



Remote Desktop Connection Overview



The Remote Desktop Connection app is the new method of logging into your Orchestrated database. You will log in through your browser and launch a remote desktop session containing Orchestrated. Once you have logged in, you will be able to save a shortcut to your desktop for easy access. Instructions below are split into three sections: 1) Logging in for the first time, 2) Saving to desktop, and 3) Logging in from desktop.

For other **Frequently Asked Questions/Issues**, click [HERE](#):

For a list of **Known Issues**, click [HERE](#):

Logging in for the first time

If you are using a Mac, please refer to the "**Special Mac Instructions**" at the bottom of the page.

1. Navigate to your login URL (this was provided to your Key User via email)
2. Enter your username with the **prefix respective to your URL** and current password as normal
 - o Note: If your login info auto-populates here, these are most likely outdated credentials from a past version of Orchestrated. The current User Name will be (for example) "orch_____ " and the password may be different than what populates automatically. Please clear your saved password to avoid this.
3. Click SIGN IN

Work Resources
RemoteApp and Desktop Connection

RD Web Access

Help

User Name: YOUR USERNAME
Password: YOUR PASSWORD

Security
Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

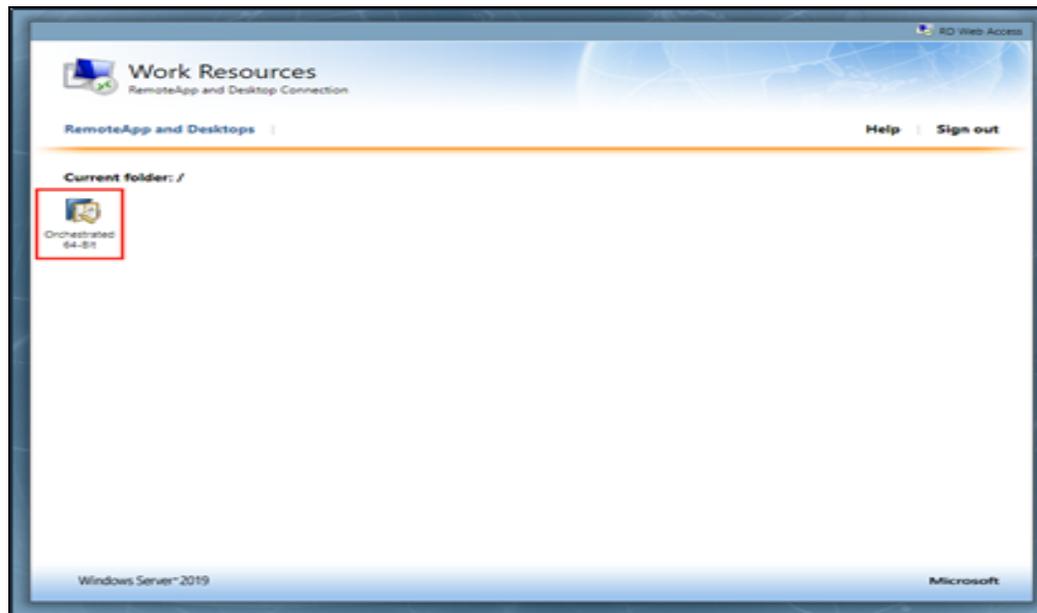
Sign in

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2019 Microsoft



4. Click the Orchestrated icon

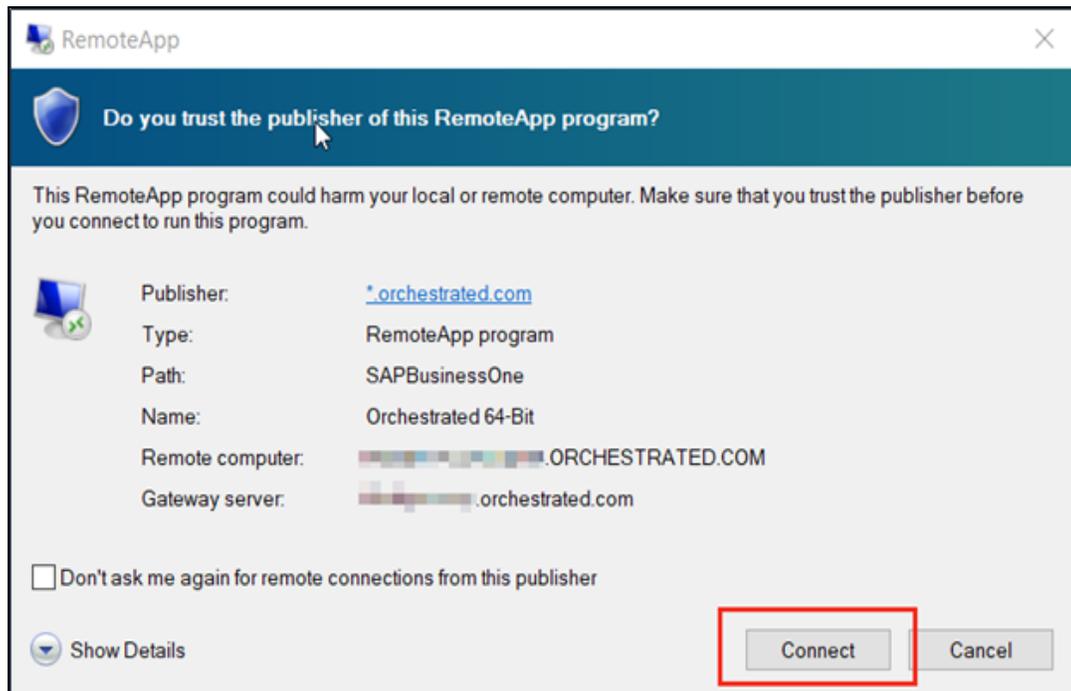


5. The first time you log in, a program will download, click to launch



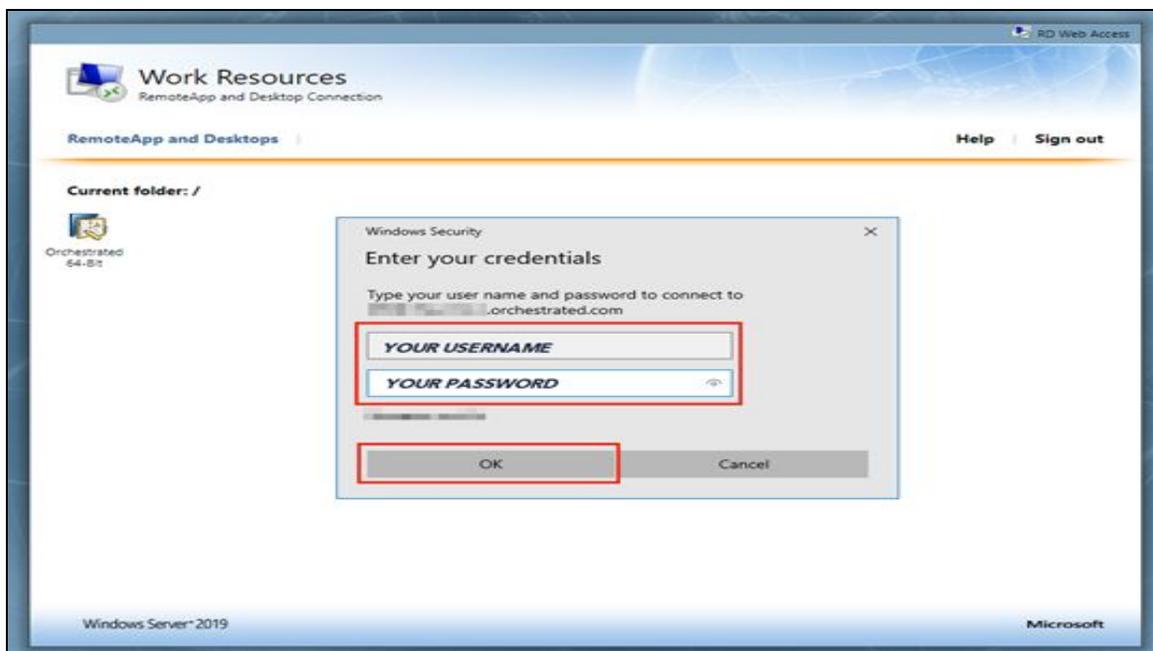


6. A system message will pop up, click CONNECT



7. On the Windows Security window, re-enter your username (**again starting with the provided prefix for your respective URL**) and *last known* password, click OK

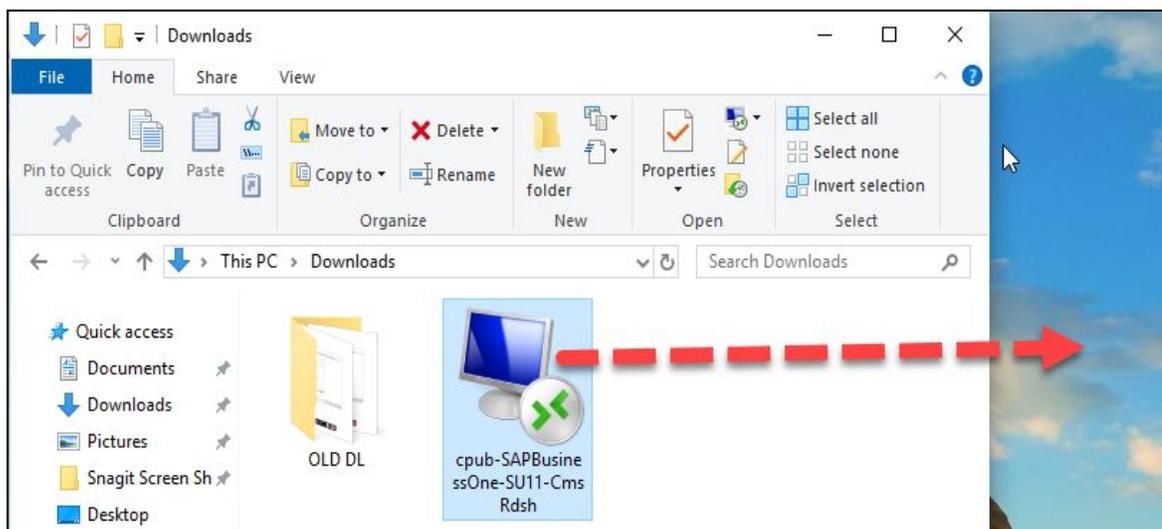
If you have forgotten your password, please have your Key User submit a Support ticket to have it reset.



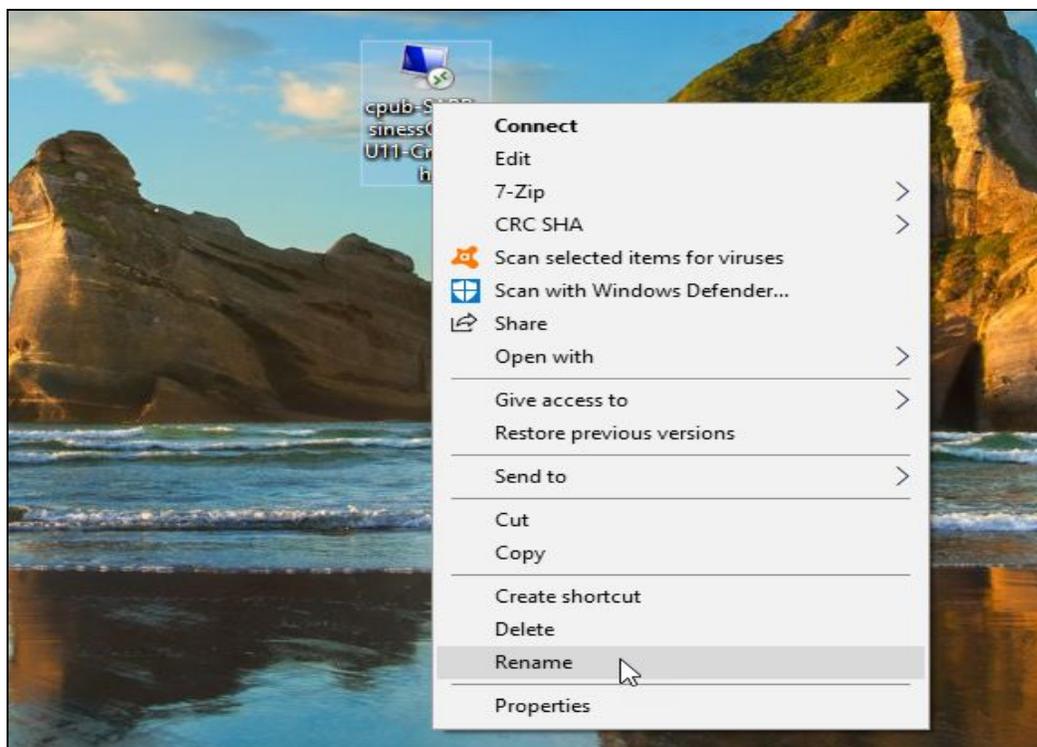


Saving to Desktop

1. Using the File Explorer on your computer, navigate to your Downloads folder
2. Drag and drop that .rdp file to your Desktop

