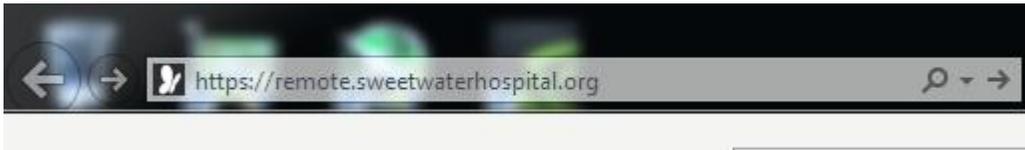


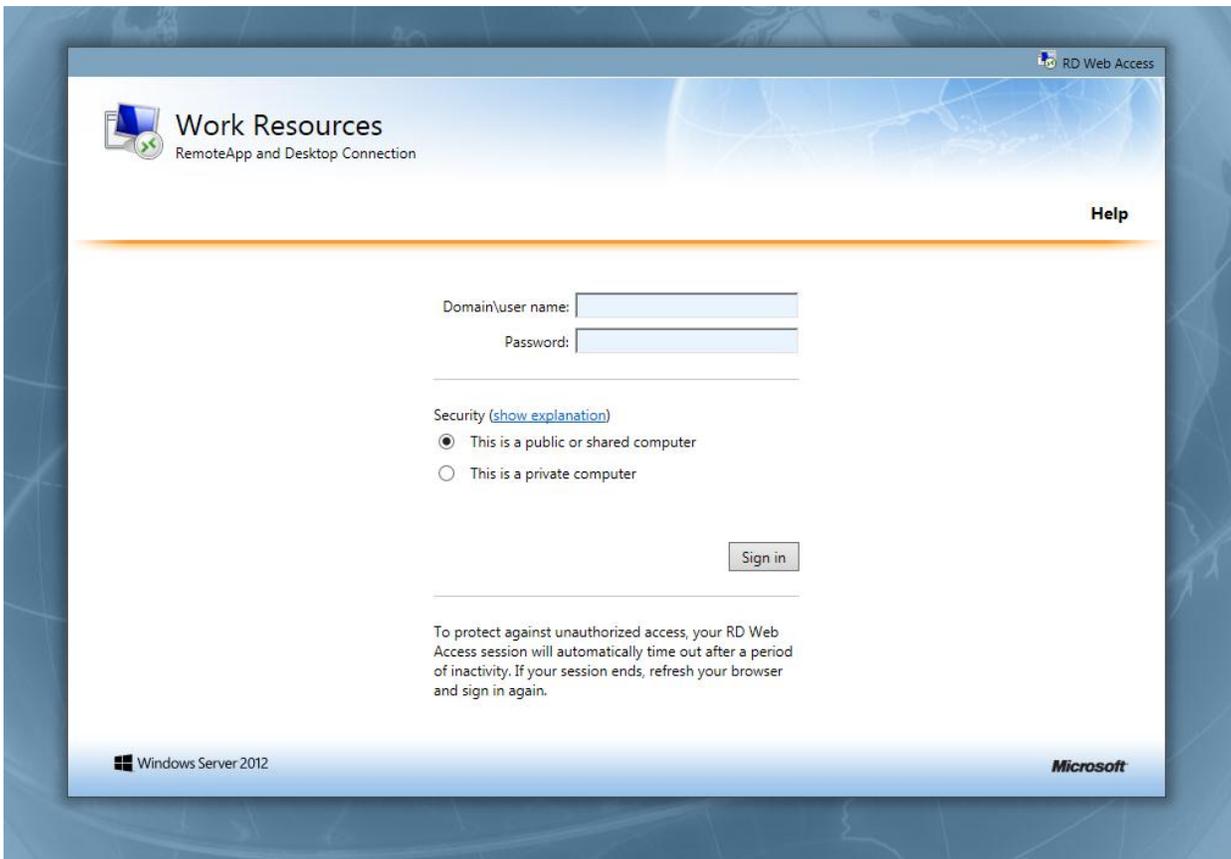
Instructions for using the Remote App Server

