

WELCOME TO BOXTOP!

This document will help you get started using Boxtop. If you have any additional questions, please refer to the FAQs at the end of this document or contact Tabush Group Support at support.tabush.com, 212-729-5101 or help@tabush.com.

GETTING STARTED

To access your new virtual desktop, you can login from any internet-connected device, including a Windows, Mac or mobile device, or a Thin Client provided to you by Tabush Group. Simply open your VMware Horizon Client and enter your username and password. *(Please see LOG IN FROM ANY LOCATION section for instructions to download VMware Horizon Client.)*

When you want to disconnect from Boxtop, click the disconnect icon from your desktop. This will lock your desktop and preserve the state it is in so you can pick up where you last left off.



RESETTING YOUR BOXTOP PASSWORD

Once logged into your desktop, press Ctrl+Alt+Ins keys. Then click 'Change a password' and select your username.

The password must meet the following requirements:

- Contain at least 6 characters
- Include uppercase and lowercase letters
- Include a number or non-alphabetic character (for example: \$ # % !)
- Not contain the user's account name or parts of the user's full name

LOG IN FROM ANY LOCATION

Choose from 3 options below to connect to Boxtop::

Install Boxtop software directly onto a Windows or Mac computer

1. Go to **{your domain}.goboxtop.com***
2. Click **Install VMware Horizon Client**
3. **The installation file will start downloading**
4. **After the file is finished downloading, click/run the installation**
5. Accept all the default options and finish the installation
6. Open the VMware Horizon application, most likely located on your desktop
7. The first time you open the application it will ask for the Server Name, which is **{your domain}.goboxtop.com**
8. Enter your username and password

Use any web browser without installing the software

1. Go to **{your domain}.goboxtop.com***
2. Click **HTML Access**
3. Enter your username and password

Use your iPhone, iPad, or Android

1. Search your respective app store for VMware Horizon Client
2. Install the application
3. When prompted for the server name, enter **{your domain}.goboxtop.com***
4. Enter your username and password

* {your domain} is whatever comes after the @ in your email. For example, tabush.goboxtop.com

BOXTOP SUPPORT

SUBMITTING A SUPPORT REQUEST OR ISSUE

Contact our helpdesk via our client portal at support.tabush.com, phone, or email. A ticket will be created and assigned to a tech.

EMAILING A NEW SERVICE REQUEST

Provide your contact information, specific error messages, when the problem started, the severity, and when possible, include a screenshot of the issue.

FOLLOWING UP ON A SUPPORT REQUEST

Send an email to our helpdesk with your ticket # in the subject line. Your email will go directly to the tech assigned to the ticket.

AFTER-HOURS EMERGENCY SUPPORT

For business critical issues, call the helpdesk and follow the prompts for emergency after-hours support. Messages are dispatched to the on-call tech.

support.tabush.com

212-729-5101

help@tabush.com

OFFICE HOURS

Monday – Friday from 7am – 8pm ET

*The office is closed for the following holidays:
New Year's Day, Memorial Day, Independence Day,
Labor Day, Thanksgiving (2 days), and Christmas Day.*

ESCALATIONS

To escalate an existing ticket, email escalations@tabush.com or call 212-252-0571 x127.

FAQS

IS THERE A WAY TO SAVE MY BOOKMARKS, PASSWORDS, ETC. ON MY BOXTOP?

If you sign into Chrome using your Google account, you can save everything there. To do this, open Chrome and log in using the menu in the upper right corner.

WHAT INTERNET CONNECTION GIVES OPTIMAL PERFORMANCE?

Most home internet connections are strong enough to support a good connection to Boxtop. If you run an internet test on speedtest.net, anything above 5 Mbps download and 5 Mbps upload is sufficient. We recommend connecting directly into your router using an Ethernet cable, as Wi-Fi is not as stable.

CAN I PRINT TO MY HOME/LOCAL PRINTER?

When you are logged into a Windows or Mac computer via the VMware Horizon Client, your local printers will automatically re-direct and be available in Boxtop. Connecting via the web browser will not give you this feature.

ARE THE DESKTOPS EVER RESTARTED?

Every weekend (Sunday at 2AM ET) all desktops are restarted to keep them running smoothly. Please save any work open on your desktop before the weekend.

WILL ALL OF MY APPLICATIONS WORK ON BOXTOP?

Boxtop supports all of the applications you already rely on for your day-to-day business. If you are unable to get a specific application working on Boxtop, please contact our support team for assistance.

ARE MY FILES AND PROGRAMS SECURE?

Yes, Boxtop is built with enterprise-level encryption, firewalls, and malware protection. Everything is regularly backed up and protected so you never have to worry about unexpected interruptions.

MY DISPLAY SCREEN IS VERY SMALL WHEN CONNECTED TO BOXTOP. HOW DO I GET MY DISPLAY BACK TO NORMAL SIZE?

If you're connected to Boxtop via a laptop with a high resolution, look to the options along the top menu bar. Locate "Enable Display Scaling" and turn it on. Your screen display should be back to normal.

CAN I USE ZOOM OR TEAMS VIDEO CHAT SOFTWARE WITH BOXTOP?

Yes, Zoom and Teams are fully supported in Boxtop. Zoom requires an additional plugin installed on your computer (outside of Boxtop). Please contact Support for assistance setting it up. For other video chat software, we recommend opening it from your local computer, rather than in your Boxtop session.