

RDP Setup - Hosted Server

2017 - Summer Edition

User Guide - Table of Contents

[Overview](#)

[Use Case\(s\)](#)

[Accessing the Remote Desktop Tool](#)

[RDP Setup](#)

[Display Tab](#)

[Local Resources Tab](#)

[Experience Tab](#)

[General Tab](#)

[First Log-In](#)

[Subsequent Log-Ins](#)

[Best Practices](#)

[Common Questions and Concerns](#)

Overview

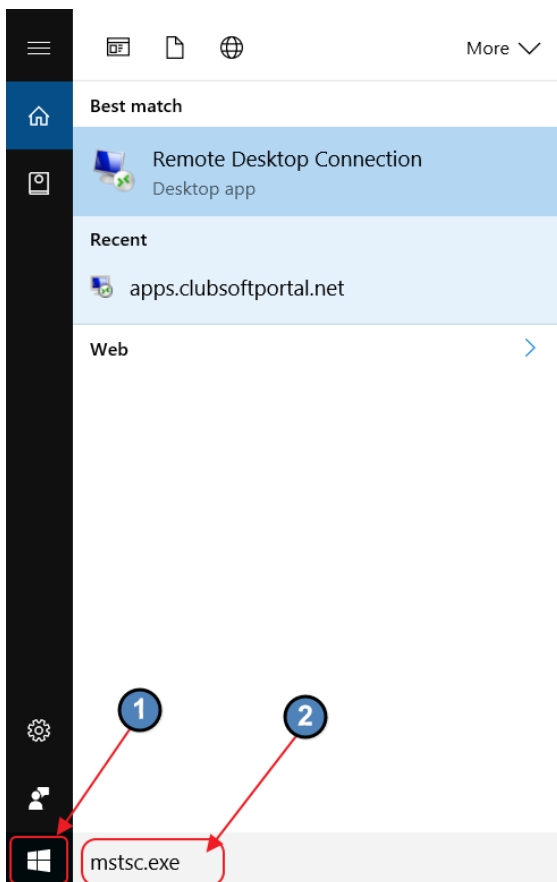
Clients utilizing a Clubessential hosted platform can access their Office application by establishing a Remote Desktop Protocol (RDP) connection from their local workstation to the Clubessential Hosted server. Once the remote connection is established, the Office application is available for sign-in and use.

Use Case(s)

A Club decided it was more cost-effective and efficient to move to a Clubessential Hosted solution, rather than continue to support the server and backups locally at the Club. To access the hosted solution, the Club now uses a Remote Desktop Connection to access their Office application.

Accessing the Remote Desktop Tool

Click on the **Start Menu**, and in the search bar, type **mstsc.exe** and press **Enter** on the keyboard.



A screen similar to this will appear.



RDP Setup

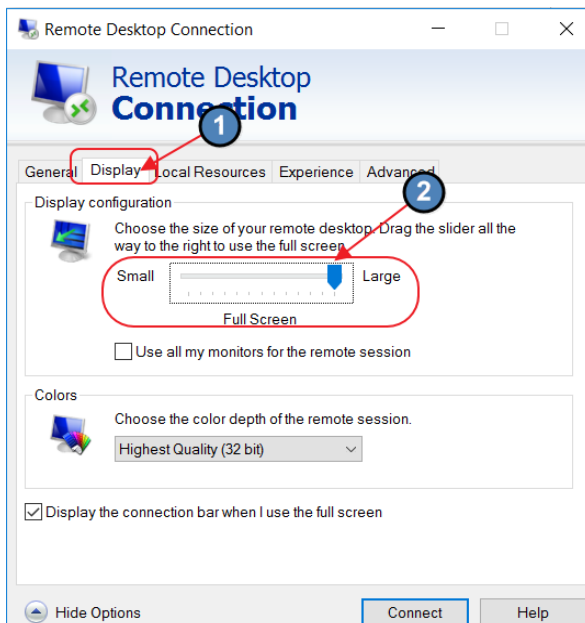
Click the **Show Options** button at the bottom left of the window.



The window will expand and show a series of tabs.

