



# CLOUD COMPUTER

## User Guide

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### 1. Cloud Computer

The cloud computer concept shifts the computing model in the business environment from one based on traditional physical hardware tied to one location, to a virtual model of computing. Customers gain access to enhanced computing power and software applications from any location, any time, and from any end device.

The service is built on a secure platform that provides data encryption, authorization of remote users, remote data wipe-out on stolen devices. The secure cloud computing infrastructure ensures that end customers are protected from identified security threats and includes antivirus protection for cloud computers.

Service Cloud Computer is based on the VDI (Virtual Desktop Infrastructure) technology that allows virtual access to a desktop computer. In other words, it allows virtual machines simultaneously running away from the user. Users have access to a virtual machine and applications from any location and from any computer.

Additional resources can easily be assigned to each of the virtual machines.

The whole system has created a safe platform that enables secure access to and copy user data.

The user gets access to: Virtual PC, additional space for data and applications (free and paid).

### 2. Login to ICT Marketplace Portal

The ICT Marketplace Portal login page is shown in figure 1.

- Company administrator (primary UserAdmin) with corresponding credentials (username/password) is created automatically upon the company profile creation
- End user account (User) with corresponding credentials (username/password) is created by the UserAdmin of the company in the ICT Marketplace Portal

In case the option *"Remember me"* (1) is checked – the user session will be remembered. The browser session will be terminated after a certain inactive period, but the portal session will remain active in the background. After refreshing the page, the user is allowed to continue his previous work.

If the user forgets his password, the option *"Forgot your password?"* (2) will initiate the password recovery process.

If the user needs additional clarifications – the option *"register"* (3) is available – it redirects the user to the Telecom User support pages.

If the user enters an incorrect username or password, the ICT Marketplace Portal shows a corresponding message, shown in figure 2.

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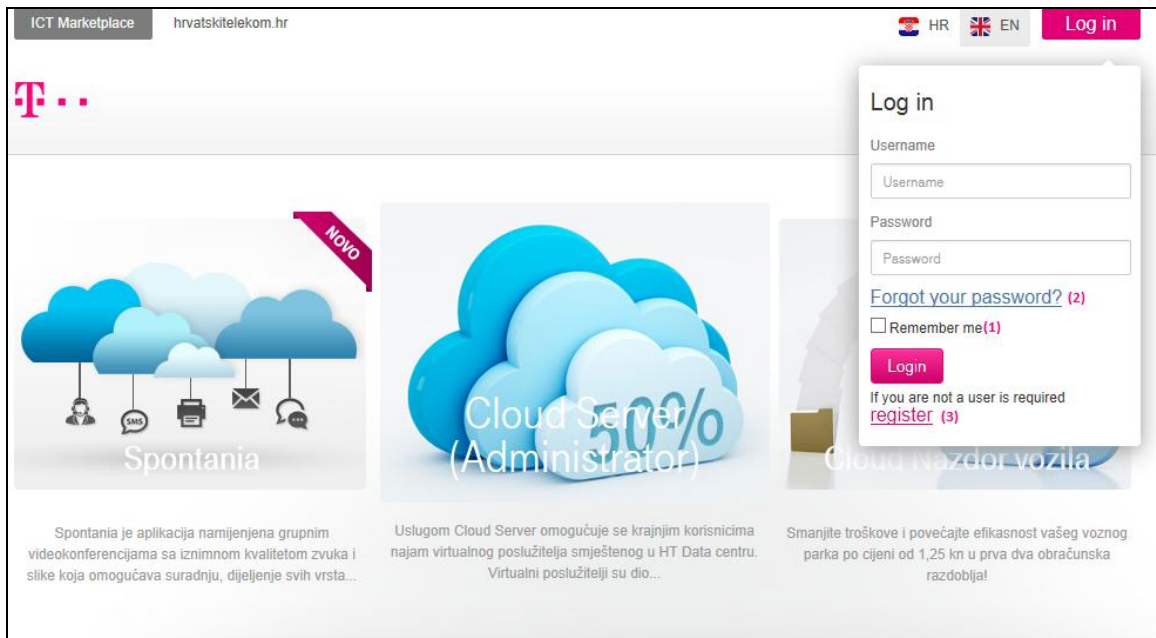


Figure 1. Login page for ICT Marketplace Portal

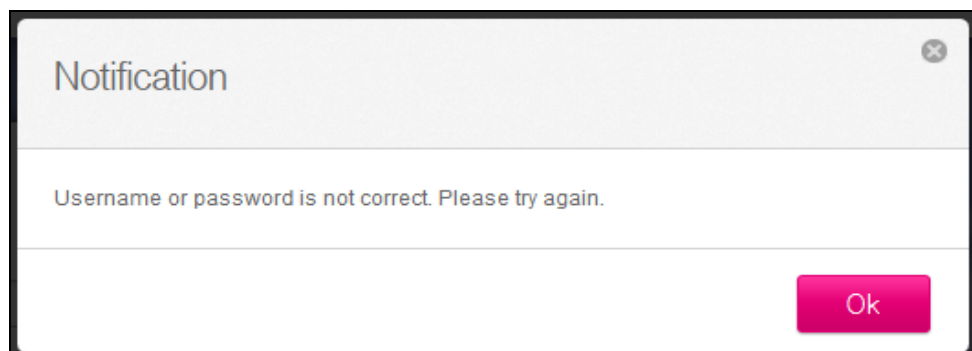


Figure 2. Incorrect Uuer credentials

## 3. Dashboard

After a successful login on the ICT Marketplace Portal, the user will see a start page shown in figure 3. Clicking on the "Cloud Computer" icon will transfer the user to the Cloud Computer service portal, which is shown in figure 4.

