

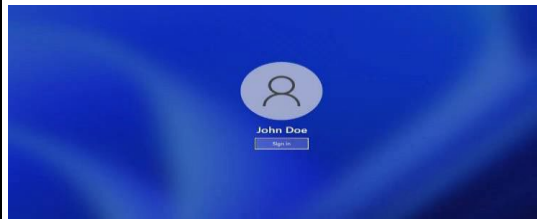
FOR THE BEST EXPERIENCE

1. If you are using an iPad or Android Tablet, an external keyboard and Bluetooth mouse are recommended for improved usability.
2. If you are using a Windows laptop, check that your OS Drive has at least 10GB of free space. Low disk space can reduce Cloud PC performance.
3. Check that your internet connection is stable. A simple check is to play a video on YouTube to ensure the video is not lagging.
4. Mute your PC to ensure that CPC is muted and does not buzz (e.g., email alerts) during physical meetings.
5. Move your mouse occasionally when using Teams to avoid getting disconnected from CPC.
6. Explicitly and gracefully disconnect from CPC when stepping away from your workstation for faster reconnection later.
7. If Global Protect VPN cannot connect, explicitly disconnect and then reconnect to resolve the issue.
8. Restart your CPC at the end of the day if there is a pending Windows update to avoid a forced system restart that may corrupt your CPC.

Depending on the device you are using to access Cloud PC, please refer to sections A or B.

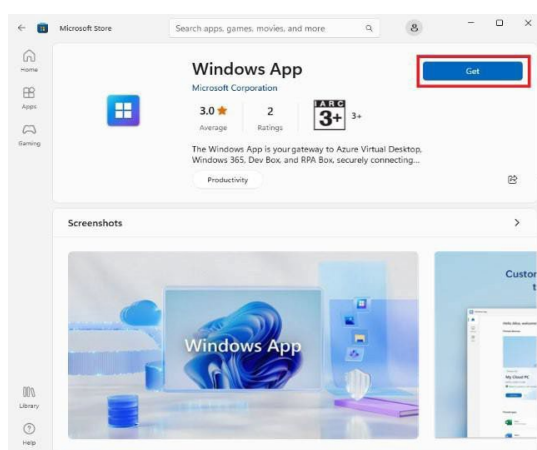
A. Personal Windows/Mac Computer

To Connect



Step 1

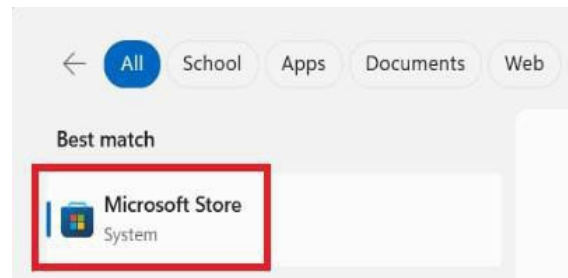
Login to your personal laptop.



Step 2

Windows

Launch the Microsoft Store app and click on **Get** to install **“Windows App.”** Once installed, launch the Windows App.



Mac App Store Preview

Open the Mac App Store to buy and download apps.

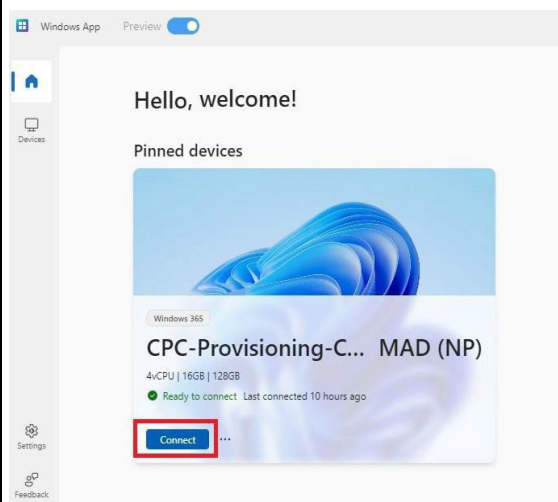


Windows App (4+)
Previously Remote Desktop
Microsoft Corporation
★★★★★ 4.0 • 138.4K Ratings
Free

Mac

Download and install the **“Windows app”** from Mac App Store. Once installed, launch the Windows App.

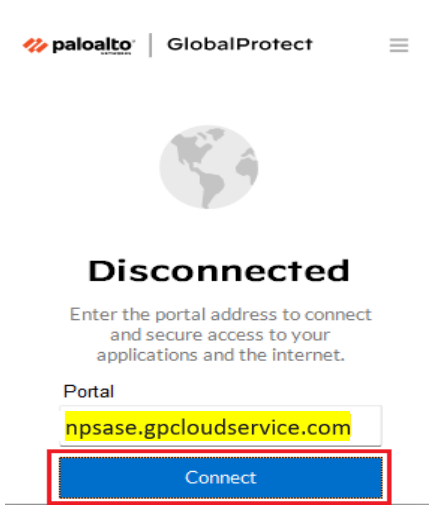
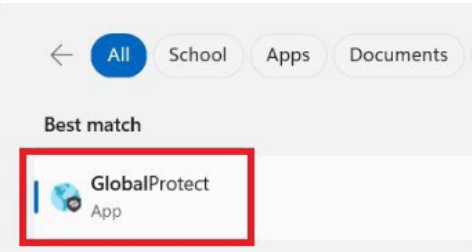
Link: [Windows App on the Mac App Store](#)