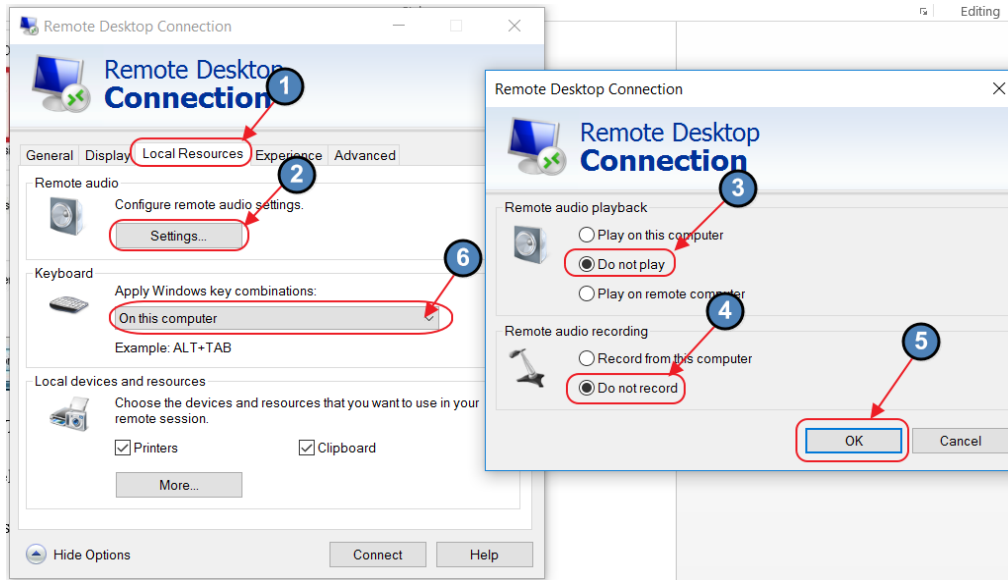
Display Tab

Click the **Display** tab and move the bar to the far right until it shows **Full screen**.

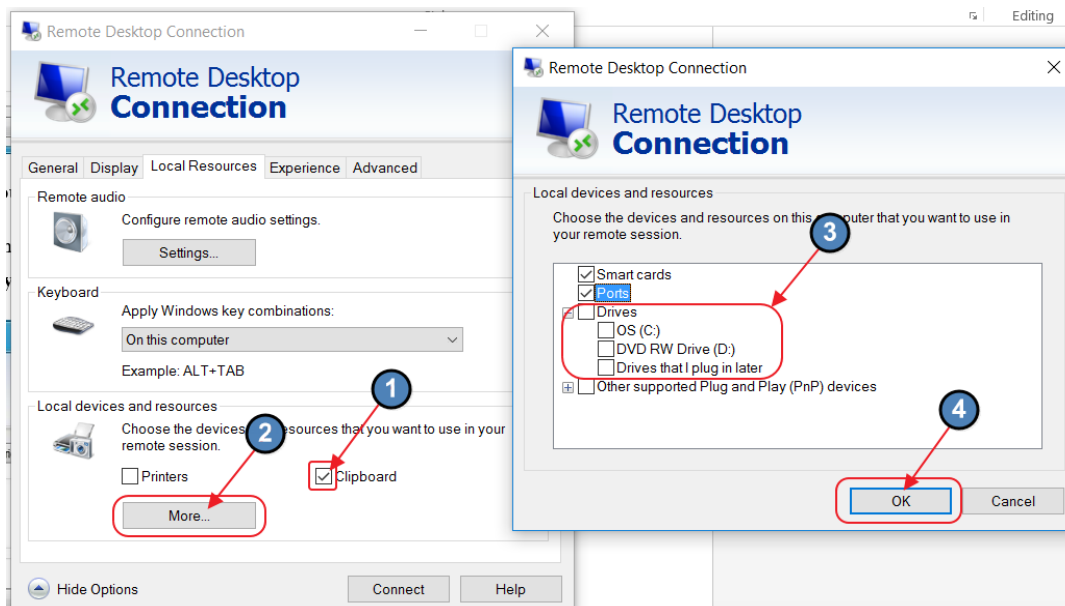


Local Resources Tab

Next, click the **Local Resources** tab. Under the **Remote audio** heading, click the **Settings** button. A new window will appear. Select the **Do not play** and **Do not record** options, and click the **OK** to close additional window. Then, under the **Keyboard** heading, select **On this computer** from the drop-down menu.

