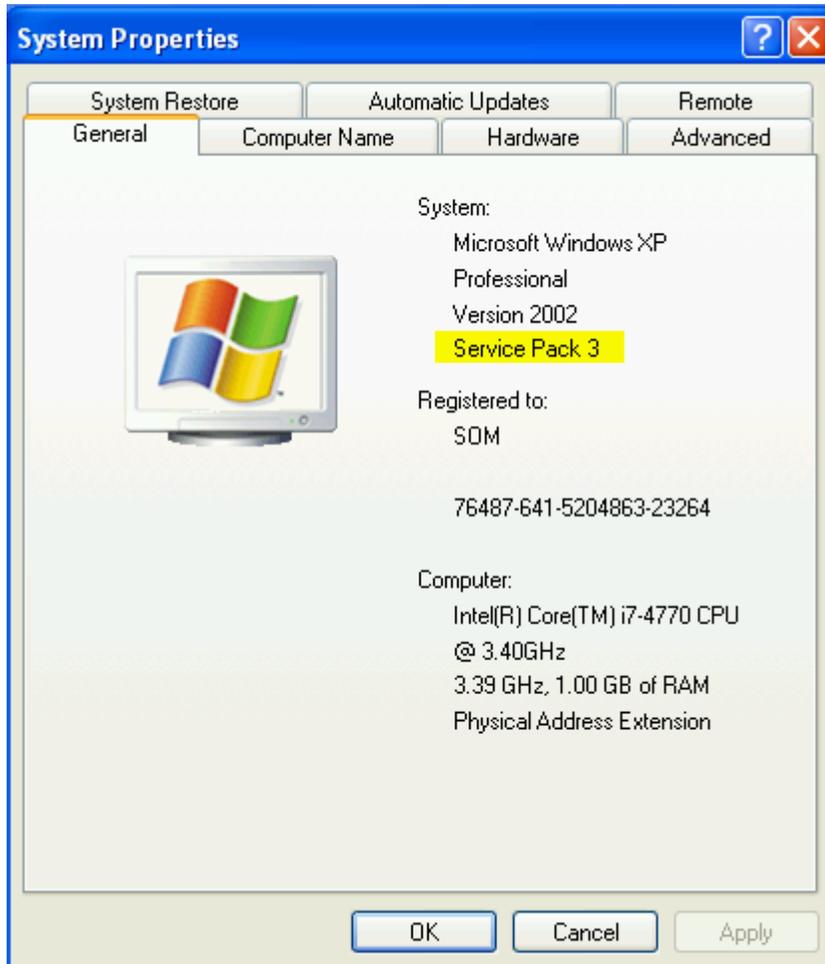


## MUSOM Remote App Services Windows XP Configuration

### Prerequisites

1. Windows XP SP3 must be installed. To check if Windows XP SP3 is installed, do the following:
  - a. Click Start, Right click on "My Computer", select "Properties". A window will popup showing the current SP version as seen below.



- b. If you are already on Windows XP Service Pack 3 proceed to step 2, otherwise Windows XP SP3 can be downloaded from [http://somwebapps.marshall.edu/physicianportal/downloads/xp\\_sp3.exe](http://somwebapps.marshall.edu/physicianportal/downloads/xp_sp3.exe)
    - c. After download has completed, double click the file to start installation.
    - d. Using the default values, click "Next" and follow on screen instructions to continue installation (may take up to 30 minutes).

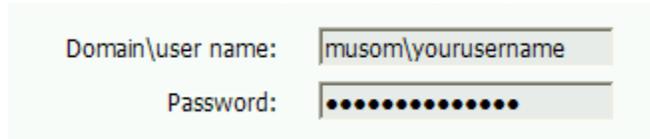
2. Internet Explorer 8 or higher is required. To verify which version of Internet Explorer installed, do the following:
  - a. Launch Internet Explorer, Click “Help”, click “About Internet Explorer”. A window will popup showing which version of Internet Explorer is installed as shown below.