In the upper right part of the screen, clicking on "name and surname" will open the main menu, in this case Home / Manage / Reports / Support. Using that menu, the user can move through the portal.

Below the navigation panel there are shortcuts for creating a new computer, review of existing virtual computers, viewing/ordering hardware and the App store.

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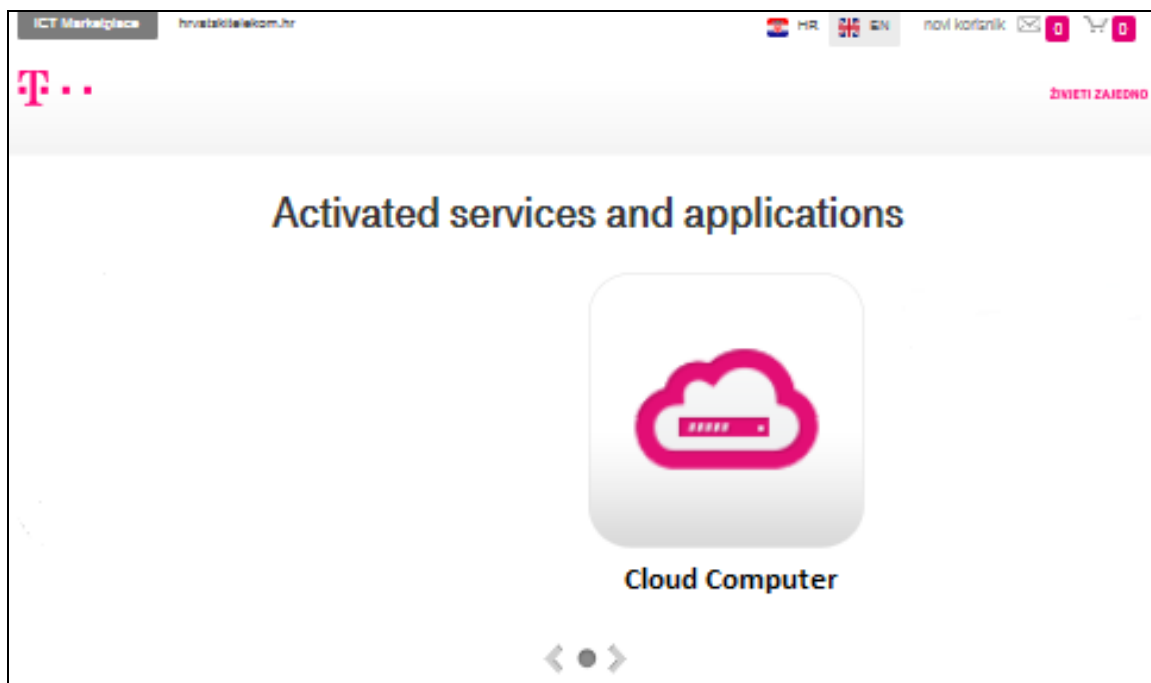


Figure 3. ICT Marketplace start page

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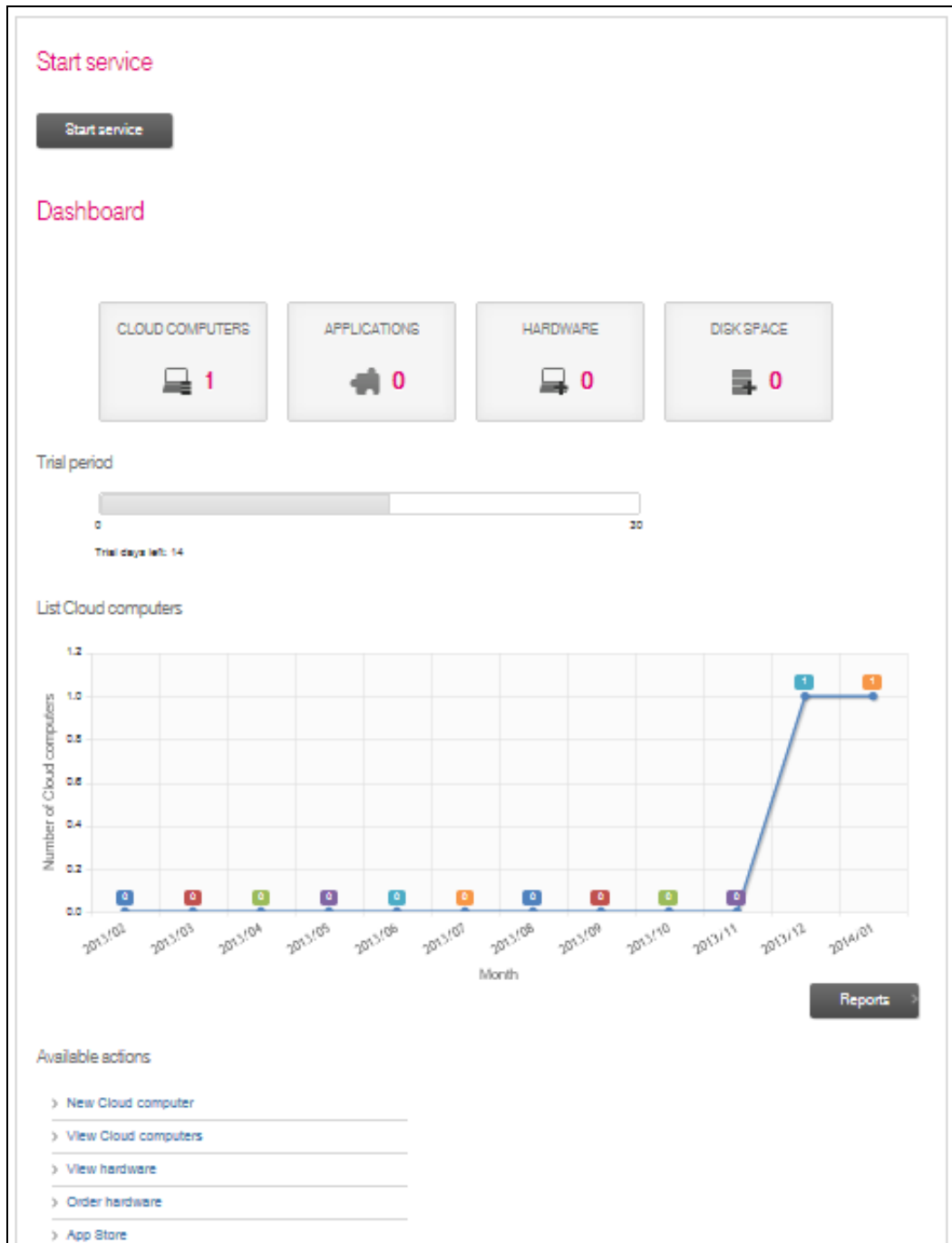


