RML Remote Application Server Guide (RAS)

Prerequisites
- Confirm that your computer has an active internet connection over Wi-Fi or ethernet cable.
- (Optional) If you are using a non-RML computer or laptop, download and install the Parallels Client

Connect to RML Remote Application Server
The following procedure describes how to login to RML Remote Application Server and launch a desktop. The login process is through your Microsoft 365 account at RML. If you are already logged into Microsoft 365 in the browser, some of these login prompts may not appear so proceed to the following step.

1. Open the RML Employees page in a web browser.
   https://www.rmlspecialtyhospital.org/employees/
2. Under Remote Access click on the link for **RML Remote Application Server**
3. Type in your **username@rmlspecialtyhospital.org**

■■ Microsoft

Sign in

username@rmlspecialtyhospital.org

Can't access your account?

[Next]

4. Type in your password and select Sign in to proceed to the next step

■■ Microsoft

← aprtest@rmlspecialtyhospital.org

Enter password

••••••••••••••••••

Forgot my password

[Sign in]

5. Follow the Microsoft sign in Multi Factor Authentication prompts. This will either utilize the Microsoft Authenticator app or a SMS text message on your phone.
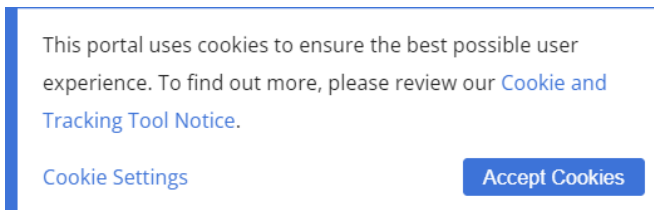
Approve sign-in request

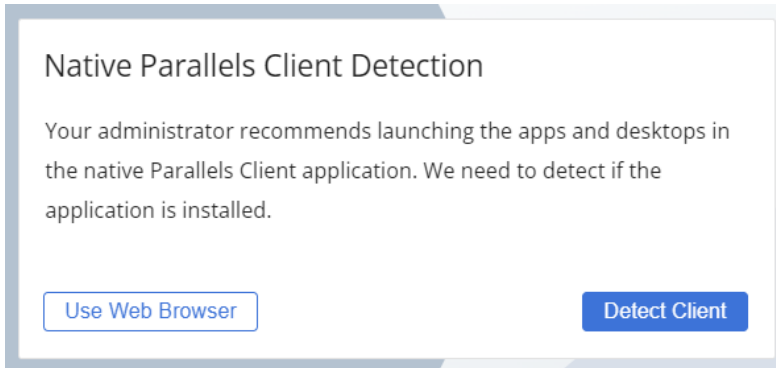🔒 Open your Microsoft Authenticator app and tap the number that you see below to sign in.

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No numbers in your app? Make sure to upgrade to the latest version.

6. Click on the Accept Cookies button on the top right. This will allow Parallels to save your browser settings.

This portal uses cookies to ensure the best possible user experience. To find out more, please review our Cookie and Tracking Tool Notice.

Cookie Settings   **Accept Cookies**

7. On first login you will be prompted to choose your client type.
   Use Web Browser will open your session in a new browser tab. There is no client requirement for this option.
   Detect Client will utilize the Parallels Client installed on your computer.

Native Parallels Client Detection

Your administrator recommends launching the apps and desktops in the native Parallels Client application. We need to detect if the application is installed.

Use Web Browser   **Detect Client**

a. If you chose Detect Client, there will be a browser permission notification that displays. Click the checkbox for Always allow apps.rmlsh.org and select Open Parallels Client

Open Parallels Client?

https://apps.rmlsh.org wants to open this application.

☑ Always allow apps.rmlsh.org to open links of this type in the associated app

Open Parallels Client   Cancel
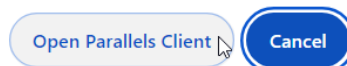
b. If you selected Web Browser but would like to switch to the client this can be performed at any time. Select the person icon on the top right of your session home page and choose Detect Client.
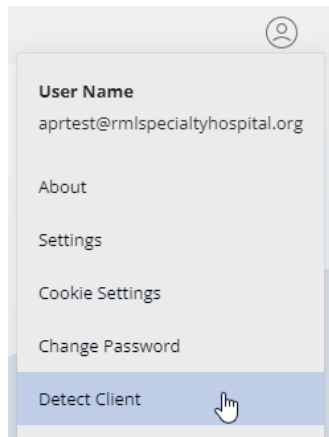

Launching a Desktop

Are logging in successfully to the RML Remote Application Sever, you will be presented with two desktop choices. The desktop choices are configured differently to offer the best experience depending on the client you chose to run.