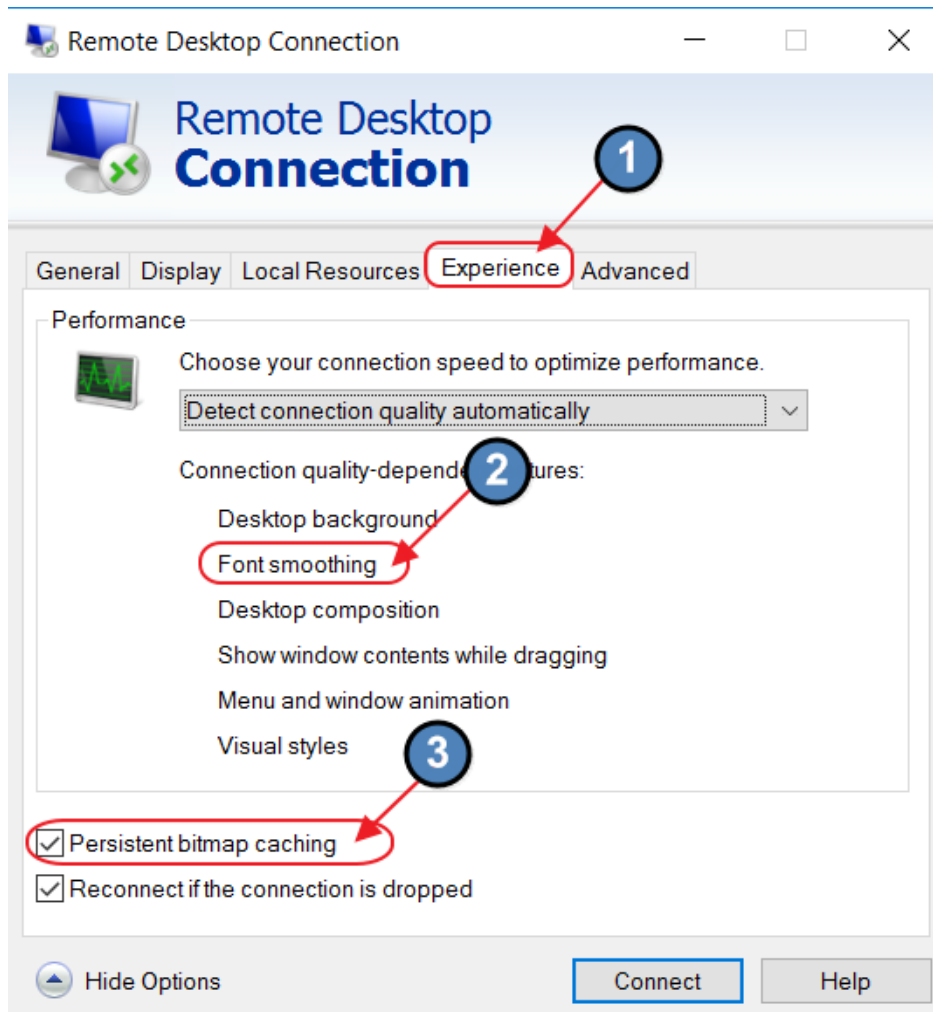


Still on the Local Resources tab, click the **Clipboard** option under the Local devices and resources section. Then, click the **More** button to launch a new window. Check the appropriate box for the **drives needed** (Note that this is for computers that will use **CMA/Office only**. If unsure what drives to select, contact your local IT department).



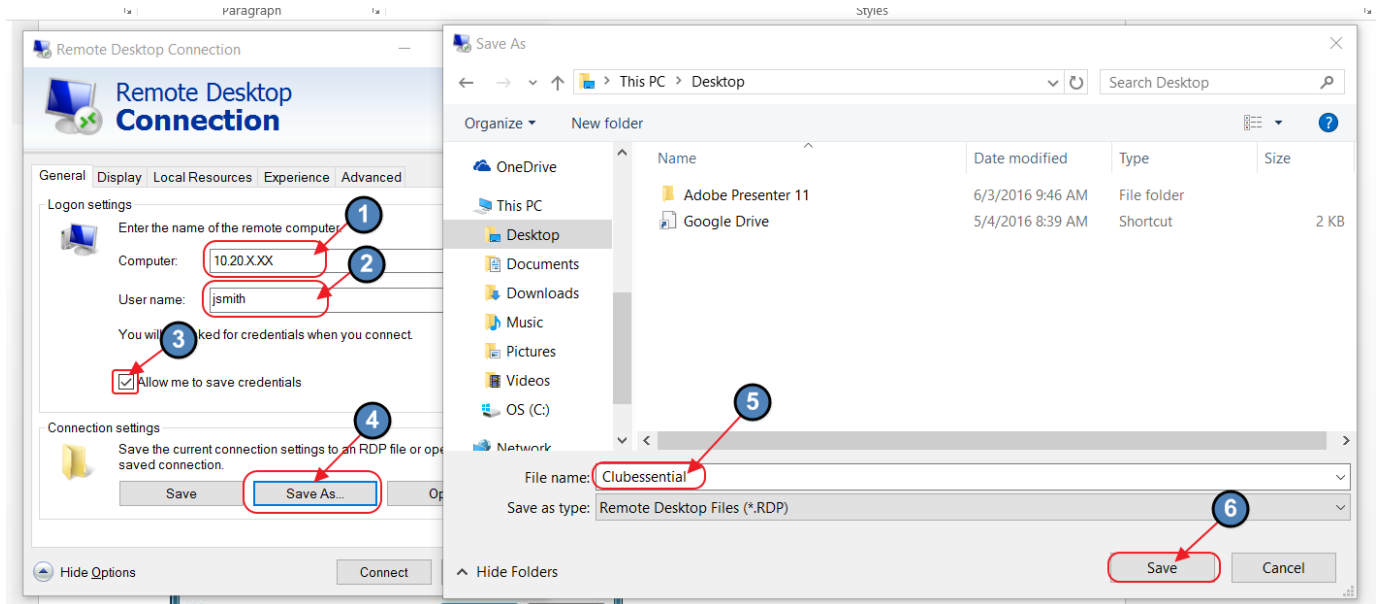
Experience Tab

Next, click on the **Experience** tab. The Font smoothing and Persistent bitmap caching options must be selected. (Note: It is ok to leave other options enabled if they were already selected.)



