



User Guide

Hosted Applications

MailStreet Live Support: [866-461-0851](tel:866-461-0851)

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PLEASE NOTE: This MailStreet Hosting Control Panel **Support Resources** section is updated periodically as new customer resources are added to assist customers with the use of their hosted services. You should occasionally check for updates to these support resources by logging into the Admin Control Panel and selecting the **Help & Support** menu option under the **Hosting** menu.

Overview

This guide is for any end user who will utilize the Hosted Applications Portal in order to access and utilize the various applications associated with your account's Hosted Applications subscription.

1. About the Guide

1.1 Audience and Scope

This guide covers the basics of accessing the Hosted Applications portal so that you can utilize your account's Hosted Applications. The guide is intended as the starting point for all end-users of the Hosted Applications. There is also a [Getting Started—Quick Reference Guide](#) that can be used as an additional support resource.

1.2 Login details

The initial default login for new Service Users of the Hosted Application subscription is created by your account Administrator and should be provided to you by your admin. The login consists of a username that is associated with an email address and a user password.

1.2.1 Passwords

Passwords should be chosen and used in accordance with good password usage practice. This includes:

- Not sharing passwords;
- Using long, non-obvious and complex passwords; and
- Changing passwords on a regular basis.

1.3 Hosted Applications Overview

Use of the Hosted Applications subscription is an easy and straight-forward process...simply access the Hosted Applications Portal, login using your credentials, click on the Applications tab and double-click to start the application you need to use.

However, this is an initial installation of some remote desktop communications client software that represents a one-time task prior to using your Hosted Applications. Instruction for the client software installation and the Hosted Applications Portal access are included in this User Guide.

- 1) [Download and Install the vWorkspace](#) remote access client software
- 2) [Access the Hosted Applications](#) portal and [use the applications](#)
- 3) [Change User login passwords](#)

2. Quick Start for Hosted Applications Users

LEGEND FOR MENU NAVIGATION

Menu | Structure [Buttons] *Tab or Sub-Tab* [Hyperlink](#) Column Name, Drop-Down Menu, Checkbox etc. *Instruction*

HOSTED APPLICATIONS – Hosted Applications Portal (Users)

TASK	MENU NAVIGATION QUICK REFERENCE	COMMENT
1) Login to the Hosted Applications Portal with valid Service User credentials	https://Hostyourapp.com	Only those Service Users that have been assigned a Hosted Application license will be able to gain access to this portal.
2) {One time only...initial setup procedure} Download and install the appropriate vWorkspace Client remote desktop software	Hosted Apps Portal Download <i>Click on appropriate link (PC on top, Mac on bottom) and allow the installation to run.</i> RUN this installation instead of saving it. Alternatively, if you do "Save" the download you will need to locate the executable file and run the installation wizard.	This remote access software only needs to be initially installed in order to provide the needed access to your Hosted Applications. There is no need to open and/or run the software to utilize the Hosted Applications service once it has been installed.
3) Use your Hosted Applications as needed	Hosted Apps Portal Applications <i>Click on the appropriate icon to start your application.</i>	Instruction for using the applications can be found via the applications online help menus and options.
4) Change display or performance settings	Hosted Apps Portal Preferences Display or Performance Tabs <i>Adjust settings as needed</i>	The default settings are typically sufficient. However, if your computing environment needs to be optimized you can change the settings in these tabs to adjust the performance of your Hosted Applications working environment. Some changes may not take effect until the next time you log on.
5) Change User login password	https://cp.collaborationhost.net <i>Login with default credentials</i> User Account Login [Change Password] <i>Enter new password and verify that password</i> [Submit] Click [Edit] to change the Display Name (not username)	Passwords must be at least eight (8) characters and contain both capital & non-capital letters, plus a special character. Users cannot change the username, only the password associated with the username.

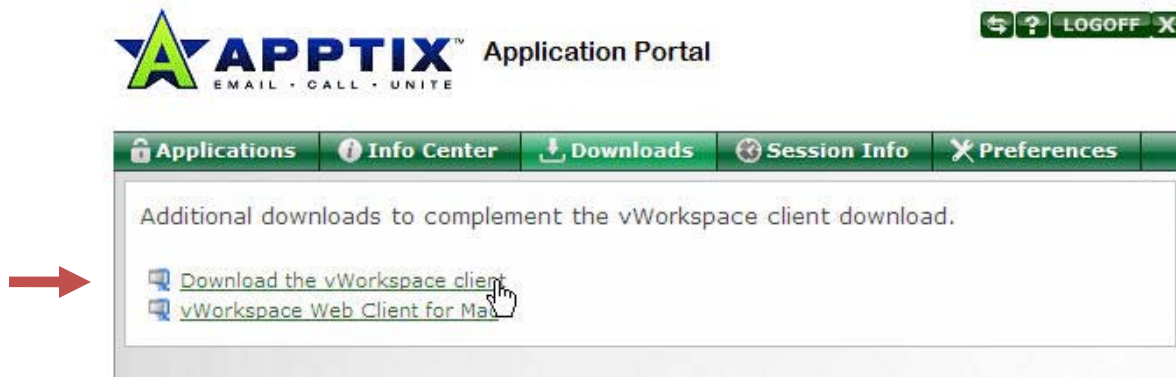
3. Installation of Remote Access Software

Each Service User that needs to gain access to the Hosted Applications will need to install the Quest vWorkspace remote desktop client software on the PC from which they will be working.

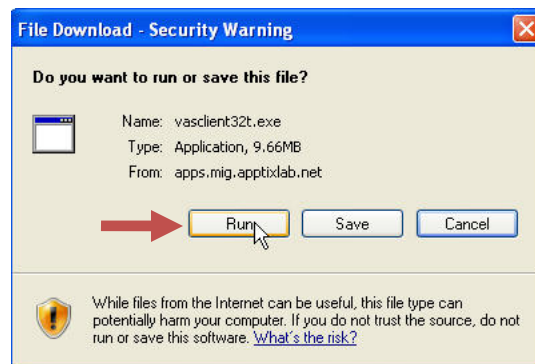
NOTE: This is required as an initial setup installation only. Once the software has been installed on a user's personal computer, the software does not need to be accessed or utilized again. The remote desktop configuration, that is needed to connect to the MailStreet Hosted Application software programs and data, is setup during the installation process. The software does NOT need to be opened/run prior to using the Hosted Applications portal to access and use your Hosted Applications service. The one-time initial installation is required however for each computer that is to be used to access and work with your Hosted Applications service.

3.1 vWorkspace Software Download and Installation

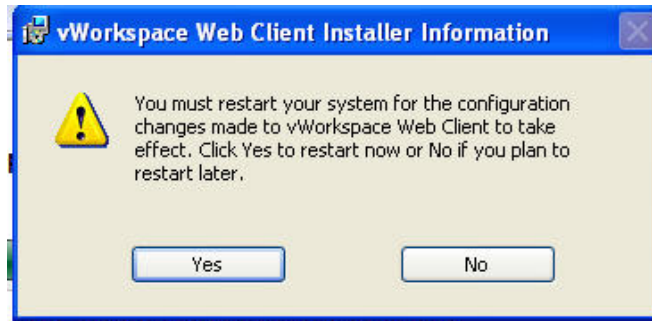
- 1) Access the Hosted Applications Portal: <https://Hostyourapp.com>.
- 2) Enter your Service User login credentials username and password and click the **[Log On]** button.
- 3) Click the **Downloads** tab to access the links to the vWorkspace remote access software



- 4) Click on the appropriate link (for PC or Mac) to begin the installation and configuration
- 5) Make sure to RUN the installation rather than saving the installation. Click on the **[Run]** button to start the download and installation.
 - a. If you do choose to "Save" the download you will need to locate the downloaded executable file and double-click on the file to begin the installation wizard.



- 6) Follow the instructions of the installation wizard
 - a. It should take no longer than 2-5 minutes to install the software
 - b. The final installation screen indicates that you will need to restart your computer for the configuration settings of the vWorkspace remote access software to take effect.
 - c. Restart your computer at some point prior to accessing the Hosting Applications portal to use your software applications.



- 7) Though you will not need to open and run this software in order to utilize your Hosted Application services, you can note that the installation was successful by going to **Start > All Programs > Quest Software** to see that the software is installed on your computer.