1. Choose the RML Desktop that best corresponds with the client you will be using.
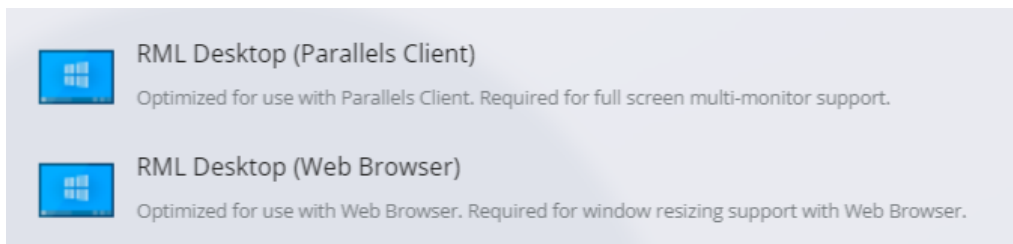

   a. **RML Desktop (Parallels Client)** – This desktop session will take full advantage of the Parallels Client. You will be allowed to use a multiple monitor setup at full screen and connect USB devices for diction.
   b. **RML Desktop (Web Browser)** – This desktop session will open in a new browser tab. You will be allowed to fill and resize the browser window or operate a full screen on one monitor.
2. You can also specify the client you wish to launch by click three dots on the right of the desktop selection and choose the client type to open in.
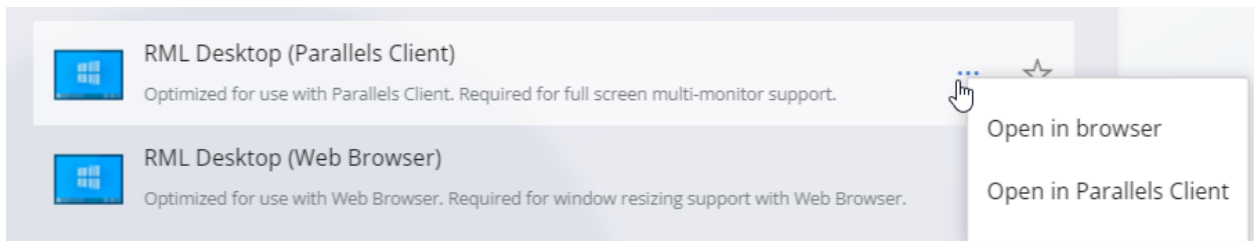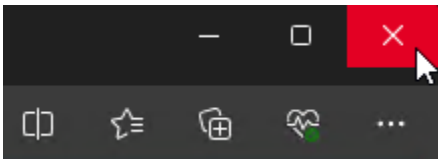
Optilink Web Application

The Optilink will be available to staff outside the building for checking schedules.

1. After following the RML Remote Application Server login procedure. Launch Optilink by clicking on the application
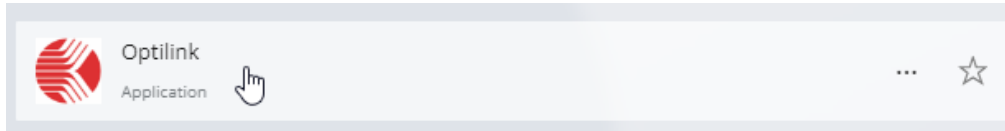
2. Once you are finished with your Optilink session. Click on the X in the top right corner to close your session.


(Optional) Advanced Parallels Client Monitor Setup

When using multiple monitors, the Parallels Client provides the ability to setup how the desktop session will be displayed according to your personal preference. There are options available to change the default display and which displays to enable/disable for the client.