Figure 4. Cloud Computer service – Dashboard

On the displayed screen (Figure 4), by pressing the button "Start service" the user is being redirected to the virtual machine, i.e. begins operating in the created virtual machine. A prerequisite of the service (access to a virtual machine) is the installed Citrix Receiver application that provides access to a virtualized computer. After selecting the "Start Service", the user will be prompted to download the Citrix application if it has not been previously installed. The above chart shows the located screen with the duration of the trial period and the number of trial days left. Below the "Start service" button, the current situation of the service is shown: the number of Cloud computers, installed applications, used additional hardware and additional disk storage packets that were added.

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In the middle of the screen, the chart "List Cloud computers" is shown with the number of active Cloud computers during the past 12 months within the UserAdmin's company. By selecting the option "Reports", UserAdmin is being forwarded to the part of the portal to view reports.

## 4. Management

### 4.1. New Cloud computer

The access path of this screen is : **CloudComputer/Manage/CloudComputers/New Cloud computer**

By using this screen (Figure 5), UserAdmin can assign a cloud computer to an active user.

By using the first drop-down menu, the company's administrator selects user. The information of the selected user is shown.

If a user has not been created previously, it is necessary to create a new user on the portal of the service in the field of Management/New users.

By using the second drop-down menu, the administrator can select the type of a cloud computer. When selected, information about the selected product is shown.

The name of the cloud computer is automatically generated as a unique name from the user name during the process of provisioning. The unique name of the Cloud computer is needed for an overview of all cloud computers by UserAdmin. Once the request for creating a computer has been implemented, the user will be sent an e-mail with the access information for the computer.

UserAdmin also receives a message on the home page of the created account.

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**Please select user.**

Select SSO user

---

**User information**

N/A	Company name
	N/A
Username	Email
N/A	N/A
	Phone
	N/A
	Mobile phone
	N/A

---

**Account**

Cloud computer type  Trial (30 days)

---

**Product information**


<p>Cloud Računalo</p> 	<p>Description</p> <p>50 GB diskovnog prostora, sigurna pohrana podataka, Windows (OS), Flash player, Java plugin, Media Player s codecima i antivirusna zaštita.</p>	<p>Price</p> <p><b>99.00</b> kn/mesec</p>
---	---	---

Figure 5. New Cloud Computer

#### 4.2. SMS authentication

The access path of this screen is: **CloudComputer/Manage/CloudComputers/SMS Authentication**

This screen is used to activate or deactivate SMS user authentication when accessing a Cloud computer. This is an added layer of protection which has to be passed after the user's authentication on the web portal with the use of a user name and password.

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By using the drop-down menu, the user can select the computer, and then select the option of enabling ("ON") or disabling ("OFF") SMS verification in the second step.

By selecting the "Save" button the desired state will be saved in the system.