3.2 Using the Quest vWorkspace Software

There is no need to run, nor open, the Quest vWorkspace software. All of the configuration parameters and registry settings required to connect to your Hosted Application software products are implemented during the initial installation of the software.

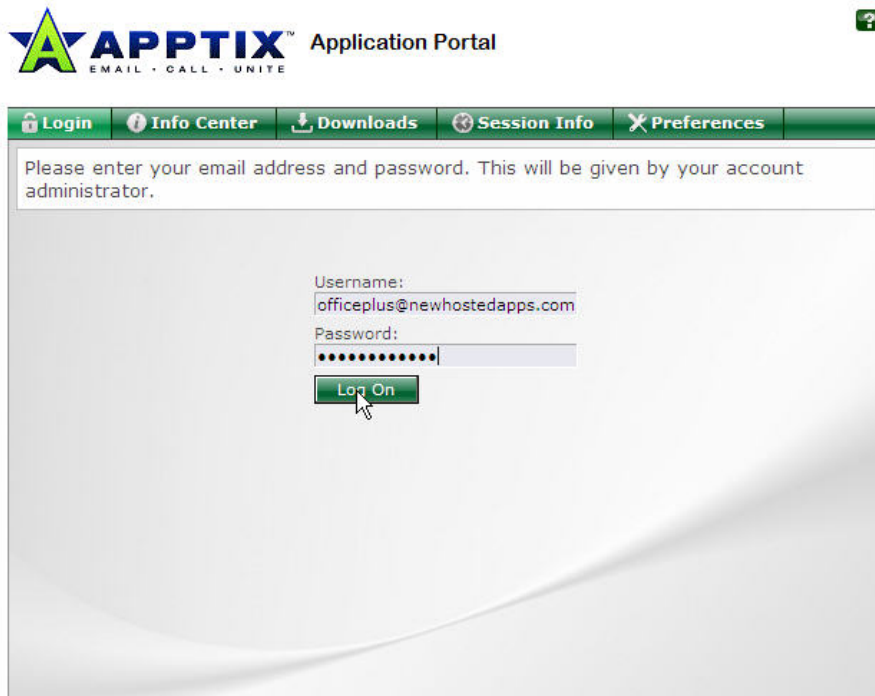
4. Hosted Applications Portal

All Service Users who have been assigned a license to utilize a Hosted Application will access their application(s) directly from the Hosted Applications Portal. Your account Administrator should provide you with your Service User login credentials (user name and password) in order for you to gain access to the Hosted Applications.

4.1 Accessing the Hosted Applications Portal (Direct Access—Service Users)

Service Users, and Administrators with Service User privileges to utilize the Hosted Applications, may access the Hosted Applications portal directly from any browser:

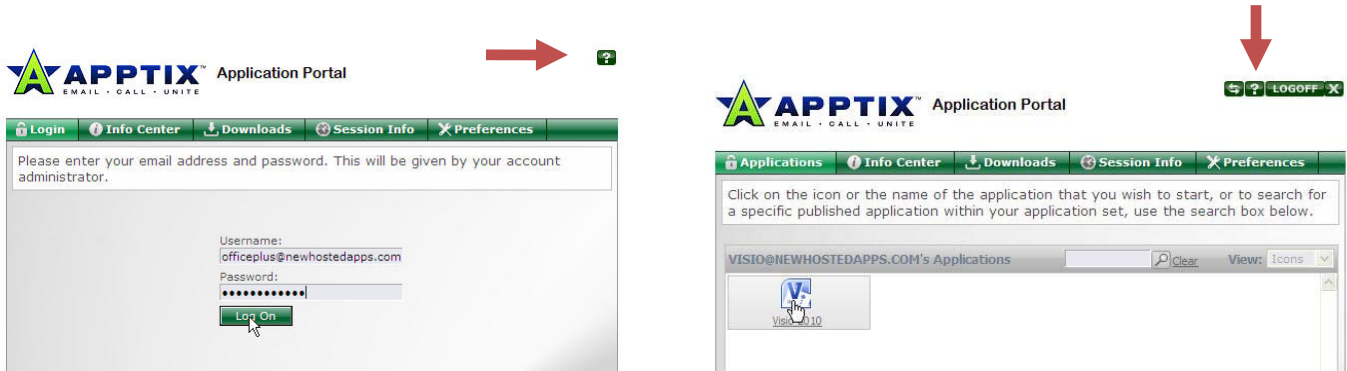
- 1) The portal is best utilized from Internet Explorer. Open a browser and enter the following URL:
<https://Hostyourapp.com>
- 2) Log in using the Service User credentials that are valid for the Hosted Applications service.
 - Enter your **Username** (email address) and **Password** and click on the **[Log On]** button.
 - Example: officeplus@newhostedapps.com | Password101!
 - After logging in, the Service User will be able to click on any of the Tabs along the top row that are used to access and manage your Hosted Applications service.



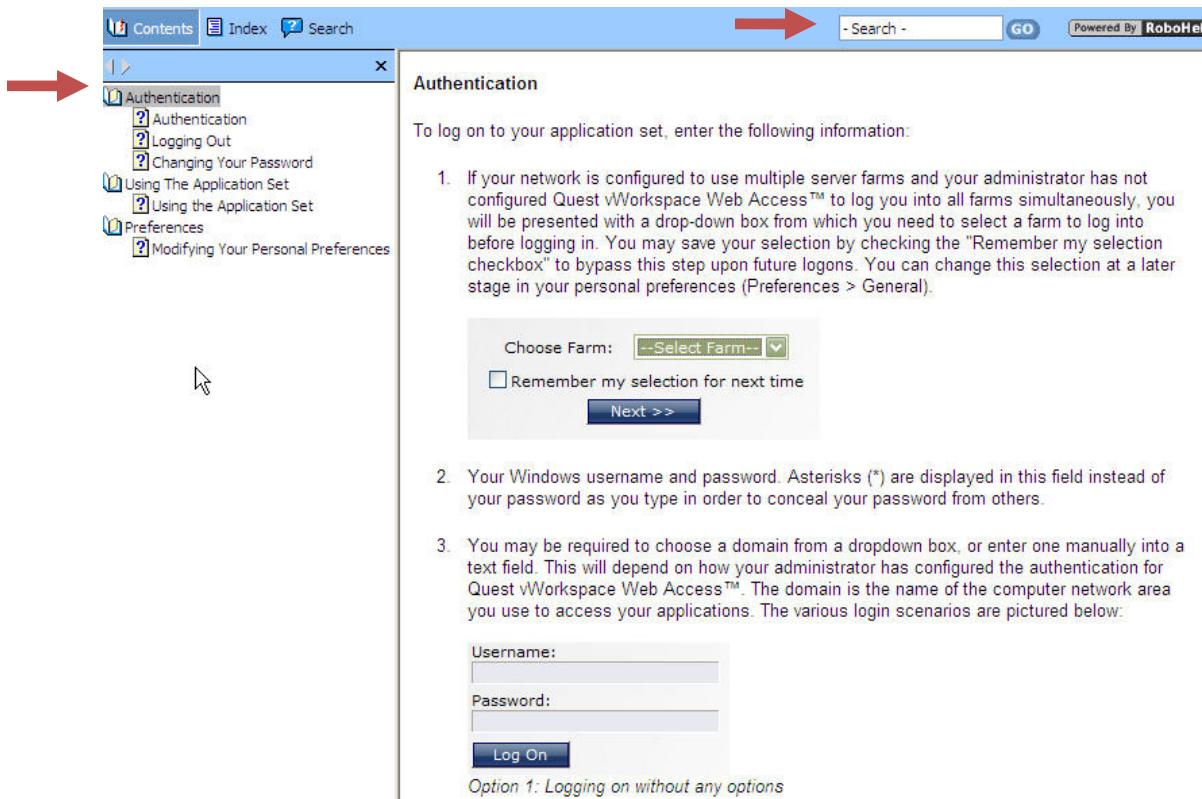
The screenshot shows the APPTIX Application Portal login interface. At the top left is the APPTIX logo with the tagline "EMAIL · CALL · UNITE". To the right of the logo is the text "Application Portal" and a small green question mark icon. Below the header is a navigation bar with five tabs: "Login", "Info Center", "Downloads", "Session Info", and "Preferences". The main content area contains a message: "Please enter your email address and password. This will be given by your account administrator." Below this message are two input fields: "Username:" with the value "officeplus@newhostedapps.com" and "Password:" with masked characters. A green "Log On" button is positioned below the password field, with a mouse cursor hovering over it.

