

## POLARIS SYSTEM ADMIN

# How To Install/Access the Remote App (Hosted Sites)

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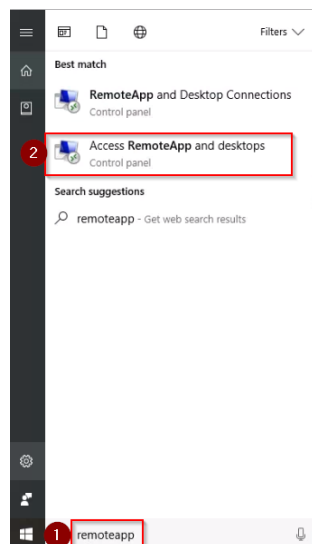
### Introduction:

This article is about installing, using, and updating RemoteApp. RemoteApp is a form of Remote Desktop Protocol (RDP) made available by Microsoft which makes the published application appear as if it is running on the local computer like any other program. RemoteApp does away with the full remote desktop part of traditional RDP.

### Setup RemoteApp Connection on Local Computer

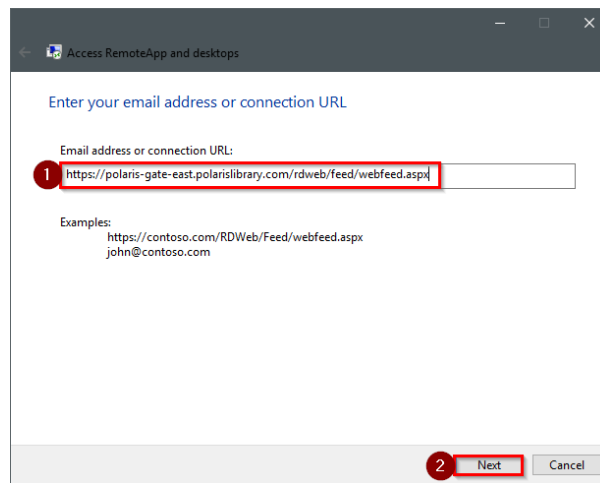
**NOTE:** If you have been provided a file with the “.wcx” extension (File Type: “RemoteApp and Desktop Connections Configuration File”) by Polaris Support then open the file and skip to step to step 3.

1. From the Windows Start Menu search for “RemoteApp” (Note: searches are not case-sensitive). In the search results find “**Access RemoteApp and desktops**” and click on it. This can also be done by launching the Control Panel and finding a link of the same name.

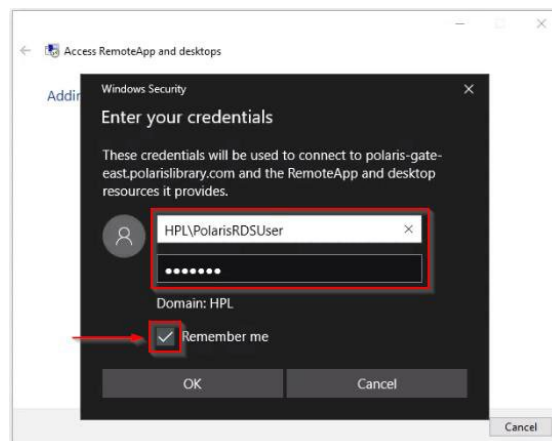


# Training

- In the new pop-up window you will be required to enter a connection URL in the text box. The URL will mimic the example shown however you will need to replace “contoso.com” with the URL provided by Polaris Support. The entered URL is not case-sensitive. Click “Next.”  
(e.g. <https://<Provided-URL>/RDWeb/Feed/webfeed.aspx>)



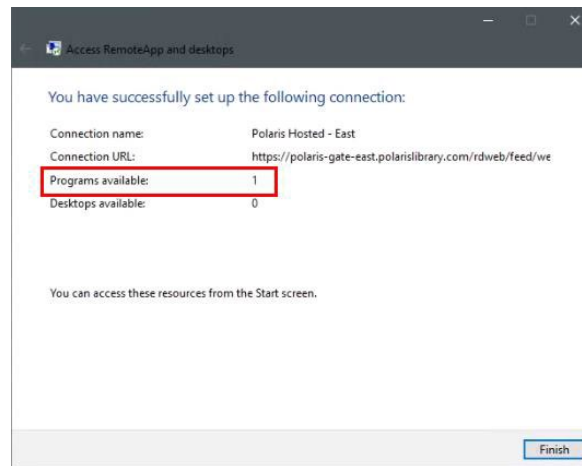
- The next window is the “Ready to Set up Connection” screen. Hit ‘Next.’
- You will be presented with the standard “Windows Security” pop up. Here, enter the credentials provided to you by your Polaris System Administrator. Please ensure that the username is preceded with the domain and a backslash (IE “DOMAIN\”) Without the domain entered, Hosted Polaris servers will not be able to authenticate the user.
  - Select the “remember me” check box if the same user will be using this connection. If the box isn’t checked, the prompt for username and password will prompt each time the RemoteApp is launched.



