



## User Onboarding



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# Introduction

Congratulations on your new Softdrive Cloud PC!

In this guide, we'll take you through the basic steps to get you started with Softdrive in order to ensure you have the best experience possible.

Should you require further assistance, please don't hesitate to reach out to us via the channels listed at the end.

# Download

To begin with, head to [www.softdrive.co/download](https://www.softdrive.co/download) and download the Remote Desktop Client using the link below the Microsoft logo.

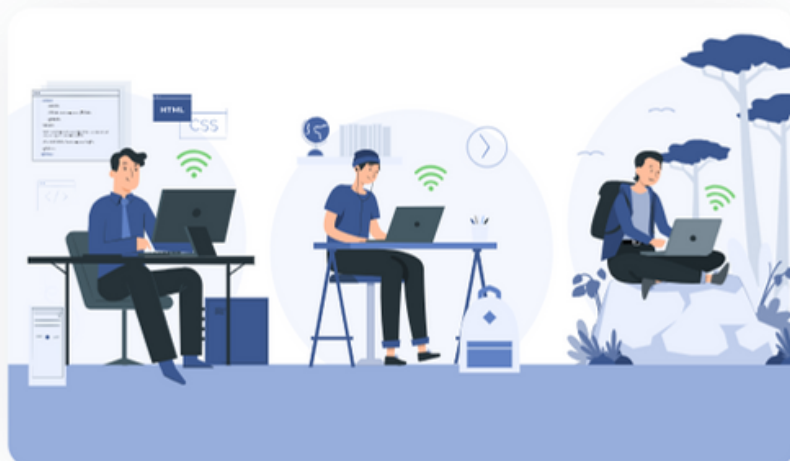


[Video on how to Download Softdrive link](#)

## Softdrive Downloads


### Remote Desktop Client

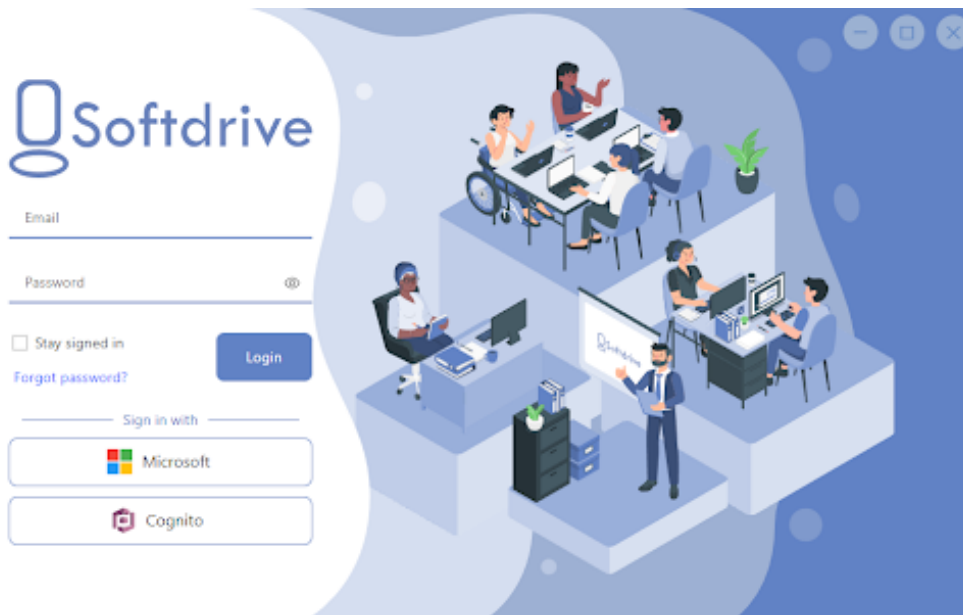
Softdrive's remote desktop client software, used to connect to a Softdrive Cloud PC or to a Remote PC with Softdrive's remote desktop server software installed (coming soon).



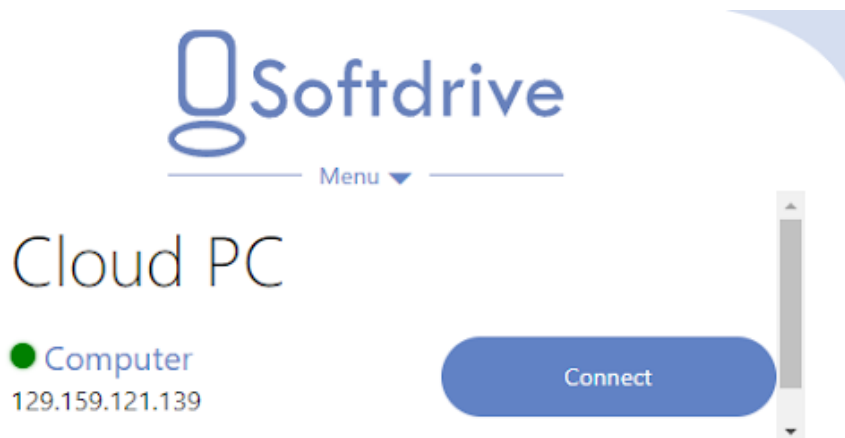
# Logging in

Once installed, double click the Softdrive desktop application and you will be shown the following screen:

 [Video on how to Log-in link](#)



Use your credentials to log in. You will then land on the following screen, where you will be prompted to click 'Connect'.