- b. If you are already on Internet Explorer 8 proceed to step 3, otherwise Internet Explorer 8 can be downloaded from <http://somwebapps.marshall.edu/physicianportal/downloads/ie8.exe>
  - c. After download has completed, double click the file to start installation.
  - d. Choose “I do not want to participate right now”, click “Next”, click “I accept”, make sure “Install Updates” is checked and click “Next” (installation can take up to 10 minutes).
3. Updated remote desktop services software must be installed, do the following:
  - a. Download the update files from [http://somwebapps.marshall.edu/physicianportal/downloads/RDP\\_XPFix.zip](http://somwebapps.marshall.edu/physicianportal/downloads/RDP_XPFix.zip)
  - b. Right click on the downloaded file, Click “Extract All”.
  - c. Close all open programs.
  - d. Double click into the extracted folder and run install.bat & follow instructions, your computer will reboot after patches are installed. (installation can take up to 5 minutes).

4. Accessing the MUSOM Remote App Services

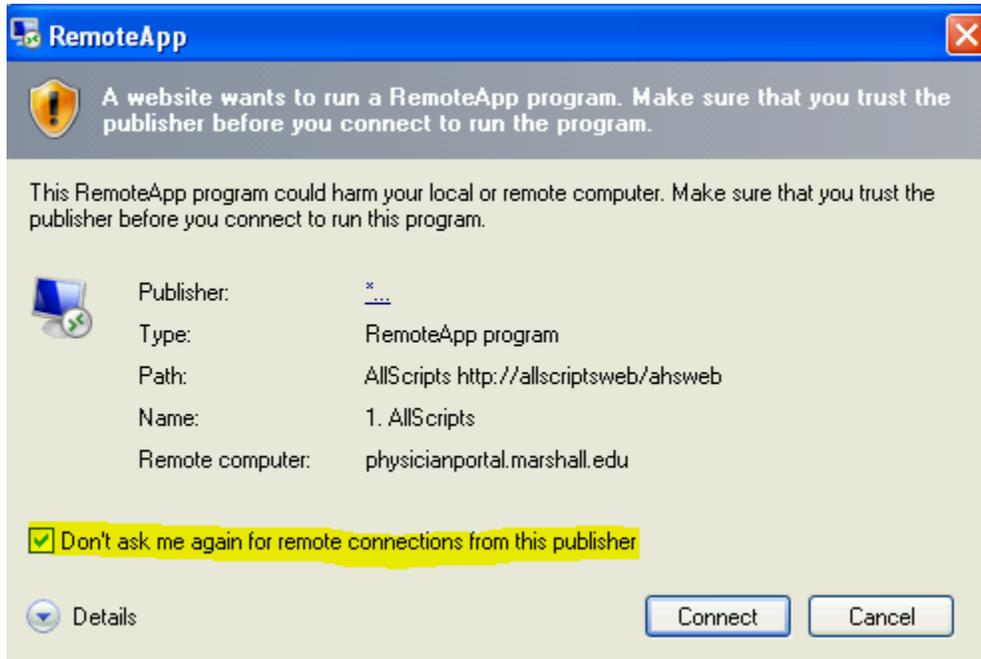
- a. Go to <https://physicianportal.marshall.edu/rdweb>
- b. A popup may show the following message "This website wants to run the following add-on: Microsoft Remote Desktop Services Web Access 'from Microsoft Corporation'. If you trust the website and the add-on and want to allow it to run, click here..." Click where it asks to click, and select "Run Add-on", a box will popup asking "Do you want to run this ActiveX control?", click "Run".
- c. Log into the website with the same credentials you use to log into your work computer



Domain\user name:

Password:

- d. Once logged into the website click the program you want to run. A box will popup asking if you want to connect. Important: to prevent future prompts of this box, check "Don't ask me again for remote connections from this publisher". Click "Connect".



- e. A new authentication box will popup asking for credentials, enter your credentials as shown below:

