easyNetworks™

part of the easy® family of brands

From stelios@easy.com
To all staff using @easy.com or @stelios.com email accounts

Date 17feb21 at 3pm Monaco time

Dear all,

Re: we are changing supplier of the hosted desktop away from Nasstar to easyNetworks, part of the easy family of brands, who will be offering us a Microsoft software called "Windows virtual desktop".

Change date : this Friday the 19th of February 21 at 530pm Monaco time (430pm GMT or UK time)

Note : your emails will continue to flow on your mobiles as before and will also be accessible on outlook web access https://outlook.office.com/ . So the only change will be the way we use the Nasstar hosted desktop via citrix (if you use it) and each of your documents (my documents) that we have there on the Nasstar servers. They will be migrated across to the new system over the weekend 20-21feb21.

Our new supplier is :
Richard Gwilliam <rsg@easynetworks.co.uk>

Contact our new Helpdesk if you have any problems

itsupport@easynetworks.co.uk
+44 (0)344 844 4488

See 3 pages below for detailed instructions:

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Windows Virtual Desktop - User Setup

Great news. Nasstar and citrix is being replaced with Microsoft Windows Virtual Desktop.

Step 1. Before Friday 19-Feb-21
If you save favourites (or bookmarks) and passwords saved inside Nasstar in Google Chrome browser they will not migrate automatically. You can build them manually again when you start in the new system or   make sure "Sync" is turned on inside google chrome inside nasstar and that you know your password for Google Chrome. Create a new Google account if you don't have one so you can recover them at the other end

Step 2. By Friday 19-Feb21 at 14:00 GMT
For the accountants who do use the accounting software sage Stop using Sage. Any entries after that time will be lost. You should be able to use sage again Monday at 7am in the new system.

Step 3. By Friday 19-Feb21 at 16:30 GMT
Everyone to Stop using Nasstar Hosted desktop via citrix.
Monitor emails via your phones during the weekend

Step 4. On Monday 22-Feb21 from 07:00 GMT
I suggest we prioritise the heavy users of the hosted desktop starting with accounts : Lowe, kerry, Vikas, Shackleton ask filippos for help
Log in on outlook web access https://outlook.office.com/
Pull up a copy of this very document with all the links

All new user names will be your exact email address
firstname.lastname@easy.com or @stelios.com

You have to change your password once before logging in – try to change it once to something else and twice to get back to your normal and memorable to you password (sorry for this painful procedure imposed by microsoft)

Reset Outlook password with the following link:
https://account.activedirectory.windowsazure.com/ChangePassword.aspx

or try shorter link – they do the same job
https://tinyurl.com/39msru79

Make sure your User ID is your correct account.

If this is NOT the correct account, click username top right of the screen and click sign out. Close your browser and click the link again. Sign in using your correct account and reset your password
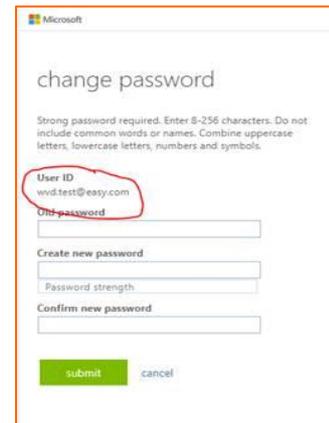
Step 5. Download Install desktop software on your pc
Use the following link to download and install software:
https://go.microsoft.com/fwlink/?linkid=2068602