Open a web browser and type in the following in the URL bar at the top of the browser::

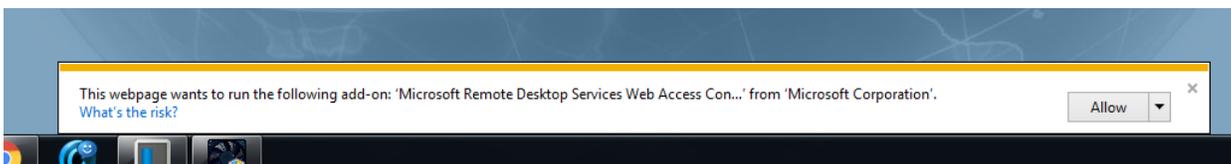
<https://remote.sweetwaterhospital.org>



Hit enter and wait for this page to appear:



If using **Internet Explorer**, you will see this the first time. It will be at the bottom if you are running Windows 7 or 10 and at the top if running XP. Make sure you click **allow**:



After clicking allow, In the Domain\user name box type **SHA\yourusername** and type your password. The SHA\ will be already filled out for you. Here is an example of a username typed in without the password:

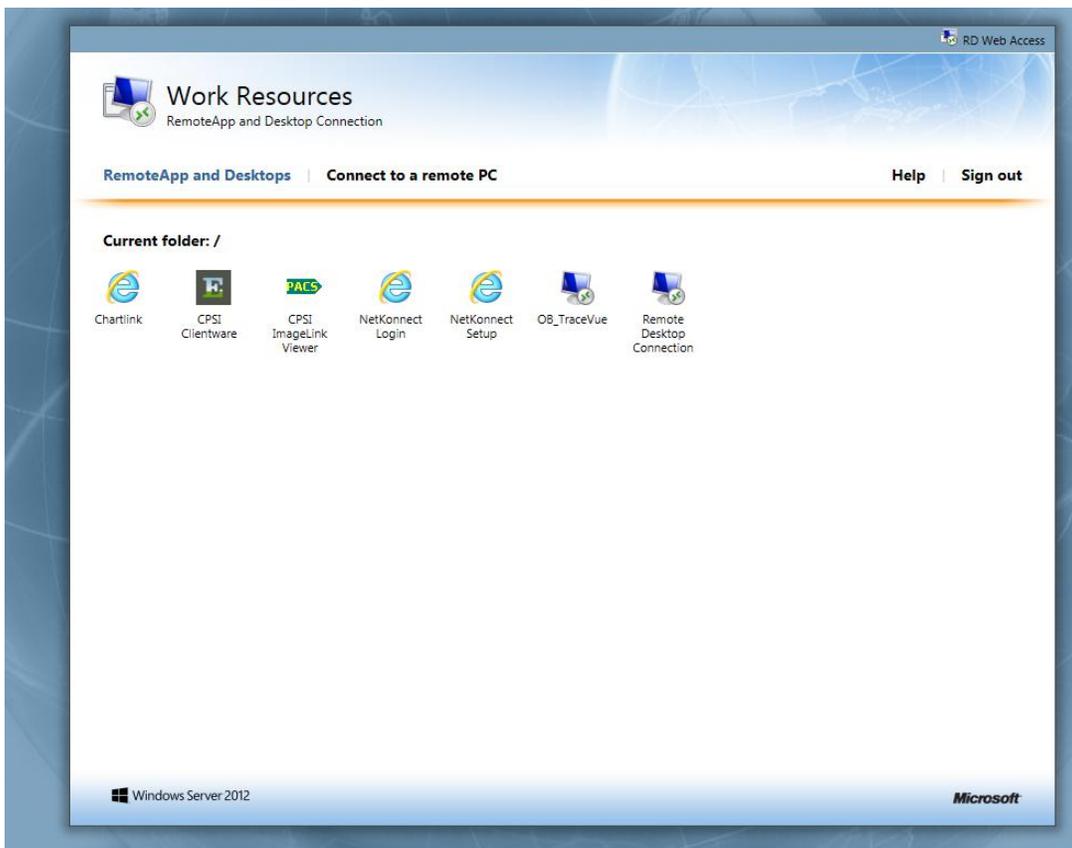
Domain\user name:

Password:

Security ([show explanation](#))

- This is a public or shared computer
- This is a private computer

Click **Sign in** after typing in your username and password and after a moment you will see a page that looks like the following.