# Navigating

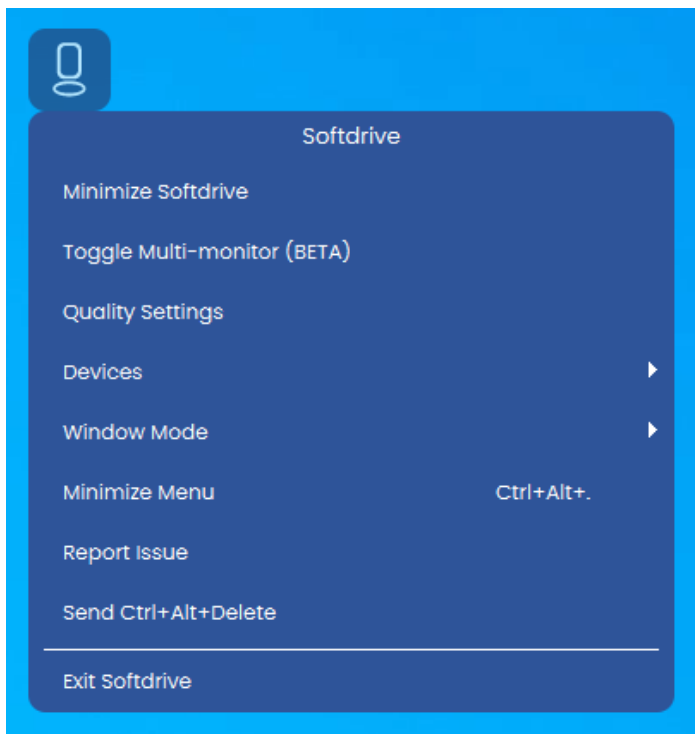
After logging in, you will now notice the following icon on your screen. This indicates that you are currently using Softdrive's Remote Desktop.



[Video on how to Navigate Softdrive](#)



If you click the icon, you will notice the following options:



# Navigating

**Minimize Softdrive:** Allows you to minimize Softdrive's Remote Desktop and use your computer locally.

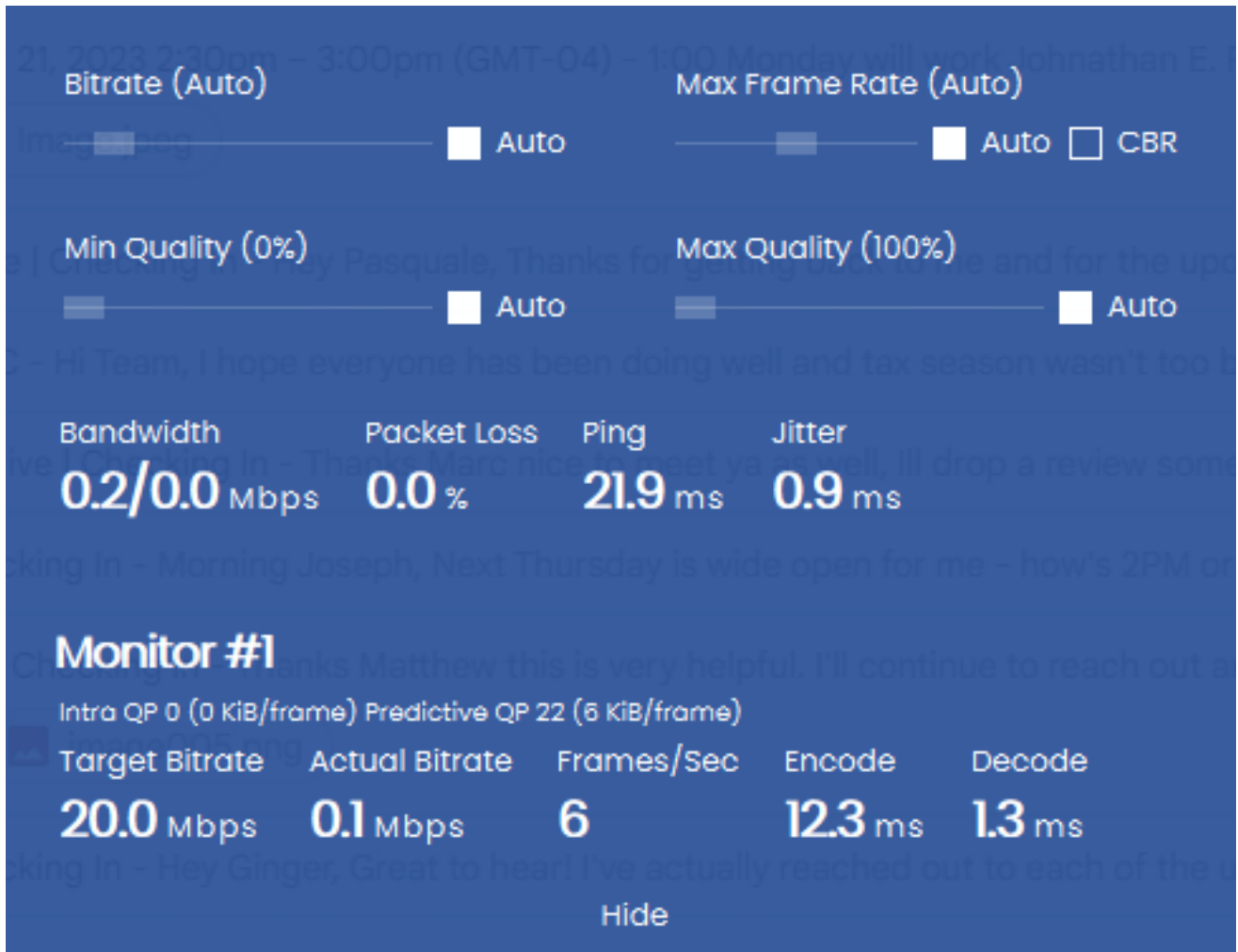
**Toggle Multi-monitor:** Allows you to cast Softdrive on multiple screens at once - up to 8 screens.

