

Introduction

This document assumes that you already have a username and password for our RemoteApps service.

Using the procedure below you will be able to logon to the RemoteApps webpage to access the most important applications that are available via RemoteApps, for instance Eptaph or AdvantEDGE Finance. Once you have logged into RemoteApps you will find located in the top right hand side of the page a “Help” section that contains links to User Guides and FAQ’s.

Please use the following setup instructions on every computer that Eptaph and AdvantEDGE will be operated from:

Setting up Eptaph and AdvantEDGE RemoteApps

1. To create the "EDGE IT RemoteApps" icons on your desktop, click and run the link below:

http://www.edgeitsystems.com/download/rdweb/EDGE_IT-icon.exe

If your antivirus prompts you please select the Run or Install option, and this will then install the icon below onto your desktop.

2. To use either Eptaph and AdvantEDGE, double click the following icon on the desktop :

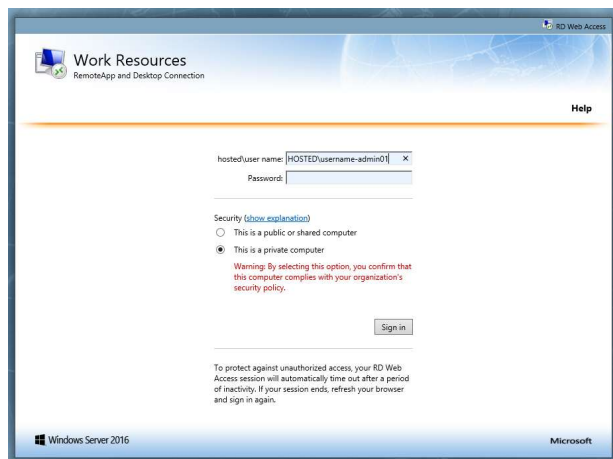


Alternatively create a shortcut called using Internet Explorer, called ‘EDGE IT RemoteApps’ to:

<https://rdweb.edgehostedservices.com/rdweb>

Please note: As RemoteApps is a Microsoft solution, Google Chrome, Firefox or will not work.

3. When prompted please login as follows:
User Name = Already advised
Password = Already advised
Click “This is a private computer” and then select “Login”



4. Locate either of the following prompts at the top or the bottom of the screen to install the “Remote Desktop Services Web Access” add-on and click the “Allow” button:



If your computer is locked down, you will need to get assistance from your IT support to do this for you. Until you install this add-on or unblock it, then every time you open an application you will be prompted to enter your username and password.

If your default internet browser is not Internet Explorer then you will be prompted with the below message. Please select “No” and “Don’t ask again” if you wish to continue using your own browser.



5. When you are prompted to remember your username and password, click “Yes”.

Please remember that the Epitaph and AdvantEDGE applications are secured by a separate login process, and if you do not click “Yes” then you will need to enter your username and password every time you login to RemoteApps.

6. You will now see the following "EDGE IT Systems Limited" homepage which contains all of the required icons.



7. To open an application, **single click rather than double click** the required icon (because it is a web page) and it will begin to launch.

When you open your 1st application the following warning message will be displayed:



You need to tick the box that says "Don't ask me again.....", click "Connect" and then after about 20 seconds of the following message, the application will open.



If the application is slow to open, or eventually fails to open or you are prompted to enter your username and password again, then you will need to update the Remote Desktop Protocol (RDP) using the following link: <http://www.edgeitsystems.com/rdp.htm>

8. Try a test print from Epitaph and AdvantEDGE or double click the "Manuals" folder and print the first page from one of the manuals.

9. When you have finished using the application you can close by clicking the usual “Exit” or “X” found in the top right hand side of the application.

Please Note: Your RemoteApps applications will automatically close after 4 hours of inactivity. Also if your internet connection disconnects you, RemoteApps will try to reconnect for 3½ minutes but if RemoteApps cannot automatically reconnect, you have up to 6 hours to login via any internet connection and reconnect to your last session before it is terminated after 6 hours.

10. Under the “Support” folder found on the "EDGE IT Systems Limited" homepage you will find the icons below. The “Session Info” which will display the username and server name that you are logged in to.



11. To log out of the system completely, click “Logout” found at the upper right hand side of the home page.

Congratulations, you have completed your first session on RemoteApps.

To further assist you we have prepared a “Using RemoteApps” guide which is available via the following link or via RemoteApp’s and selecting Manuals and Technical.

http://www.edgeitsystems.com/download/rdweb/Using_RemoteApps.pdf

If you have any queries please contact our Help Desk on 024 7666 7337 or email support@edgeITsystems.com