HOW TO: Access Your Apex-Hosted Desktop (Remote Desktop Server)

Your hosted desktop, also referred to as Remote Desktop Server, can be accessed using any Windows-based PC with Internet Explorer. Windows XP, Windows Vista, Windows 7, and Windows 8 are all supported. Please note that the Internet Explorer web browser *must* be used to access this server. Other browsers are not supported.

There are two ways to access your hosted desktop: 1) Download the Remote Desktop Connection file from our website, or 2) Connect via web browser. Downloading the file from our website is the quickest and easiest method, and is recommended when connecting from a known safe computer such as your office or home computer. Accessing via web browser is best used when traveling or not using your personal computer.

To access the Remote Desktop Server using a Remote Desktop Connection file:

1) Open your browser and enter http://www.apexitservices.com in the address bar. Once you're at the home page, click on the Support link at the top right of the page. Please make note of this page as it is a great resource for our customers. Under the "Apex Cloud Services" section of the Support page you will see a section named "RDP Connection Files". Download the RDP file for "Remote Desktop Server". You can also download the file direct using this link - http://www.apexitservices.com/support/Apex%20Remote%20Desktop%20Server.rdp

2) Save the file to your desktop

3) Double-click on the "Apex Remote Desktop Server" icon you just saved to your desktop. The first time you connect you will get a prompt that asks "Do you trust the publisher of this remote connection?" Click on the box next to "Don't ask me again for remote connections from this publisher" to ensure you do not see this warning message again, and then click on the Connect button. (See Figure 1)

Figure 1

4) You will be prompted for your credentials. Enter your username in the format "APEX\username". Your username will be in the format of First Initial and Last Name, preceded by "APEX\". For example, if your name was "John Smith", your username would be "APEX\jsmith". Please ensure you use the proper backslash. (See Figure 2)

Figure 2

5) Upon successful login, your hosted desktop will appear. (See Figure 3) When you are done accessing your hosted desktop, log off by clicking the Start button and then selecting "Log off"
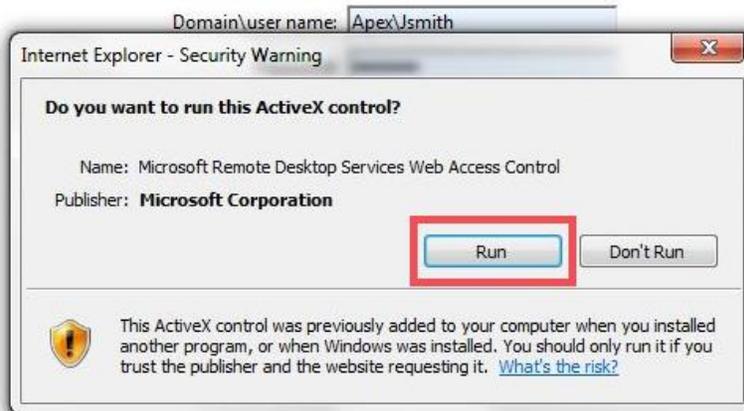

Figure 3

To access the Remote Desktop Server using Internet Explorer:

1) Open Internet Explorer and enter http://rds.apexcloudservices.com in the address bar (See Figure 4)

Figure 4

2) If this is the first time you are accessing the system with your web browser, you will be prompted to enable an ActiveX Add-On. Internet Explorer 8 users will select "Run" (See Figure 5A), and Internet Explorer 9/10/11 users will select "Allow" (See Figure 5B)

Figure 5A

Figure 5B

3) The login screen for Remote Desktop Server will appear. Enter your username in the format "APEX\username". Your username will be in the format of First Initial and Last Name, preceded by "APEX\". For example, if your name was "John Smith", your username would be "APEX\jsmith". Please ensure you use the proper backslash. (See Figure 6)

Figure 6

4) Once logged in you will see icons for various applications. Click the "Remote Desktop" icon. (See Figure 7)
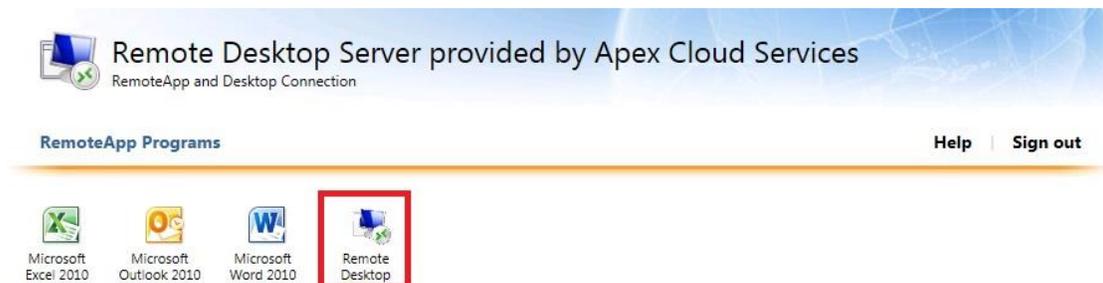

