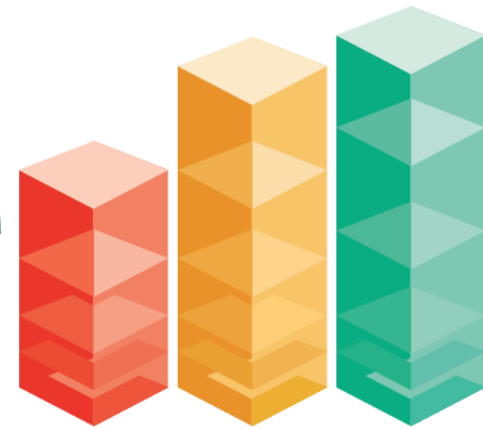


Concourse

SECURE HOSTING

ADVANCED DATA VISUALIZATION



mRemoteNG Use Guide

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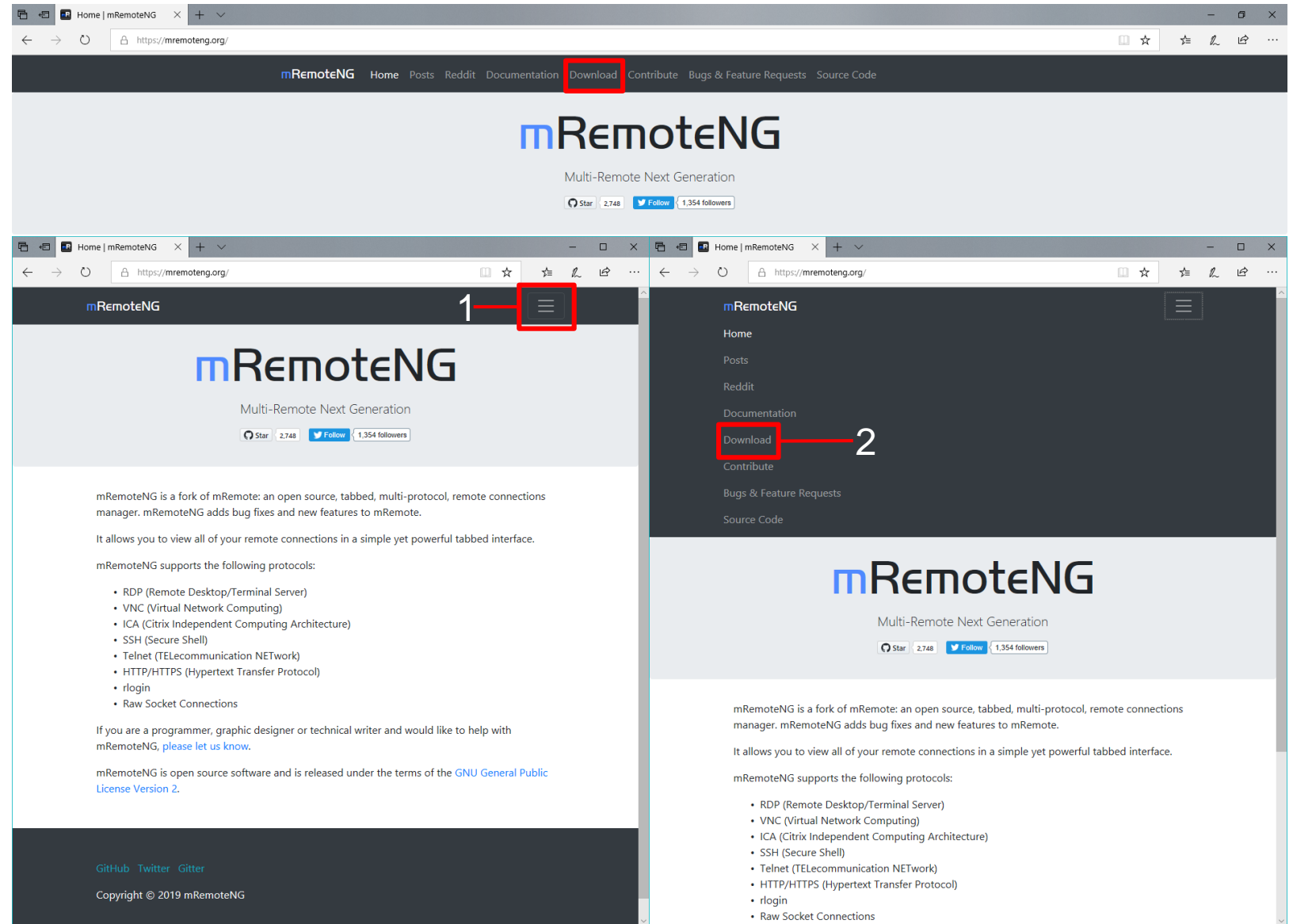
Navigate To The Download:

Go to your internet browser (Chrome, Firefox, etc.)

