

# Accessing the Upic Virtual Office Environment

Powered By TruGrid

## Abstract

User documentation that goes over how to access the Upic Solutions Virtual Office via TruGrid

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# System Requirements

**Operating System:** Windows 11

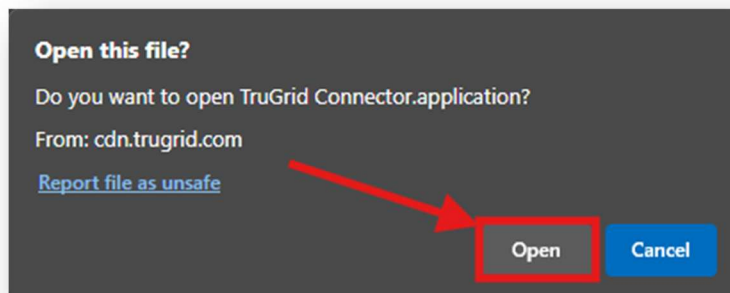
**Browser:** Microsoft Edge (other browsers may result in different steps).

## Installation Steps

1. **Download** the Connector
  - a. Copy and paste the following link into Microsoft Edge:

[Click here to download the Windows TruGrid Connector app](#)

2. **Run** the Installer
  - a. Select **Open** when prompted with “Open this file?”



- b. Click **Install** when asked “Do you want to install this application?”
3. **Launch** the Connector
    - a. After installation, a new desktop icon named TruGrid Windows Connector will appear.
    - b. Double-click the icon to launch the application.

# First-Time Login

## 1. Sign In

- Enter your **organizational** email address and click **Continue**.
- Enter your password and proceed to **Set Up Multi-Factor Authentication (MFA)**.

## 2. Set Up MFA

- Choose an **Authentication App** and click **Continue**.
- Scan the QR code using:
  - **TruGrid Authenticator App** (iOS/Android) – receives push notification
    - On Android: <https://play.google.com/store/apps/details?id=com.trugrid.authenticator&hl=en-US>
    - On iOS: <https://apps.apple.com/us/app/trugrid-authenticator/id1383287900>
  - Or **Microsoft/Google Authenticator** (iOS/Android) – enter the generated code

## 3. Phone Verification

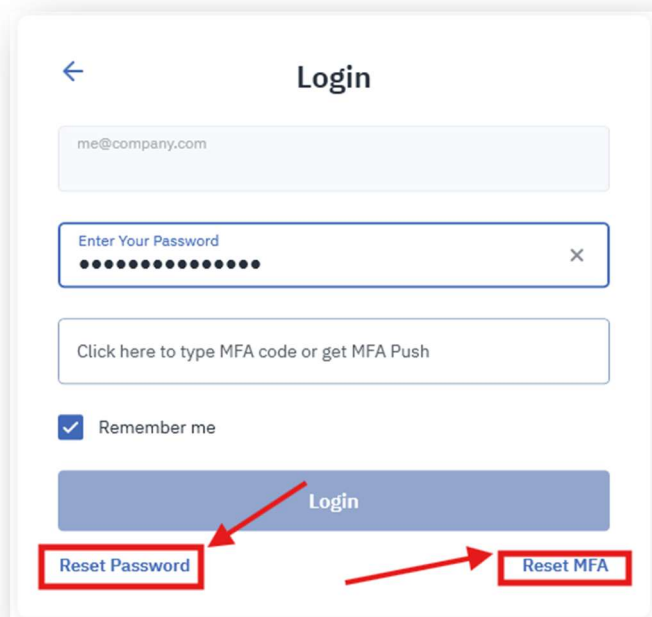
- Enter your mobile number and click **Get Code**.
- Input the received code to complete setup.

# Accessing Hosted Resources

1. Navigate to **My Domain** to view available resources. This should be “**Upic\_Desktop**” for most users.
2. Click an item and select **Connect**.
3. To access apps such as **Andar** without having to open the full Virtual Desktop, navigate to the “**My Apps**” section of TruGrid and select “**Connect**” in a similar fashion to **Step 1**.