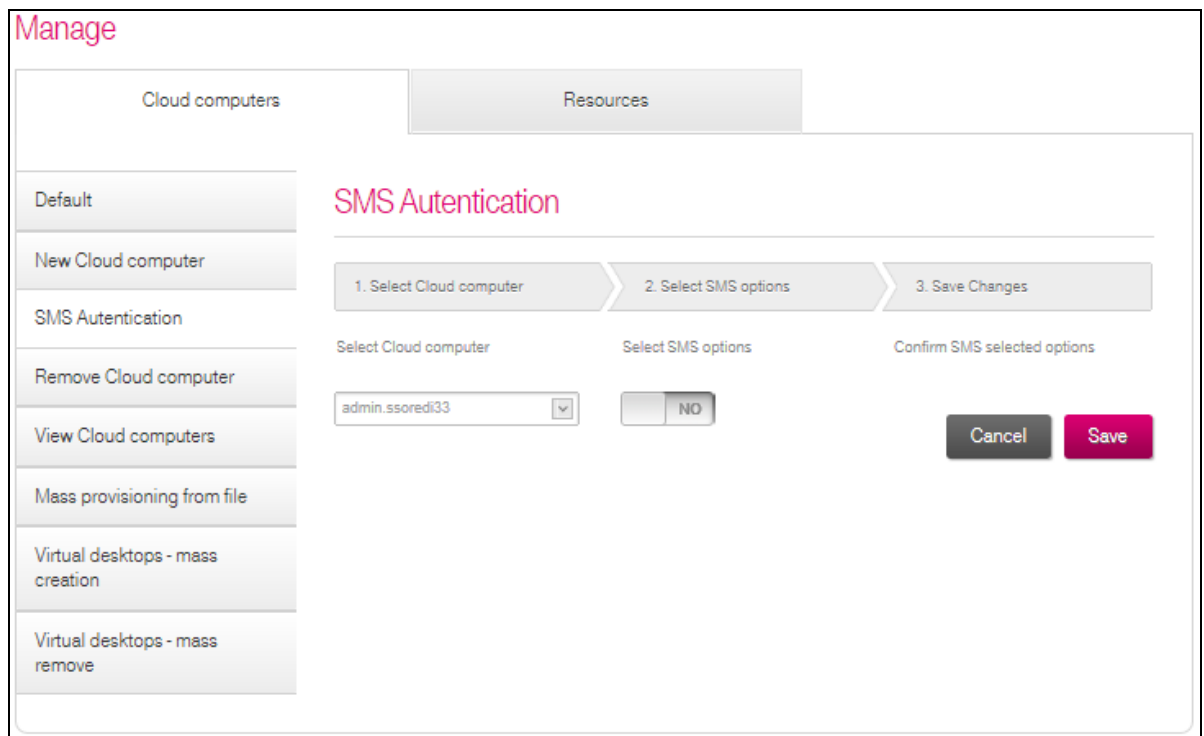


Figure 6. SMS Authentication

### 4.3. Remove Cloud computers

The access path of this screen is: **CloudComputer/Manage/CloudComputers/Remove Cloud computers**

Within this screen (Figure 7), UserAdmin can remove a cloud computer of an active user. By using the drop-down menu, the user can select a cloud computer. Information of the selected computer is showed.

Within the panel "Product information" there is an overview of applicative licenses that are installed or that are in the process of installation, which is evident from the label "Installed" by the application.

During the process, there are no restrictions which could prevent the removal of Cloud computers with currently linked assets in the form of applicative licenses. Applicative licenses are automatically released on the infrastructure of the ICT Marketplace Portal.

Removing cloud computer/s affects all related assets on its platform, i.e. all the applicative licenses and/or added resources are instantly removed.

By selecting the "Remove" button, the virtual computer is de-provisioned from the infrastructure of the portal.

By selecting the "Cancel" button, process control returns to the main menu Management of cloud computers.

If a user tries to remove the cloud computer within the contracted period, a message is shown to the user warning him about possible penalties for an early termination of the contract.



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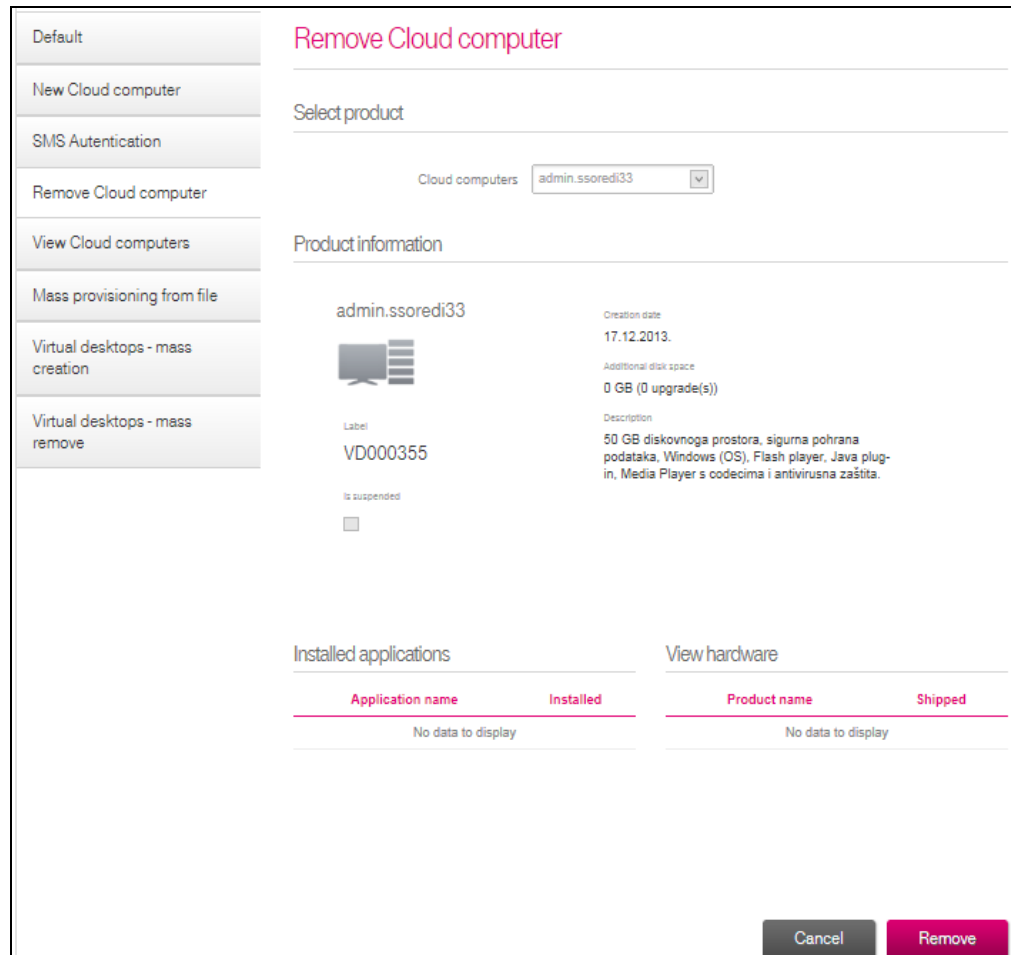