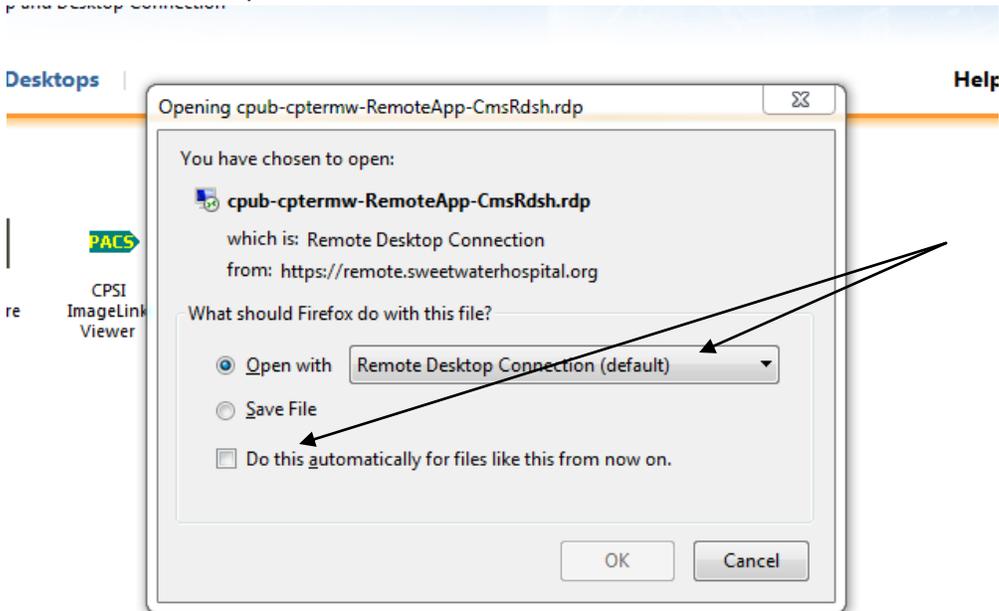


Please note that depending on what you have access to you may have more or less icons than this. That is normal. If you do not see an icon that you are supposed to have please contact IT and let them know what username you are using to login with.

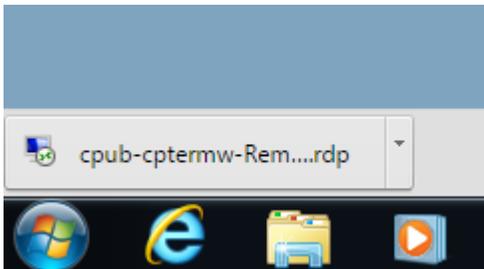
Click on the Icon of the program that you want to launch.

Depending on what web browser you are using you may see an extra box:

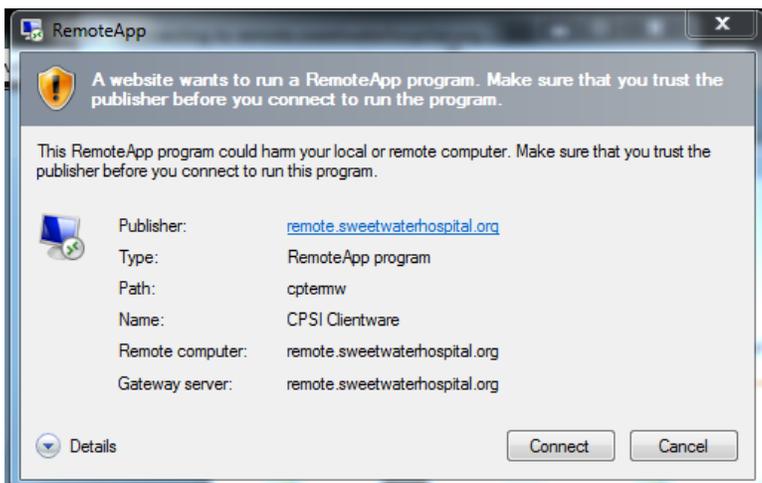
You will see this if using **Firefox**. Make sure you tell it to open with Remote Desktop Connection (Default) and tell it to Do this automatically for files like this from now on and click ok.



