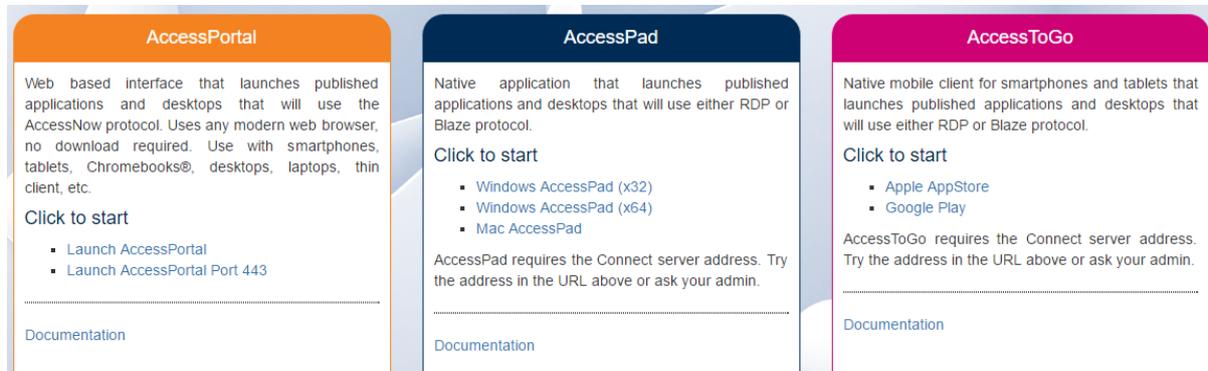# Remote Access Connection
# Setup

This document provides details on how to access the Connected Office Remote Desktop Platform hosted by Arafura Connect.

Access the logon portal [https://desktop.connectedoffice.com.au](https://desktop.connectedoffice.com.au)

The below page will appear offering three connection methods to access the platform.

| AccessPortal | AccessPad | AccessToGo |
| --- | --- | --- |
| Web based interface that launches published applications and desktops that will use the AccessNow protocol. Uses any modern web browser, no download required. Use with smartphones, tablets, Chromebooks®, desktops, laptops, thin client, etc.<br><br>**Click to start**<br>• Launch AccessPortal<br>• Launch AccessPortal Port 443<br><br>Documentation | Native application that launches published applications and desktops that will use either RDP or Blaze protocol.<br><br>**Click to start**<br>• Windows AccessPad (x32)<br>• Windows AccessPad (x64)<br>• Mac AccessPad<br><br>AccessPad requires the Connect server address. Try the address in the URL above or ask your admin.<br><br>Documentation | Native mobile client for smartphones and tablets that launches published applications and desktops that will use either RDP or Blaze protocol.<br><br>**Click to start**<br>• Apple AppStore<br>• Google Play<br><br>AccessToGo requires the Connect server address. Try the address in the URL above or ask your admin.<br><br>Documentation |

## AccessPortal

Allows access to the Remote Desktop Platform through your internet browser. You will be able to logon through the browser and have full access to the Windows Desktop or Published Applications.

** Please note that with this connection method no local printers will be re-directed. You will still have access to any network printers that have been setup on the server platform. **

## Access Pad

AccessPad is the client application that can be installed on the local PC or Mac Desktop. Using this application allows full integration with the local PC with local printers and drives being mapped to the server.

Select the installation file to match your PC or Mac and install the application.

## AccessToGo

As the Remote Desktop Platform can be accessed from any type of device such as iPad or Android tablet there is also a dedicated App that can be installed onto each of these devices to provide an enhanced connection.
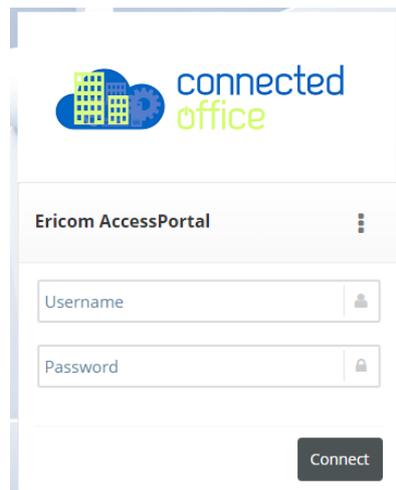
## Access Portal Logon