Figure 7. Remove Cloud computer

#### 4.4. View Cloud computers

The access path of this screen is: **CloudComputer/Manage/CloudComputers/View Cloud computers**

With this screen UserAdmin gets an overview of all currently active Cloud computers in its company.

By entering the full name or a part of the computer's name in the search box in the top right corner, the user can easily find the required computer. The total number of all computers of the selected subset is shown through the summary amounts on the bottom of the list (example: "1 item"). The list can be sorted by clicking the column name.

Selecting the icon "+" displays details of the assigned virtual desktop users and a list of installed applications. Selecting the computer name opens a list of installed applications and a list of additional hardware, i.e. a list of upgrades.

In the bottom right part of the screen, the user can download a list of cloud computers in the form of a document (.doc, .xls, .csv).

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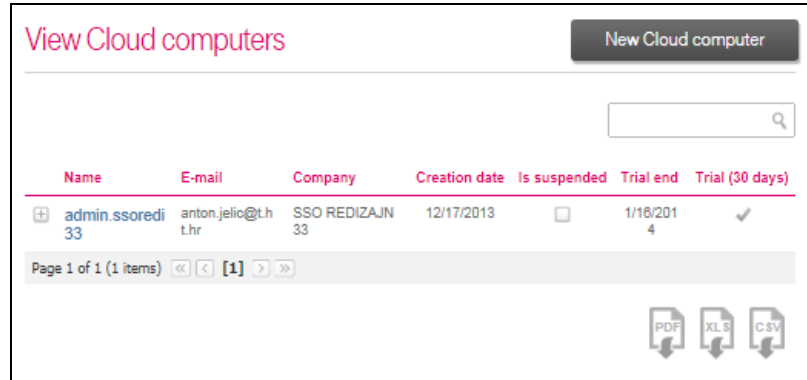


Figure 8. View Cloud computers

#### 4.5. Mass provisioning user from file

The access path of this screen is: **CloudComputer/Manage/CloudComputers/Mass provisioning from file**

This screen is used by the company's administrator for simultaneous creation of cloud computer users for the existing company users on the service portal.

The process of mass provisioning is completed in three steps:

- creating an excel table i.e. a list of desired users specified in this way: Name and surname/Address/Postal code/City/Mobile Phone/Email address
- uploading list of users from file
- after uploading and checking, the administrator needs to confirm provisioning by clicking the "Provision" button

The created list of users has to be saved in the .csv or .txt format.

The search engine in the top right corner is used to select a user by using his name or part of a name.

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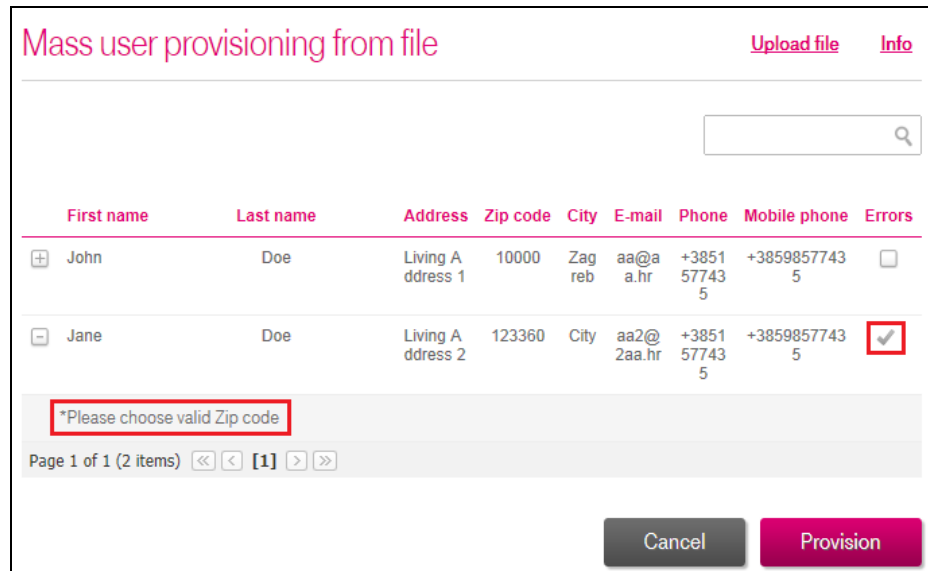


Figure 9. Mass provisioning from file

After uploading is finished, possible errors are registered and marked, as shown in Figure 9. The user can see the error details by clicking "+".

