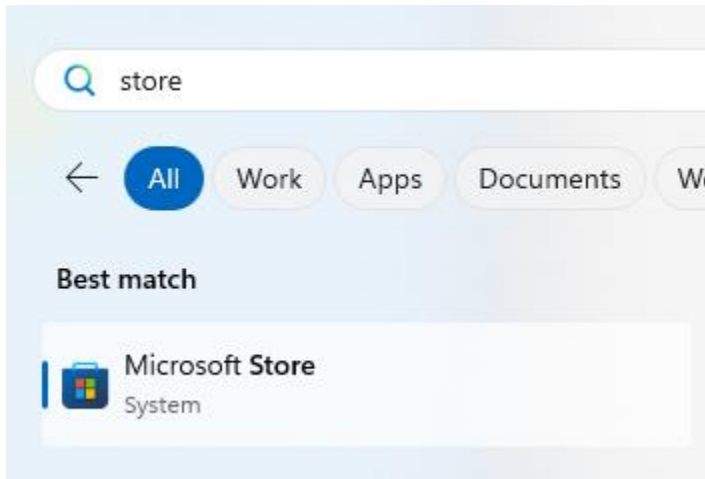


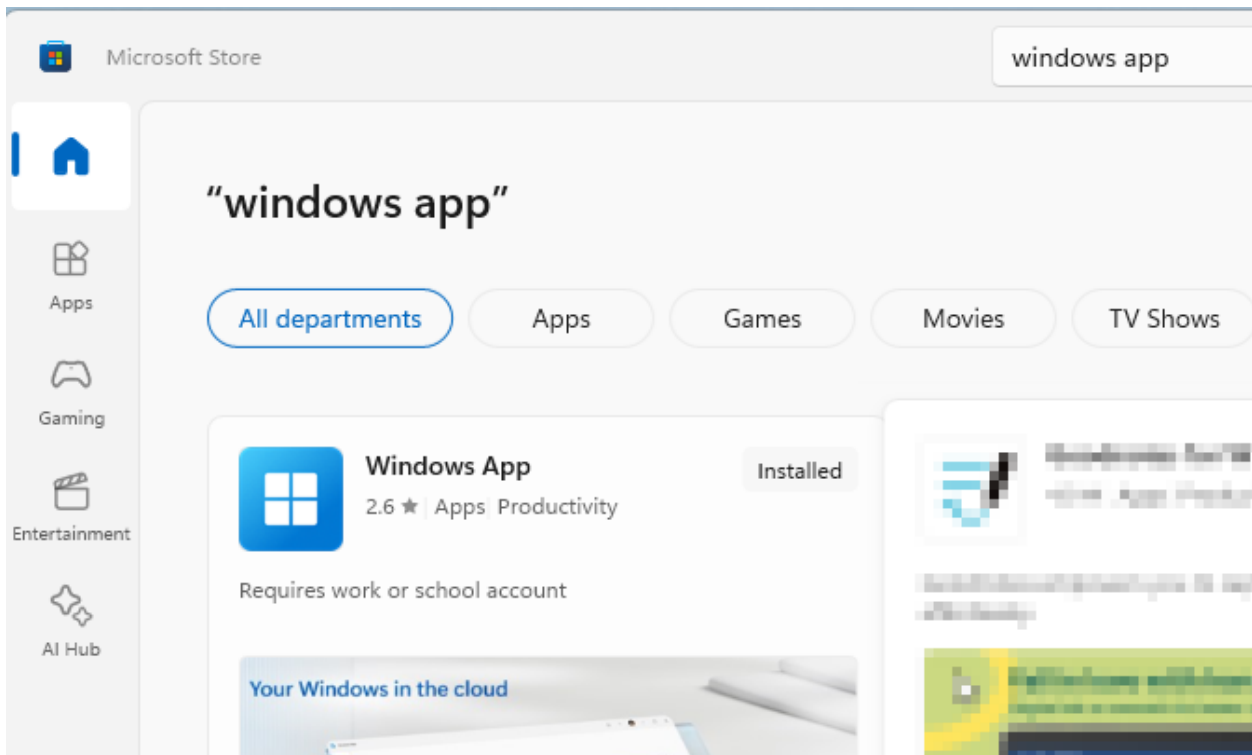
The aptly named Windows App is available in the Microsoft Store and is also available in the Company Portal Application.