If using **Chrome**, you will see this at the bottom left hand of Chrome. Click on that and tell it to **open**.



After clicking on an icon and then opening if using **Chrome of Firefox** you will see this window:

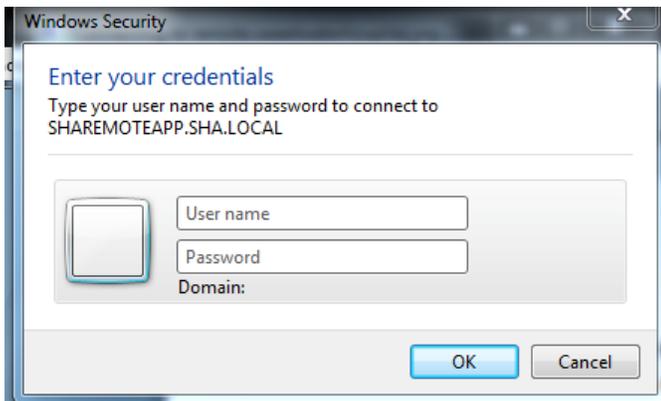


Click connect and then you will see this. It will show a different name if running a different app:



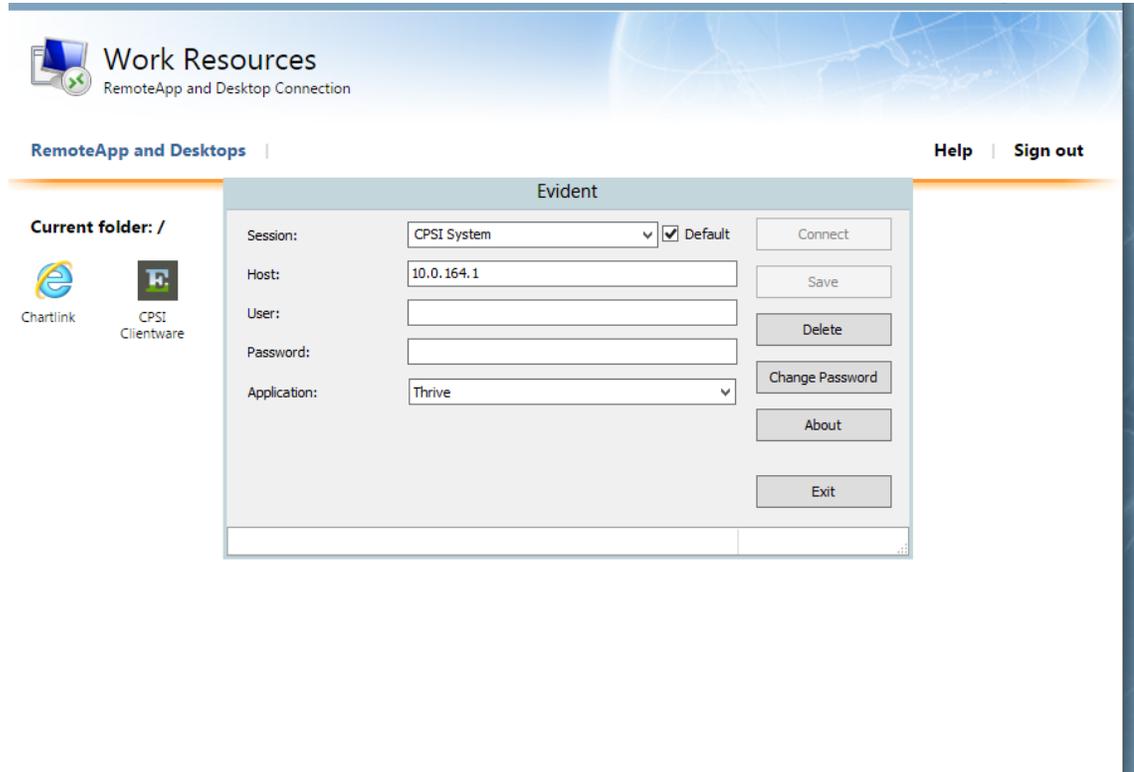
Wait a few seconds for Details to become clickable. This means the program is about to launch.