4.1.2 Hosted Applications Portal Help

In the upper right portion of any of the Hosted Applications portal you may access online help by clicking on the [?] button.



- 1) The Hosted Application online Help is displayed so that you may navigate and search for topics as needed. This Admin Guide provides the majority of what assistance you may need in using the Hosted Applications Portal, but this online help provides an additional resource for your use.



NOTE: This online Help resource is related to the Hosted Application Portal itself and NOT the applications that are part of your Hosted Applications subscription.

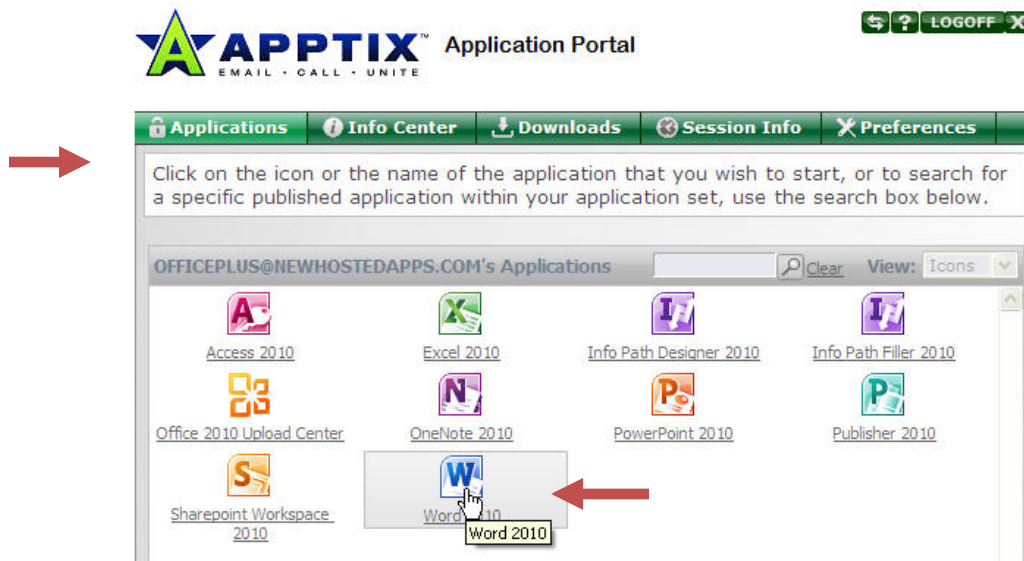
4.2 Hosted Applications Portal Tabs

Once logged into the Hosted Applications Portal, typically a Service User will only need to access the Applications Tab in order to work with their applications. However, all of the Tabs, and their content are reviewed in this section.

4.2.1 Applications Tab

After completing the [initial installation of the remote desktop vWorkspace client software](#), you will spend most of the time in the Hosted Application Portal simply accessing the Applications tab in order to launch any of the applications within your subscription.

- 1) After logging into the Hosted Applications Portal, click on the Applications Tab to view the programs that comprise the subscription to which you have access.
- 2) Double-click on any of the application icons to access the application.



- 3) The vWorkspace remote access client is displayed to indicate that the selected application is being accessed and started.



- 4) The application will open in a browser window
 - Please see [Chapter 5. Using the Hosted Application Programs](#) for additional instruction on using the Hosted Applications once they have been opened.

4.2.2 Info Center Tab

Any general messages related to the Hosted Applications service will be displayed in this Tab



4.2.3 Downloads Tab

The requirement to download and install the vWorkspace client software is covered in [Chapter 3. Installation of Remote Access Software](#).

NOTE: The first link is for Windows-based Personal Computers and the second link is for Macintosh computers



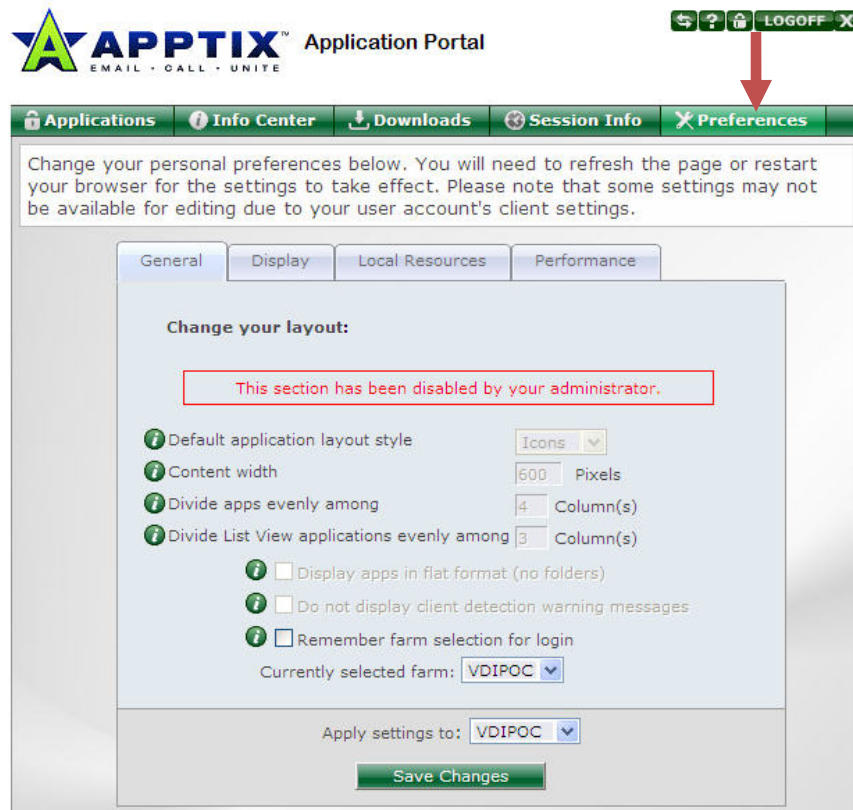
4.2.4 Session Info Tab

This tab is used to display general information about your current session that might be utilized for troubleshooting purposes



