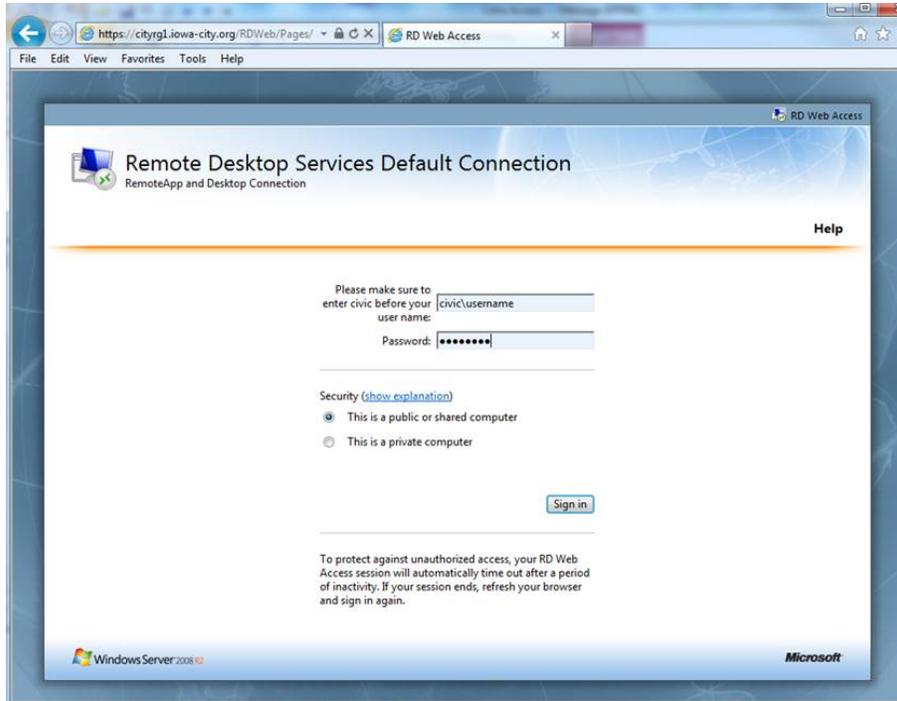


City of Iowa City RDS Gateway Access.

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



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

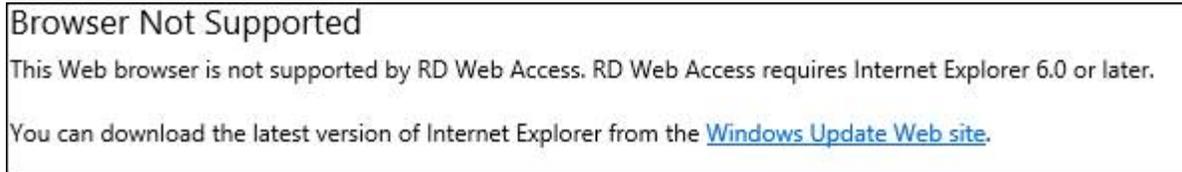
Once you have logged-in, the available application list will be displayed. The list may be different than what is presented here:



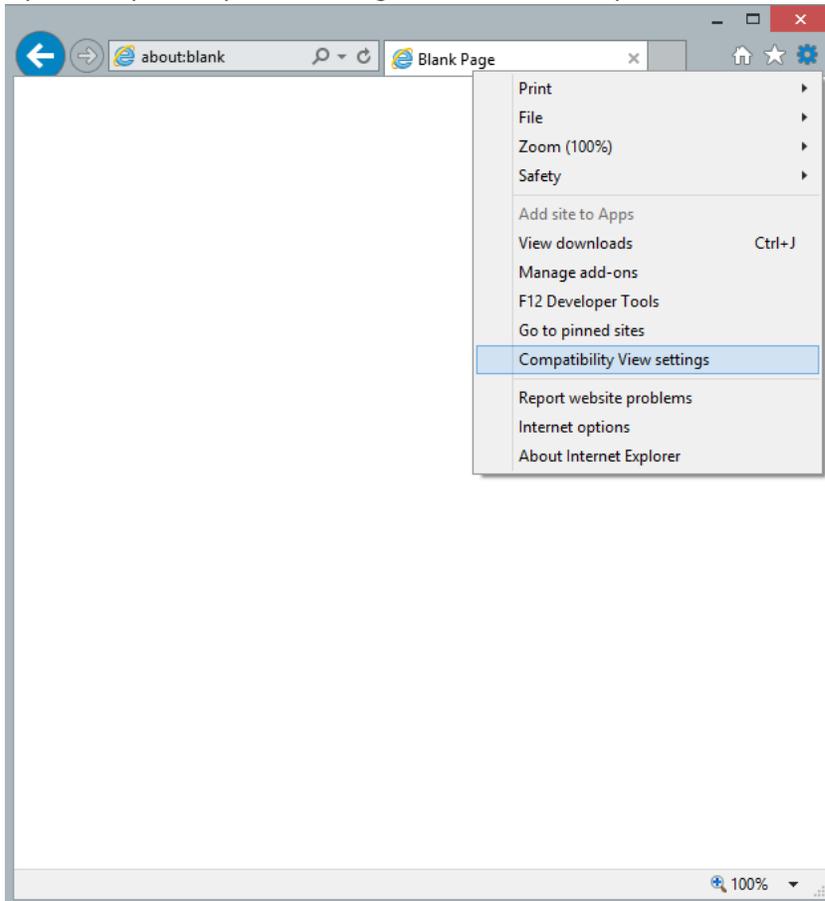
Below I have included a few known issues, and the resolutions to them, but if you have any issues or concerns, please contact the ITS support group at extension 5411.

- Apple devices are not supported
 - You will need to connect to the apple store and install Microsoft Remote Desktop
 - The current link to the application is <https://itunes.apple.com/us/app/microsoft-remote-desktop/id715768417>
- 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 <http://support.microsoft.com/kb/969084> for Windows XP SP3 and Windows Vista
 - Windows 7 and Windows 8 will already have the latest client installed

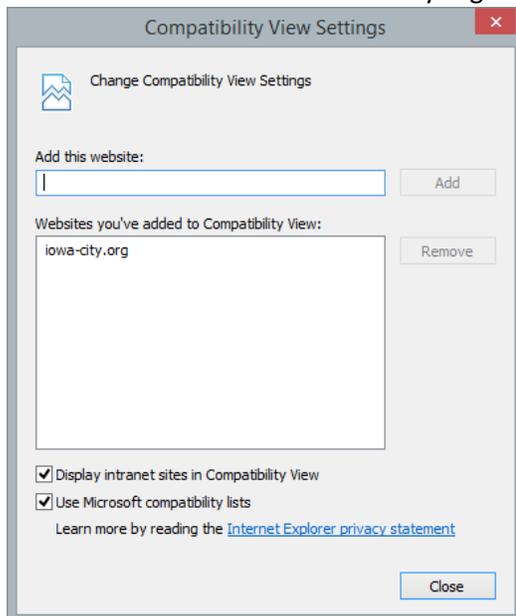
- Internet Explorer 11 is the latest version, and you [may](#) receive a message similar to the screen shot below:



- Open Compatibility View settings under Internet Explorer Tools



- Make sure the domain iowa-city.org is in the add this website box



- 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