The **first time** you login and **launch a program** you may see this window. If so, login the same way as before. Type **SHA\yourusername** in the User name box and then your password in the password box and click OK. **You should only have to do this the first time launching an app from a new pc.**

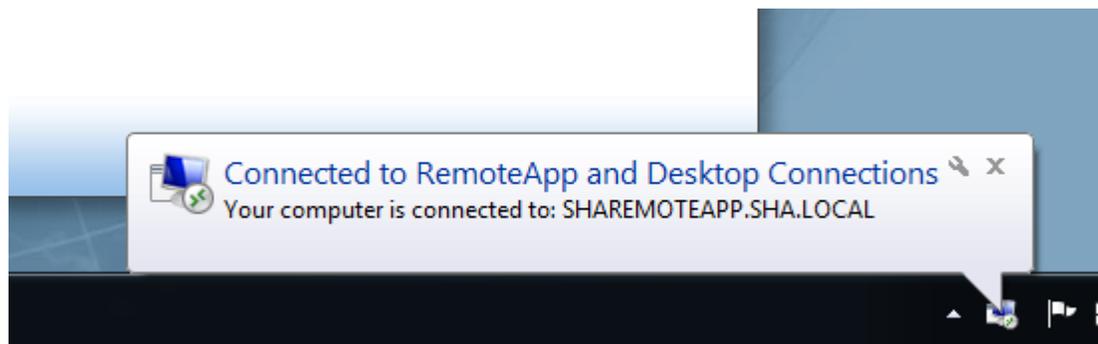


After clicking **Ok** on the second login screen, **your app should launch as if it is running on your computer.**

Here is an example of the Thrive Client being launched:



Once you are connected and have launched an app you will see this briefly at the bottom right.



It indicates that you are connected to the Remote App server.

Help/Additional Information

If you are running Windows 7 and it will not allow you to login even if you are certain you are typing in the right username and password, you may be missing some Windows updates required to be able to use Remote App.

Please run a Google search for the following Windows updates:

Update for Windows 7 for x64-based Systems (KB2574819)

Select Language:

Install this update to resolve issues in Windows.

- [+ Details](#)
- [+ System Requirements](#)
- [+ Install Instructions](#)
- [+ Related Resources](#)

Please check to see if you are running a 32 or 64 bit operating system. Most people will have 64 bit. But if this update does not allow you to install then just return to a Google search and download the exact same update but for x86-based systems (also known as 32 bit). If you are still unable to run this update, please contact IT.

Once that update is installed, **your PC must be rebooted and then this update must be installed:**

Update for Windows 7 for x64-based Systems (KB2592687)

Select Language:

The Remote Desktop Protocol 8.0 update enables you to use the new Remote Desktop Services features.

- [+ Details](#)
 - [+ System Requirements](#)
 - [+ Install Instructions](#)
 - [+ Related Resources](#)
-

Again, please confirm 32 or 64 bit and install the correct version of the update. **Then reboot computer again after this is installed and attempt to login to the Remote App server again.**

If you are still having trouble logging in after confirming that your username and password are correct and that SHA\ is in front of your username; and you have installed the correct version of both of the Windows 7 updates described above, then please contact IT.