Run software and click "Subscribe" and sign in using your email and new password.
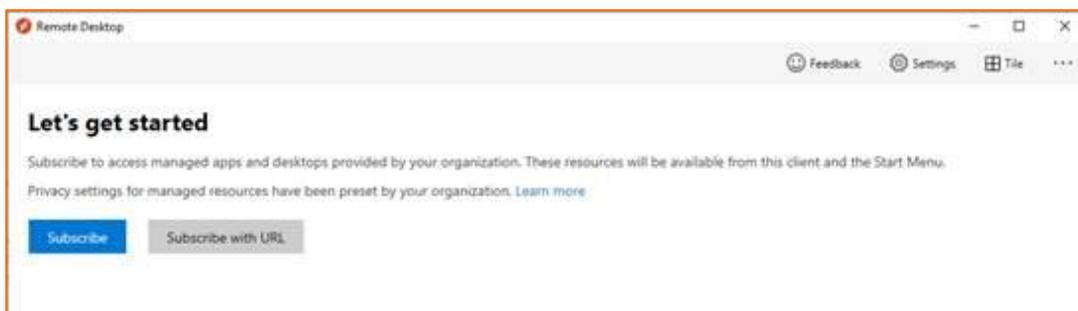
Step 6. Connect to new virtual desktop
Click on "Windows 10" to connect to your new virtual desktop. Use email and password to connect.

Note. Once you get to this stage, you can also connect using the new "Windows 10 (easyGroup WVD)" icon in your start menu.
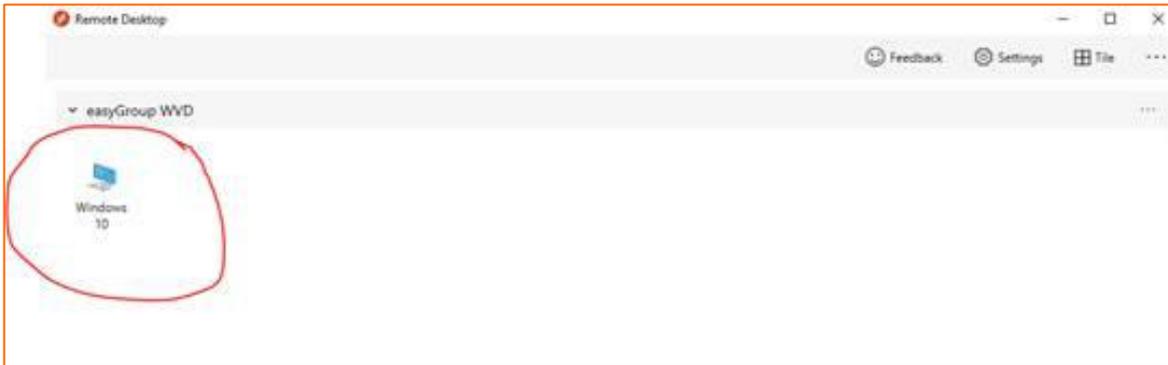
Step 7. Sign into Teams (if you use it – other close it)

This will pop up a few seconds after logging in. Login and "Allow Access" when asked. If you don't use teams then simply close it off and carry on
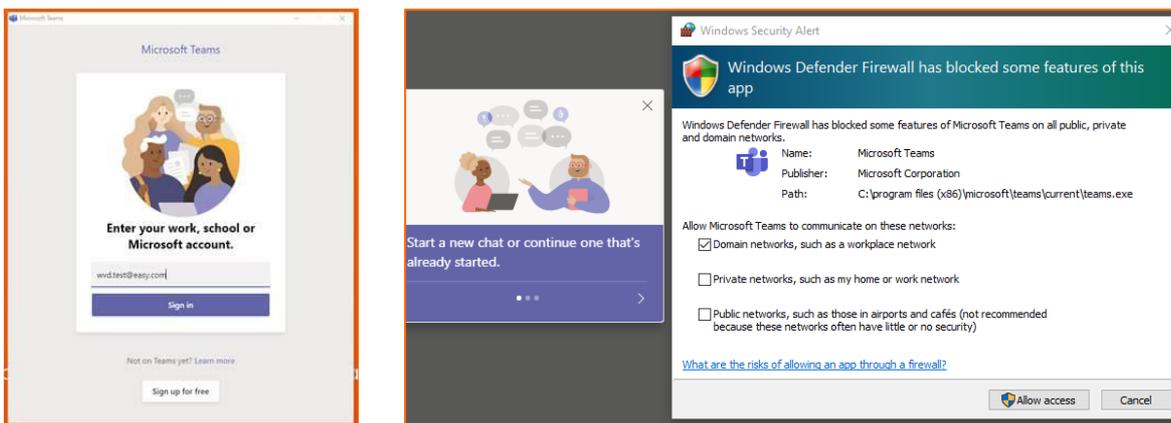
Step 8. Sign into OneDrive (this is the new version of my documents)

On Desktop, double click OneDrive icon. Sign in with email.