Step 3

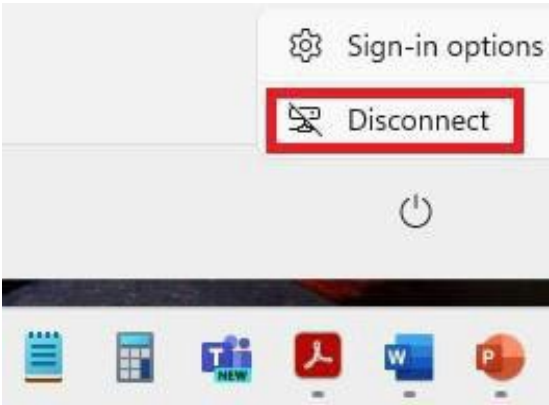
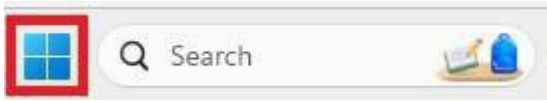
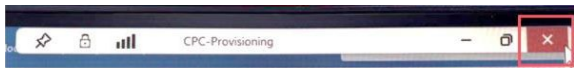
Sign in using NP short email (e.g., ace1@np.edu.sg), password and MFA authentication. Click on **Connect**.

If you haven't set up MFA yet, please refer to this guide [HERE](#) for assistance.

	<h3>Step 4</h3> <p>Launch GlobalProtect app, key in npsase.gpcloudservice.com, Select Singapore for Gateway, Click Connect¹</p> 
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To Disconnect

Persistent session in Cloud PC is a feature that allows you to keep your applications, and files open even after you disconnect, so that you can resume your work from where you left off the next time you login. As such, we recommend that you disconnect Cloud PC after each use and prior to periods of inactivity (e.g., lunch break) for the best experience².


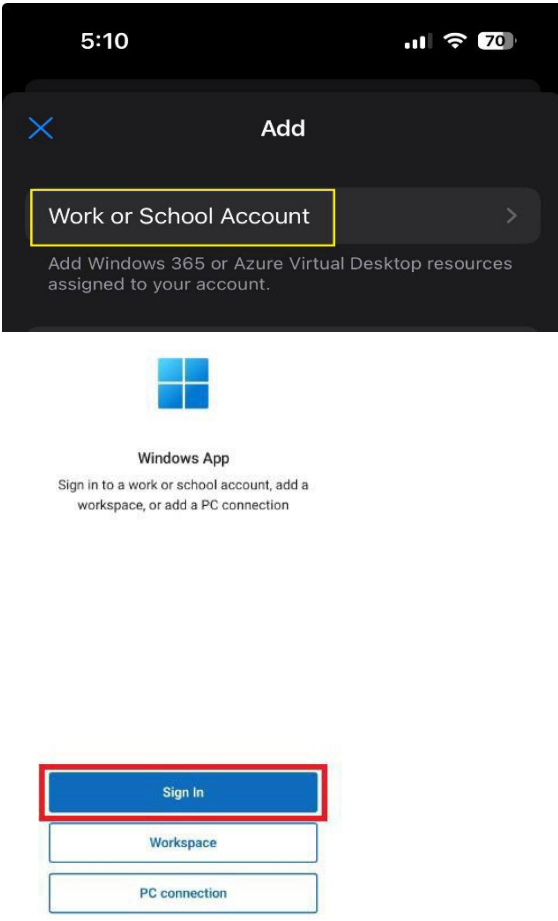
	<p>Click on the Windows button on the taskbar, then Power button and select “Disconnect.”</p>  <p>Alternatively, you may also click on “X” at the Cloud PC bar located at the top of your screen.</p> 
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¹ Steps required for initial connection to NPVPN only. For subsequent logins, NPVPN will connect automatically in the background. Please allow 1-2 minutes to establish the connection.

² Microsoft recommends that your computer hard disk has at least 10GB of free space. A computer running low on disk space may deteriorate the performance of the Cloud PC. Also, check that your Internet connection is stable to prevent unintended disruption.

B. C. iOS device & Android Tablet/Phone

To Connect

 <p>Windows App (Preview)</p> <p>Microsoft Corporation</p> <p>100K+ Downloads Rated for 3+ Ⓔ</p> <p>Install Share Add to wishlist</p>	<p>Step 1</p> <p><u>AppleiMac / iOS Device:</u></p> <p>Launch the App Store and install “Windows App Mobile” and click Open to launch it. Click “OK” when prompted to allow access to camera and microphone.</p> <p>Android Tablet / Phone:</p> <p>Launch Google Play Store and install “Windows App (Preview)” and click on Open to launch it. Click “OK” when prompted to allow access to camera and microphone.</p>
 <p>Windows App</p> <p>Sign in to a work or school account, add a workspace, or add a PC connection</p> <p>Sign In Workspace PC connection</p>	<p>Step 2</p> <p><u>AppleiMac / iOS Device:</u></p> <p>Click on the “+” icon at top right and select “Work or School Account”. Sign in using NP short email (e.g., ace1@np.edu.sg), password and MFA authentication. Click on the Cloud PC icon to Connect.</p> <p>Android Tablet / Phone:</p> <p>Click on “Sign In” and proceed to Sign in using NP short email (e.g., ace1@np.edu.sg), password and MFA authentication. Click on the Cloud PC icon to Connect.</p>