Figure 7

Note: If you receive a message stating "Browser Not Supported" and you are running Internet Explorer 11, you must add this website into your Compatibility View list. Please follow the steps below to do so:
   a. Click on the "Tools" menu within Internet Explorer
   b. Select "Compatibility View settings"
   c. Under "Add this website:" type in "apexcloudservices.com" and then click the "Add" button
   d. Click the "Close" button
   e. The page will automatically refresh and you'll see the icons in Figure 7 above.

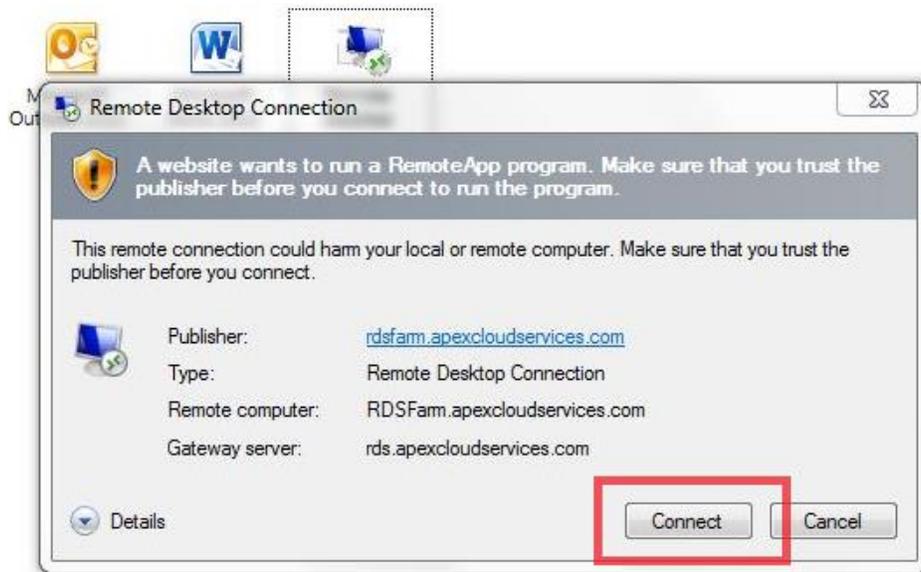5) Click the "Connect" button located on the pop window. (See Figure 8)

Figure 8

6) Next you will be prompted for your username and password again. Enter your username in the format "APEX\username". Your username will be in the format of First Initial and Last Name, preceded by "APEX\". For example, if your name was "John Smith", your username would be "APEX\jsmith". Please ensure you use the proper backslash. (See Figure 9)
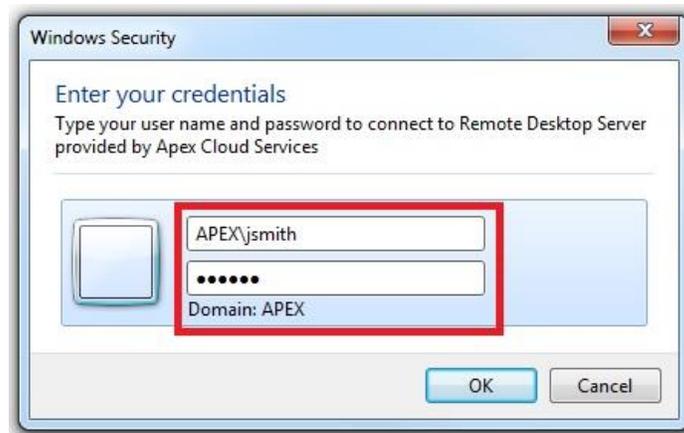

Figure 9

7) Upon successful login, your hosted desktop will appear. (See Figure 10) When you are done accessing your hosted desktop, log off by clicking the Start button and then selecting "Log off"

Figure 10

8) In order to completely log out of your session, click the "Sign Out" link in the top right of the Internet Explorer window. (See Figure 11)

Figure 11