

6/4/2019

# Accessing ComputerEase

Cloud ComputerEase Customers

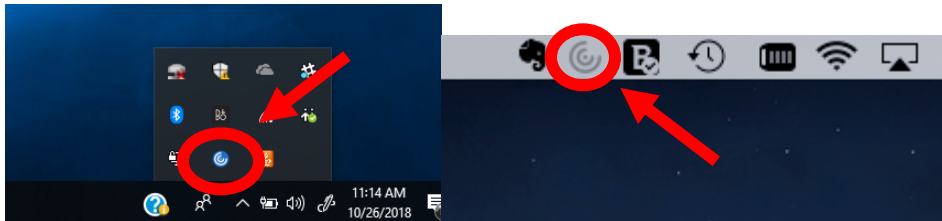
ben spear

ZIMCOM INTERNET SOLUTION

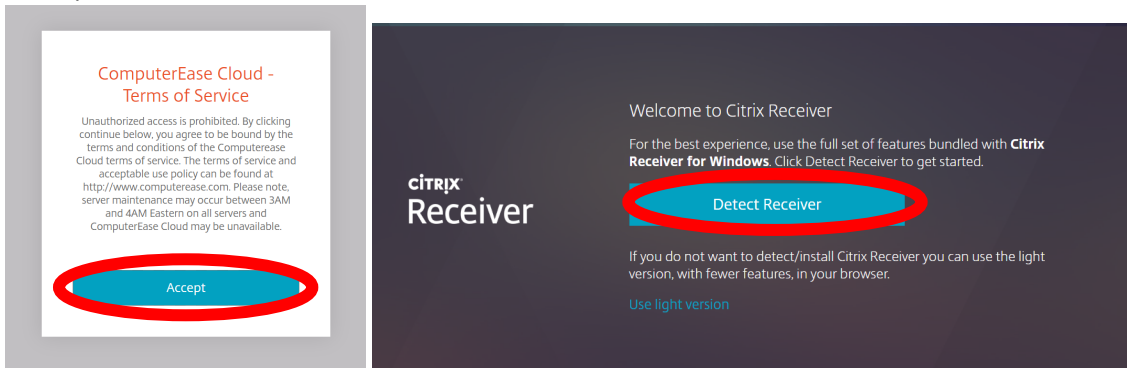
1. Install Citrix workspace on the computer that you will be using ComputerEase on.

Download link for mac and windows: <https://www.citrix.com/downloads/workspace-app/>

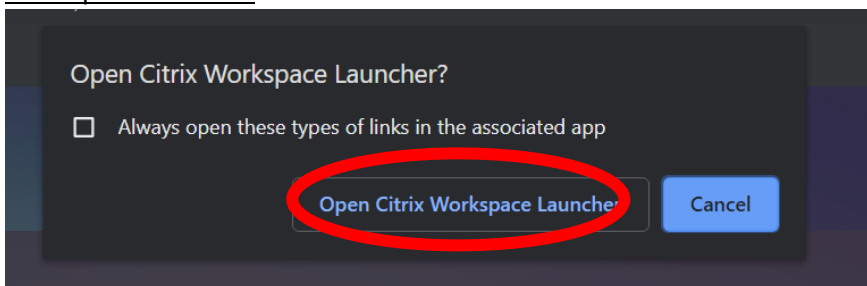
2. After downloading and installing citrix, check to make sure citrix is installed by looking for the following icon. It will appear differently for windows and Mac users.



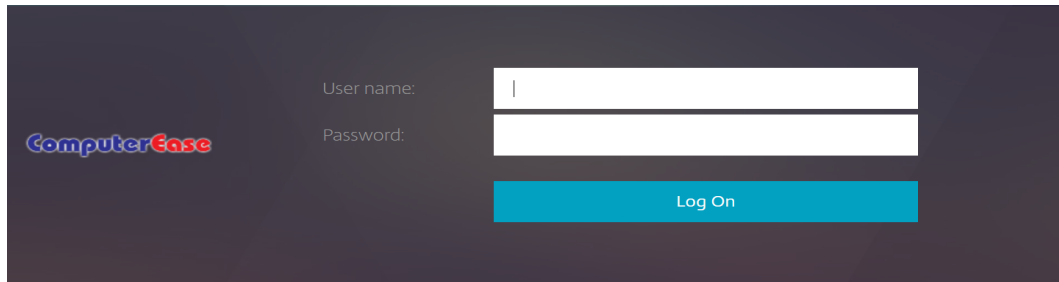
3. Open a web browser. You can use any web browser including Microsoft edge, Firefox, Google Chrome, and safari, etc. Go to the following website <https://computerease.cloud>
4. When you get to the website, you will initially be asked about the citrix receiver. You will click “Accept” on terms of services. You then can select Detect receiver.



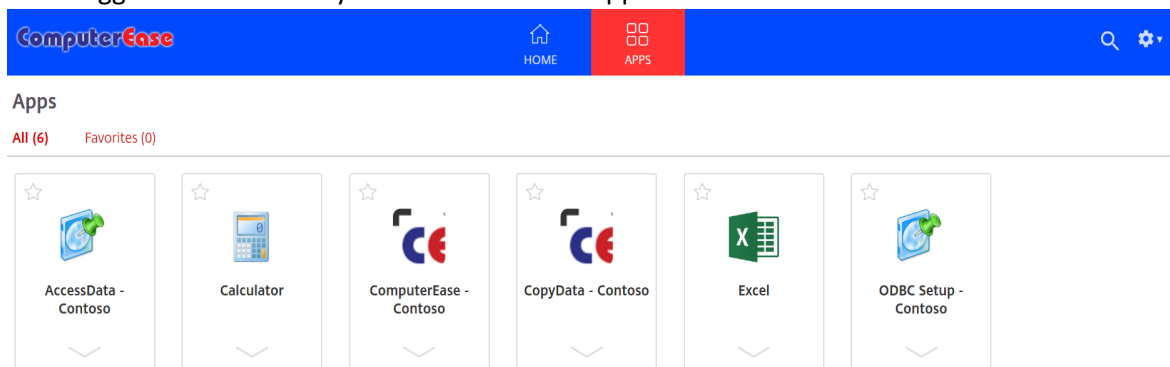
5. Your browser will possibly pop up with the following prompt, if so just click “Open Citrix Workspace Launcher”



- The Cloud login screen will then appear. Your ComputerEase representative will provide you with two logins. One login will be for the cloud, the other will be used to login to ComputerEase.



- Once logged into the cloud you will have a set of applications to choose from. Like shown below:



- ComputerEase will be one of these applications. Select ComputerEase, you will be prompted initially about permissions. Select Permit/Allow access.
- After the permission prompt you will see a login screen appear and prompt for another login. This is where you will be using the second login that your ComputerEase representative has provided you. Once logged in, you now are using the ComputerEase software.