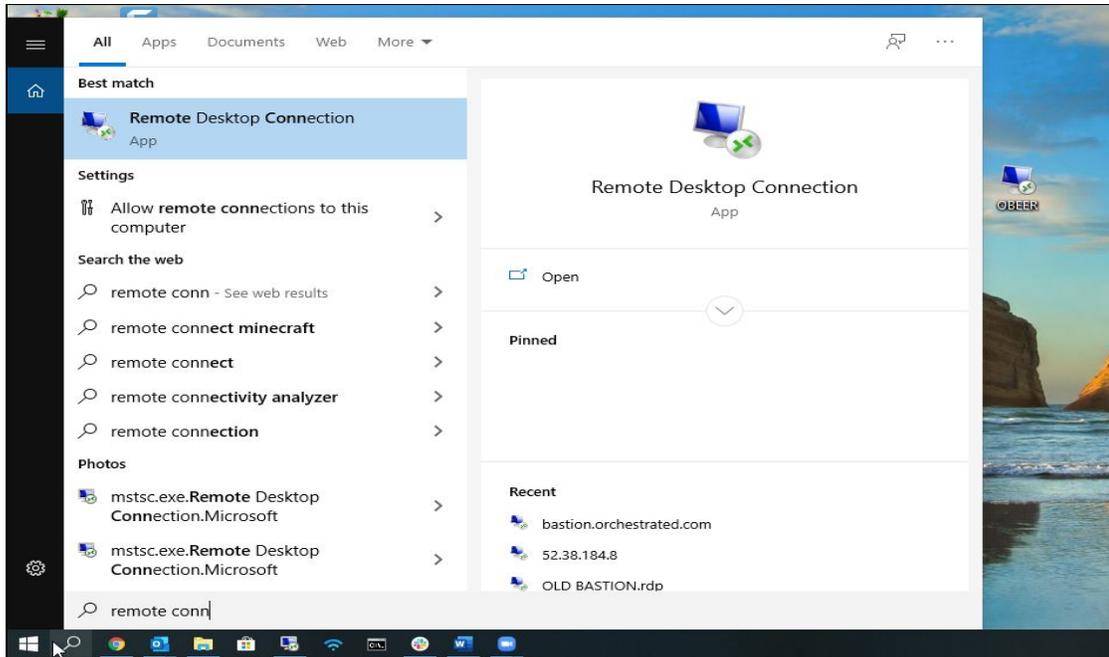


3. Rename the file to your liking

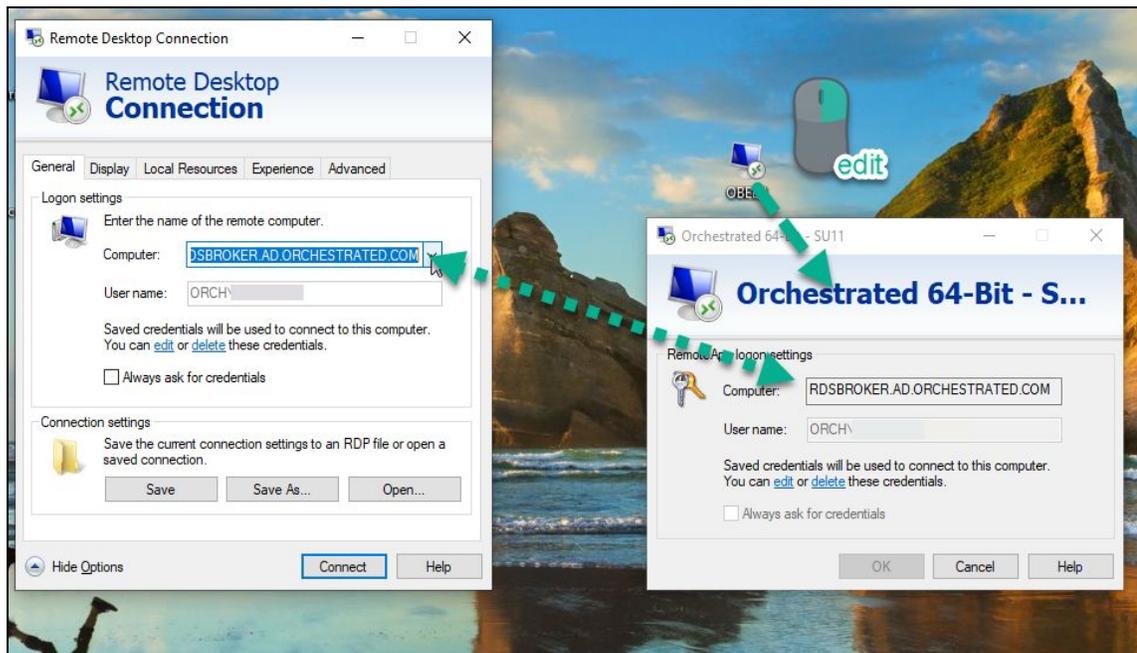




4. Verify the settings of the connection by opening Remote Desktop Connection from the Windows start menu

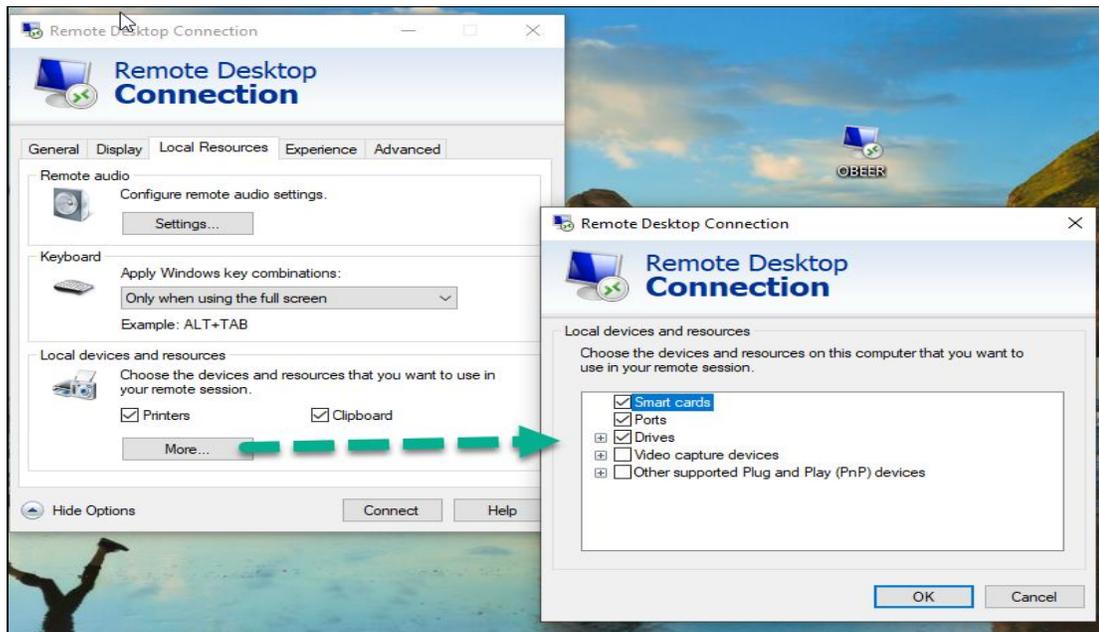


5. Match the Computer field to that of the .rdp file you just renamed to make sure you're adjusting the right connection settings