Go to mremoteng.org

Click *Download* located on the dark grey bar at the top of the web page.

If you do not see *Download*, then (1)click the ☰ located in the bar at the top of the web page to reveal the (2)*Download* button.

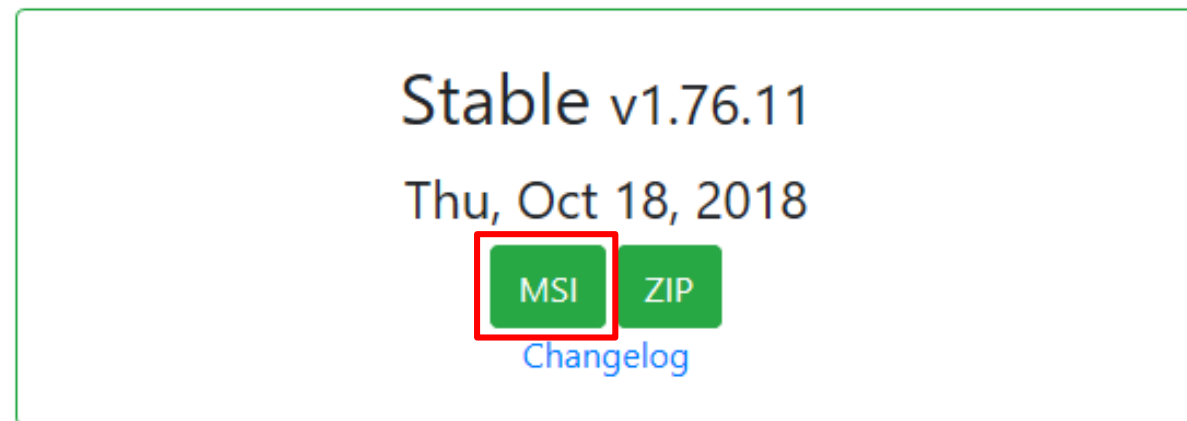
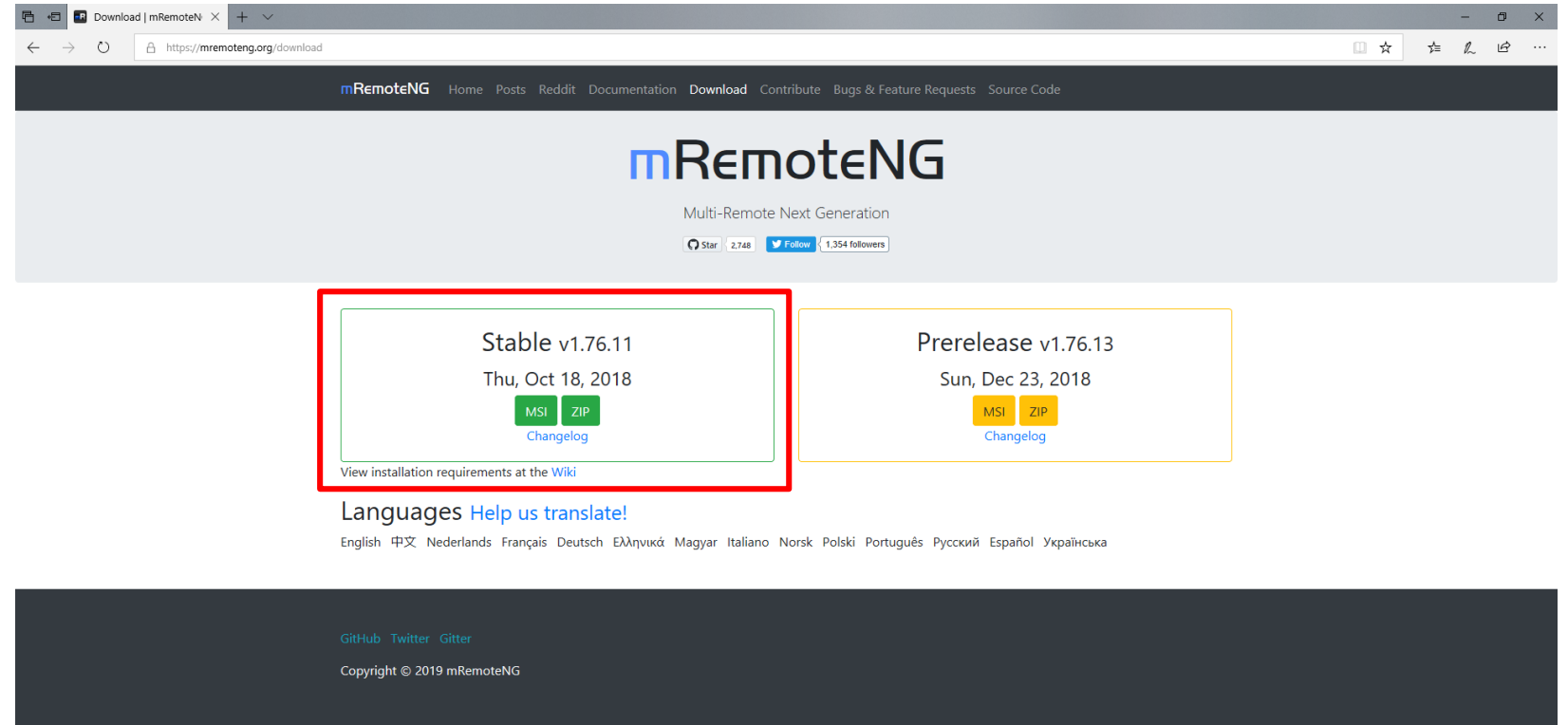