To install the 'Windows App' on Windows:

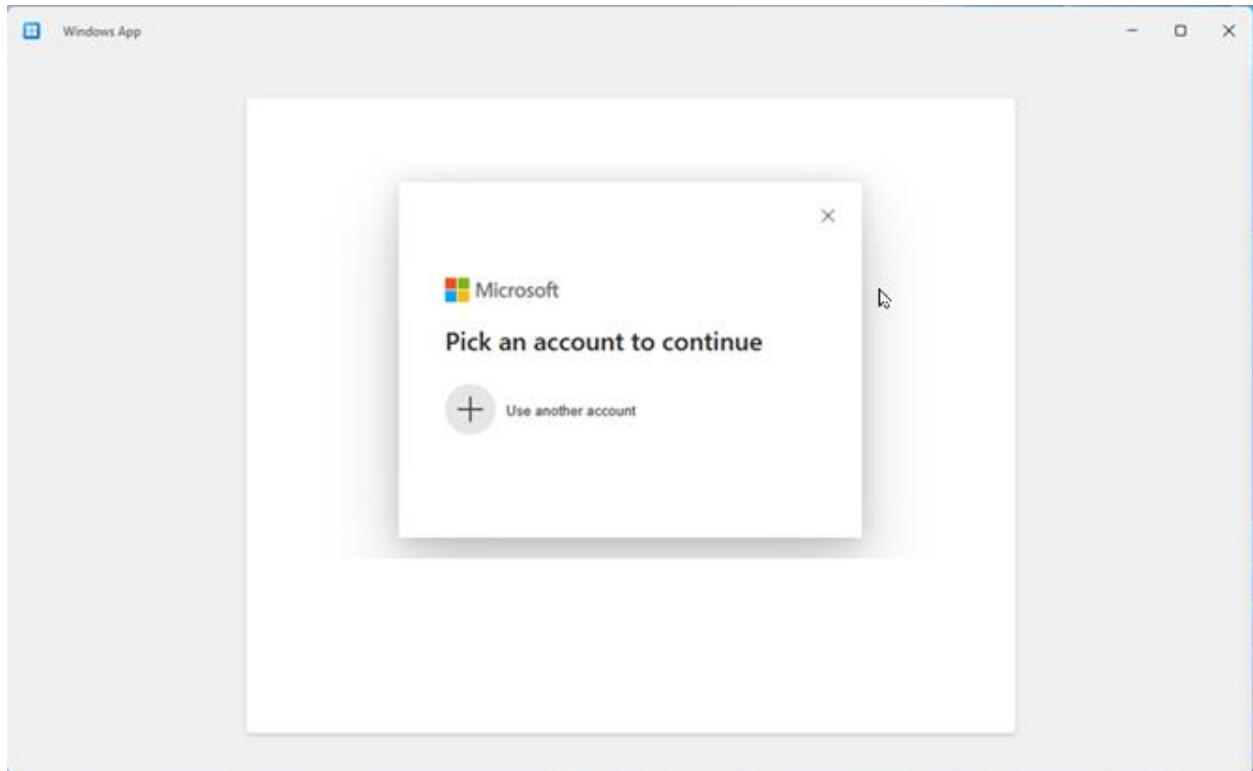
From the Windows menu, launch the Microsoft Store