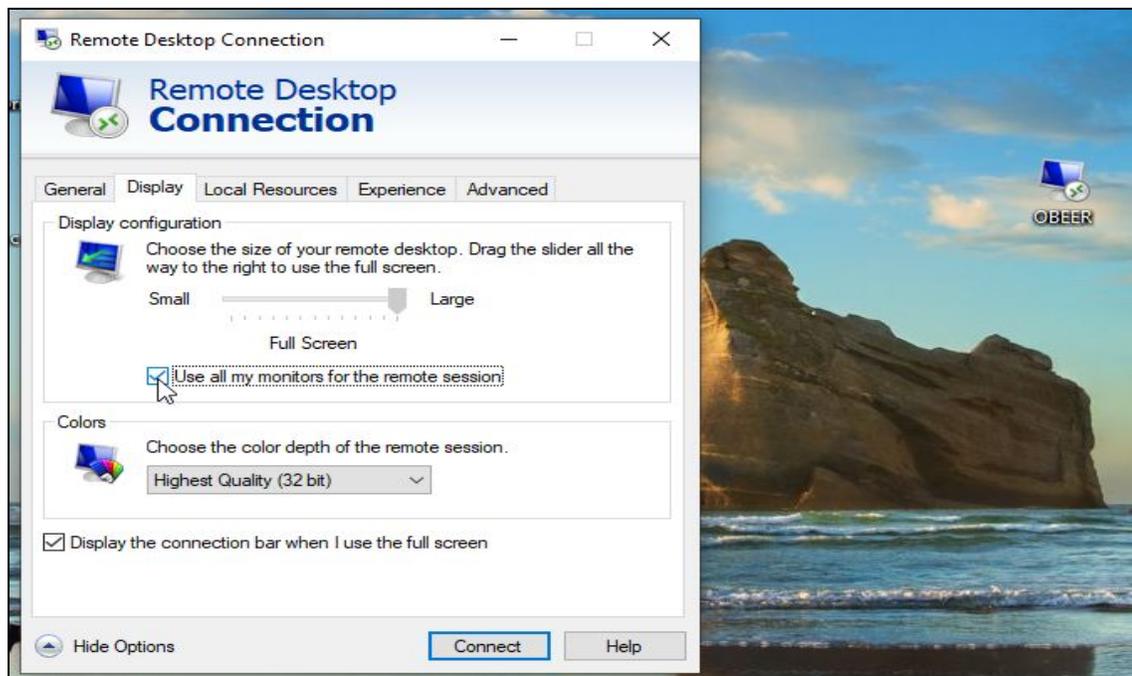




6. Allow appropriate Local Resource access (printers, clipboard, ports etc)

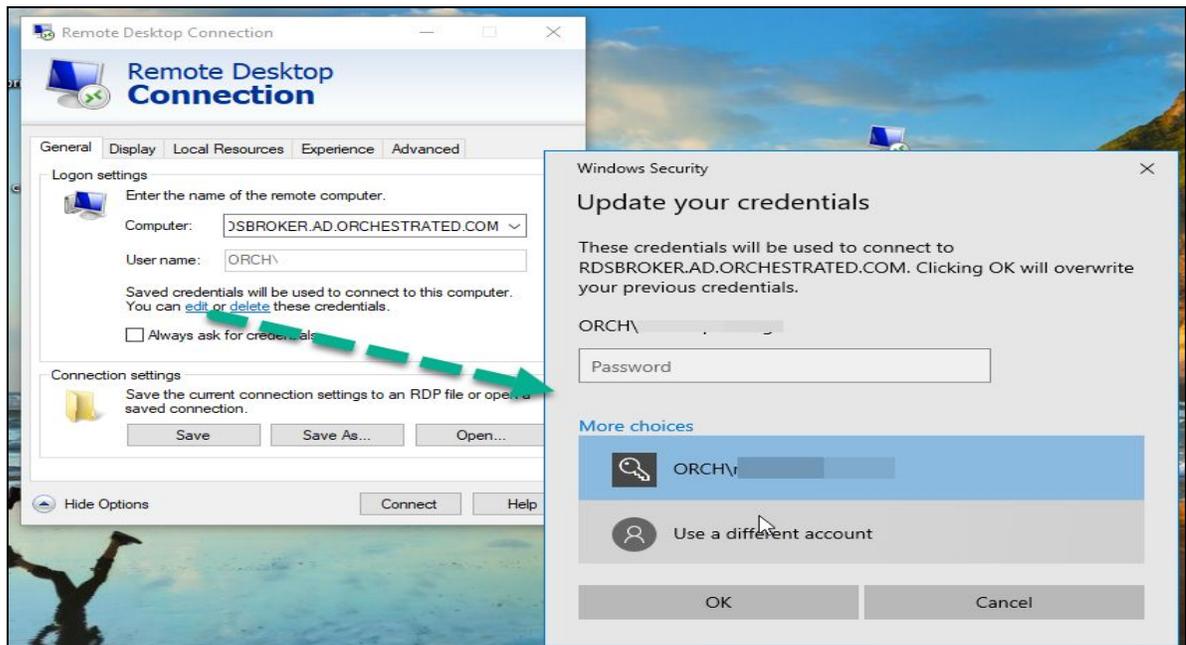


7. If you use multiple monitors, allow the connection to 'Use all my monitors for the remote session'

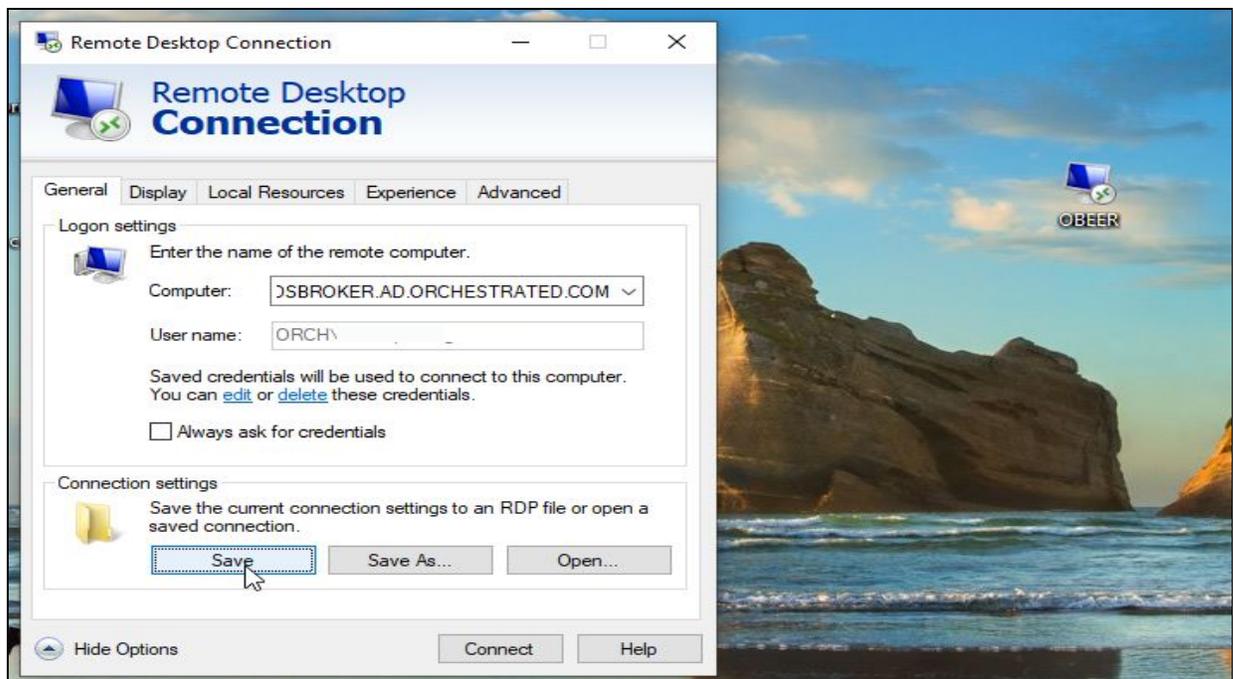




8. Edit the credentials to suit the previous instructions section



9. Save those settings



Note: You will only have to enter your password once upon login if these steps are taken to setup the .rdp connection file