For eliminating/correcting them, the user needs to upload a new corrected list. If they are not corrected, a user with errors won't be created.

Selecting "**Provision**" starts an asynchronous process of provisioning. UserAdmin receives a message that the request is received. When provisioning is completed, the user receives an email (UserAdmin and User) with information about open user login to the virtual computer.

#### 4.6. Virtual desktop- mass creation

The access path of this screen is: **CloudComputer/Manage/CloudComputers/Virtual desktop-mass creation**

The company's UserAdmin uses this screen to simultaneously create more demands for assigning a Cloud Computer to the existing customers within the company.

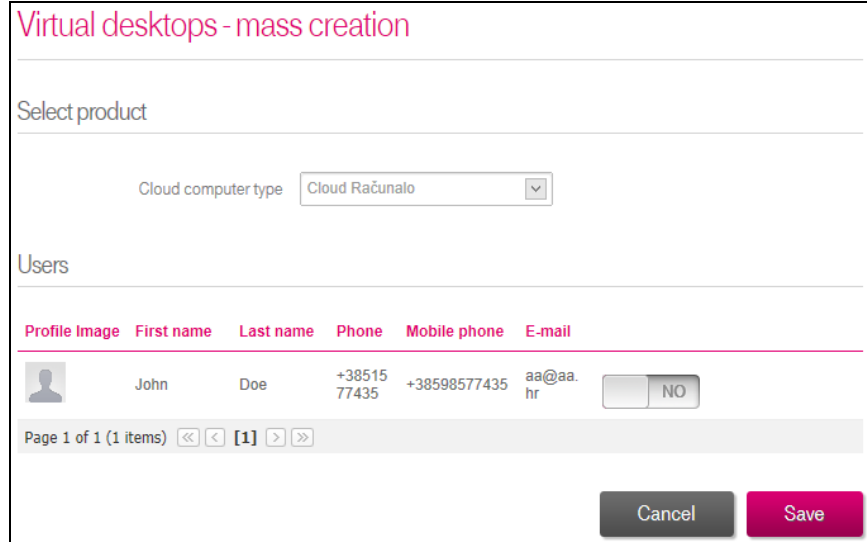
One of the available types of computers is selected on the panel "Select product".

If all users of the company already have an assigned virtual computer, a warning message appears: "All users in your company already have a cloud computer".

The total number of users of the selected subset is visible from the summary amounts at the bottom of the list (For example: "1 item"). The list can be sorted by clicking the column name.

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Virtual desktops - mass creation

Select product

Cloud computer type: Cloud Računalo

Users

Profile Image	First name	Last name	Phone	Mobile phone	E-mail	
	John	Doe	+38515 77435	+38598577435	aa@aa. hr	<input type="checkbox"/> NO

Page 1 of 1 (1 items) << < [1] > >>

Cancel Save

**Figure 10. Virtual desktop- mass creation**

Within the panel "Users", UserAdmin can select users (EndUsers) which will be assigned to cloud computer.

Only active users of the company who already have a cloud computer are showed.

In the row of users there is a switch, by setting it in the "YES" position, UserAdmin determines which user to upgrade with cloud computer.

By selecting the "Save" button, a background process of executing the order is initiated.

The system returns the user to the main menu Management Cloud computers.

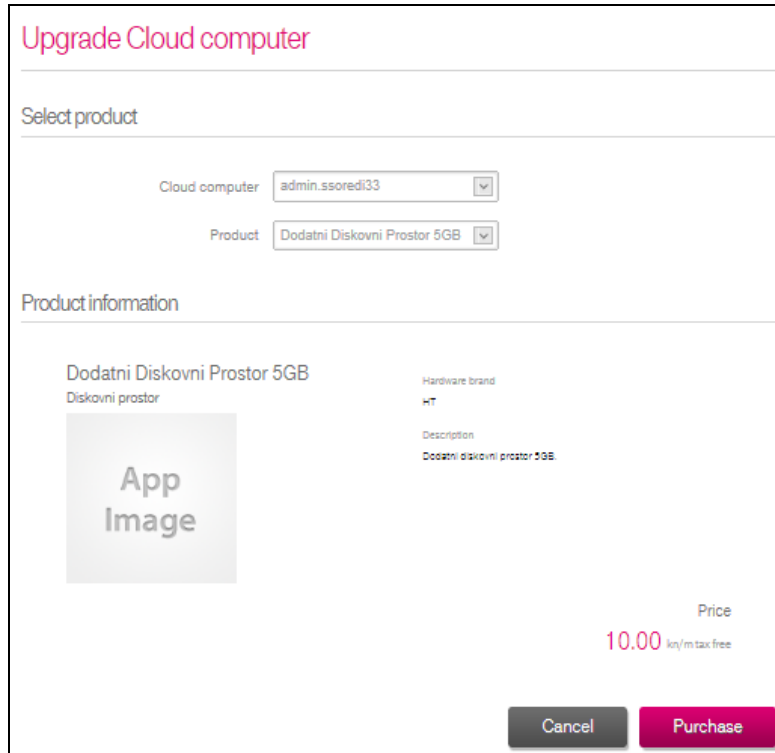
When the creation of Cloud computers is finished, the user receives an email with the user login information for the web portal.

Through the report "List of requirements", user can see the status of mass-set requirements.