# Training

**NOTE:** For Windows 7 computers and computers that are on a domain caching credentials for RDP is disabled by default. If you are unable to save the credentials, please contact IT or Polaris System Administrator.

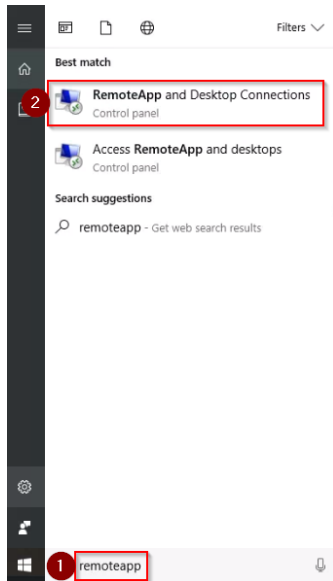
5. If everything was entered correctly the next window will indicate the successful addition of a new RemoteApp connection. Hit “Finish” to continue.
  - a. The “Desktops Available” number will be zero (0)
  - b. The “Programs Available” number may vary but should be at least one (1). If it is zero (0) then you may have entered an incorrect account when adding the connection. Please consult with your Polaris System Administrator to determine the correct account.



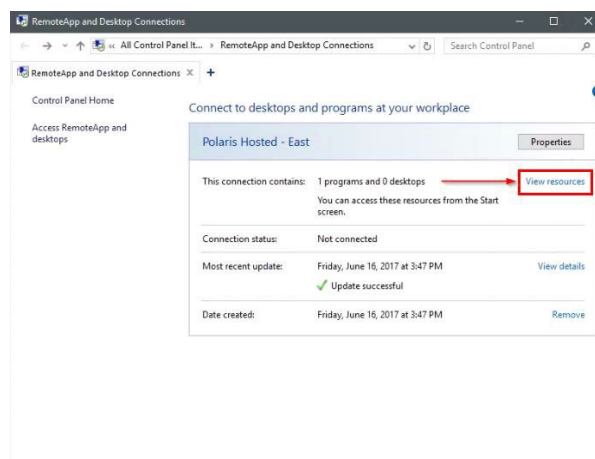
## Access RemoteApp Connection

For this section you should have a RemoteApp connection already installed on your computer. If not, please follow the steps listed above.

1. From the Windows Start Menu search for “RemoteApp” In the search results find “**RemoteApp and Desktop Connections**” and click on it. This can also be found by launching the Control Panel and finding a link of the same name.

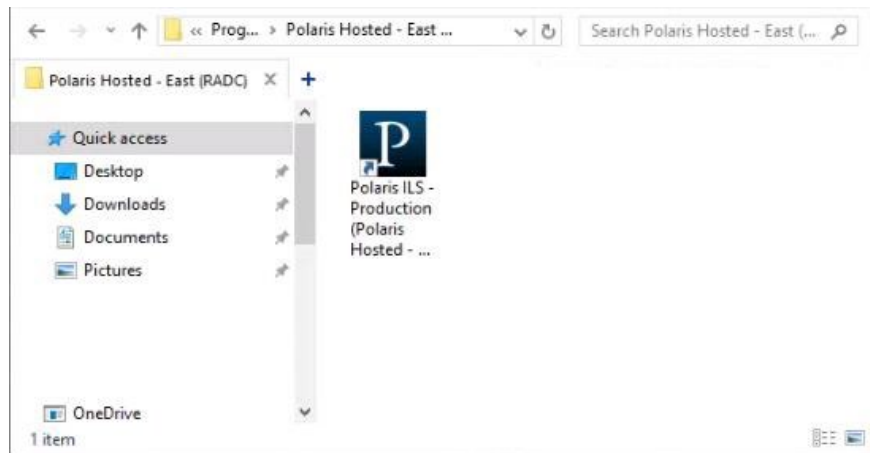


2. You will now be in the RemoteApp space within the Control Panel and will see your installed connections. To view the available RemoteApps click the “**View Resources**” link.



# Training

- Windows Explorer will launch and you will see all available RemoteApps for the connection. For ease of access you can right-click any of the RemoteApps and send a shortcut to the Desktop. You can also create a shortcut to the entire folder and place that on your Desktop as well.



- To launch the RemoteApp simply double-click (or right-click and select “Open”) and the RemoteApp connection will launch. If there was no recent previous connection in the day then you will see a small “Connecting to” window. Simply wait for the connection to finish and the RemoteApp will launch. You have now completed access the Polaris RemoteApp resource!



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