

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

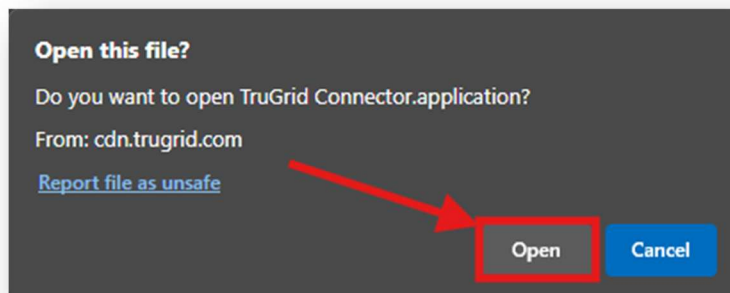
Browser: Microsoft Edge (other browsers may result in different steps).

Installation Steps

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

<https://www.trugrid.com/downloads/winconnector>

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

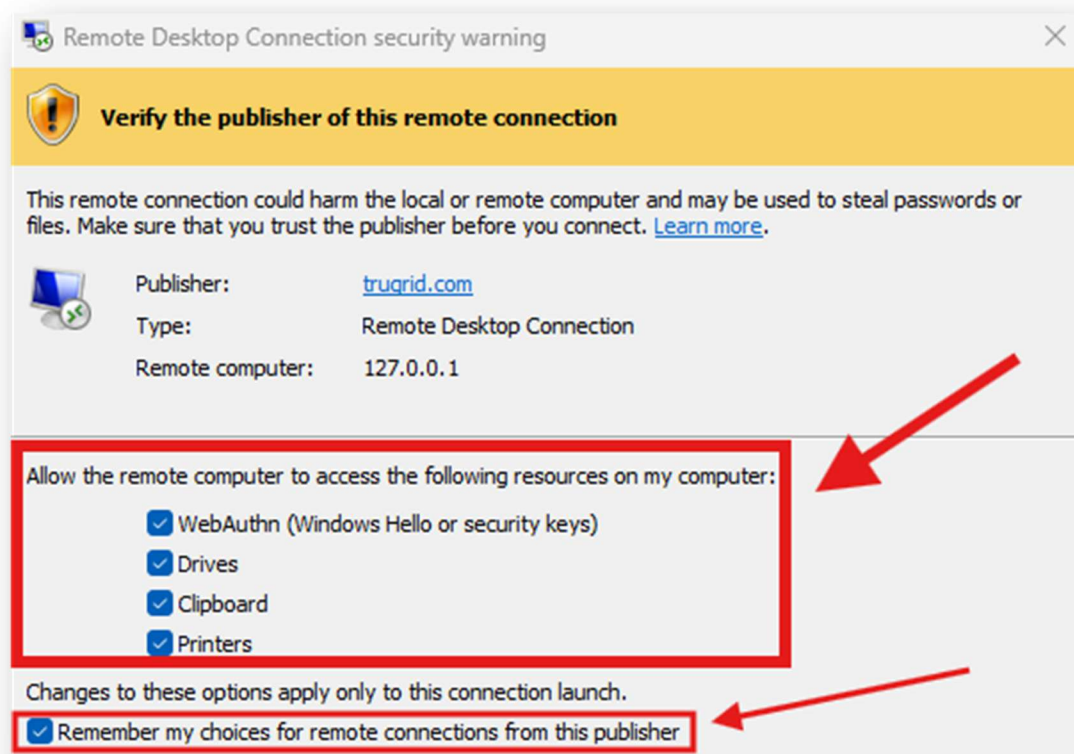
- Choose an **Authentication App** and click **Continue**.
- Scan the QR code using:
 - **TruGrid Authenticator App** (iOS/Android) – receives push notification
 - On Android: <https://play.google.com/store/apps/details?id=com.trugrid.authenticator&hl=en-US>
 - On iOS: <https://apps.apple.com/us/app/trugrid-authenticator/id1383287900>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