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#### 4.7. Upgrade Cloud computer



Upgrade Cloud computer

Select product

Cloud computer: admin.ssoedi33

Product: Dodatni Diskovni Prostor 5GB

Product information

Dodatni Diskovni Prostor 5GB  
Diskovni prostor

Hardware brand: HT

Description: Dodatni diskovni prostor 5GB.

App Image

Price: 10.00 kn/m tax free

Cancel Purchase

Figure 11. Upgrade Cloud computer

The access path of this screen is: **CloudComputer/Manage/Resources/Upgrade Cloud computer**

This screen enables UserAdmin to upgrade some of the currently active Cloud computers in his company.

The first drop-down menu is used to select the computer, while the second drop-down menu is used to select the product.

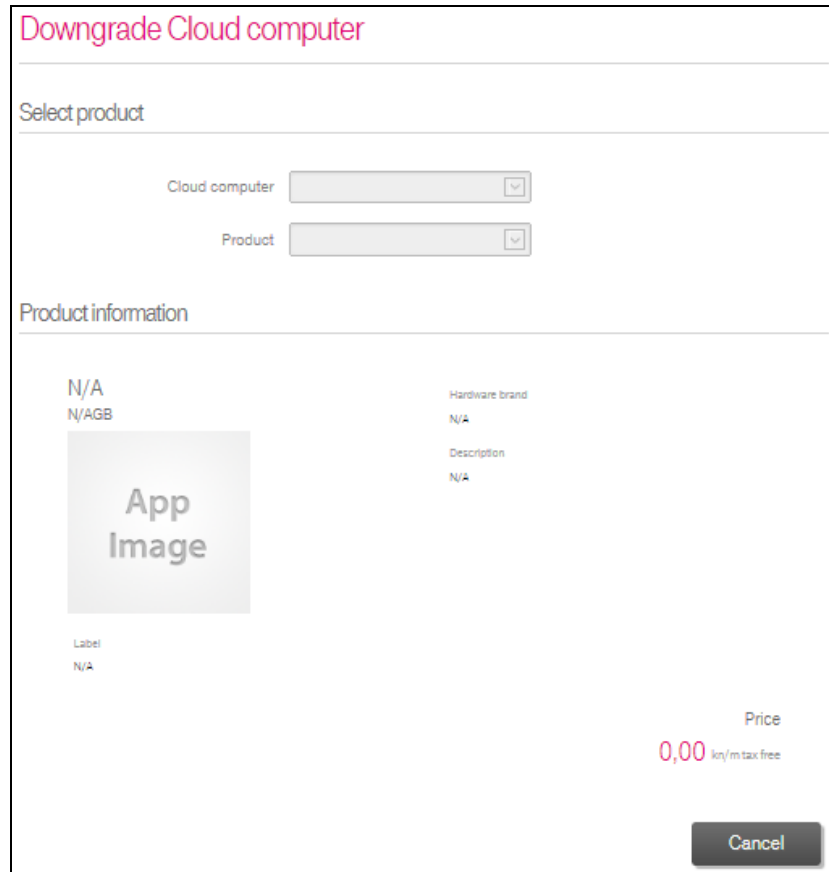
Information about a selected product and the price of the upgrade are shown.

By selecting the "**Buy**" button, UserAdmin gets the message on received requests. By selecting the "**Cancel**" button, process control is redirected to the main menu of resource management.

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#### 4.8. Downgrade Cloud computer



**Downgrade Cloud computer**

Select product

Cloud computer

Product

Product information

N/A  
N/AGB

App Image

Label  
N/A

Hardware brand  
N/A

Description  
N/A

Price  
0,00 kn/m tax free

Cancel

Figure 12. Downgrade Cloud computer

The access path of this screen is: **CloudComputer/Manage/Resources/Downgrade Cloud computer**

With this screen Use Admin gets the ability to remove some of the products added to the cloud computer.

By using the first drop-down menu the computer with upgraded resources is selected, while using the second drop-down menu enables the selection of a product that was previously added to the selected computer.

Information about the selected product is displayed.

By selecting the **"Remove"** button, the selected product is in the process of de-provisioning. UserAdmin receives a message on the received requests.

By selecting the **"Cancel"** button, process control returns to the main menu of resource management.

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#### 4.9. Mass upgrade resources

Figure 13. Mass upgrade resources

The access path of this screen is: **CloudComputer/Manage/Resources/Mass upgrade resources**

This screen enables UserAdmin to simultaneously upgrade more currently active cloud computers.

By using the drop-down menu he can select the type of upgrades.

The total number of computers of the selected subset is visible from the summary amounts at the bottom of the list (Example: "1 item"). The list can be sorted by clicking the column name.

In the row "Cloud computers" there is a switch, and by setting it in the "YES" position UserAdmin determines the user i.e cloud computers to be upgraded with new resources.

The report "List of requirements" enables UserAdmin to see the status of mass-set requirements.

By selecting the "Save" button, a background process of provisioning is initiated.

By selecting the "Cancel" button, process control returns to the main menu of resource management.