For further information on configuring the monitor settings for the Parallel Client, please also refer to this documentation from the vendor
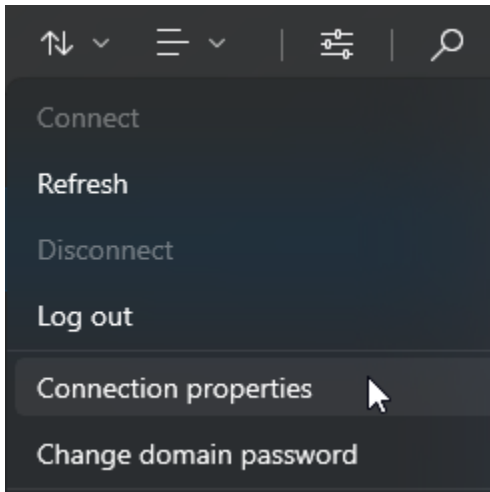https://kb.parallels.com/en/129570

1. If the Parallels Client is not running. You can open it by selecting the application from your Start Menu.
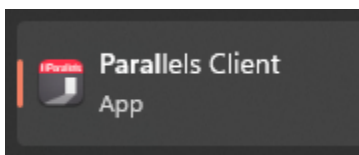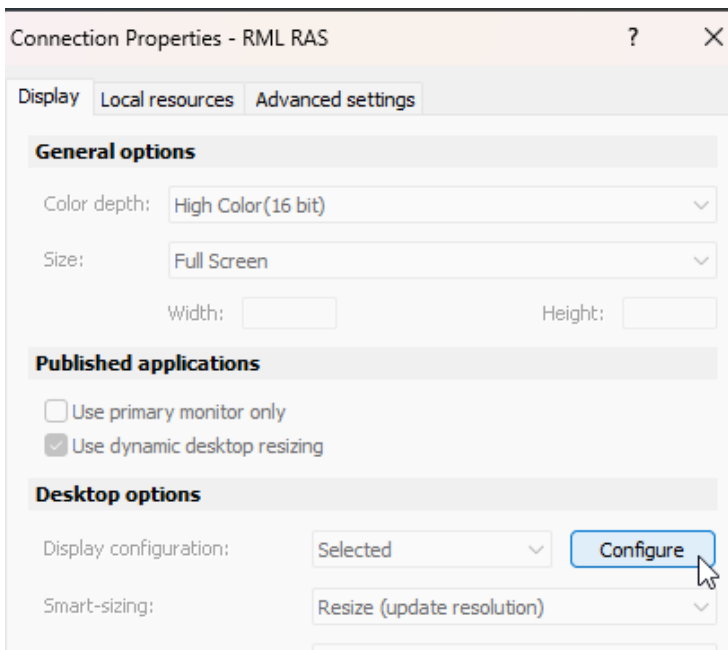

2. Once the client is open, click on the preferences button on the top right of the client.
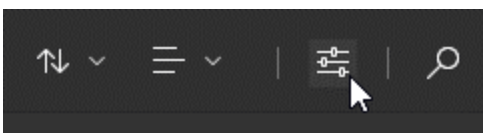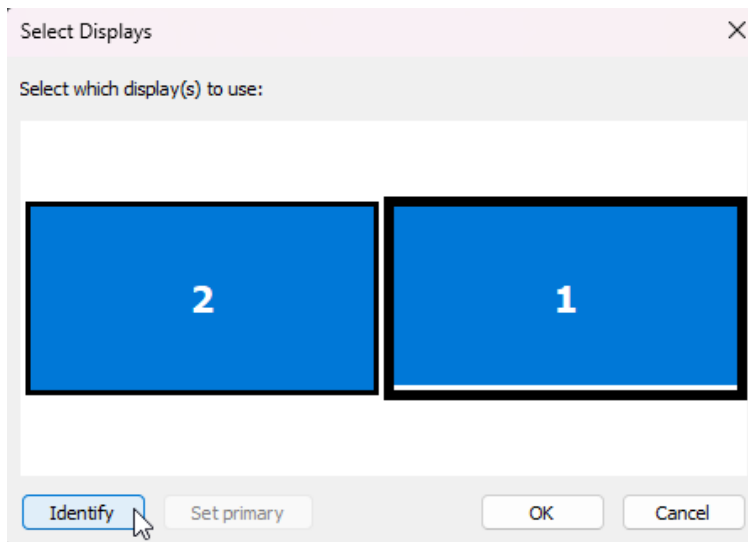
3. From the drop-down list, choose Connection Properties

4. Under the Display tab, click on the Configure button

5. Start out by Identifying your displays by selecting the Identify button. This will show the number corresponding to your display on the screen.

