

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
- Note: If your login info auto-populates here, these are most likely outdated credentials from a past version of Orchestrated.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 Acces
		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. Jo protect against unauthorized access, your RD Web Access session will automatically time out after a period	
Windows Server*2019	and sign in again.	Microsoft



4. Click the Orchestrated icon

Work Resources Remotelaps and Desktop Connection Current folder: /	Help Sign out
Windows Server-2019	Microsoft

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

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6. A system message will pop up, click CONNECT

🌄 Remo	teApp		×	
o	o you trust the publish	er of this RemoteApp program?		
This Rem you conne	oteApp program could ha act to run this program.	arm your local or remote computer. Make sure that you trust the publisher before		
	Publisher:	<u>*.orchestrated.com</u>		
<u> </u>	Туре:	RemoteApp program		
	Path:	SAPBusinessOne		
	Name:	Orchestrated 64-Bit		
	Remote computer:	.ORCHESTRATED.COM		
	Gateway server:	.orchestrated.com		
Don't ask me again for remote connections from this publisher				
Show	/ Details	Connect Cancel		

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.

RemoteApp and Desktops		Help Sign out
Current folder: /		
Chestrated 64-81	Windows Security Enter your credentials Type your user name and password to connect to .orchestrated.com YOUR USERNAME YOUR PASSWORD OK Cancel	×



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

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cpub f shrast Uiti-Gr Li	Connect Edit 7-Zip	
	CRC SHA > Scan selected items for viruses Scan with Windows Defender Share	V
-	Open with > Give access to > Restore previous versions > Send to >	
	Cut Copy	
-	Create shortcut Delete Rename Properties	
-		



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)

General Displ	ay Local Resources Experience Advanced	
	Configure remote audio settings.	
	Settings	Semote Desktop Connection X
Keyboard A	Apply Windows key combinations: Only when using the full screen \sim	Remote Desktop Connection
E	Example: ALT+TAB	Local devices and resources
Local devices	s and resources Choose the devices and resources that you want to use in our remote session. Printers Clipboard More	Choose the devices and resources on this computer that you want to use in your remote session. Smart cards Ports Drives Udeo capture devices Other supported Plug and Play (PnP) devices
Hide Option	ns Connect Help	OK Cancel

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

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General Display	Display configura Choos way to Small	Local Resources tion se the size of your re o the right to use the Full Scree	Experience emote desktop full screen. Lar	Advanced . Drag the sl ge	ider all the			 OBBER
Colors	Choose	se the color depth o est Quality (32 bit)	f the remote s	ession.				3
Displa	ay the con Options	nection bar when I	use the full sc	reen Connect	Hel	p		17 A-18



8. Edit the credentials to suit the previous instructions section

General Disola			
Logon settings	s cocarric	Sources Experience Auvanceu	Windows Security
Ent	ter the name	of the remote computer.	Update your credentials
Connection set	nputer: er name: ved credentia u can edit or Always ask f .ttings ve the currer ved connecti Save	DSBROKER.AD.ORCHESTRATED.COM Image: Comparison of the comparison of the computer. ORCH Image: Comparison of the com	These credentials will be used to connect to RDSBROKER.AD.ORCHESTRATED.COM. Clicking OK will overwrite your previous credentials. ORCH Password More choices

9. Save those settings

1	Remote Desktop Connection	
General Logon se	Display Local Resources Experience Advanced	OBEER
	Enter the name of the remote computer.	
	Computer: DSBROKER.AD.ORCHESTRATED.COM ~	
	User name: ORCH	
	Saved credentials will be used to connect to this computer. You can <u>edit</u> or <u>delete</u> these credentials.	
	Always ask for credentials	
Connecti	on settings	
	Save the current connection settings to an RDP file or open a saved connection.	
	Save As Open	

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)



- 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:	RDSBROKER.AD.ORCHESTRATED.COM:338 Ask when required
General	Display Devices & Audio Folders
Friendly name: Group:	cpub-SAPBusinessOne-Ramp_Up-CmsRds 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



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:338
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 <u>MY</u> Desktop?:

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

Network>>TSClient>>\\TSClient\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
 - 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)

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	Rei	mote Desk nnectio	top			
General	Display	Local Resources	Programs	Experience	Advanced	
Remote	e audio Conf	igure remote audio Settings	settings.			
Keyboa	ard Appl	y Windows key con	nbinations:			
~	Only	Only when using the full screen $\qquad \checkmark$				
	Exan	Example: ALT+TAB				
Local d	evices an 7 Choo	d resources ose the devices and remote session	d resources t	hat you want i	to use in	
-2-2	g your	✓ Printers ✓ Clipboard				
		More				
S			1			



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.