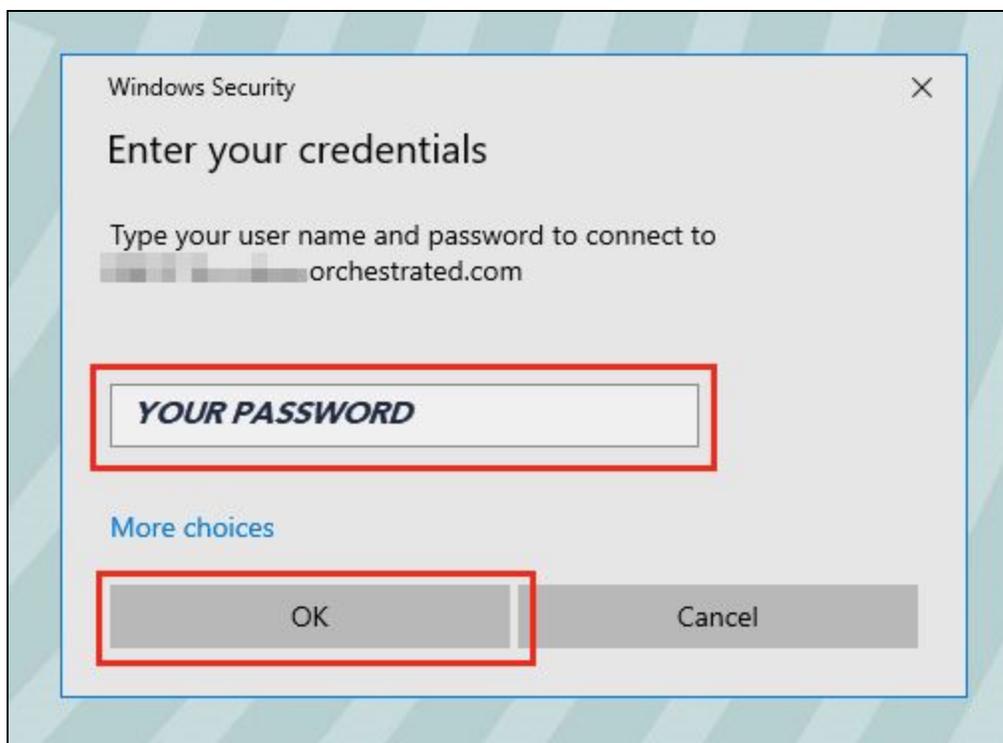


Logging in from desktop

1. Double-click the Orchestrated icon on your desktop (created in the previous instruction section)



2. Enter your password on the Windows Security Screen and click OK

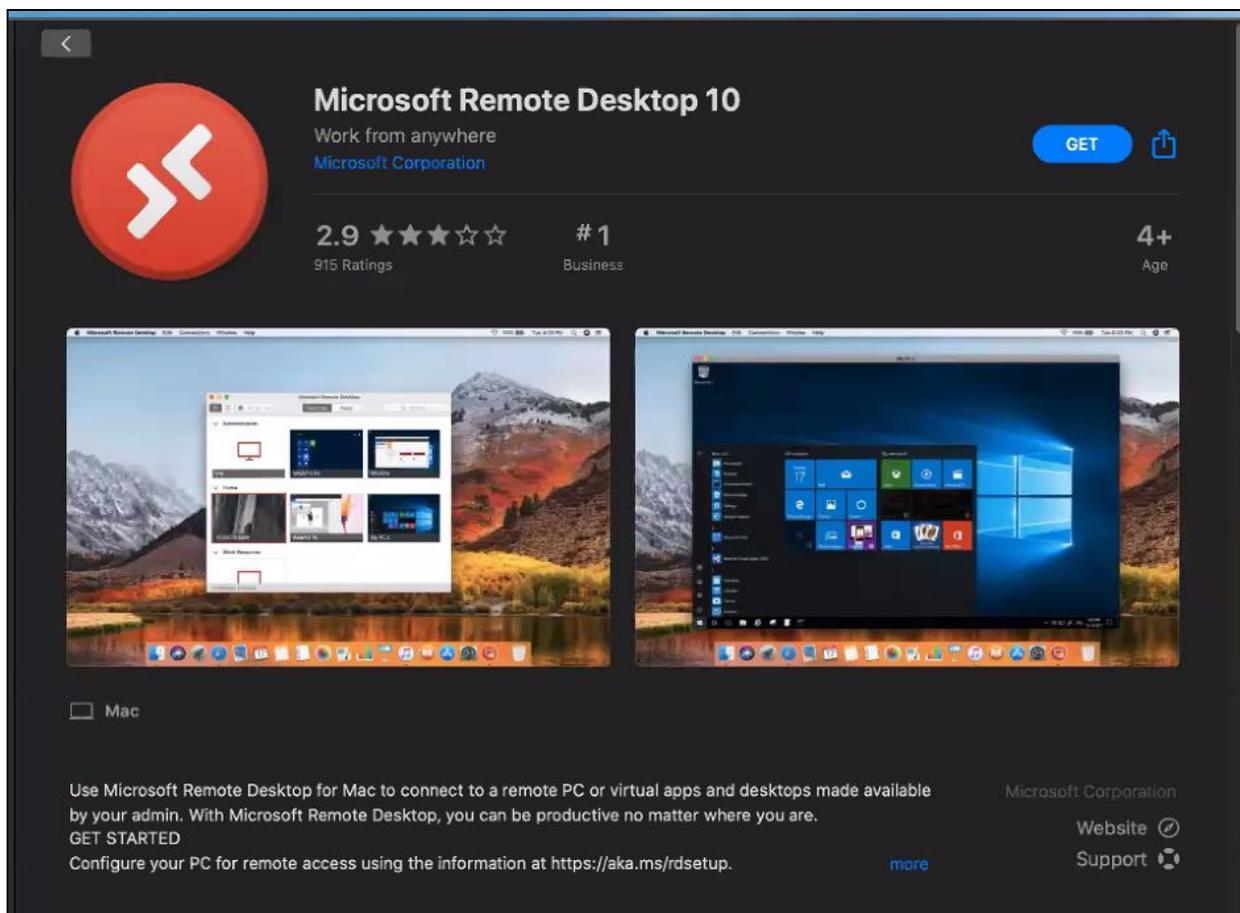




Special Mac Instructions

Before you will be able to connect to Orchestrated using a Mac, you will need to download another app from your Mac App Store. The app is called "**Microsoft Remote Desktop 10**"

1. Once downloaded, open the Microsoft Remote Desktop app to the "PC's" table. This should be empty when you first log in. (Reduce the size of the window to accommodate the next few steps)
- 2.



3. Right-click on the Microsoft Remote Desktop icon in your bottom menu bar "Dock", click Options, then click Keep in Dock.
4. Use your Finder to locate the .rdp file you downloaded using the instructions from the previous instructions (Logging In For the First Time, Step 4.) This .rdp file is usually in your downloads folder.
5. Drag and drop this .rdp file into the empty PC's table of your Microsoft Remote Desktop Connection Center.
6. Hover over the new tile and click the pencil in the corner



7. Click the User account dropdown

Edit PC

PC name:

User account:

General | Display | Devices & Audio | Folders

Friendly name:

Group:

Gateway:

Bypass for local addresses

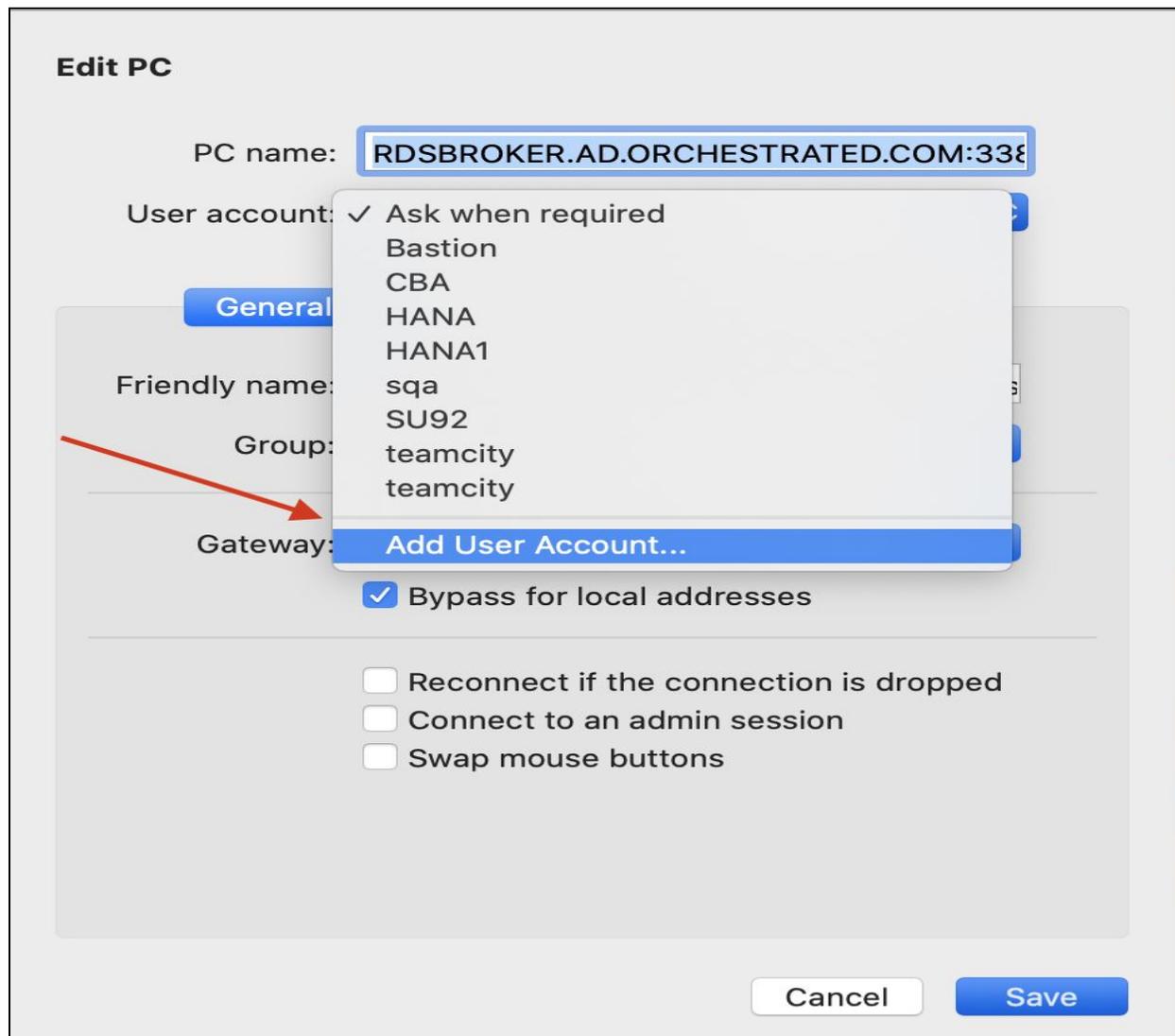
Reconnect if the connection is dropped

Connect to an admin session

Swap mouse buttons



8. Click Add User Account. Then fill out the form that appears with the correct credentials. Rename this login with the Friendly Name field to your liking (RDP Credentials in this example)



9. Change the Friendly name for the PC to your liking (Orchestra RDP in this example)

10. In order to import and export files with Orchestrated, you'll need to click the "Folders" tab and then click the plus sign in the bottom left of the window to add various directories from your local computer (Desktop, Downloads, etc). Make sure the "Redirect Folders" box is checked.