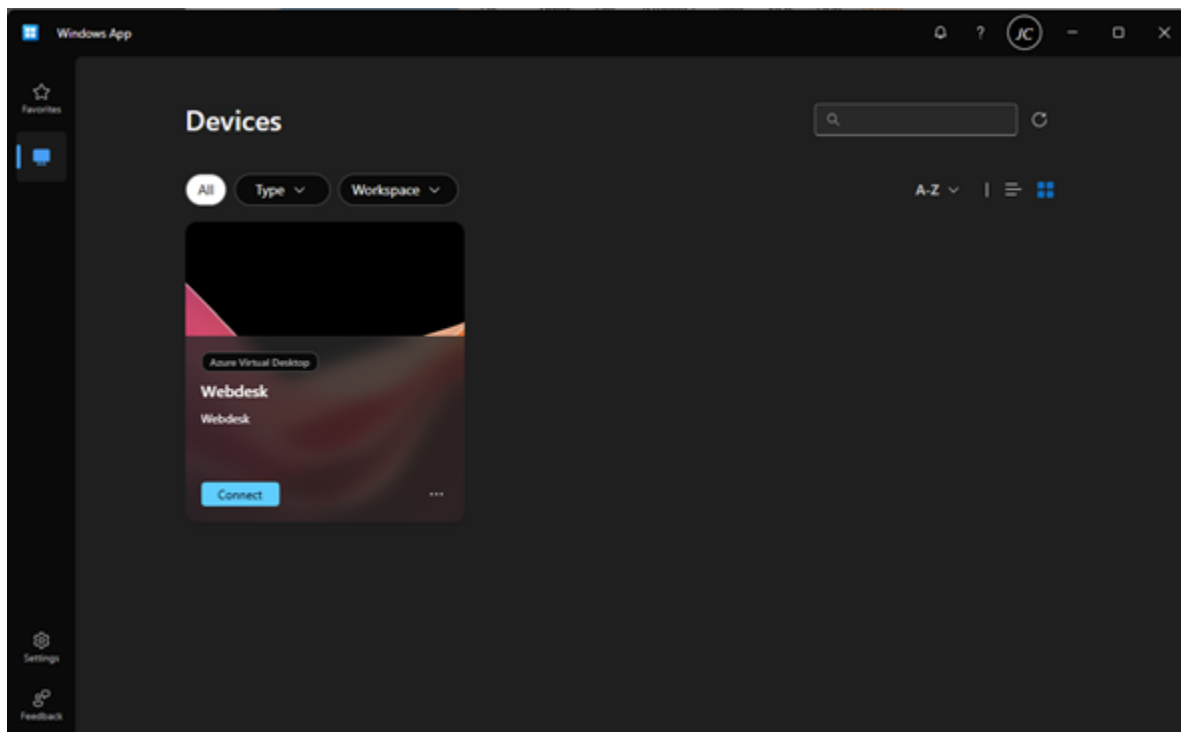
In the Store search for the Windows App



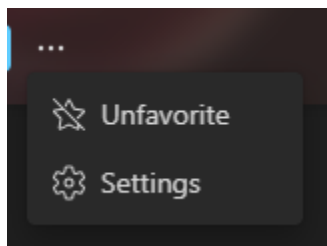
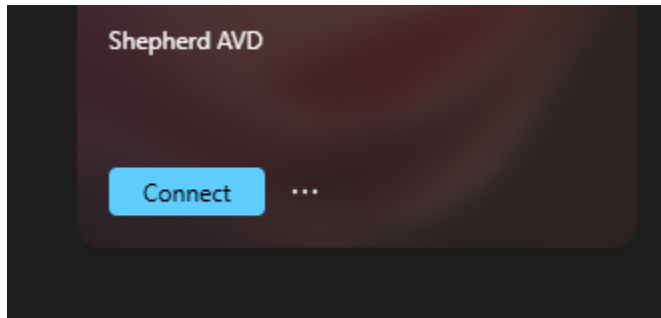
ext Launch the Windows App and sign in.



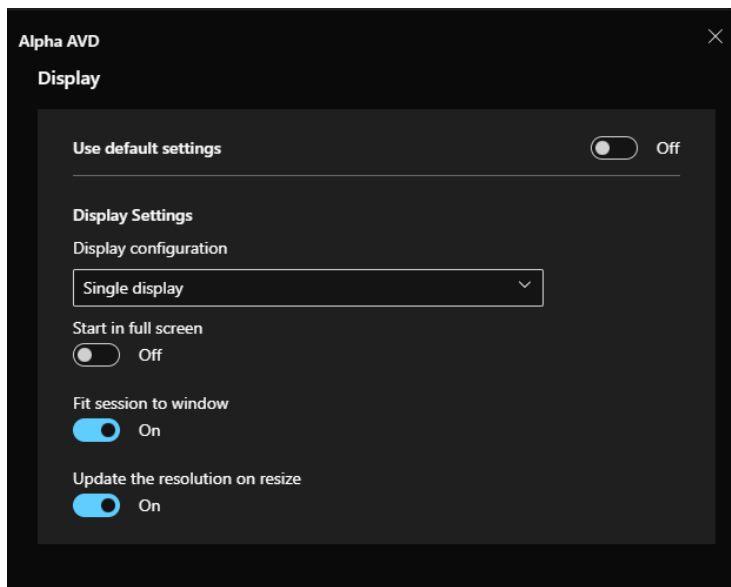
Once signed in, the list of available devices will be shown.