Select the Access Portal Logon to access the Remote Desktop Platform through your web browser.
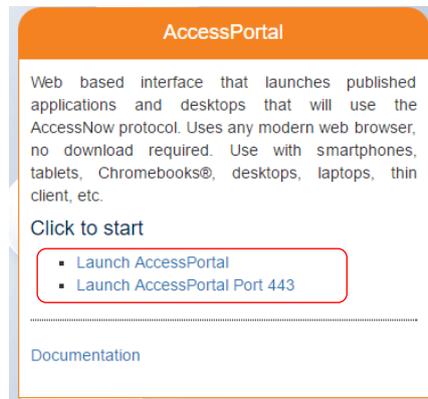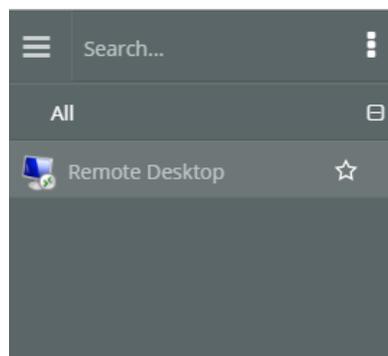


Use the Launch Access Portal Port 443 for a secure connection to the server.

The logon page will then appear.



Enter your logon details to access the system, once successful the resource window will appear on the left of the screen showing the details of the Remote Desktops or Applications you have access to.

Select the resource from the menu on the left, the connection will begin, within seconds you will be logged onto the resource you have selected.
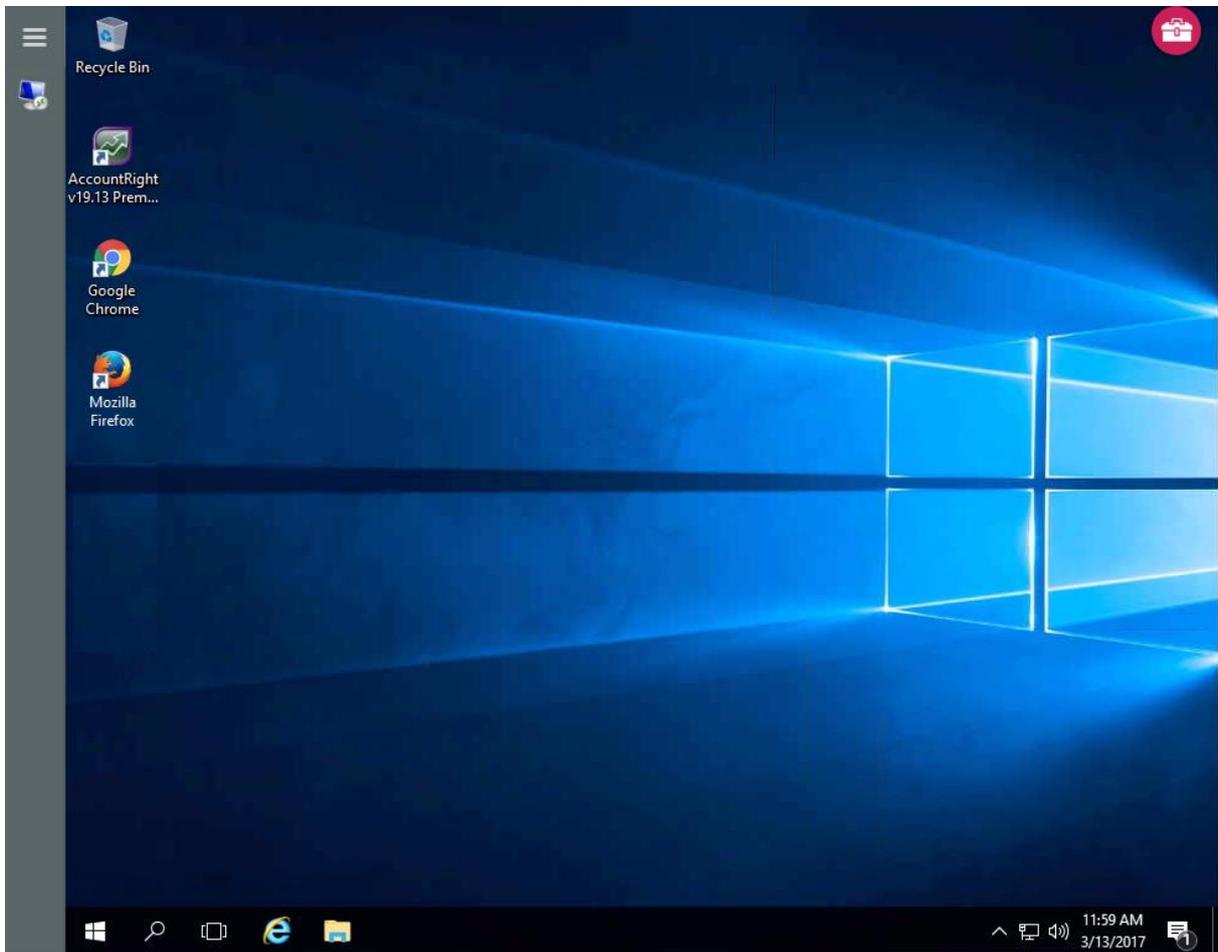