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Downloading mRemoteNG:

You will see two versions; *Stable* and *Prerelease*. You will want *Stable*.

Click the green *MSI* button. This will download the installer.



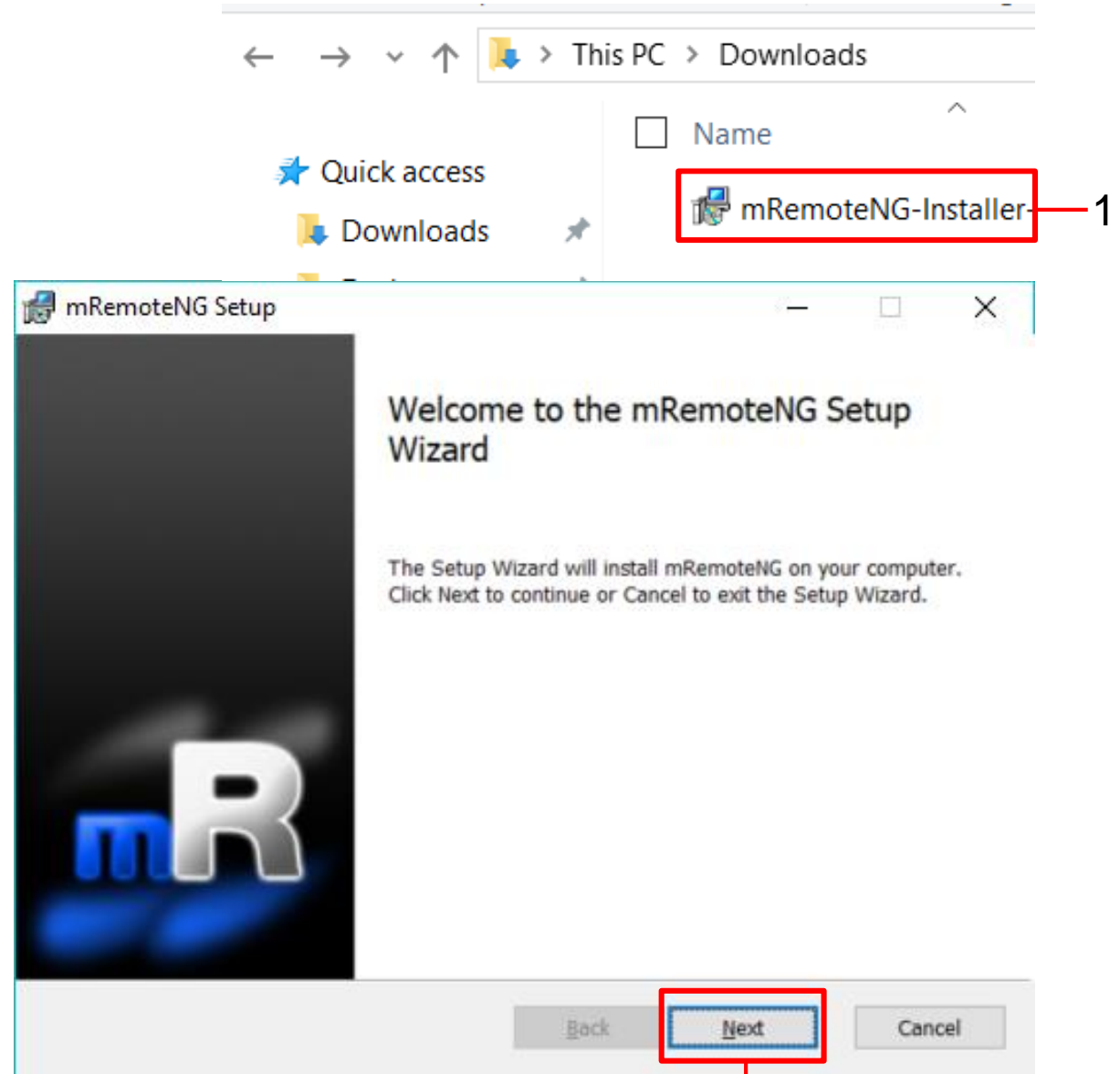
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Start Installation:

(1) Open the mRemoteNG installer.
If you are having trouble finding the installer check your downloads folder.

