City of Iowa City RDS Gateway Access.

The address of the new system is <u>https://cityrg1.iowa-city.org</u>.

in them ravonites roots Help	Martin I	
		ᡖ RD Web Acces
Remote Des RemoteApp and Desktop	ktop Services Default Connection	
		Help
	Please make sure to enter civic before your user name: Password: •••••••• Security (<u>show explanation</u>)	
	This is a private computer 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.	

The username field must be entered using the format "CIVIC\{your user name}" Enter your password you use to login to your City computer.

Once you have logged-in, the available application list will be displayed. The list may be different than what is presented here:

		FH	0	0		1	A.	X	0
Arrested area	() ()	Dream	1 00 S	No. of the second	(C) and the second seco	States States	Table of the second	(Constant	Vinces Appendix

Below I have included a few known issues, and the resolutions to them, but if you have any issues or concerns, please contact the ITS support group at extension 5411.

• Apple devices are not supported

•

- o You will need to connect to the apple store and install Microsoft Remote Desktop
- o The current link to the application is <u>https://itunes.apple.com/us/app/microsoft-remote-desktop/id715768417</u>
- Internet Explorer is the only supported browser at this time.
 - Internet Explorer prompts to install the latest Remote Desktop
 - The current link to Remote Desktop is <u>http://support.microsoft.com/kb/969084</u> for Windows XP SP3 and Windows Vista
 - o Windows 7 and Windows 8 will already have the latest client installed

• Internet Explorer 11 is the latest version, and you may receive a message similar to the screen shot below:

	Desuger Net Comparted
	Browser Not Supported
	This Web browser is not supported by RD Web Access. RD Web Access requires Internet Explorer 6.0 or later.
	You can download the latest version of Internet Explorer from the Windows Update Web site.
0	Open Compatibility View settings under Internet Explorer Tools
U	
	🗲 🕣 🥖 about:blank 🛛 🖓 🗸 🖒 🎉 Blank Page 🛛 🖈 🏠
	Print >
	Zoom (100%)
	Safety >
	Add site to Apps
	View downloads Ctrl+J
	F12 Developer Tools
	Go to pinned sites
	Compatibility View settings
	Report website problems
	About Internet Explorer
	🔍 100% 🔻 🔐
	 Make sure the domain iowa-city.org is in the add this website box
	Compatibility View Settings
	Change Compatibility View Settings
	Add this website:
	Add
	Websites you've added to Compatibility View:
	iowa-city.org Remove
	✓ Display intranet sites in Compatibility View ✓ Use Microsoft compatibility lists
	Learn more by reading the <u>Internet Explorer privacy statement</u>
	Close
	 Click add and close

- The site should then work correctly
- Make sure that you enter "CIVIC\" before your username, or you will receive an error when trying to launch an application