## Password or MFA Reset

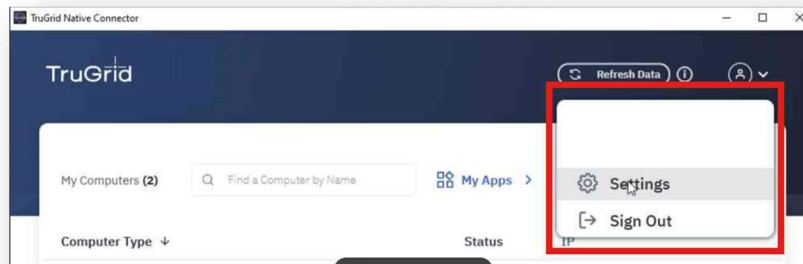
- Launch the **TruGrid Windows Connector**
- Follow on-screen prompts to reset your password or MFA using the buttons provided below the login button.



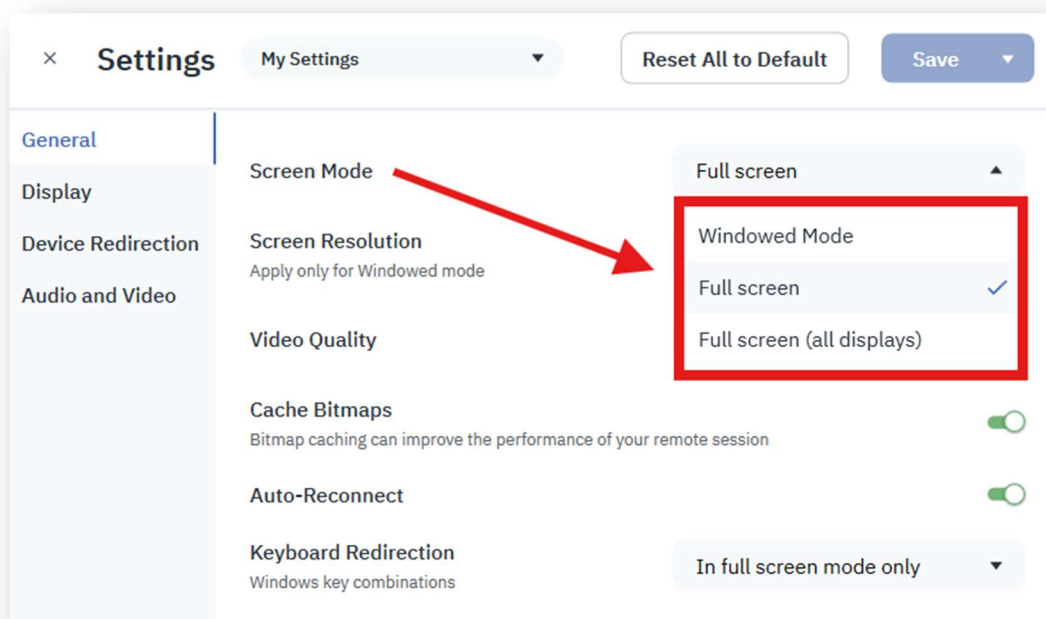
The screenshot shows a mobile login interface titled "Login". It features a back arrow in the top left, a text input field containing "me@company.com", a password input field with a "x" icon, and a button labeled "Click here to type MFA code or get MFA Push". Below these is a checked "Remember me" checkbox and a large blue "Login" button. At the bottom, two red-bordered buttons are visible: "Reset Password" and "Reset MFA". Red arrows point from the "Reset Password" button to the "Login" button, and from the "Reset MFA" button to the "Login" button.

# Remote Desktop Settings

1. Click the **person icon** (top-right) → **Settings**



2. Under **General**, choose your preferred **Screen Mode**:
  - **Windowed Mode**: Custom resolution in a window
  - **Full Screen**: Single monitor
  - **Full Screen (All Displays)**: All monitors



# Desktop Shortcuts and Best Practices

1. In addition, you can right click an item and **“Create Desktop Shortcut”**.
  - If for some reason you are prompted with a message about **“Trusted Device Conflict”**, a desktop shortcut can only exist on a single device. You will need to select **“Yes”** to continue to create the shortcut.
2. Keep in mind that it is considered best practice to only select either the **“Upic Desktop”** option, or the **“Andar”** app option at a time. These instances cannot run simultaneously, and only one of these options to login should be used per day. Following this best practice allows for the best user experience.