The *mRemoteNG Setup Wizard* will appear.

(2) Press *Next*



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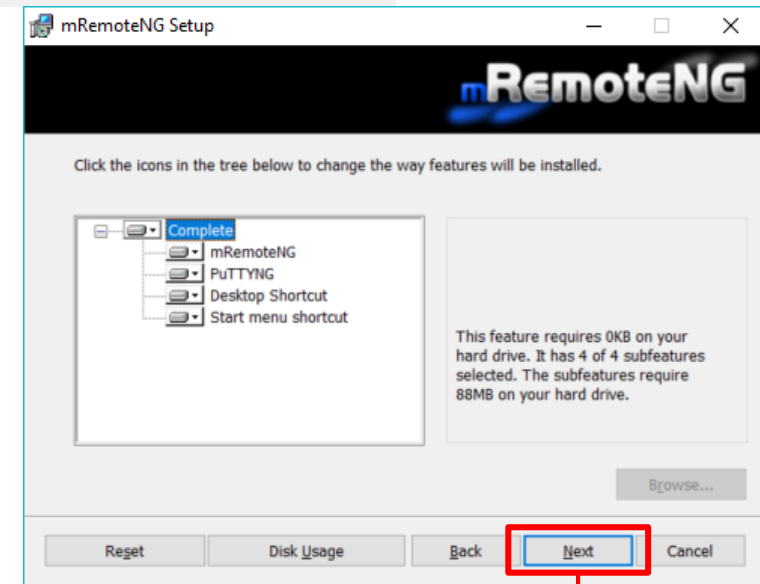
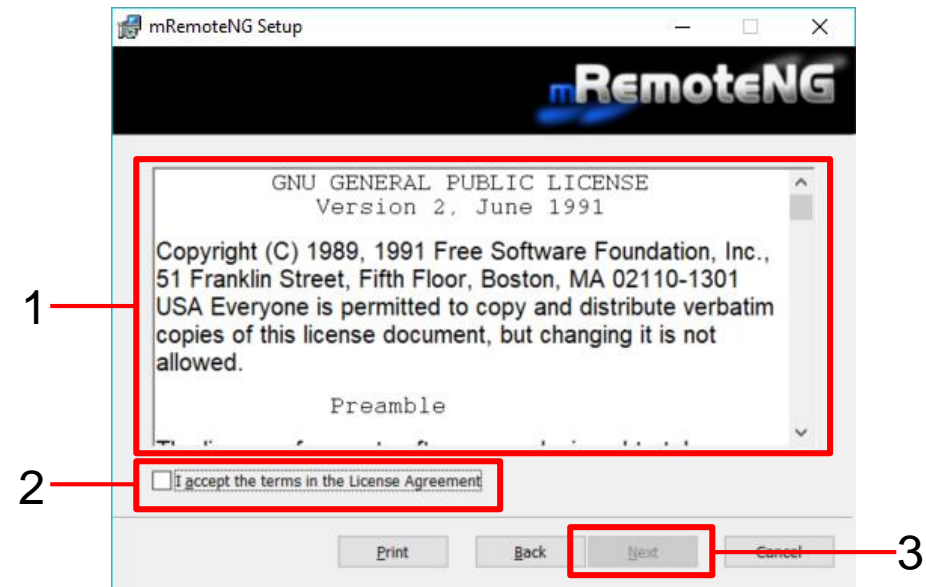
Except The Terms:

(1) Read the *License Agreement*

(2) Check the box to accept the terms

(3) Press *Next*

(4) Press *Next* again



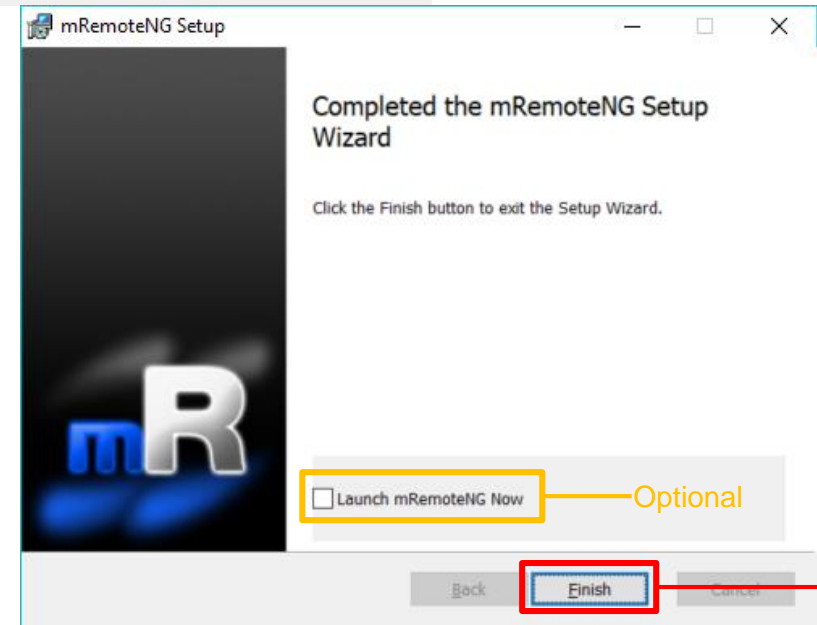
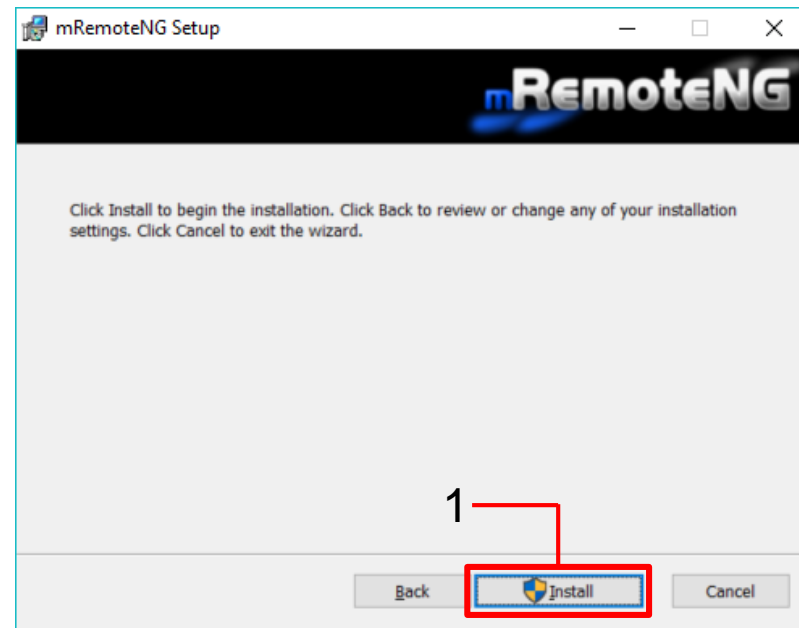
mRemoteNG Use Guide

Run the install:

(1) Click *Install*

Check the *Launch mRemoteNG Now* box if you would like mRemoteNG to open after you click *Finish*.

(2) If not, just click *Finish*.
You should be set to launch mRemoteNG!