**Quality Settings:** On this screen, you will see your Bandwidth, Packet Loss, Ping and Jitter. You can also see your Target and Actual Bitrate, Frames/Second, and Encode/Decode speed.

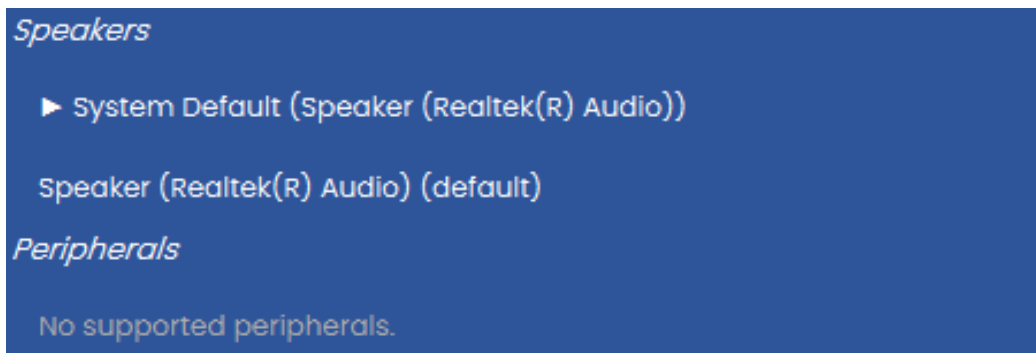
*These metrics and settings are generally for administrators. If ever you experience issues, such as Softdrive's performance isn't as smooth as usual, please check these settings first - there is a good chance you may be having a temporary internet/WIFI issue.*

You will also notice an adjustable sliding bar for Bitrate, Max Frame Rate, Min Quality and Max Quality. We recommend that you keep these settings on auto. Manually adjusting may cause poor performance.

# Navigating



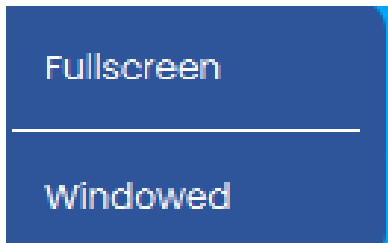
**Devices:** Here you will see the devices connected to Softdrive. This would also include external speakers, microphones, webcams, etc.