4.2.5 Preferences Tab

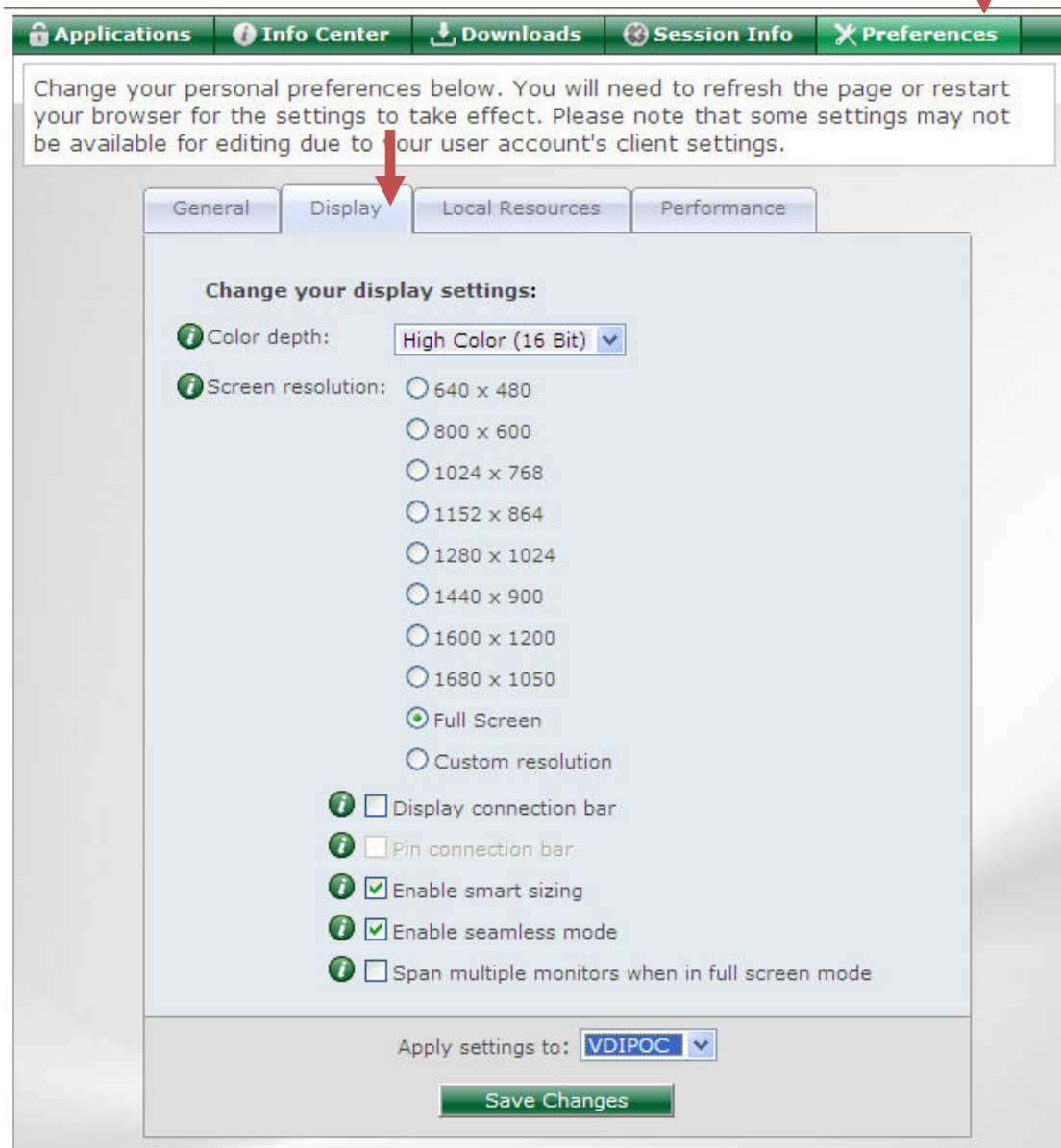
There are four (4) sub-tabs under the Preferences Tab. The **General** and **Local Resources** sub-tabs have been disabled and serve no purpose in terms of user experience. However, the **Display** and **Performance** sub-tabs may be used to help with optimization of your Hosted Applications browser working environment.



4.2.5.1 Preferences – Display Tab

The default settings on the Display tab represent the most common standard settings for computer monitor displays. You may however change these settings to better reflect the equipment's parameters to match what you are using on your computer.

- 1) Utilize any combination of the drop-down menu options, radio buttons and checkboxes to make any needed changes to the Display settings and then click the **[Save Changes]** button.



The screenshot shows the MailStreet Preferences interface. At the top, there is a navigation bar with tabs: Applications, Info Center, Downloads, Session Info, and Preferences. The Preferences tab is active. Below the navigation bar, a message box states: "Change your personal preferences below. You will need to refresh the page or restart your browser for the settings to take effect. Please note that some settings may not be available for editing due to your user account's client settings." Below the message box, there are four sub-tabs: General, Display, Local Resources, and Performance. The Display tab is selected. The main content area is titled "Change your display settings:" and contains the following settings:

- Color depth: High Color (16 Bit) (dropdown menu)
- Screen resolution: Radio buttons for 640 x 480, 800 x 600, 1024 x 768, 1152 x 864, 1280 x 1024, 1440 x 900, 1600 x 1200, 1680 x 1050, Full Screen (selected), and Custom resolution.
- Display connection bar:
- Pin connection bar:
- Enable smart sizing:
- Enable seamless mode:
- Span multiple monitors when in full screen mode:

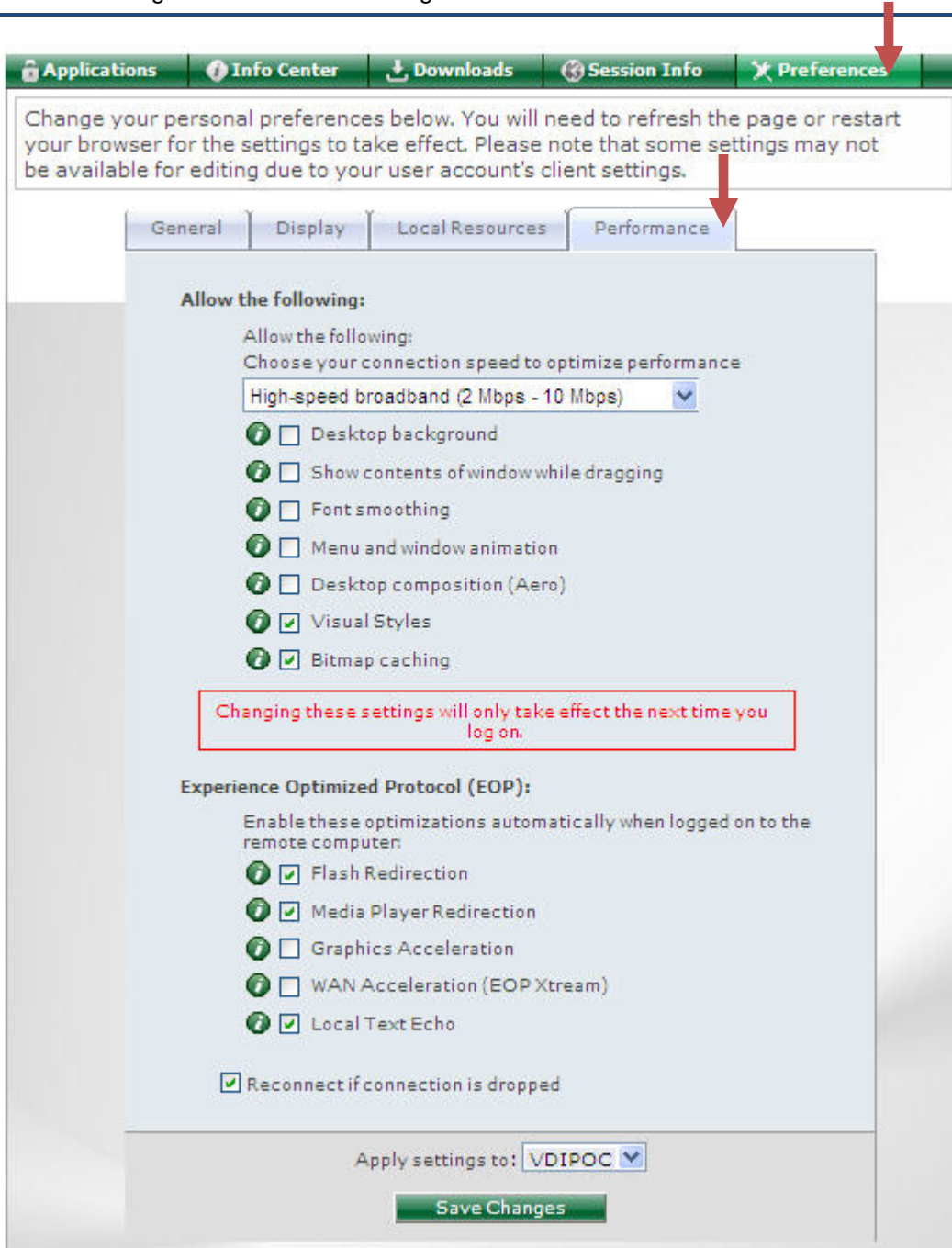
At the bottom of the settings area, there is a dropdown menu for "Apply settings to:" set to "VDIPOC". Below this is a green "Save Changes" button.

4.2.5.2 Preferences – Performance Tab

The default settings on the Performance tab represent the most common standard settings for computer performance settings. You may change these settings if needed to obtain better performance in your work environment while using the Hosted Applications.

- 1) Utilize any combination of the drop-down menu options and checkboxes to make any needed changes to the Performance settings and then click the **[Save Changes]** button.

NOTE: Any changes made in the top-half of the Performance Tab will require that you log out and then log back on for those changes to take effect.



Applications | Info Center | Downloads | Session Info | Preferences

Change your personal preferences below. You will need to refresh the page or restart your browser for the settings to take effect. Please note that some settings may not be available for editing due to your user account's client settings.