mRemoteNG Use Guide

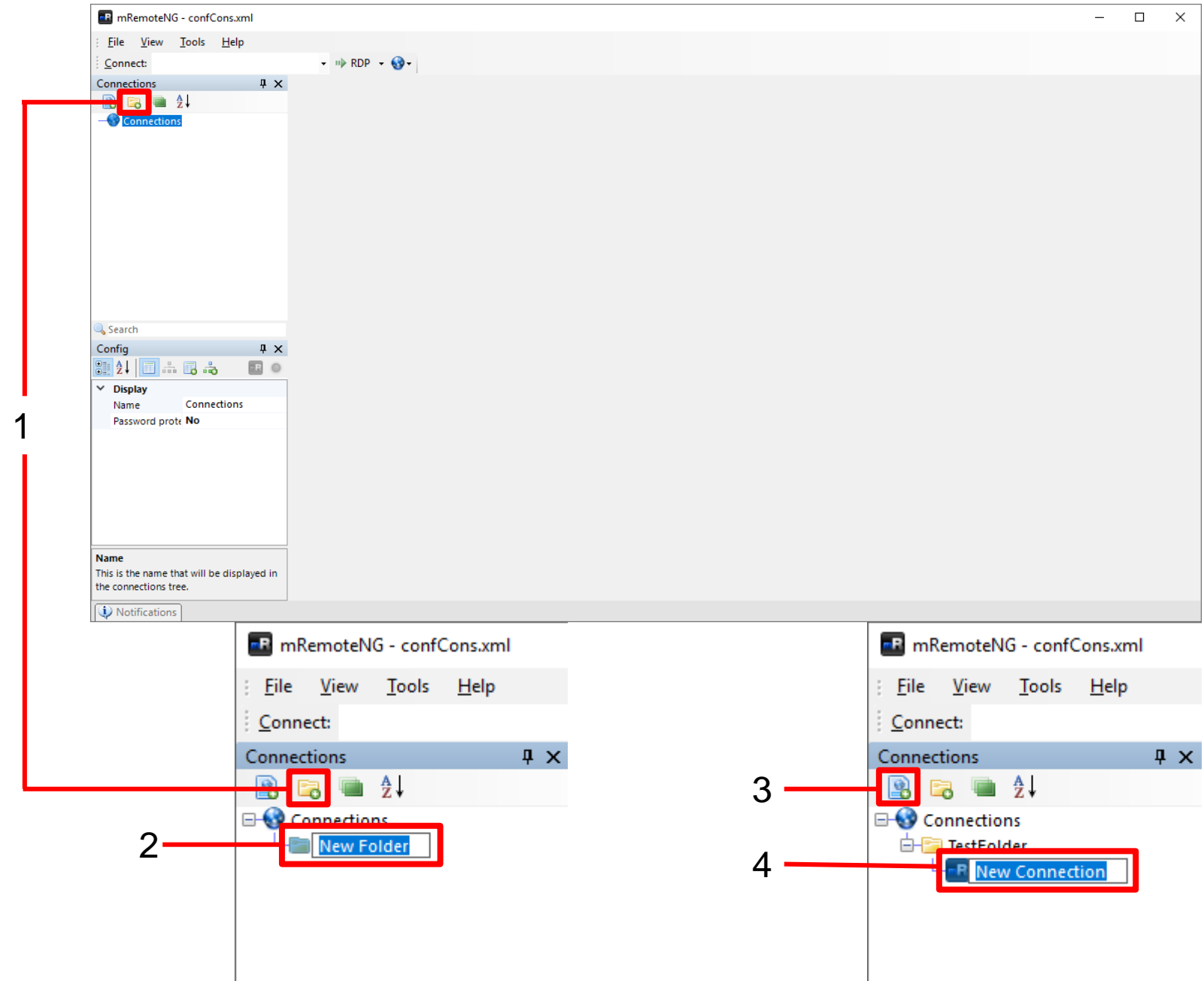
Make a new folder & connection:

(1) After opening mRemote you will want to start by clicking the folder icon. (This is not necessary but it is good to keep your connections organized if you plan to have more than one.)

(2) Give the folder a name

(3) Create a new connection by clicking the blue icon next to the folder icon

(4) Give the connection a name



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Enter in your Hostname/IP:

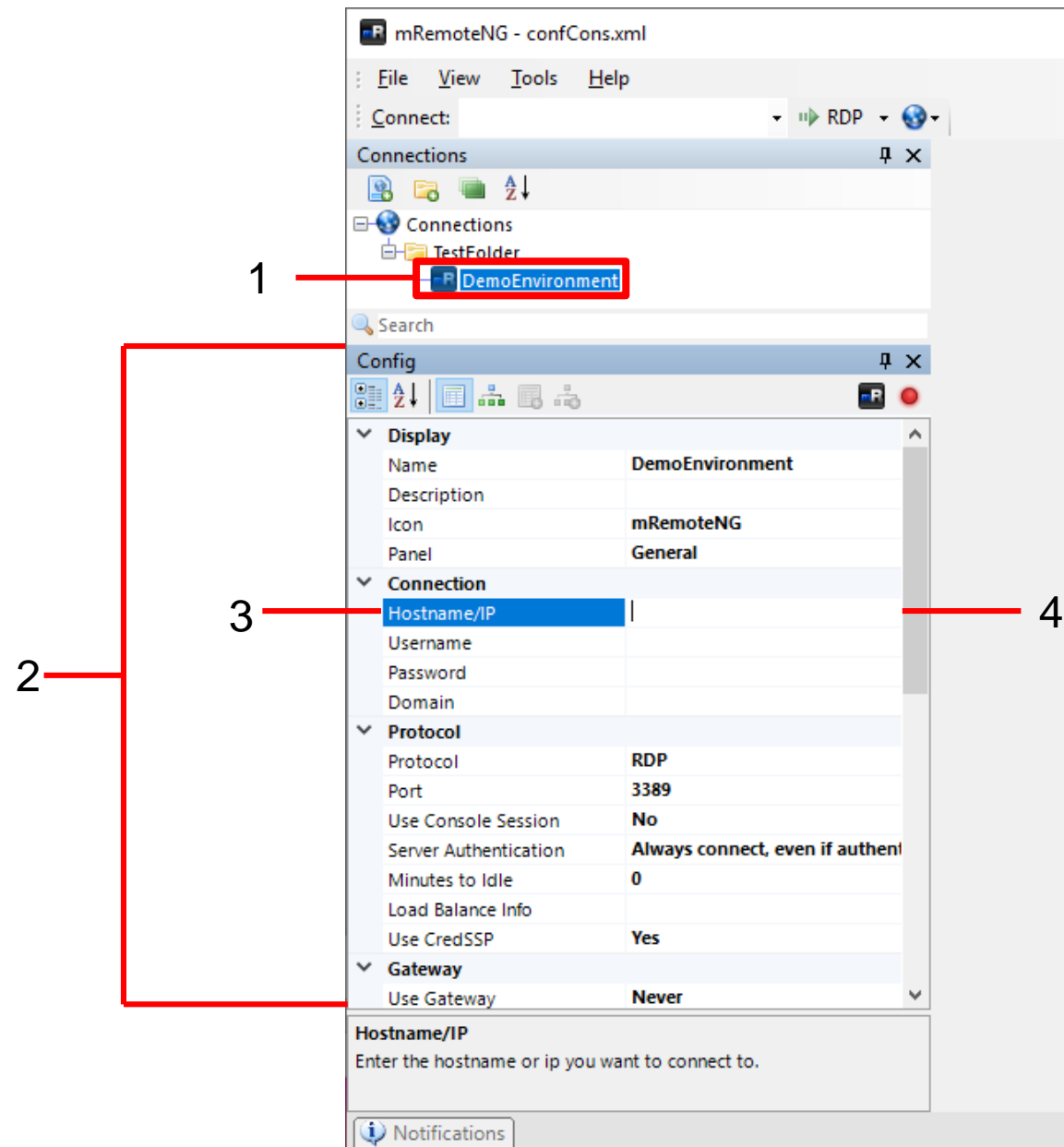
(1) Click once on your new connection

(2) Go to the config panel

(3) Scroll to *Hostname/IP*

(4) In the adjacent box enter your Host Name (FQDN)