Click next a few times until it says "Open Your OneDrive Folder". All your files from Nasstar will start synchronising.

Step 9. Open new Outlook

Open Outlook from Desktop Shortcut, press Connect. Your email address should be automatically filled out. Click Connect, enter your email password and chose if you would like the credentials saved.

IMPORTANT
Once you have typed your password, untick "Set up Outlook Mobile on my phone…".

If you have other email accounts you wish to add. You can do this now before you press Done.
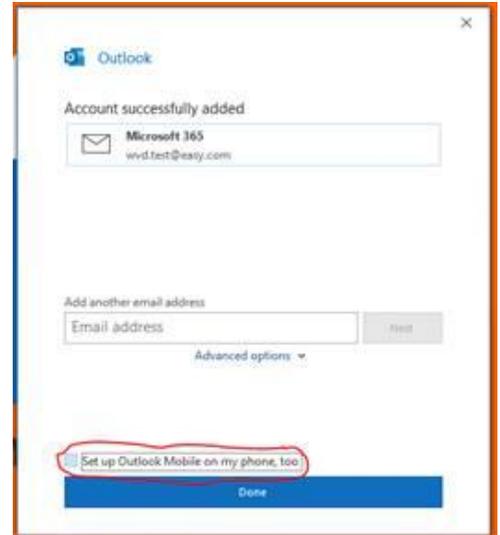
Step 10. Open new Office (all the word. Excel etc in the latest version)

The screen will show sign into office. Press Sign in. Enter your email address and password and accept the Microsoft Privacy Terms. You should now see your emails.
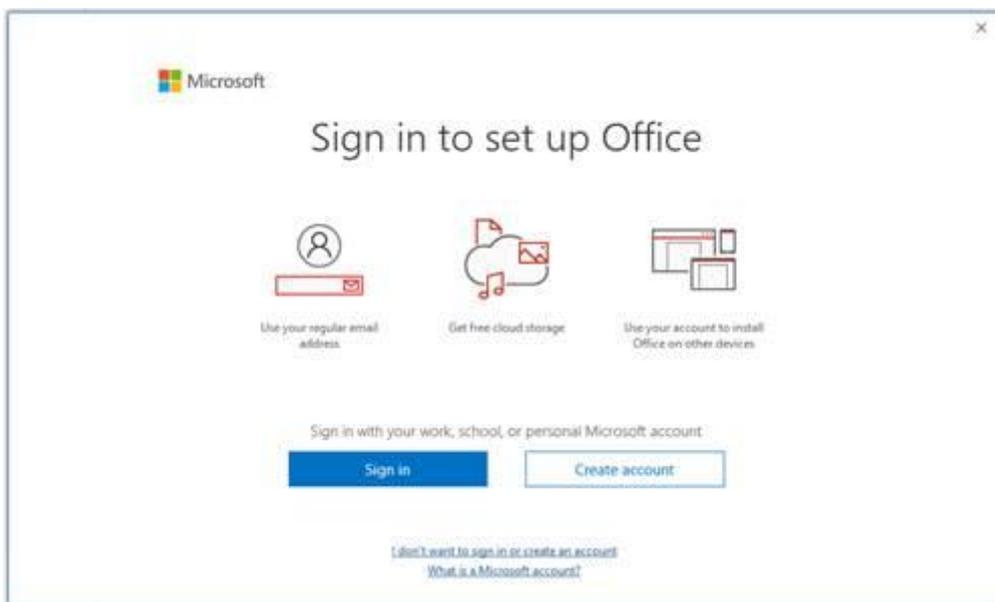
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