There are settings that can be customized per Device with the ellipses.

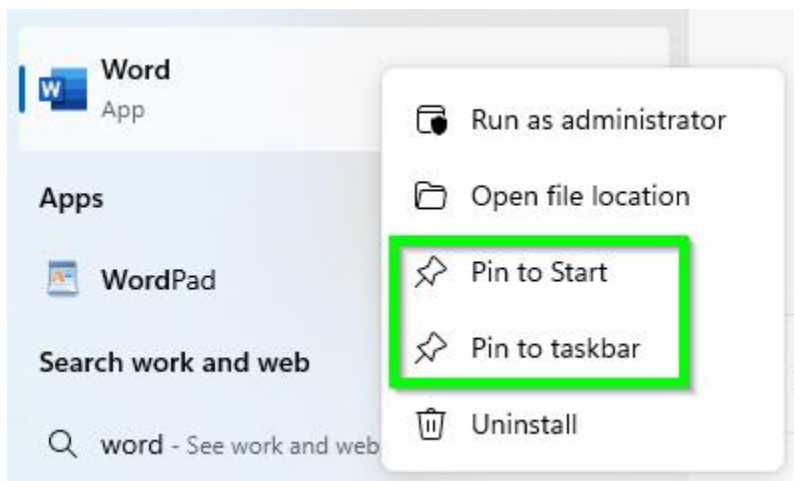
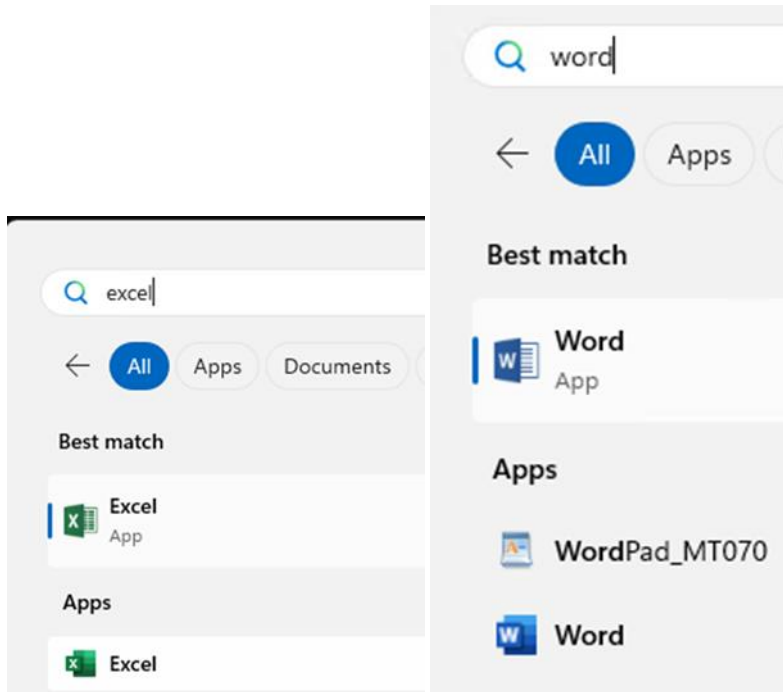


The settings control window management. Different options will be available based on the Display configuration setting.



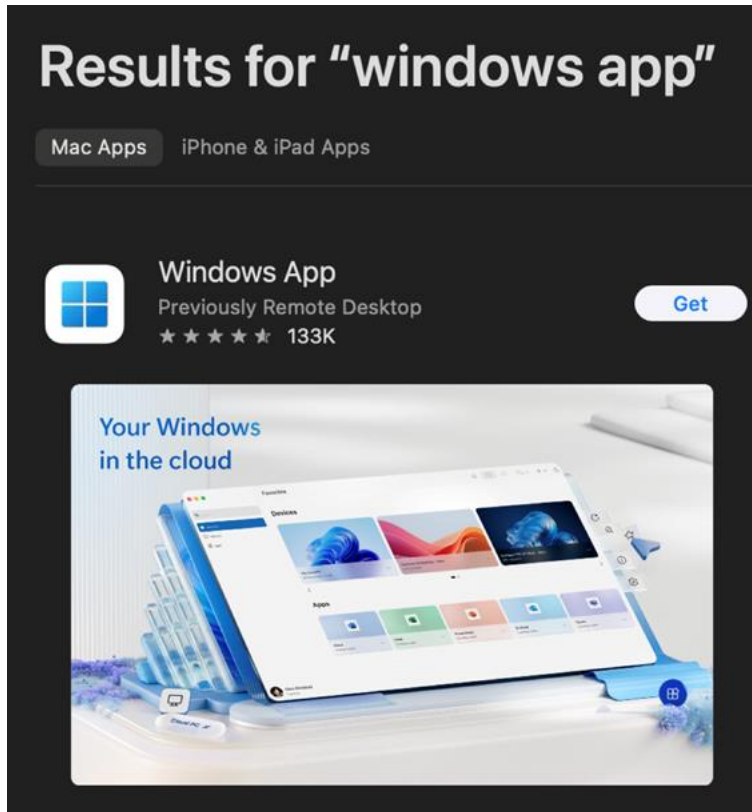
Update the resolution on resize will allow the window contents to automatically adjust after a resize.

Citrix apps will result in the Windows Menu search results along side locally installed applications. We are working with Piedmont to reduce the number of conflicts. In the example below Word and Excel with the white pages are Citrix apps from Piedmont and will fail to launch. The solid color icons are the local application installations that will work. At this time it is recommended to pin the correct icon to the start menu or task bar.

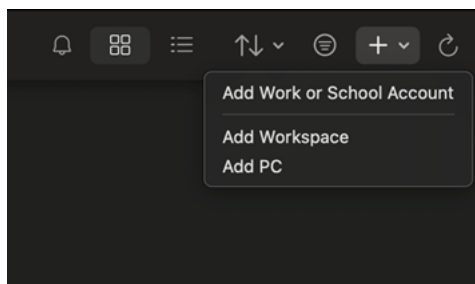


Apple AVD Tips

From the Mac App store you can search for the Windows App

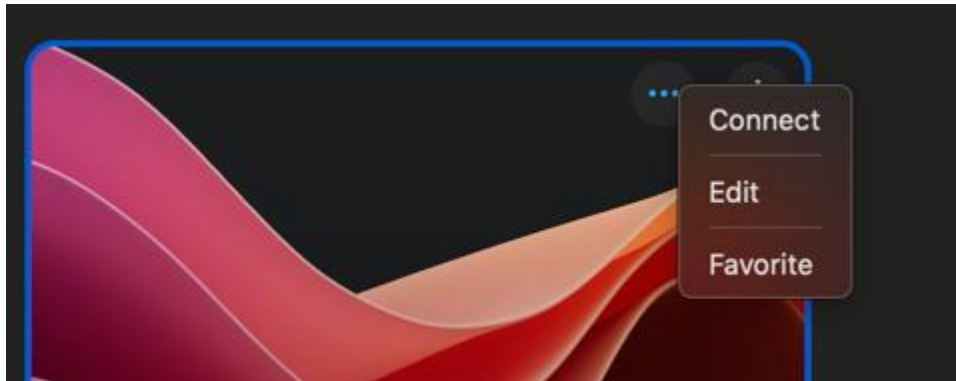


Click Get to install. Then open to launch it. There may be prompts for security to allow access to the camera or microphone. Choose the answer that fits your needs. Meeting apps inside a connected session will need the access in order to work.



In the upper right corner, click the plus sign to Add Work Account and sign in with your Shepherd Credentials.

Under Devices, your available sessions will display after you sign in. click the Ellipses to edit the profile to access the menu to configure your settings.



In the Resolution section you can customize the window settings. AVD tends to launch full screen.

