

# How to log into a server via Remote Desktop

## Purpose:

If you have a Windows Server with Databank, you'll most likely administer the system with Remote Desktop.

## Prerequisites:

- You must make sure you have admin rights to the server you are connecting to or at least Remote Desktop Users
- VPN access if necessary

## Process:

By Using this process you will be able to remotely connect to a windows server to perform any admin tasks.

## Procedure:

### Using a Windows Computer

Remote Desktop comes pre-installed on most Windows systems. If the below instructions do not work because you do not have the client installed, you can download it here: <http://support.microsoft.com/kb/925876>.

1. Click Start
2. Select Run
3. Type: mstsc
4. Click OK
5. Fill in the "Computer:" field with the IP or hostname of the server you're connecting to.  
(If you're connected via a VPN to your server in our data center, use the internal IP)
6. Fill in your Username
7. Click "Connect"
8. You may be prompted with "Do you trust this remote connection?". Check off "Don't ask me again for connection to this computer" and click Connect
9. You will be prompted to put in your password. Fill in your password and click OK
10. You should now be connected to Remote Desktop.

If you have any issues, please enter a ticket via the customer portal (<https://support.databank.com>).

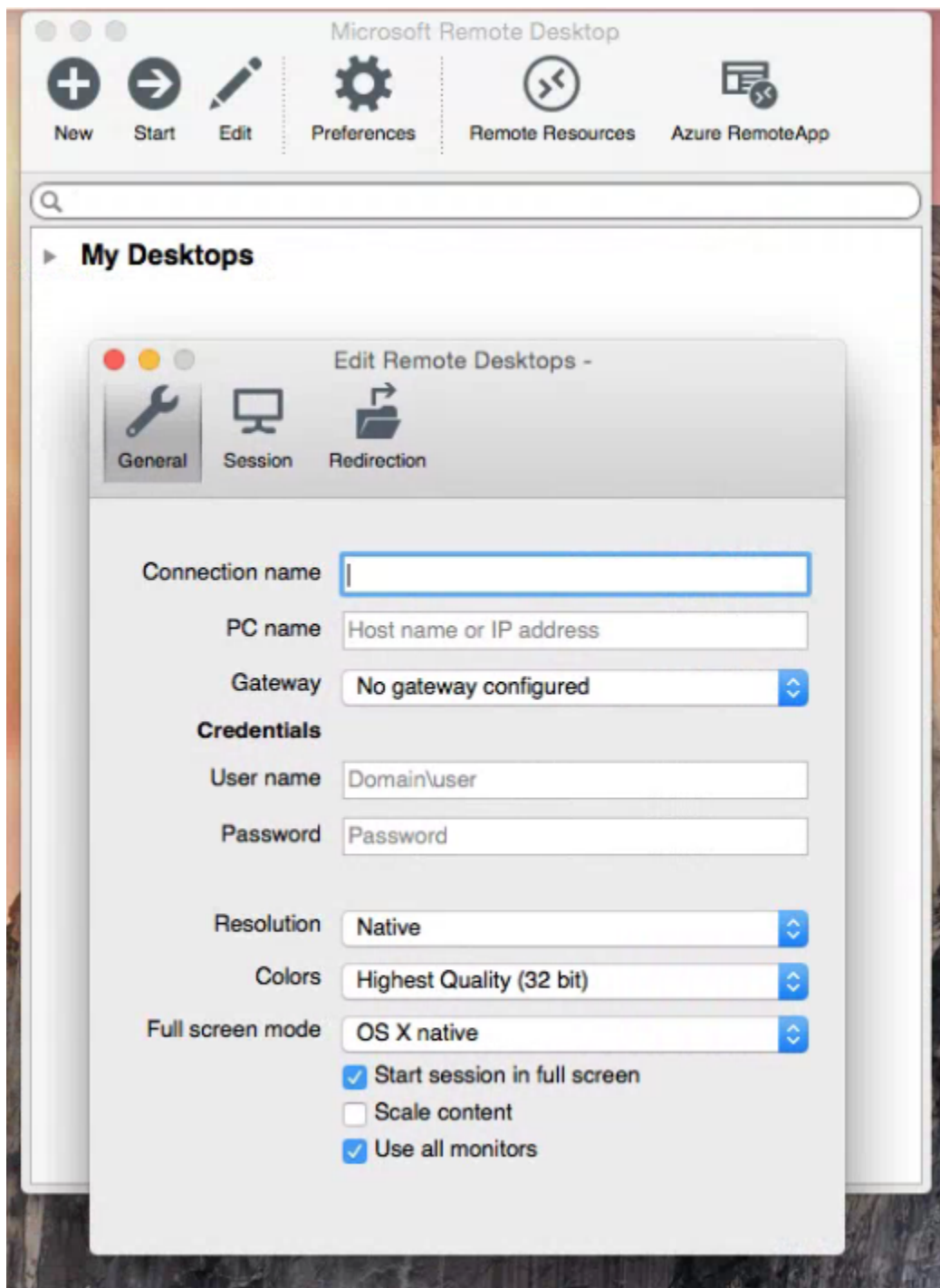
### Using a Mac Computer

If you do not already have the Remote Desktop client on your Mac, you can download it as follows:

1. In a web browser, navigate to <https://itunes.apple.com/us/app/microsoft-remote-desktop/id715768417?mt=12>
2. Click View in Mac App Store. This will launch the Mac App Store.
3. Once you have downloaded the client from iTunes and it has been installed, you can then enter in your credentials to the server to connect.

## How To Connect:

1. Click the icon to launch Microsoft Remote Desktop.
2. Click New.
3. Fill in the "Connection Name" and "PC Name" field with the IP or hostname of the server.  
(If you're connected via a VPN to your firewall, use the internal IP of the server)
4. Enter in your credentials in the username and password fields. Close out of the dialog box to save.
5. Highlight the connection and click "Start"
6. You may be prompted with "Do you trust this remote connection?". Check off "Don't ask me again for connection to this computer" and click Connect
7. You should now be connected to Remote Desktop.



If you have any issues, please contact support by entering a ticket on the portal (<https://support.databank.com>).

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