EX: clientcode-ts.clientcode.remote



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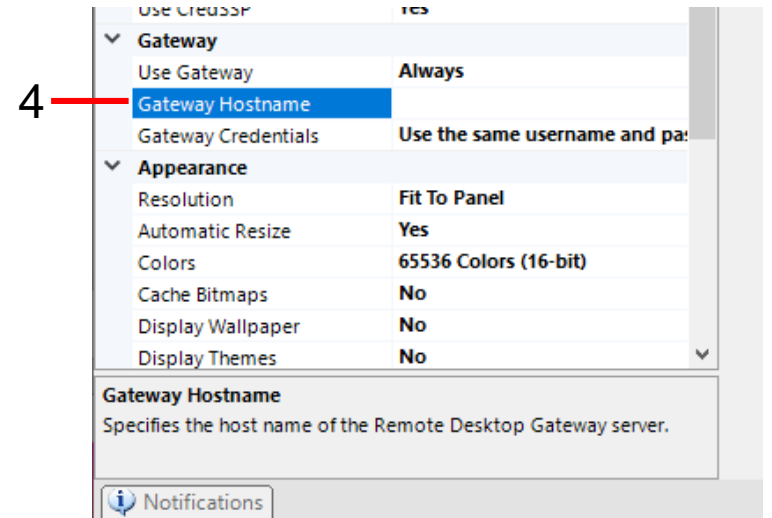
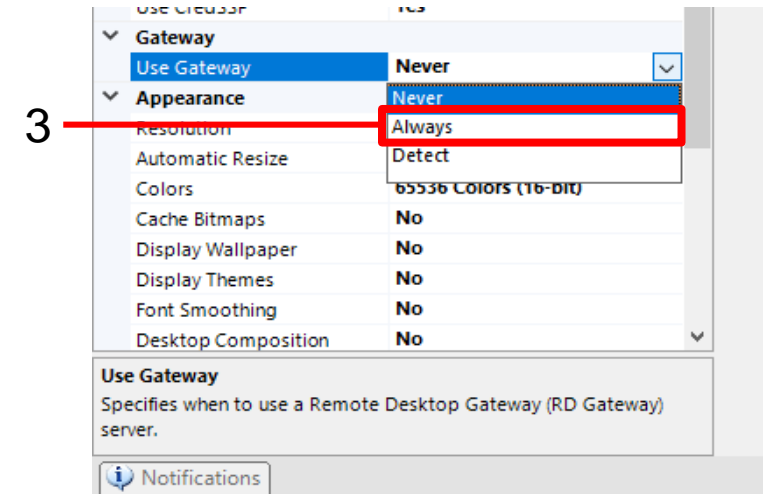
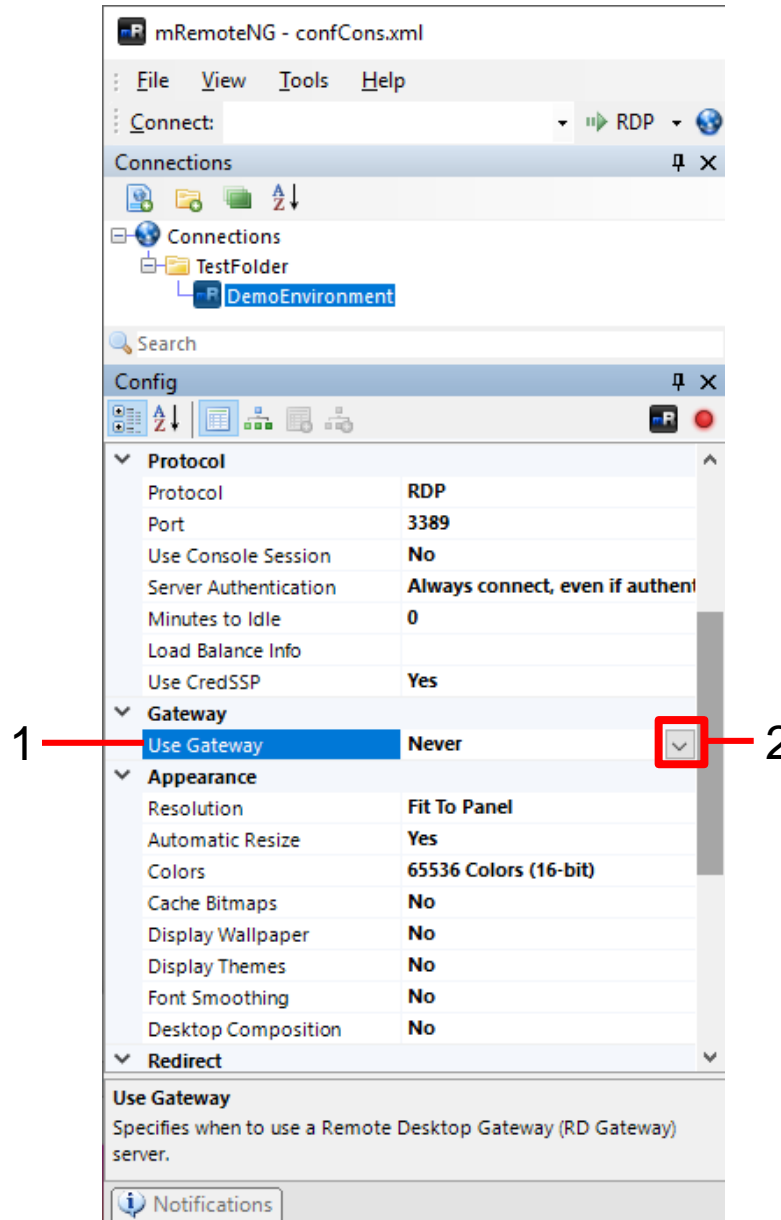
Applying your gateway:

(1) Next scroll to *Gateway*

(2) Click the downward arrow next to *Use Gateway*

(3) Select *Always*

(4) Next to *Gateway Hostname* enter your server's remote address
EX: *clientcode.concoursehost.com*



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Using your connection:

(1) Double click on your connection

(2) Enter in your user name into the *User name* box. You will need to include your client code in that name
EX: CLIENTCODE\Username

(3) Enter your password into the *Password* box

(4) Click *OK*

If all the steps were followed correctly then you should be in!

NOTE: If too much time is taken before clicking *OK* to sign in then your connection may fail and you will have to try again.

4/26/2019

The image consists of two screenshots from the mRemoteNG application. The top screenshot shows the 'DemoEnvironment' connection selected in the 'Connections' pane (indicated by a red box and the number 1). A 'Windows Security' dialog box is open, prompting for 'User name' (indicated by a red box and the number 2) and 'Password' (indicated by a red box and the number 3). The 'OK' button is highlighted with a red box and the number 4. The bottom screenshot shows the remote desktop session established, displaying a desktop with icons for 'Recycle Bin', 'Google Chrome', and 'The Raiser's Edge'. A large white box in the center of the desktop contains the 'Concourse SECURE HOSTING' logo and contact information: 'User Name: [redacted]', 'Host Name: [redacted]', 'Logon Server: DALLAS-DC', 'Support: support@concoursehost.com', and 'Phone: 800-994-1799'. The system tray at the bottom right shows the time as 1:12 PM on 3/7/2019.

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Two Factor Authentication:

You may see this DUO window when logging in.

If you do not see this that is ok, you can forget about this slide.

If you do, this means that your organization's environment has been set up with DUO Two Factor Authentication.

In this event you should already have DUO installed onto your mobile phone. You just need to open the app which should have sent you a notification to Authorize the connection.