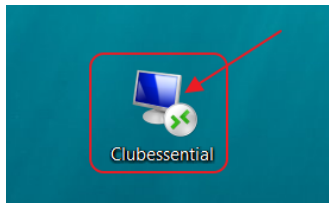
General Tab

Finally, click on the **General** tab. Enter the IP address that was provided by Clubessential in the **Computer** field. (Ex. **10.20.x.xx**) If the IP address was not received, please reach out to your **Implementation Specialist**. For the **User Name** field, enter the user name provided by Clubessential. (Ex. **jsmith** or **Proshop1**). Then, click the **Allow me to save credentials** box. Click **Save As** and save file to your desktop. Give the file an easily recognizable Name. (Ex. **Clubessential**)

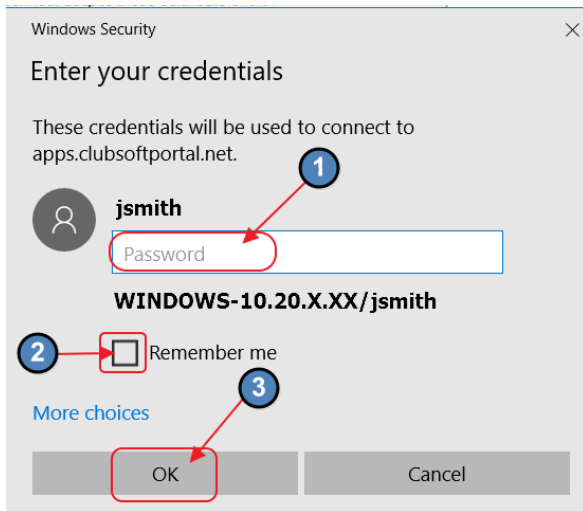


First Log-In

Now, close out of the window and double-click on the new Remote Desktop icon.



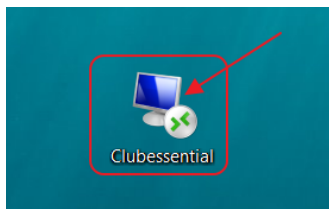
A new window will appear and will ask you to enter your password. Enter the password provided by Clubessential. (The password can be changed after accessing the system by clicking **Start, Window Security**). To save password, click in the **Remember me** box. Click **OK** to continue.



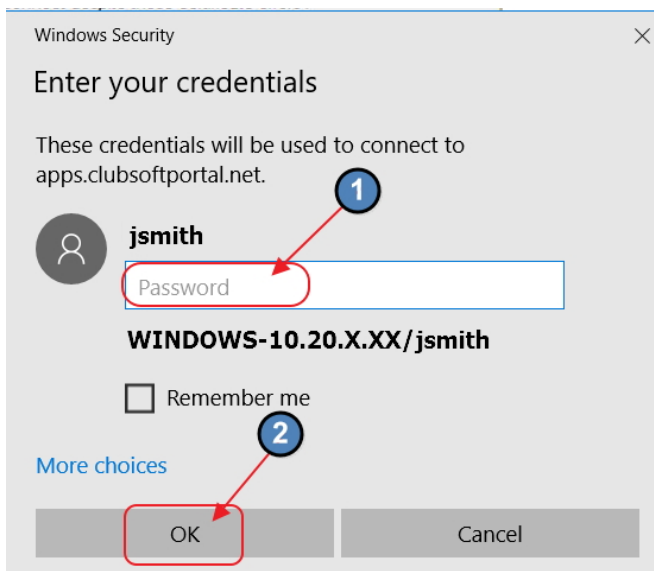
Connections will load as access has been granted to the remote server. Launch the Clubessential Office and/or Point of Sale system, and begin working.

Subsequent Log-Ins

Click the Desktop icon.



Enter password (if Password was not previously saved).



Launch the Clubessential Office and/or Point of Sale system, and begin working.

Best Practices

Change Password periodically and/or Protect Password to enhance security of data.

Common Questions and Concerns

What is my remote Computer's Name/IP Address?

Check with your Implementation Specialist to confirm.