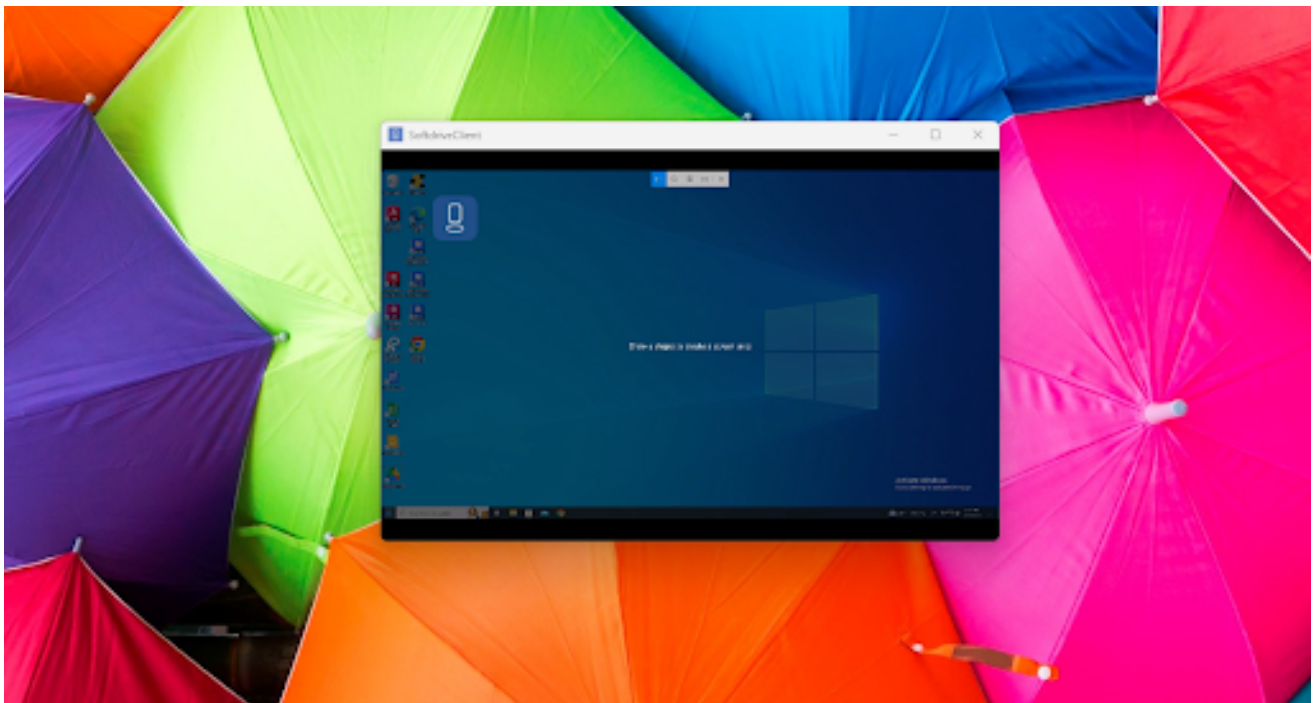


# Navigating

**Window Mode:** The ability to choose between full or windowed screen. *NOTE: If ever your screen is looking blurry, please try clicking "Fullscreen" to improve the resolution.*



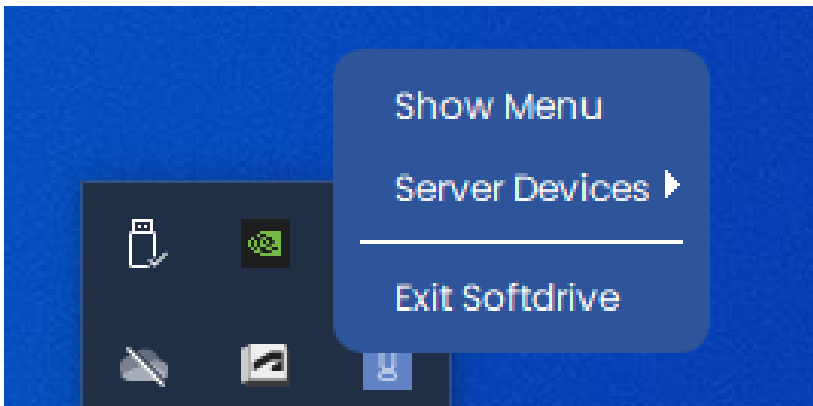
Windowed screen will look like the following:



# Navigating

**Minimize Menu:** Will minimize the Softdrive icon. You can return the icon by clicking Ctrl + Alt + . (Period).

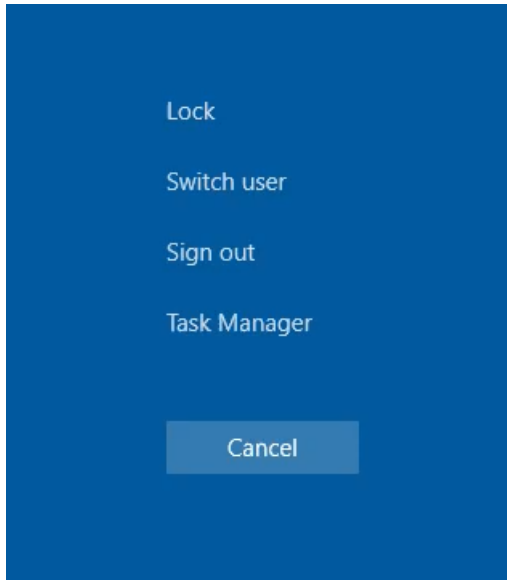
Alternatively, you can click the arrow on the task bar in the tray icons menu (at the bottom right of your screen), click the Softdrive icon and click 'Show Menu'.



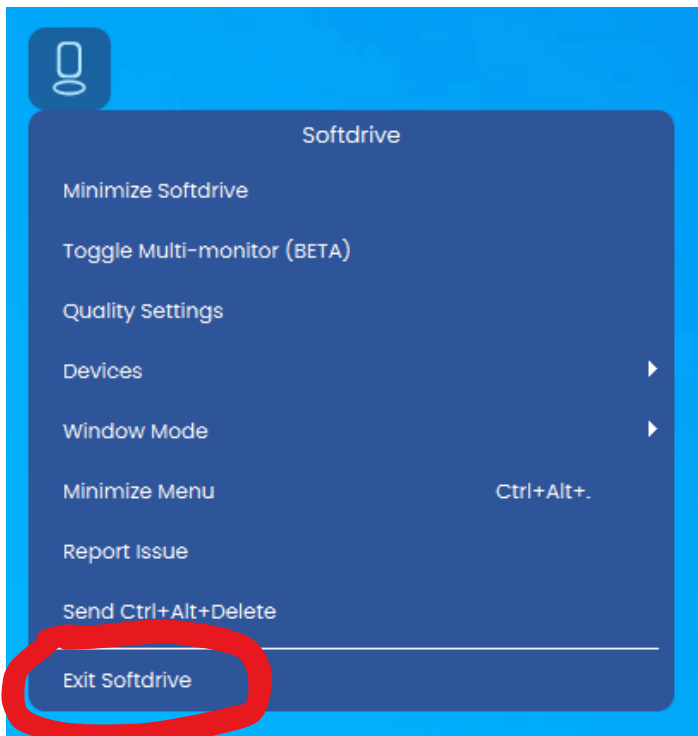
**Report Issue:** Will direct you to the Softdrive website to report an issue. More on this in the next section.

# Navigating

**Send Ctrl + Alt + Delete:** Will allow you to go straight to your Windows settings.



**Exit Softdrive:** Will exit and log out of Softdrive.

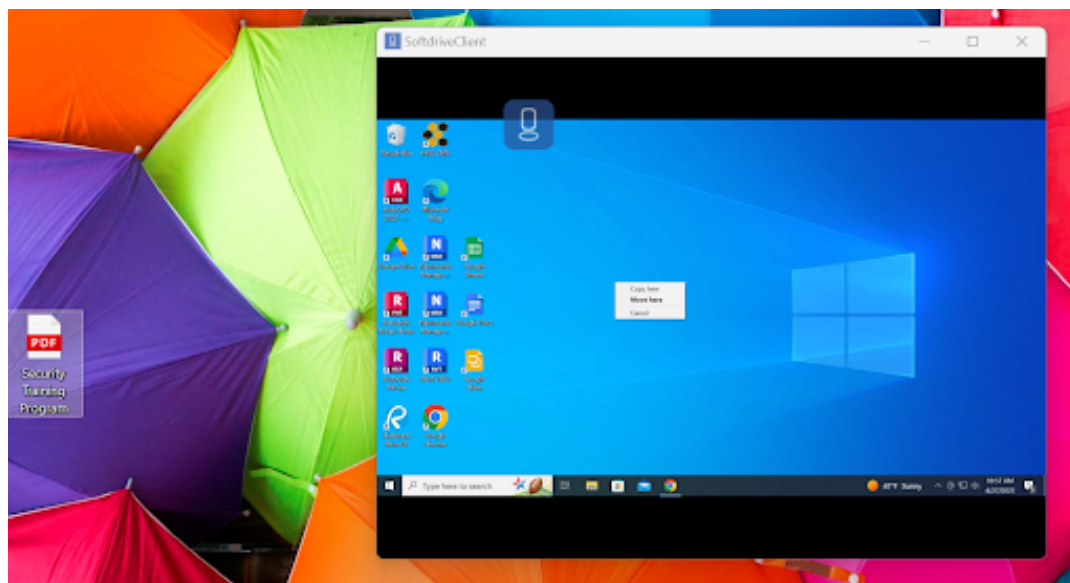


# Copy/ Paste

You can copy and paste files from your local desktop to Softdrive and vice-versa.

**NOTE:** When you copy and paste into Softdrive, it's initially a text file. Wait a moment for the file to fully convert to its original file type. Larger files may take longer to paste.

**Copy and Paste – Local PC to Softdrive:** You can copy and paste files from your local PC to Softdrive, or you can also drag the file and drop it into Softdrive. Once you drag the file into Softdrive, select “Copy here” or “Move here” to paste the file. [Video on how to copy and paste from local PC to Softdrive.](#)





# Accessing Web Dashboard

Head to [softdrive.co](https://softdrive.co) and click 'Dashboard'

Once logged in, you will see your Dashboard. Here you can see your Storage and the Status of your Softdrive cloud PC.

Your IT administrator will also use the dashboard to provision cloud PCs to new users, submit support tickets and/or contact sales.



[Video on how to Access the Web Dashboard link](#)



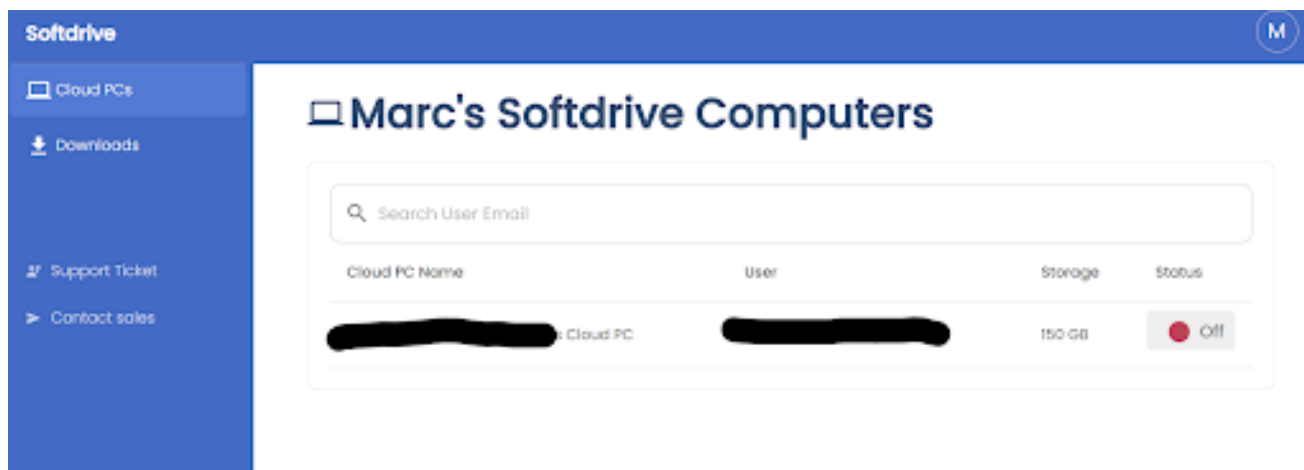


# Troubleshooting

For a list of common error messages that may arise, head to <https://www.softdrive.co/errors/list>  
First, check to see if your Softdrive PC is shut off.  
You can check by heading to the web dashboard and looking under “Status”.

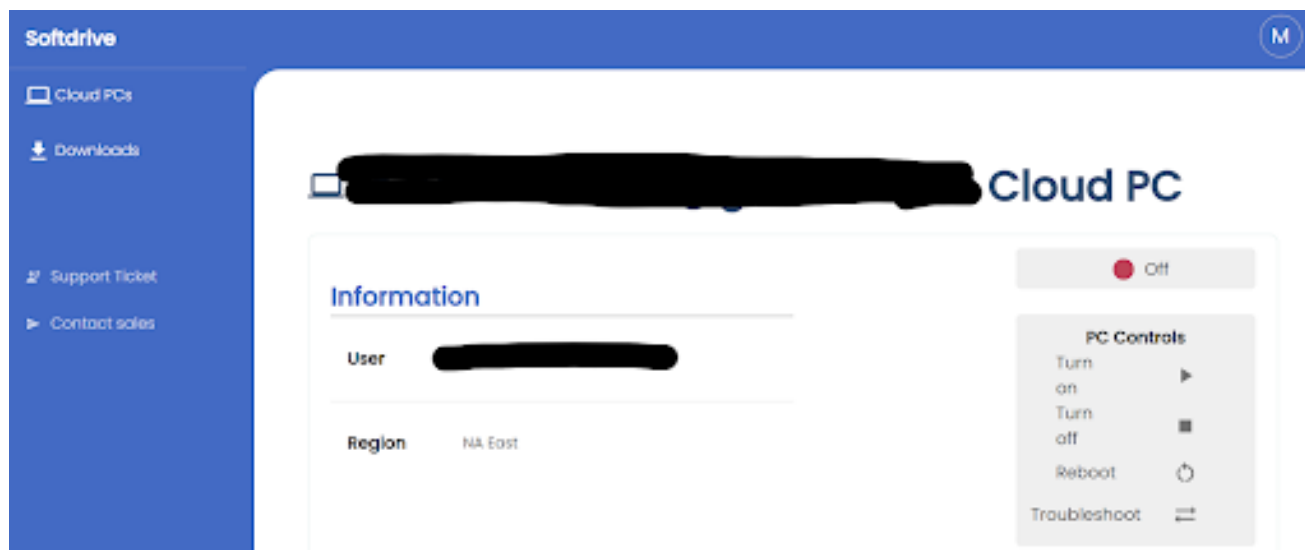


## Video of First Layer of Troubleshooting



If it's "On" and still does not work, the first action is to click the "On" button. You will land on the page below – click the "Troubleshoot" button to see if that fixes the error.

# Troubleshooting



The second action to troubleshoot – If you accidentally shut down the Softdrive PC using the Windows shut down option, you will receive the following error:



[Video for Second Layer of Troubleshooting](#)



## Cloud PC

● Computer  
129.159.121.139

Connect

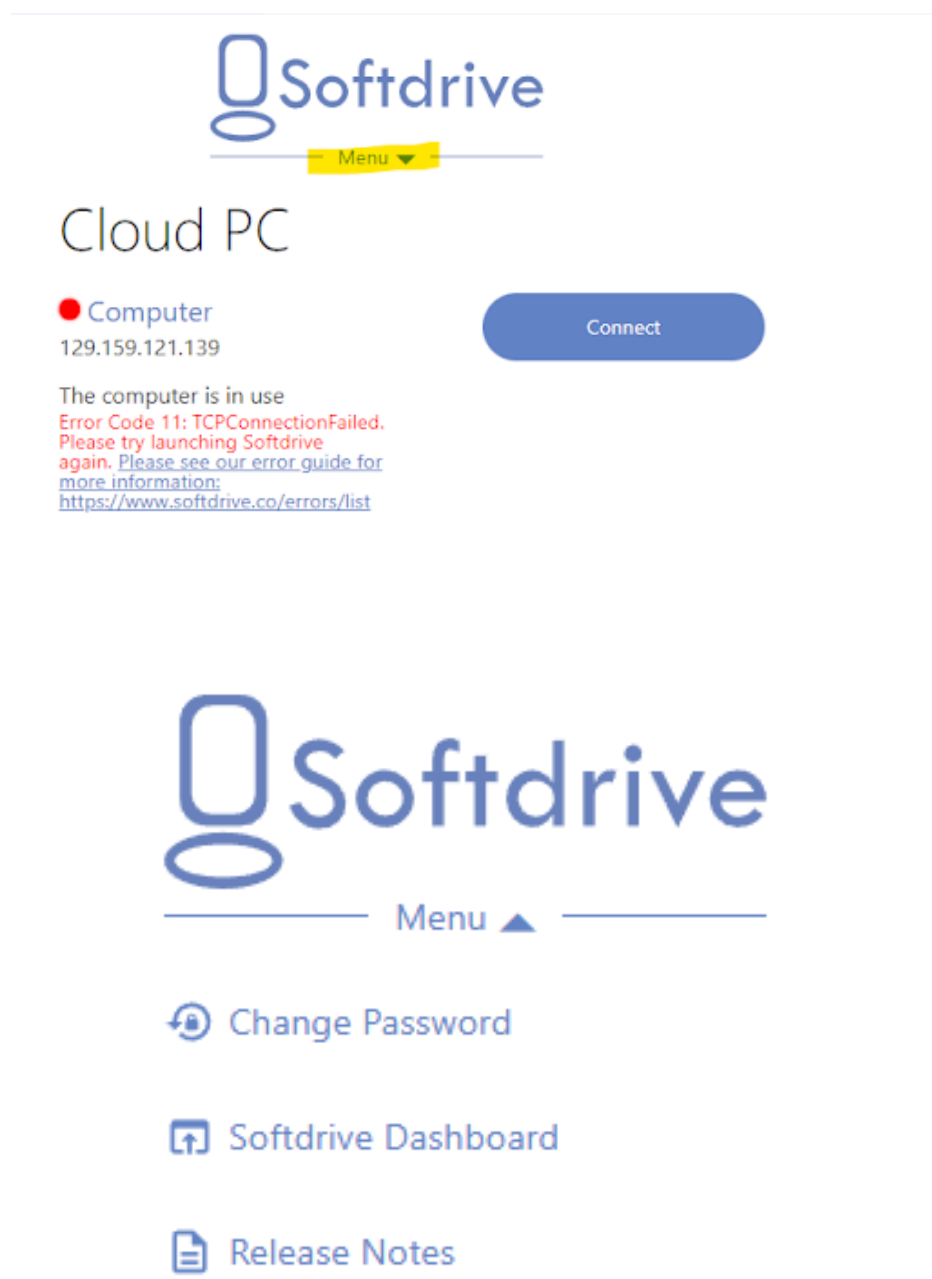
The computer is in use  
Error Code 11: TCPConnectionFailed.  
Please try launching Softdrive  
again. [Please see our error guide for  
more information:](#)  
<https://www.softdrive.co/errors/list>