In this case we have successfully logged onto the Windows Server Environment.

Once you have completed the session select the logoff from the Windows Start Menu, you will then be returned to the resource selection window.

When finished, Logoff of the system by selecting the menu (three dots) from the menu, the settings and logoff menu will appear. Select the below icon to logoff.
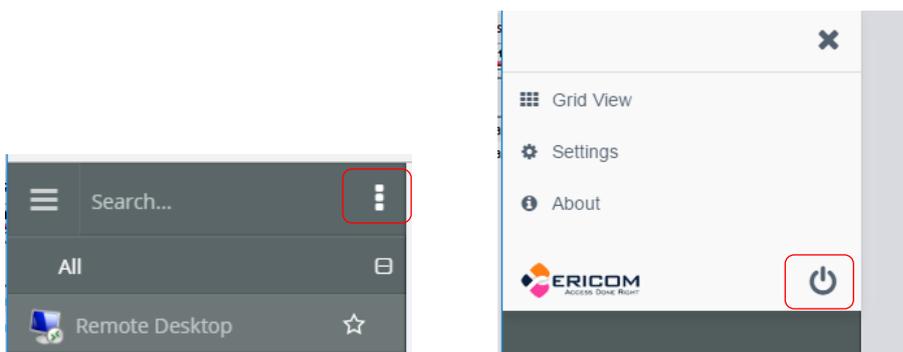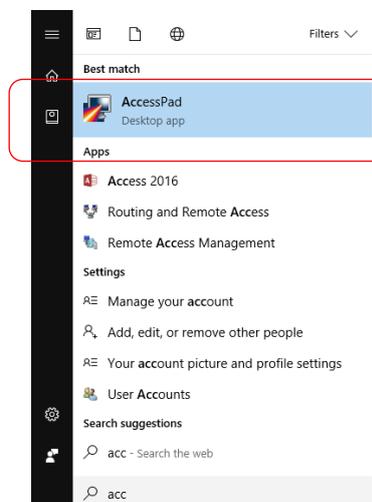
## AccessPad Logon

Select the AccessPad client that you wish to use, most new Windows 10 PC's will use the AccessPad (x64) version.
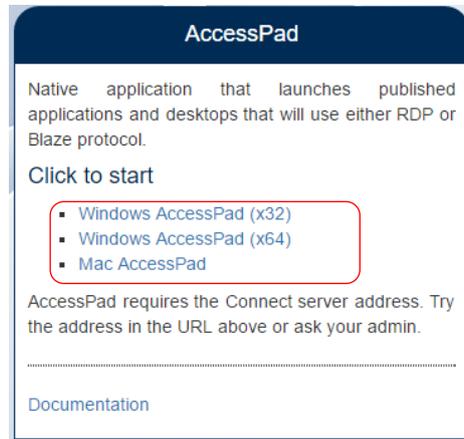


If you are unsure check the System Properties of the PC and look at the System Type, it will either show 32-bit or 64-bit as below.



Download and install the application, once successfully installed the AccessPad application will appear in as a program in the Windows Start Menu.

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Launch the AccessPad Application, the following window will appear.



Enter the Server Details - desktop.connectedoffice.com.au

Enter your logon Username and Password into the corresponding fields and select the Logon button.

