

How do I Connect to My Cloud from Here?



With holidays and vacations abounding, you may want to connect to your remote session from non-standard computers. Since you won't have a ready-made desktop icon, you need other options to connect. Here is an abbreviated guide for various systems that you may encounter. For any of them, you will need: 1) The computer name to connect to: **mycloud.winsearch.com**, 2) Your user name: **winsearchasp** followed by the 3 letter abbreviation used for your company, the first letter of your first name and then your full last name. 3) Your password for your remote session.

Public Wi-Fi

When you use available Wi-Fi connections, they often require you to accept their terms. In fact, you usually cannot connect to your remote connection until *after* you accept their terms. Thus, before using the connection possibilities listed below, first open a web browser and verify that you can connect to a few web sites.

Windows – Using Remote Desktop Connection

The Remote Desktop Connection software is part of all versions of Windows. Since it may display in different locations, here is one way that will consistently work: select Start (and Run if available) then type **mstsc** and press Enter. This opens the Remote Desktop Connection window ready for you to enter **mycloud.winsearch.com** as the computer name and then click Connect. If you get a message that your connection was terminated because of an unexpected server authentication certificate, then choose Options when looking at the computer name, go to the Advanced tab and choose Connect and Don't Warn Me before choosing Connect.

If you need to print from the computer you are at and running Window 7 or below, outside of your remote session, visit **winsearch.com/download.html** and run the Download Printer Setup.

MAC

Get the Microsoft Remote Desktop app or one of the other MAC apps for remote desktop connectivity. The app must be able to connect to Windows Server computers which not all can do. Then set up a new connection using the 3 pieces of information listed above (computer name, username and password).

iPads and iPhones

An iPad runs the same apps as the iPhone. Thus, you can use apps such as Microsoft Remote Desktop and other third-party remote desktop apps that connect to Windows Server computers. You will want to install and run it using that app's instructions. If you get a message about needing administrative permissions to connect, then verify the Console option is turned off.

Android and Other Tablets

Androids have a Microsoft Remote Desktop app and other third party remote desktop apps that connect to Windows Server computers. Install the app and run it using that app's instructions.

Email Only

When Relational Systems is your email provider, you can get to your emails through this web site:

<https://exchange.winsearch.com/owa>

There, put in your username and *email* password. By choosing This is a Public or Shared Computer, email remains open until 15 minutes of inactivity. By choosing This is a Private Computer, email remains open until 8 hours of inactivity.

Cannot Connect?

It is possible that the Wi-Fi that you use to connect to the internet is actively blocking remote desktop connections. Keep in mind that some locations such as hospitals and hotels have been known to

intentionally set up their own Wi-Fi to block this communication. One of the ways of testing this is to go to <http://www.yougetsignal.com/tools/open-ports/> and enter **3389** for the Port Number then click Check Port. Then, change the IP to 64.28.42.67 and click Check Port again. Both times should report Success. If it does not report, then it is likely a restriction in the Wi-Fi system. In these cases, you cannot connect while using their Wi-Fi.