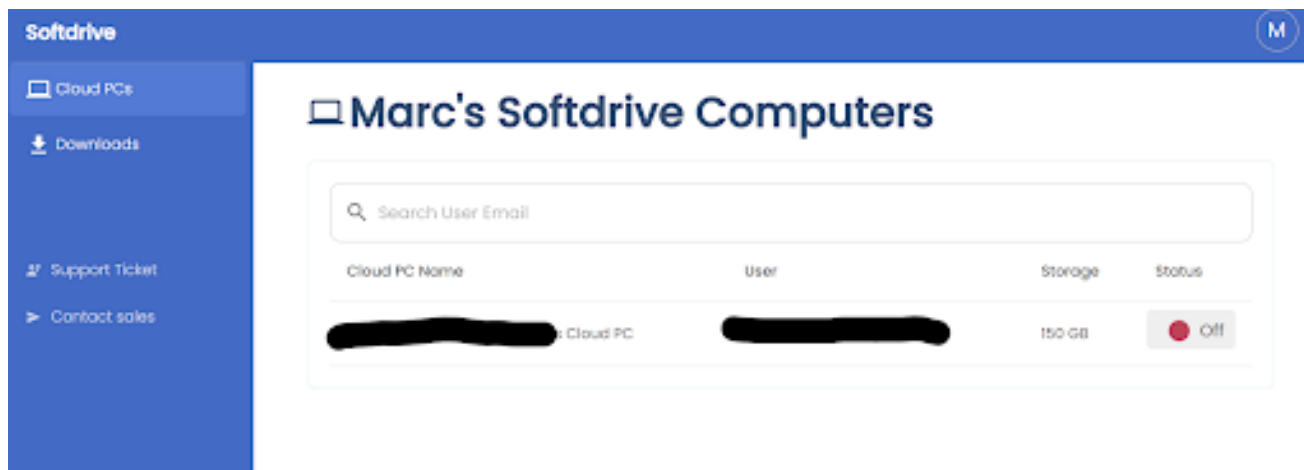
# Troubleshooting

To turn the PC back on, click on the “Menu” drop-down to see the following options:

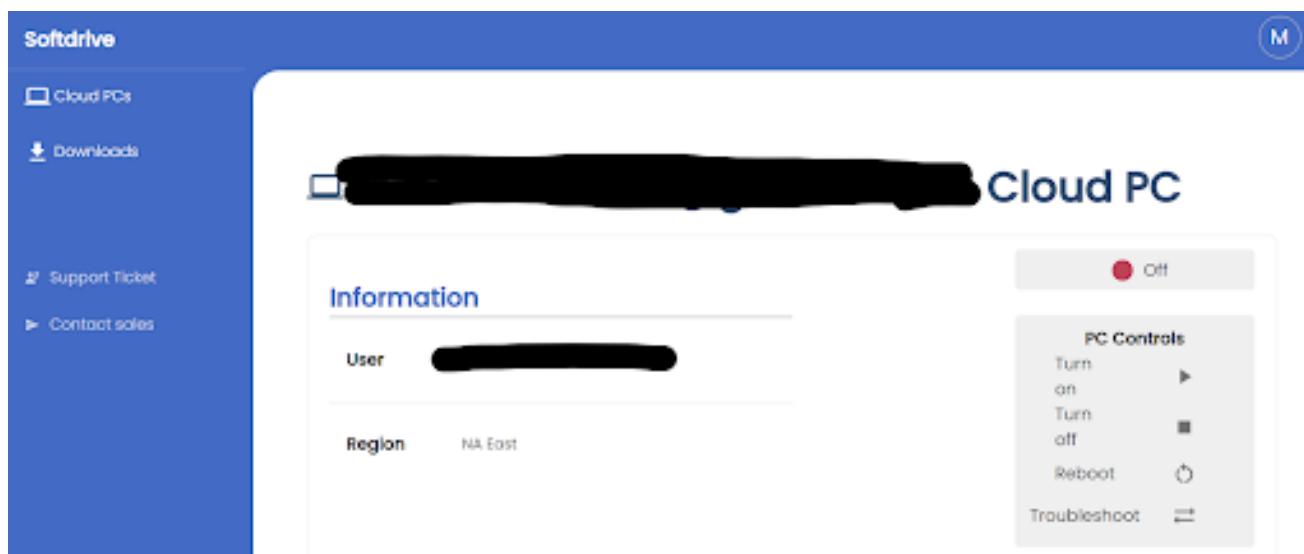


Click on the “Softdrive dashboard” and you will land on your Softdrive Dashboard.