11. Save the connection file settings.

Edit PC

PC name: RDSBROKER.AD.ORCHESTRATED.COM:3389

User account: RDP credentials

General | Display | Devices & Audio | Folders

Friendly name: Orchestra RDP

Group: Saved PCs

Gateway: rdgateway.orchestrated.com

Bypass for local addresses

Reconnect if the connection is dropped

Connect to an admin session

Swap mouse buttons

Cancel Save

12. You can now **double-click** the tile to connect to your database. Saving these credentials will allow you to connect without having to enter your username and password after the first successful connection.



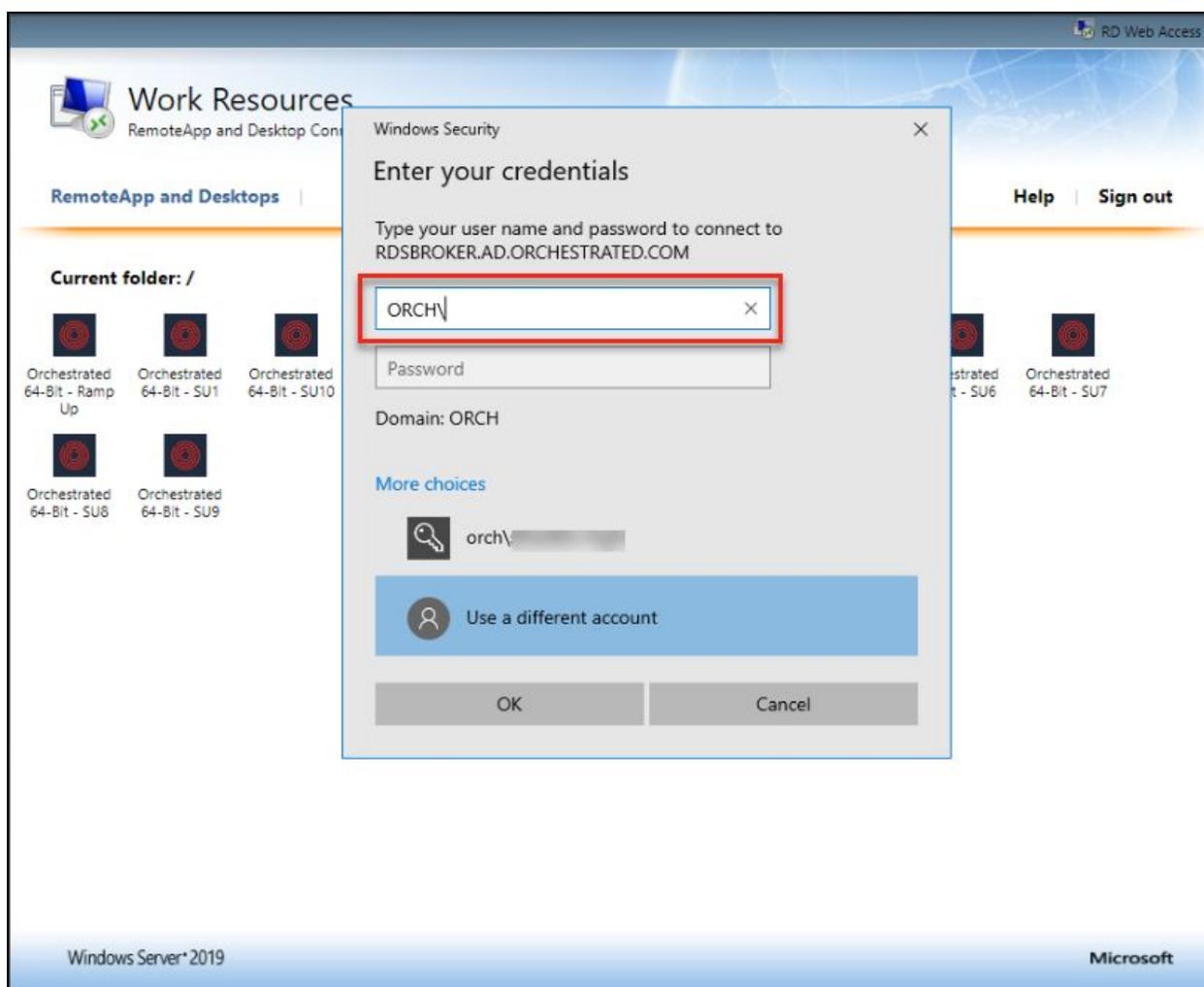
Frequently Asked Questions:

Why can't I get past step 8 of the RDP log-in instructions?

This is typically due to one of three potential issues:

1. The wrong username was entered
2. The wrong password was entered or the password needs to be reset
3. The domain prefix was not entered/was incorrect
 - For On-Demand (<https://ondemand.orchestrated.com>): orch\username
 - For Enterprise using (<https://access.orchestrated.com>): orchprod\username
 - For Enterprise using (<https://remote.orchestrated.com>): orchestrasw\username

Example:





How do I Export/Save/Print from the Remote Desktop to MY Desktop?:

1. Preview document and click the Export button in top left of the preview

Network>>TSCient>>\\TSCient\C>>*username*>>Desktop

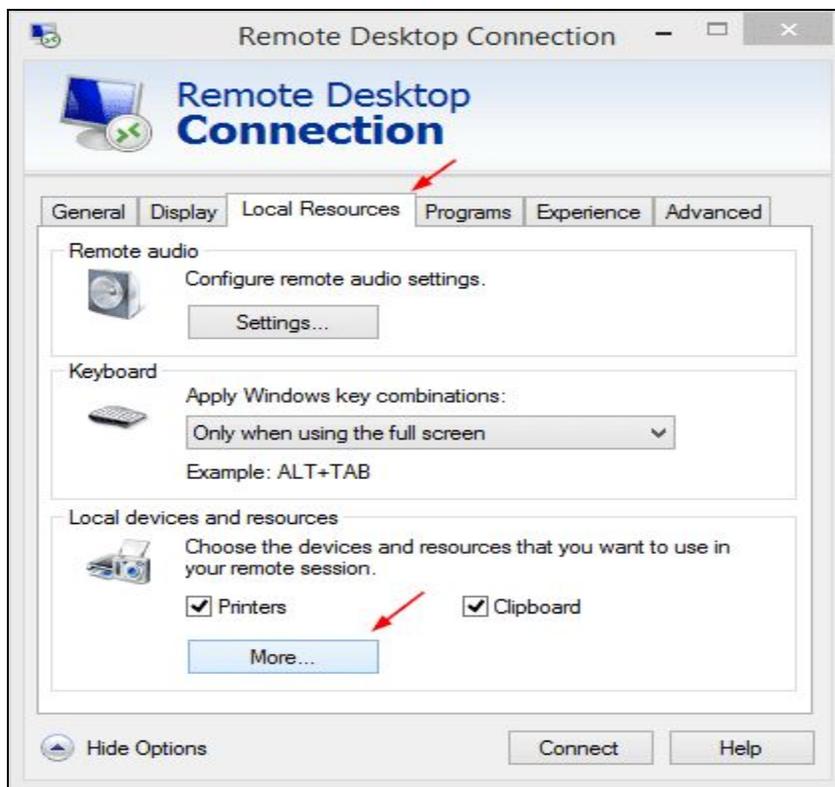
-or-

This PC>>"C on *username* -LT">>Users>>*username*>>Desktop

2. Save this file path to the Quick Access bar by right-clicking the destination and select "Pin to Quick Access"

3. Make sure the Remote Desktop Connection has local file access

1. Search for 'Remote Desktop Connection' from the Start menu button on your desktop.
2. Click into the 'Local Resources' tab
3. Make sure to check the boxes for the 'Local devices and resources' you plan to use. (printers for documents and reports, clipboard to copy and paste, drives for exporting and importing)





Has my password changed?

No. Your password remains the same, so please use the one you were already using!

If you have forgotten your password, please have your Key User submit a Support ticket to have it reset.

Why is my mouse cursor floating and taking so long to catch up my clicks?

Your mouse may have a high 'polling rate'. The Remote Desktop Connection allows a maximum mouse polling rate of about 125Hz. You can test your polling rate [here](#). You can verify the polling rate is the issue by unplugging/unpairing your mouse and using another mouse or your laptop's trackpad. Adjusting mouse polling is done through the device-specific software drivers. A high-performance mouse can work on your computer for normal use without having these drivers installed, but the polling rate tends to be 300-500Hz by default. You will need to install those drivers to adjust this setting. This setting will not reduce visible mouse speed or any other factors.

Why aren't my updated Quick Access file paths saving?

These file paths are saved on a per-user, per-presentation server basis. Depending on your exact environment, you will need to save these file paths over 5 or 6 times total.

My session is frozen and even restarting my computer won't let me use the system!

Press CTRL+ALT+END and then click 'sign off' to clear the session. You will then be able to sign on and start fresh.