RemoteApp / External Access setup for Windows

**Method 1: RDWeb / Physician Portal**

1. Using Internet Explorer, go to: [https://physicianportal.marshall.edu/rdweb](https://physicianportal.marshall.edu/rdweb)

2. A pop-up may show the following message: “This website wants to run the following add-on: Microsoft Remote Desktop Service “from Microsoft Corporation”, Click “Allow”.

3. Log in with username and password in the below format:
   - **MUSOM domain account:** musom\username
     Password: MUSOM domain password
   - **MARSHALL domain account:** marshall\username
     Password: MARSHALL domain password

4. Once logged in, select the application you would like to run.
5. After clicking your application, another authentication box should pop-up. Under the password box, choose “Use Another Account” and then enter your MUSOM or MARSHALL domain credentials again.

- **MUSOM domain account:** musom\username  
  **Password:** MUSOM domain password  
- **MARSHALL domain account:** marshall\username  
  **Password:** MARSHALL domain password  

6. The Application logon page should now load.

**Method 2:** RemoteApp setup  * Do not setup on a shared computer / use Method 1 instead  
(This method creates a dedicated connection to the applications)

1. From your Windows Taskbar Search Box, type: RemoteApp and Desktop Connections  
2. Select “Set up a new connection with RemoteApp and Desktop Connections”
3. A new window will pop-up. In the “Email address or connection URL:” field, type: https://physicianportal.marshall.edu/RDWeb/Feed/webfeed.aspx

4. Then click “Next”

5. An authentication window will pop-up asking for credentials. Enter them as:

   - MUSOM domain account: musom\username
     Password: MUSOM domain password
   - MARSHALL domain account: marshall\username
     Password: MARSHALL domain password

   * Select the checkbox to remember the credentials

6. Click “Finish”

7. Setup is now complete. To access the applications, in the Taskbar Search Box, type the name of the application. Example: Allscripts

   *If you “right-click” on the application that shows up from the Search Box, and then choose “Open File Location”, you will see a list of all of the remote applications. You can then “right-click” on those and create desktop shortcuts.

If you need assistance, please contact the Musom Help Desk.
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