

## Access Hosting Remote Desktop FAQ (Updated October 2013)

**How can I load my Access database into the remote desktop session?** The easiest way to upload files to the remote session is to perform a Copy/Paste from your local machine into the remote desktop. Just select the files on your machine, right click, select copy, connect to your remote session, and paste. Note that large file transfers may take some time to complete depending on your internet connection speed.

**How do I change my password?** From your Remote Desktop session press <control><alt><end> and the change password option will be presented.

**Can I have multiple concurrent users accessing the same database?** Sure - if you purchase more than one instance of the remote desktop we can provide a network storage location that can be mapped as a shared virtual drive and used for the backend of your Access Database (there is an additional onetime fee to setup this configuration)

**How do I connect my Macintosh to the Access Application in the Remote Desktop?** The Microsoft Remote Desktop client for Macintosh OS X can be downloaded at no charge from <https://itunes.apple.com/us/app/microsoft-remote-desktop/id715768417>

**How do I connect my iPhone or iPad to the Access Application in the Remote Desktop?** The Microsoft Remote Desktop client for Macintosh iOS can be downloaded at no charge from <https://itunes.apple.com/us/app/microsoft-remote-desktop/id714464092>

**How do I connect my Android Device to the Access Application in the Remote Desktop?** The Microsoft Remote Desktop client for Android Devices can be downloaded at no charge from <https://play.google.com/store/apps/details?id=com.microsoft.rdc.android>

**How can I backup my Access database?** We offer an offsite backup storage option that provides you with a drive letter in your remote session that can be used to schedule backups of your database files. **Please note: your data is NOT automatically backed up as part of this service and you are responsible for configuring the backup of your information.**

**Can I use a local printer?** Yes. Any printers that are locally attached via on LPT port are fully supported. Printers that are connected via your local network or USB are also supported in most cases but need to be mapped into a local LPT port before they are visible to the remote desktop session. The command to do this looks something like *net use lpt3 \\servername\printer /persistent:yes*. Do this before connecting to the remote session and the printer should be visible.

**Can multiple users share a single set of remote desktop logon credentials?** Yes, but only one user can be connected at a time. If your users connect at different times during the day they can share a single remote desktop instance.

**Can I use older systems like Windows XP that do not support Network Level Authentication (NLA) when connecting to the remote desktop?** Unfortunately this is no longer possible in our shared hosting environment as there have been a large number of well publicized security issues against the older versions of RDP and we need maintain the highest levels of threat management protection on those servers. We do make this option available to our dedicated virtual appliance customers.