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#### 4.10. Company disk

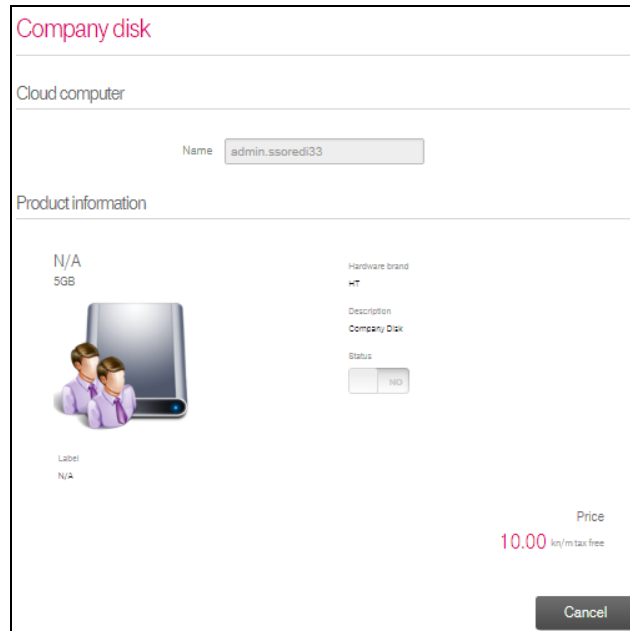


Figure 14. Company disk

The access path of this screen is: **CloudComputer/Manage/Resources/Mass upgrade resources**

This screen enables UserAdmin to add a shared drive.

The prerequisite / restriction is that UserAdmin should have an active cloud computer. If there is no active cloud computer, a message pop-up informs that it is not possible to activate a company's disk.

The panel "Cloud computer" is pre-filled with the name of UserAdmin's computer, to which these additional assets are tied.

The panel "Product Information" provides a description of the nominal cost of the company disk.

By selecting the "**Activate**" button, the process of provisioning is initiated and when it is finished, the user receives a message.

If a company's shared disk was previously purchased, it's possible to deactivate the existing disk on this screen.

## 5. Applications and hardware

### 5.1. App store

The access path of this screen is: **CloudComputer/Manage/Applications and hardware/App store**



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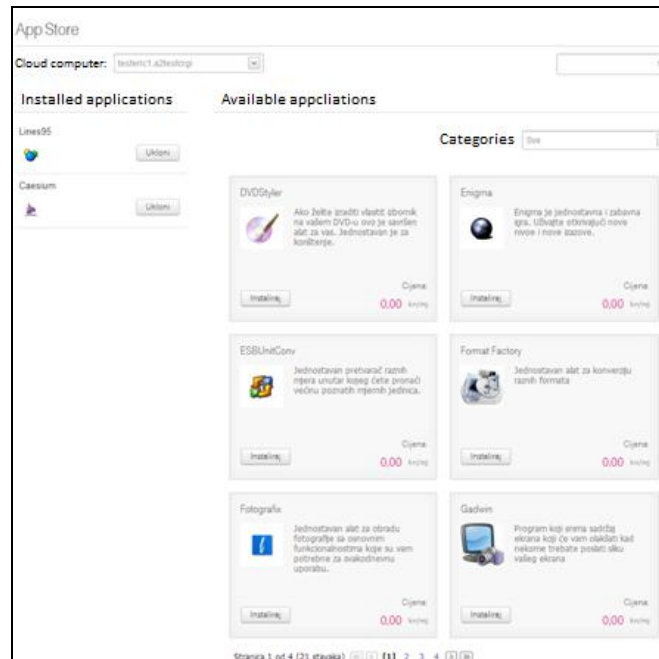


Figure 15. App Store

With this screen UserAdmin purchases applications from the App Store.

In a single stroke the purchase of licenses and allocation of the selected cloud computer can be performed.

By using the drop-down menu at the top of the page, the user can select the cloud computer on which he wants the application to be installed.

On the left side of the screen, a list of applications that are already installed on the selected cloud computer is shown. The total number of applications of the selected subset is visible from the summary amounts at the bottom of the list (Example: "21 items").

By selecting the "**Remove**" button which is located next to the installed application, the process of deinstalling the application is initiated.

On the right side of the screen, a list of available applications is displayed. By using the drop-down menu "**Categories**" it is possible to reduce the list of applications.

By using the search engine in the top right corner it is possible to search applications by name or part of the name.

By selecting the "**Install**" button, a brief description of the product is opened, and selecting the "**Buy**" button enables the user to confirm the purchase.

After the order is confirmed, the asynchronous process of provisioning is initiated. UserAdmin receives a message on the received requests.

### 5.2. Order hardware

The access path of this screen is: **CloudComputer/Manage/Applications and hardware/Order hardware**

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Figure 16. Order hardware

This screen enables UserAdmin to order additional physical equipment for the existing cloud computer. The equipment is physically delivered to the customer's location. During the delivery, this order is in status "in the implementation." Only after completing the physical delivery, the order status is "done", thus this additional asset is being related to the cloud computer.

By using the first drop-down menu, the user selects the computer, whereas the use of the second drop-down menu enables him to select the product. Only active cloud computers and the active products that have been entered by a TelekomAdmin are displayed there.

The displayed list of product information shows details about the selected product, as well as its base price (excluding VAT).

Panel "Product Information" shows details about the selected product, as well as its base price.

The displayed price is not final for the given user, but depends on other business conditions. Upon selecting the **"Purchase"** button, the background processing of work order is initiated.

UserAdmin can see the status of delivery through the report "List of requirements".

After a completed delivery, additional equipment is visible in the overview lists of the property.

From the date of confirmation of delivery, the calculation of rental property is started.