6. The primary display will be shown with a black border. If you would like to change your primary display, select the monitor that you would like to change it to (in this example 2) and click **Set primary** to change the setting.
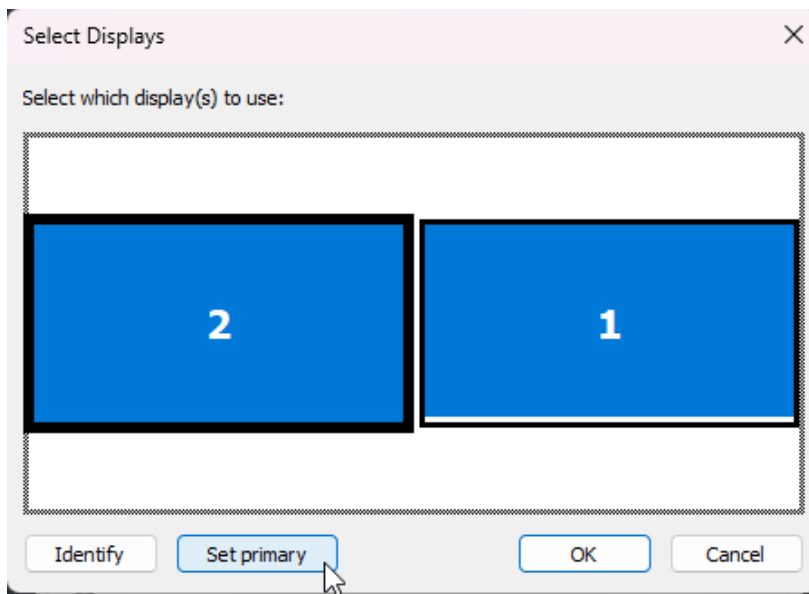
7. If you would like the Parallels Client to only show on one monitor, select the monitor you would like to disable (in this example 1). The color will change from blue to white, indicating that it is turned off.
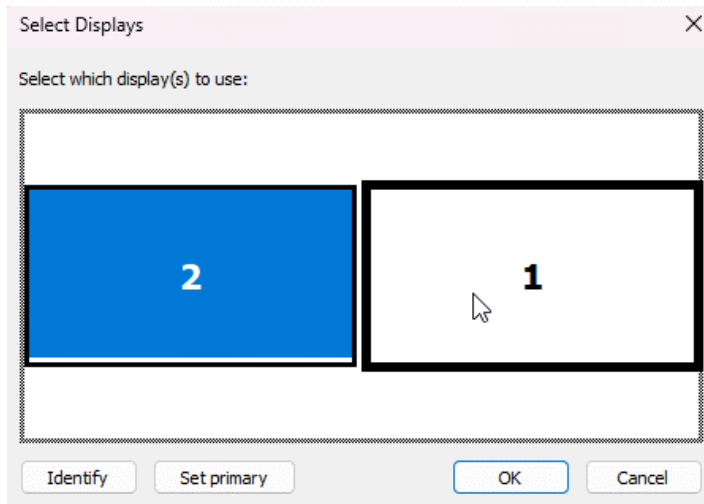
8. Confirm you changes by clicking OK.
9. You will need to close the current Parallels desktop session and open it back up again for the changes to go into effect.

(Optional) Download and Install the Parallels Desktop Client

The Parallels Desktop Client provides an enhanced experience for connecting to RML Remote Application Server. This procedure is meant for users connecting to RML Remote Application Server on their personal computer or laptop. If you have a RML provided computer or laptop, the Parallels Client is already installed.

1. Open the following URL in a web browser
    https://www.parallels.com/products/ras/download/client/
2. The client that needs to be installed depends on the operating system your computer is running. If you are unsure, please check the specifications of your device or reach out to the manufacturer.
    a. For a Microsoft Windows 10 and 11, select the Windows tab on the top left. Click on the download link Parallels Client (Windows) 64-bit Setup. Run the installer and follow the on-screen instructions.

    b. For the Apple Mac OS Installation, Select the Mac tab on the top left and click on the link for Mac Client (App Store). This link will redirect you to the App Store for installation.