General | Display | Local Resources | Performance

Allow the following:

Allow the following:
Choose your connection speed to optimize performance

High-speed broadband (2 Mbps - 10 Mbps)

- Desktop background
- Show contents of window while dragging
- Font smoothing
- Menu and window animation
- Desktop composition (Aero)
- Visual Styles
- Bitmap caching

Changing these settings will only take effect the next time you log on.

Experience Optimized Protocol (EOP):

Enable these optimizations automatically when logged on to the remote computer:

- Flash Redirection
- Media Player Redirection
- Graphics Acceleration
- WAN Acceleration (EOP Xstream)
- Local Text Echo

Reconnect if connection is dropped

Apply settings to: VDIPOC

Save Changes

5. Using the Hosted Applications Programs

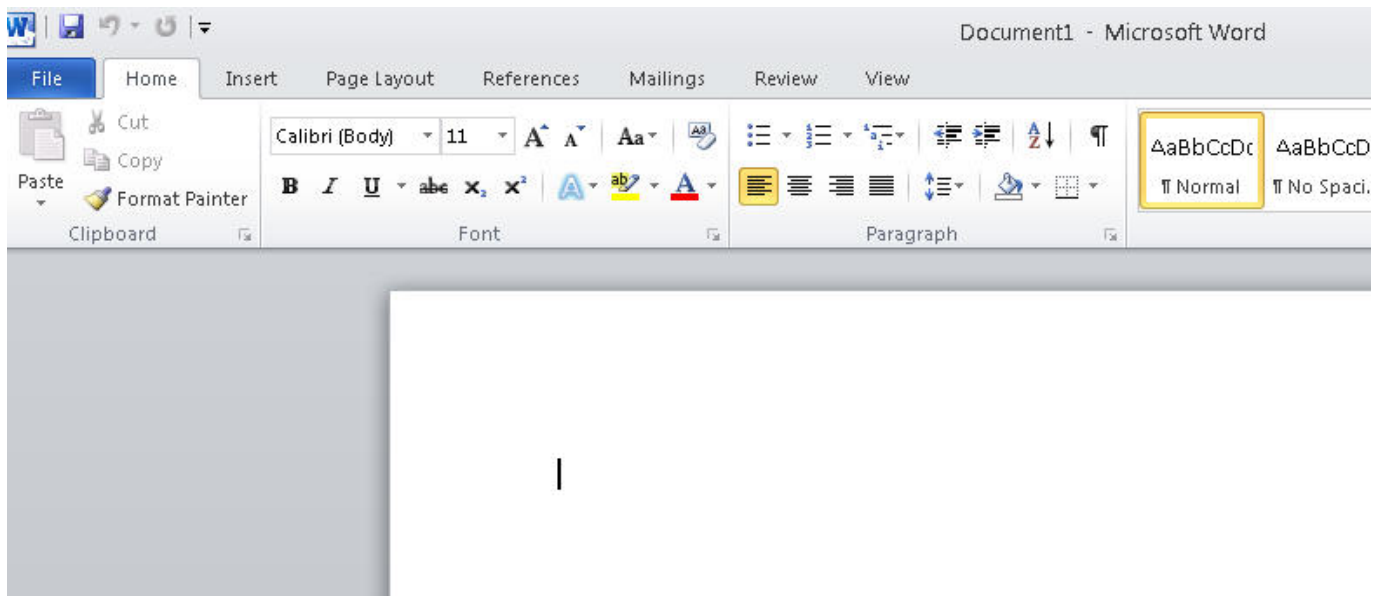
Use of the Hosted Applications is very similar to working with any other software program on your desktop. You will be able to open multiple applications, each running in their own browser window. You can open multiple files within each application, print to any printer connected to your local network, etc.

The primary difference in using the Hosted Applications versus a standard desktop software application is that each Service User with a Hosted Application license has an additional 25MB of data storage that can be utilized on the server designated as “Cloud Storage”.

5.1 Open Application(s)

Using your Hosted Applications is as simple as double-clicking on the desired application icon from the [Applications Tab of the Hosted Applications Portal](#)

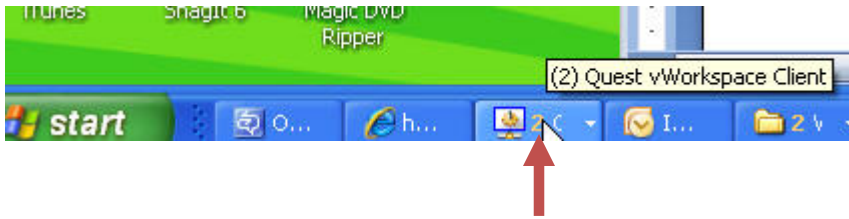
- 1) The portal is best utilized from Internet Explorer. Open a browser and enter the following URL:
<https://Hostyourapp.com> .
- 2) Log in using the Service User credentials that are valid for the Hosted Applications service.
 - Enter your **Username** (email address) and **Password** and click on the **[Log On]** button.
➤ Example: officeplus@newhostedapps.com | Password101!
 - After logging in, the Service User will be able to click on any of the Tabs along the top row that are used to access and manage your Hosted Applications service.
- 3) Double-click on the applications to be used. The application opens in its own browser window with a blank file as the default.



- 4) You may open multiple applications to be used simultaneously by accessing the **Hosted Applications Portal | Applications Tab** and double-click on other applications. Each application will open in its own window and may be accessed as you would any other Windows application.



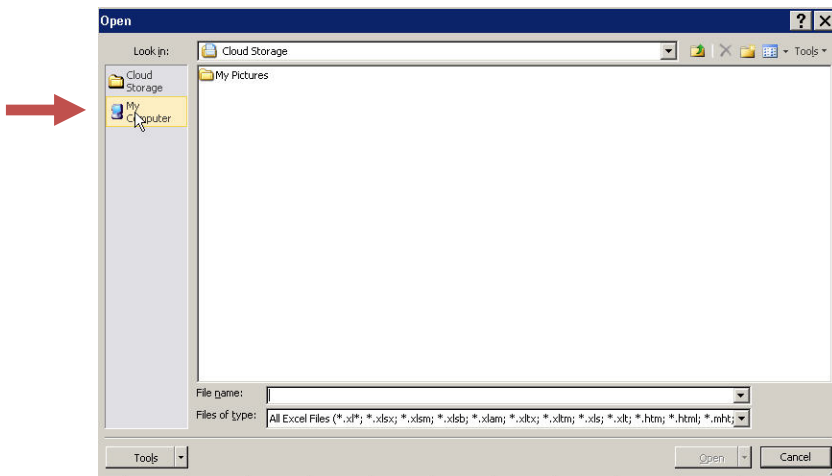
- If many windows are open such that your computer begins to “stack” windows that are similar in nature, the Hosted Applications can be found from the Quest vWorkspace Client tab.



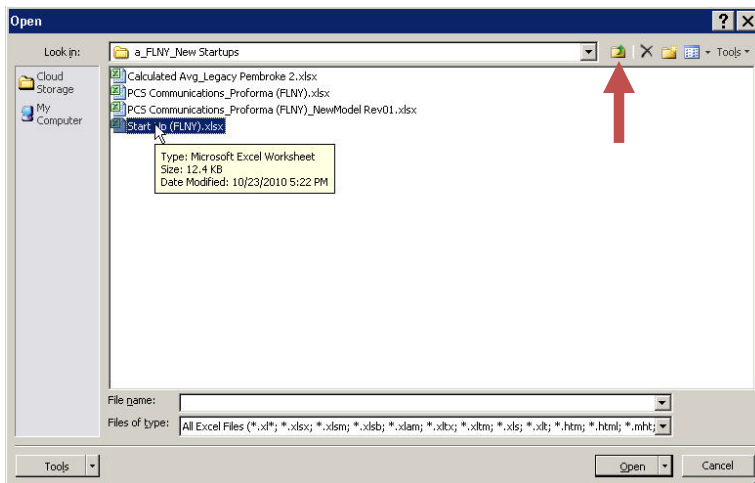
5.2 Opening Files

With the Hosted Applications service you can access and open files that are either stored locally (on your PC or PC network), or files that are saved to your account's cloud storage area.

