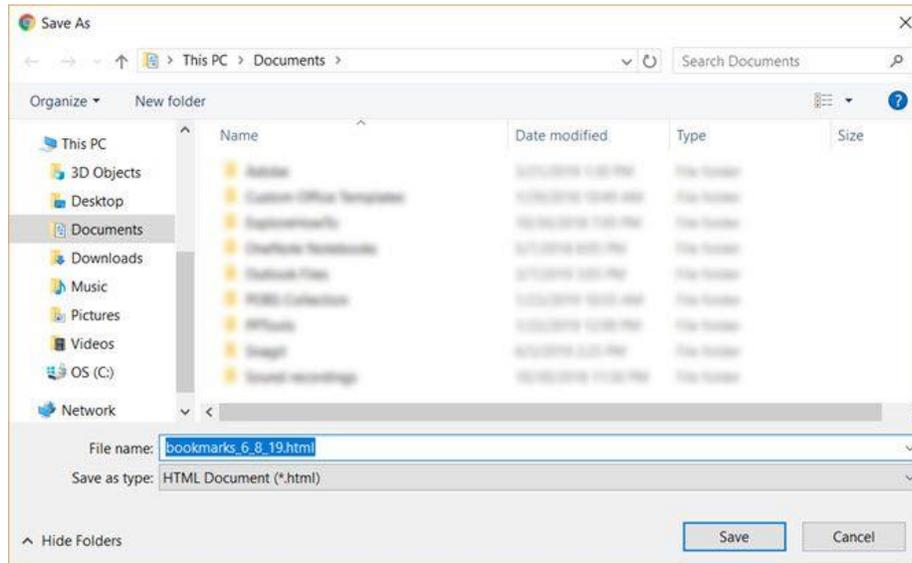
Export Bookmarks from TC Desktop

coredesktop **United**

Please follow the below process to export from your Trusted Cloud Virtual Desktop

STEP 4. Chrome opens the File Explorer dialog box so that you can save your bookmarks as an HTML file. Use this file to import your bookmarks into another Chrome browser or any other browser via its import dialog screen.

STEP 5. Save the Chrome bookmarks HTML file and then "email" the file to yourself. The attachment can then be opened and saved in the new (Core) Virtual Desktop.

Continued…

Import Bookmarks into Core Desktop

coredesktop

United

Please follow the below process to import and use existing Bookmarks in the new Virtual Desktop

STEP 6. Restore Your Chrome Bookmarks on Core desktop.

Log on core desktop using our standard login guide

After you have logged into the new Core Desktop and configured your Outlook, please locate the saved email with the Bookmarks attachment. Save the HTML file to your new storage OneDrive inside Citrix.

Save the CSV file to your new storage OneDrive inside Citrix (O Drive)

STEP 11. Open Chrome. To restore your bookmarks you should import them back into the browser from the same Bookmark Manager window. Click the three dots in the top right corner, then select Import bookmarks. You will select the file from within the O Drive where it was saved earlier from your email.

Import bookmarks and settings

Microsoft Internet Explorer ▼
Microsoft Internet Explorer
Bookmarks HTML File

☑ Browsing history

☑ Favorites/Bookmarks

☑ Saved passwords

☑ Search engines

Cancel   **Import**

Re-create Email Signature

Please follow the below process to re-create your email signature in the new Virtual Desktop

STEP 1. Open Outlook and go to your sent items – copy a recent signature you have sent including any email disclaimer notice (small print) by dragging your mouse over the content and right clicking 'copy' (this is now copied and ready to be pasted in the following steps)
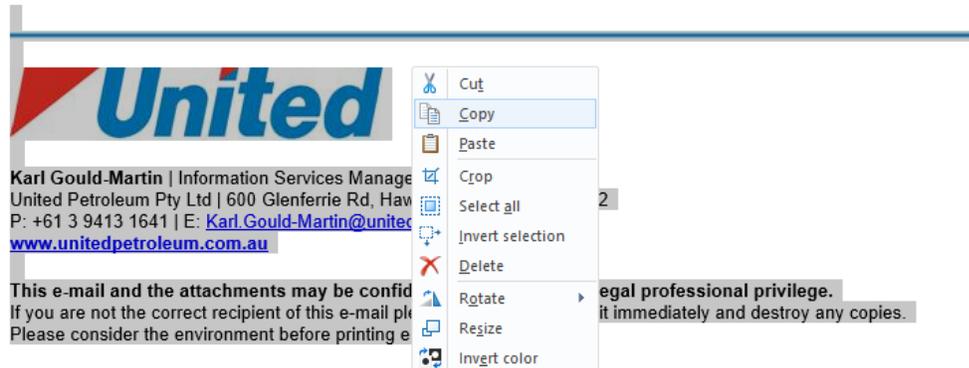
STEP 2. Within Outlook, go to File (top left) > Options (left navigation pane) > Mail (left navigation pane) > Signatures

STEP 3. Under E-mail Signature tab, select 'New'

STEP 4. Name the signature, e.g. United Signature, click 'OK'

STEP 5. In the 'Edit Signature' (bottom) blank field, paste the contents of the previously copied signature, then click 'OK' once the signature is pasted

STEP 6. Choose the default signature settings from the upper right side dropdown boxes

STEP 7. Email account – select your email address, New messages – select 'United Signature', Replies/forwards – select 'United Signature' (this will now append signatures to all new and replying email messages)