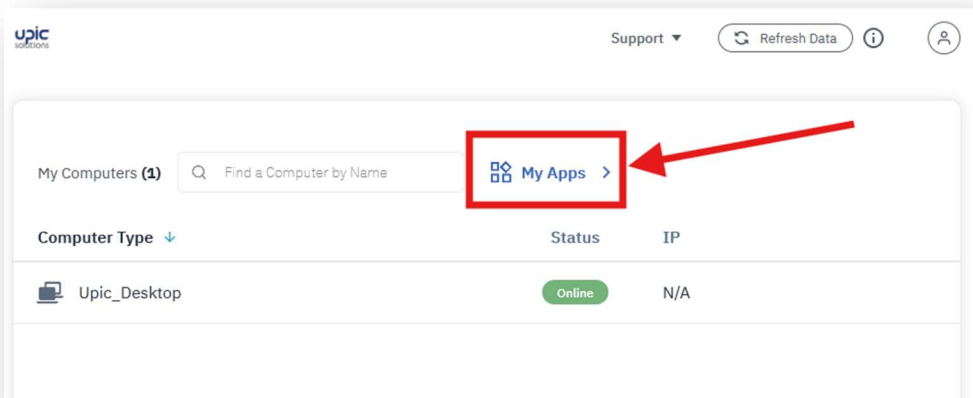
Accessing the Virtual Office

1. Navigate to **My Domain** to view available resources. This should be “**Upic_Desktop**” for most users.
2. Hover your mouse over an item and select **Connect**.
3. When logging in, you may be prompted to allow the remote computer to access resources on your device, such as:
 - WebAuthn
 - Storage Drives
 - Clipboard (For **copy/paste functionality** between your **local computer** and **VO**)
 - Printers
4. If so, ensure you check all options, including the “**Remember my choices for remote connections with this Publisher**”. Once done, click “**Connect**”.

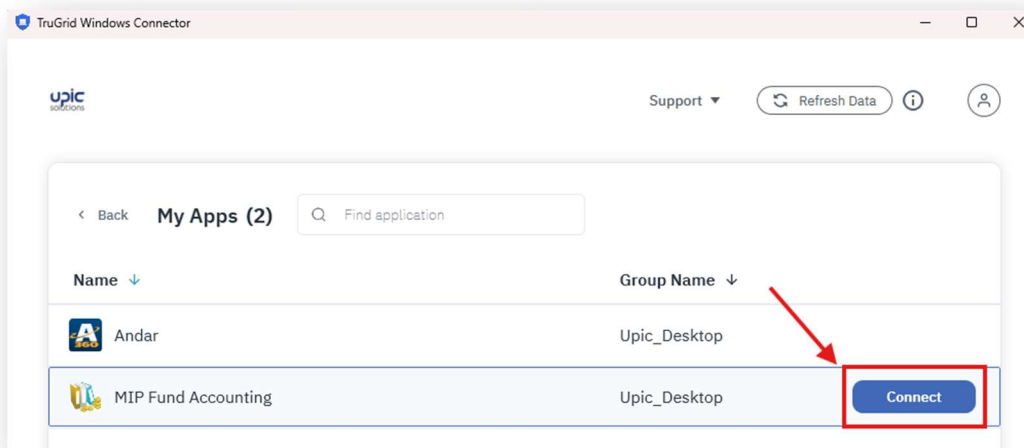


Accessing Published Apps

1. Navigate to **“My Apps”** after you’ve logged in, which is located to the right of the **“Find a computer by Name”** search bar.



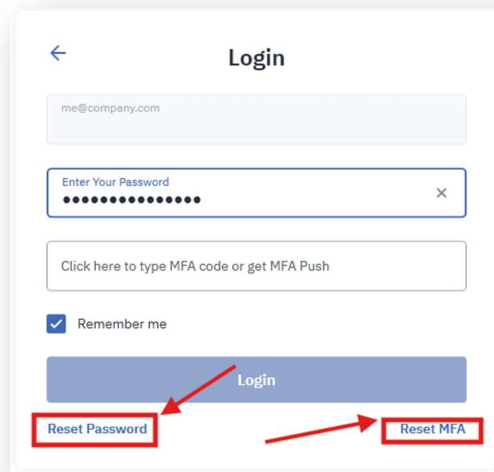
2. Locate the **application** you’d like to connect to.
3. **Hover** your mouse over the application and select **Connect**.



4. If you’re **prompted** to **verify** the publisher of the remote connection, follow **step 4** of the previous section **“Accessing the Virtual Office”**.

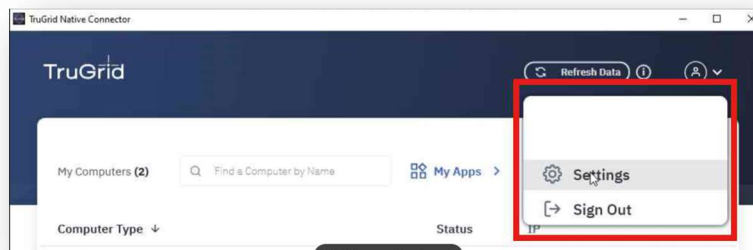
Password or MFA Reset

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



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.