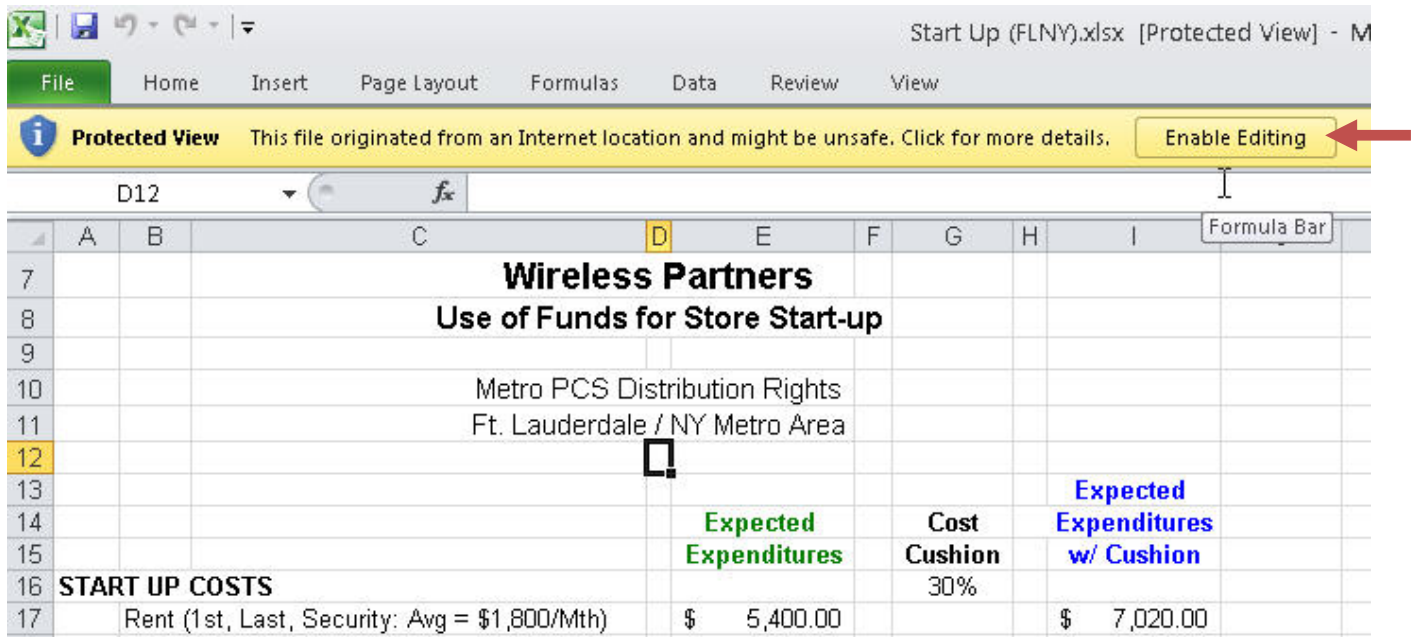
- 1) Use the applications standard **File | Open** menu options to open any file from either local or cloud storage.



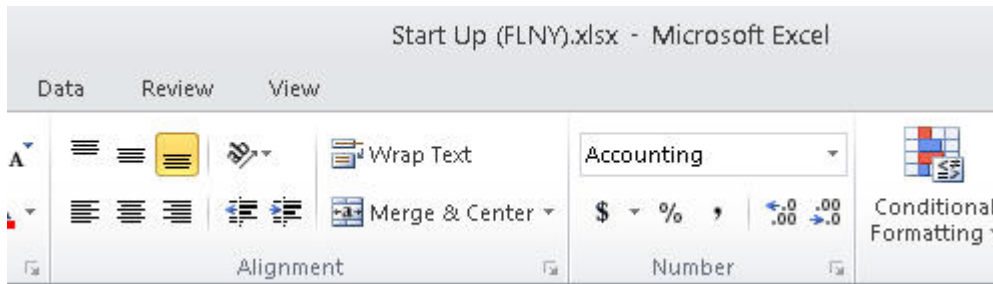
- 2) In this example, using Office's standard file navigation features, a file that is stored locally on the User's PC is being opened.



- 3) Note that when first opening a file stored locally that the application will default to open the file in “Protected View” such that it is a Read-only document unless you indicate that the file is safe for editing.
 - Click on the **[Enable Editing]** button to gain access to all editing features of the application



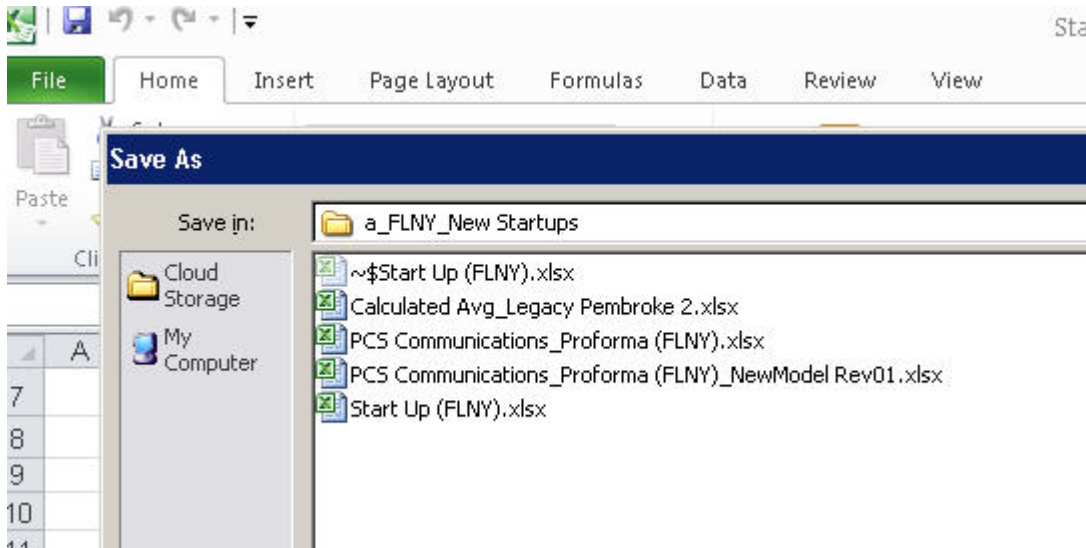
- 4) Note that after clicking on the **[Enable Editing]** button that all of the applications features are made available for use and you can work on the file as needed.
 - The Enable Editing feature is a security precaution feature and only needs to be implemented once during the initial access of a local file.



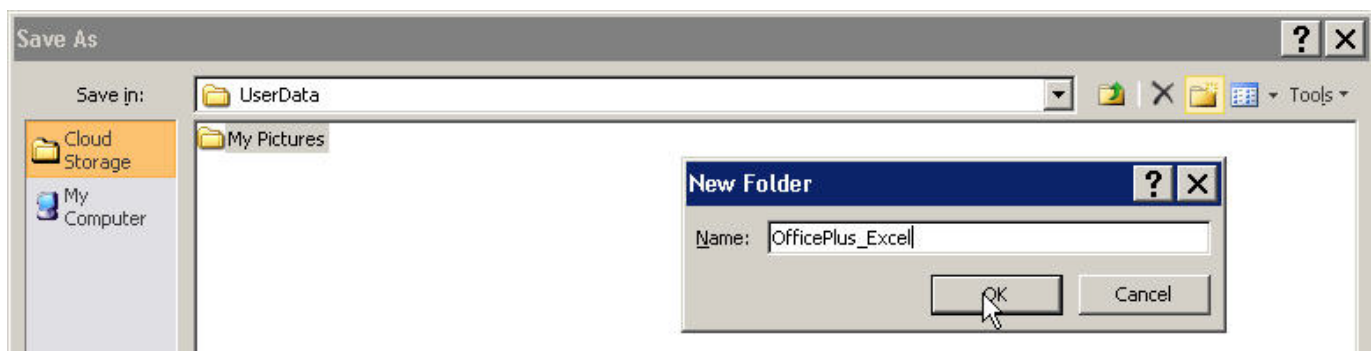
5.3 Saving Files

With the Hosted Applications service you can store files that are created using your Hosted Applications programs to either local storage (on your PC or PC network), or files can be saved to your account's cloud storage area.

- 1) Use the applications standard **File | Save** or **File | Save As...** menu options to save any file to either local or cloud storage.