# Troubleshooting



Then, click on the Off button below “Status”, where you will land on the following page:



Here, click the icon directly beside “Turn On” to turn your Softdrive PC back on.

# Reporting an Issue

There are several ways to report issues to the Softdrive team. Overlay, Web and Email.

**Overlay:** Using the Softdrive Desktop Icon – Click “Report Issue” and you will be directed to the page below. Here you can submit a support ticket.



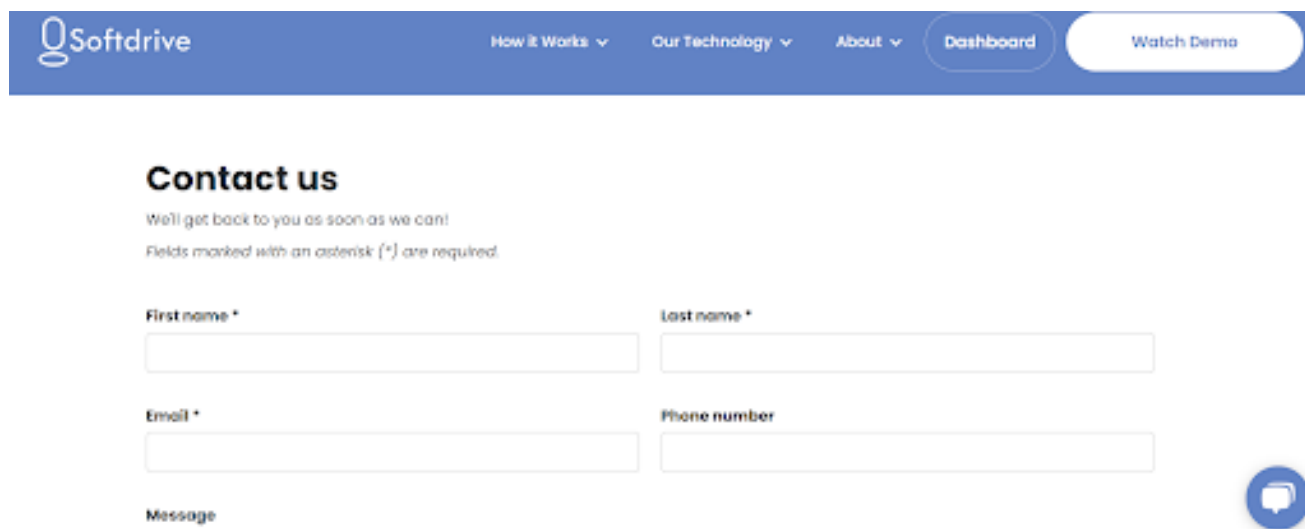
[Video how to Report an Issue \(Overlay and Web\) Video](#)

A screenshot of the Softdrive 'Support Ticket' form. The form is white with a blue header and footer. The header contains the breadcrumb 'Softdrive > User Feedback > Support Ticket'. The title is 'Support Ticket' followed by the instruction 'Submit a support ticket to be reviewed by our engineering team'. The form has four input fields: 'Organization Name \*' with 'Softdrive' entered, 'Email \*' with 'ec: user@softdrive.co' entered, 'Type \*' with a dropdown menu showing 'General', and 'Priority \*' with a dropdown menu showing 'Low'. The background of the form is a blue gradient with a forest scene.

**Web:** Using the following link:

<https://www.softdrive.co/contact>, you will be directed to Softdrive’s Contact Us page, where you can report an issue.

# Reporting an Issue



The image shows a screenshot of the Softdrive website's 'Contact us' form. The header is blue with the Softdrive logo on the left and navigation links: 'How it Works', 'Our Technology', 'About', 'Dashboard', and a 'Watch Demo' button. The form itself is white with the title 'Contact us' and a sub-header 'We'll get back to you as soon as we can!'. A note states 'Fields marked with an asterisk (\*) are required.' The form contains four input fields: 'First name \*', 'Last name \*', 'Email \*', and 'Phone number'. Below these is a 'Message' text area. A blue circular chat icon is positioned to the right of the form.

**Contact us**  
We'll get back to you as soon as we can!  
Fields marked with an asterisk (\*) are required.

First name \*

Last name \*

Email \*

Phone number

Message

**Email/Slack:** You can reach out to us via:

Email – [support@softdrive.co](mailto:support@softdrive.co)

Slack – during onboarding, a dedicated slack group will be created. This will give you direct contact to our support team.

## FAQ & Knowledge Base Links

**FAQ:** <https://www.softdrive.co/faq>

**Knowledge Base:** <https://www.softdrive.co/kb/list>

g Softdrive

[softdrive.co](https://softdrive.co)