Once successfully logged on you will be presented with the access windows showing all the resources you have access to.

Select the Icon for the Remote Desktop or Published Application you require.



The application will then launch in a full screen mode mapping all local printers and disk resources from the local machine. Ensure USB Drives are connected before logging on to have them mapped to the server resource.

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Once you have completed the session select the logoff from the Windows Start Menu, you will then be returned to the resource selection window.

When finished Logoff of the system by selecting the exit icon from the menu, the logout dialog box will appear, select Logout.
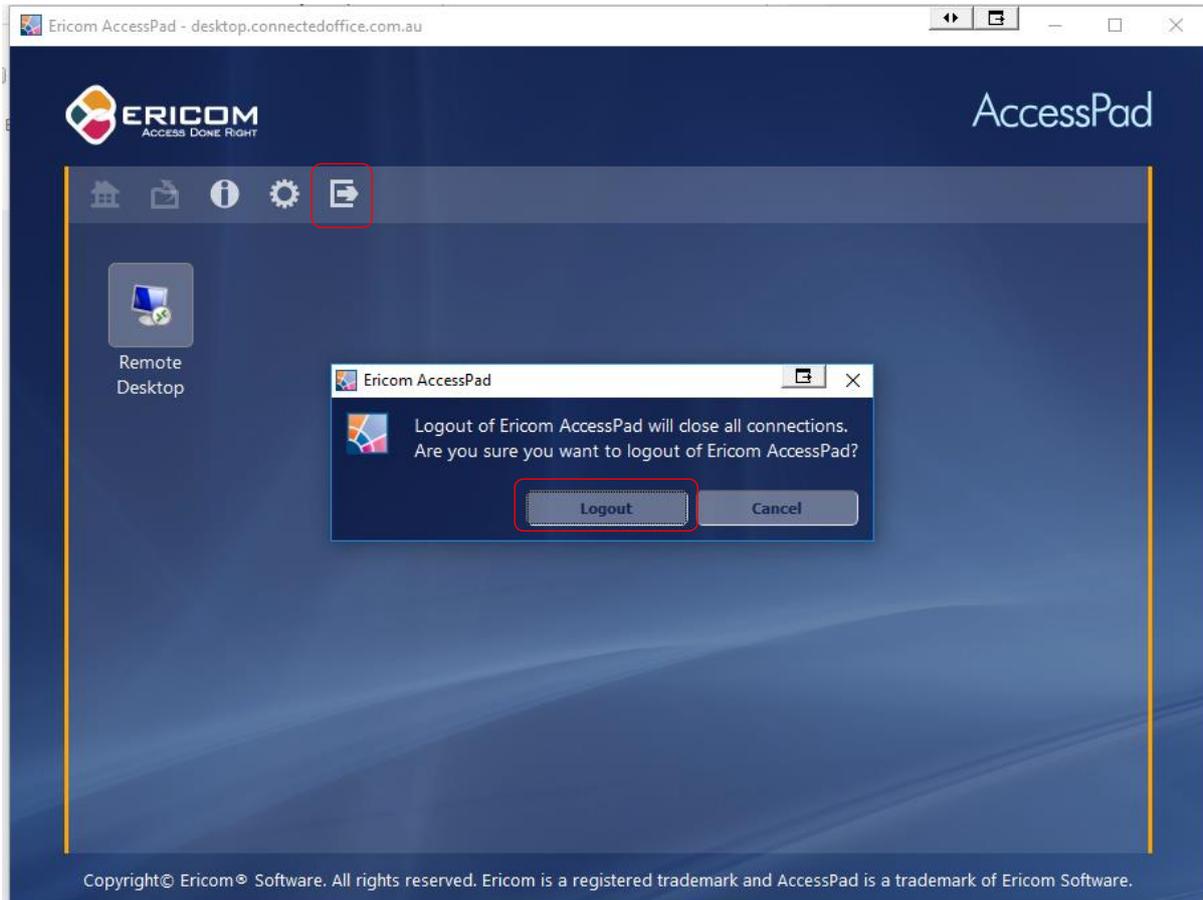


For any further details or technical support contact Territory Technology Solutions on 08 8944 2222 or support@techsolutions.com.au