- 2) To utilize the 25MB per User Cloud Storage location first click on the **Cloud Storage** icon as opposed to the My Computer icon which is used to navigate local storage. Use the standard Windows Explorer features to create new folders, navigate folders, etc.
 - The default folder for your account's cloud storage is called "UserData" and there is a default "MyPictures" folder already created as well.
 - You can create folders and sub-folders as needed to help you organize your Cloud Storage

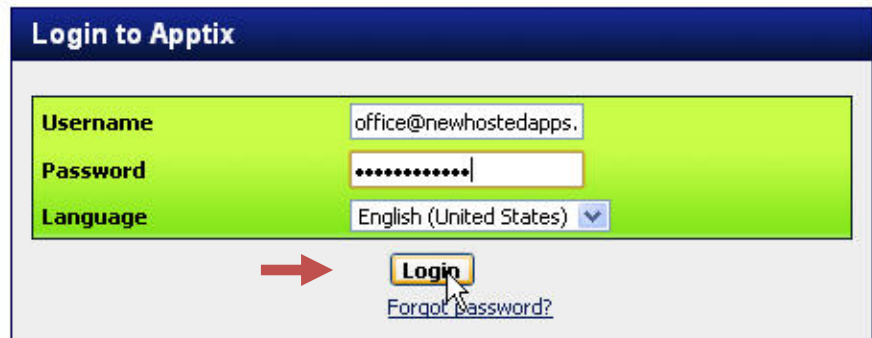


6. Change User Login Password

All Service Users who have been assigned a license to utilize a Hosted Application will have a username and password that allows you to access the Hosted Applications programs. Current Service Users of other MailStreet hosted services will use their standard login credentials to access the Hosted Applications Portal. Users who are new to MailStreet hosted services (new account created as part of your Hosted Applications subscription) should be provided their default user login credentials by your account administrator.

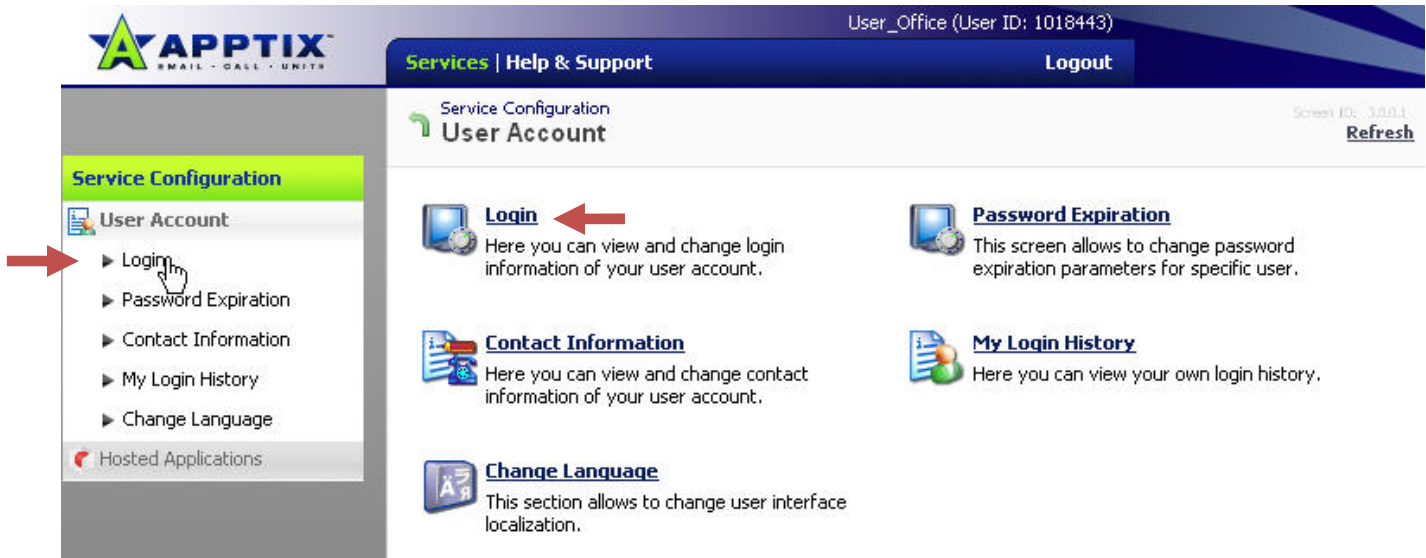
Any Service User may change their login password at any time in order to keep their password secure, private and only known to the Service User

- 1) Open a browser and access the MailStreet Control Panel
<https://cp.collaborationhost.net>
- 2) Log in using your current Service User credentials.
 - Enter your **Username** (email address) and **Password** and click on the **[Log On]** button.
 - Example: office@newhostedapps.com | Password101!



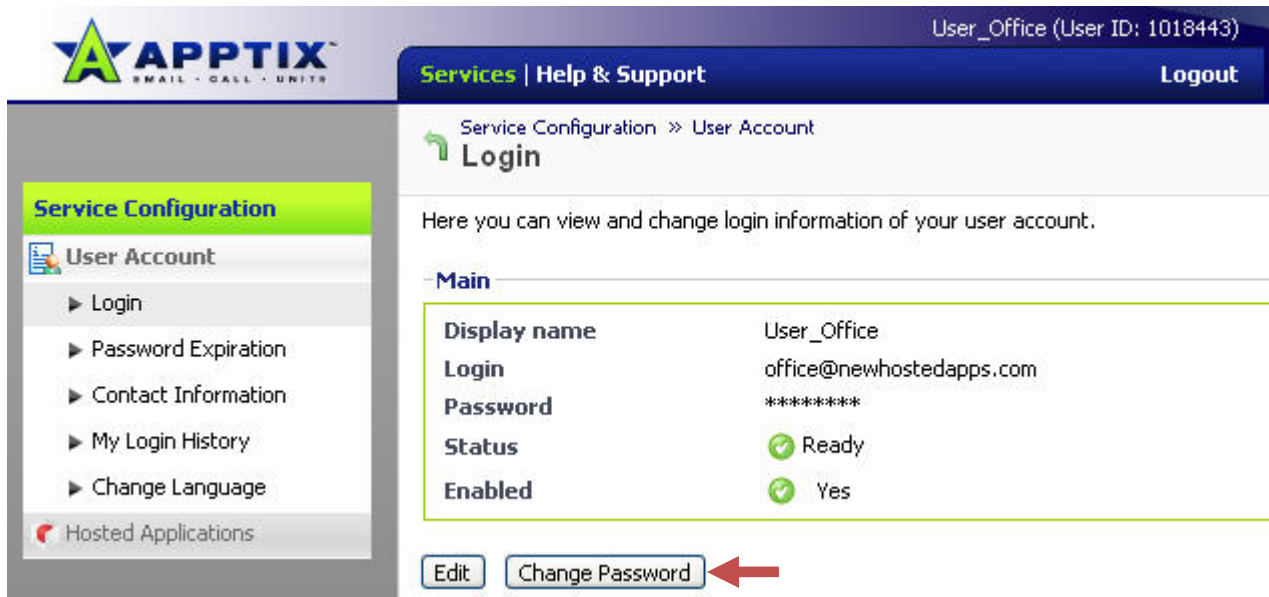
The screenshot shows a login form titled "Login to Aptix". It has three input fields: "Username" with the value "office@newhostedapps.", "Password" with masked characters ".....", and "Language" with a dropdown menu set to "English (United States)". Below the fields is a red arrow pointing to a "Login" button. Underneath the button is a link for "Forgot Password?".

- 3) The **User Account** main screen is displayed. Access the **Login** menu by clicking on the Login icon in the main window or click on this option from the left-side menu.



The screenshot shows the "User Account" main screen. At the top, it says "User_Office (User ID: 1018443)" and "Logout". The left sidebar has a "Service Configuration" menu with "User Account" selected. Under "User Account", there are options for "Login", "Password Expiration", "Contact Information", "My Login History", and "Change Language". The main content area shows four cards: "Login" (with a red arrow pointing to it), "Password Expiration", "Contact Information", and "Change Language". Each card has a brief description of its function.

- 4) The **Login** screen is displayed showing the status of this Service User. Click on the **[Change Password]** button.



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User_Office (User ID: 1018443)

Services | Help & Support Logout

Service Configuration » User Account

Login

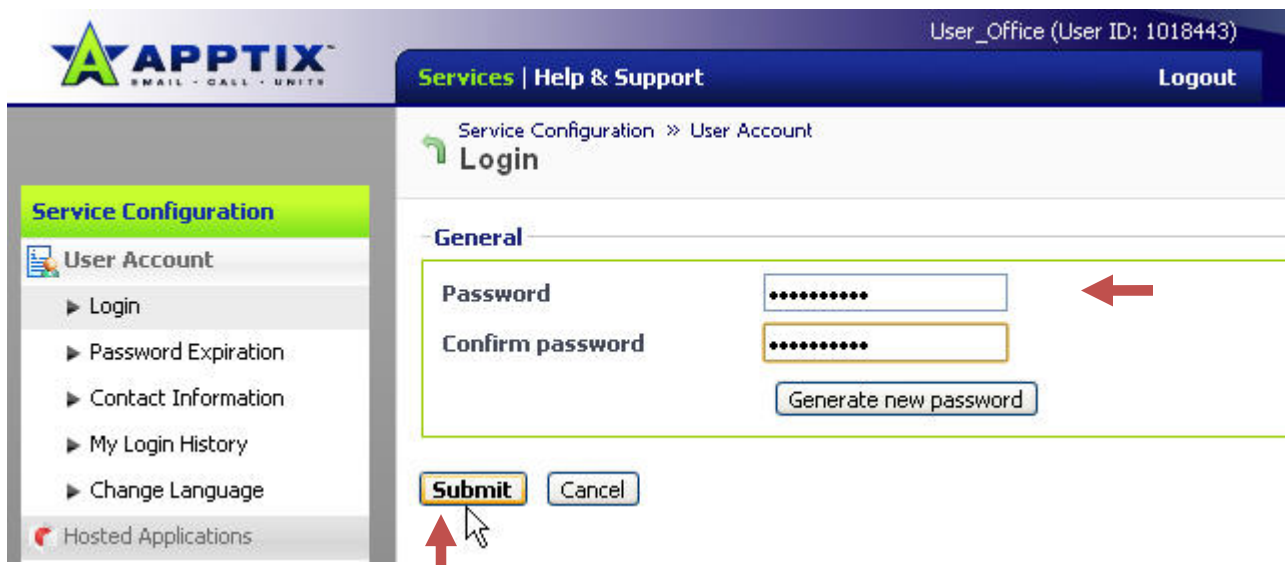
Here you can view and change login information of your user account.

Main

Display name	User_Office
Login	office@newhostedapps.com
Password	*****
Status	<input checked="" type="checkbox"/> Ready
Enabled	<input checked="" type="checkbox"/> Yes

←

- 5) Enter the new password twice in the **Password** and **Confirm password** fields and click the **[Submit]** button when you have entered your new password.
- Click **[Edit]** to change the Display name (not the username used to login)
 - You may also click on the **[Generate new password]** button to allow the system to create a random password on your behalf. Note that these passwords are very complex and not easily memorized.
 - The minimum password length is eight (8) characters and must contain both capital and non-capital letters, plus a special character.
 - If the password entered does not meet minimum security requirements a warning dialog is displayed with instruction of how the password must be updated. Re-enter a new password that meets the minimum security requirements prior to clicking **[Submit]**.



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User_Office (User ID: 1018443)

Services | Help & Support Logout

Service Configuration » User Account

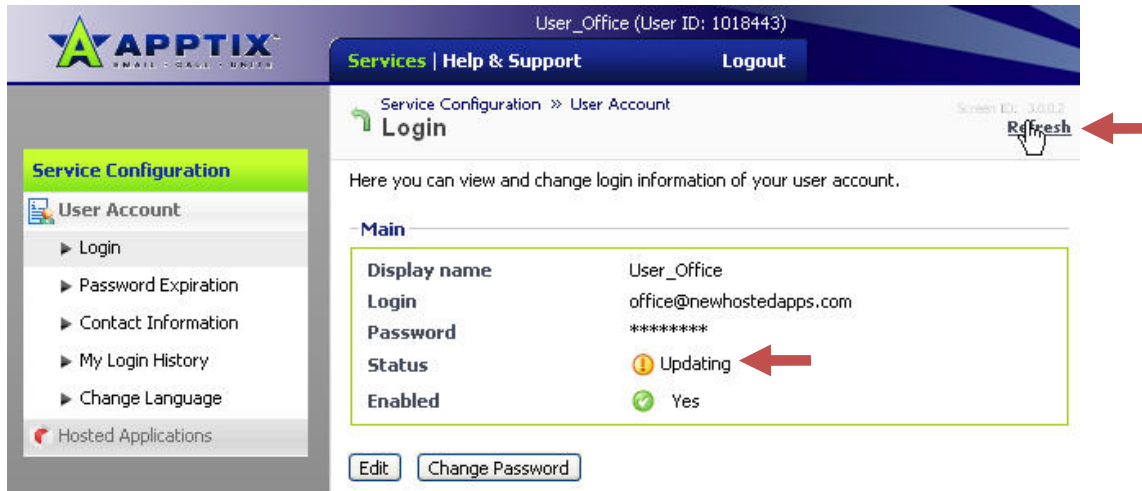
Login

General

Password	<input type="password" value="*****"/>	←
Confirm password	<input type="password" value="*****"/>	

↑

- 6) The **Login** screen is updated and the **Status** may initially display a yellow icon called **Updating** to indicate that the new password change is in the process of being updated. Click on the **Refresh** link in the upper-right to verify that the password has been changed.
- Note that the **Status** icon updates to a green **Ready** status to indicate that the password change has taken effect.
 - You may now use the new password when logging in to utilize the Hosted Applications programs, or any other of your MailStreet hosted services.

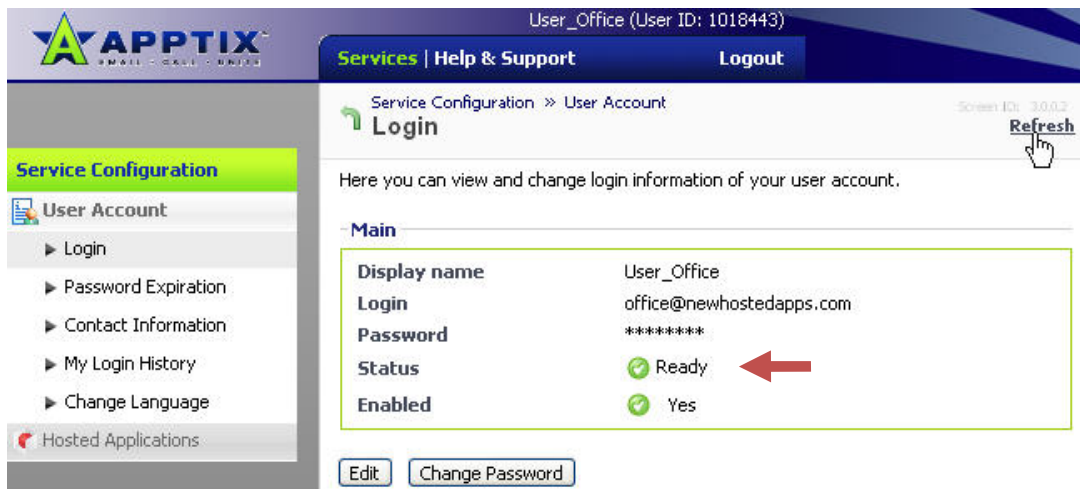


The screenshot shows the 'User Office (User ID: 1018443)' profile page. The 'Login' section displays the following information:

Display name	User_Office
Login	office@newhostedapps.com
Password	*****
Status	Updating
Enabled	Yes

Buttons: Edit, Change Password

Refresh link: Refresh



The screenshot shows the 'User Office (User ID: 1018443)' profile page after a refresh. The 'Login' section displays the following information:

Display name	User_Office
Login	office@newhostedapps.com
Password	*****
Status	Ready
Enabled	Yes

Buttons: Edit, Change Password

Refresh link: Refresh

***** End of Hosted Applications – User Guide *****