

DWD Thin Client System FAQ

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Tested Operating Systems and Browsers.

Tested Operating Systems: Windows 7, Windows 10, Mac OS 10.11.6

Tested Web browsers: Internet Explorer, Edge, Firefox, Google Chrome.

Preferred browser: (Easiest, least pop-ups) Internet Explorer.

Requirement: RDP version supporting Remote Desktop Protocol 8.0 or higher.

PIN reset – ITSC at 608-266-7252

Error message or problem reporting – ITSC at 608-266-7252

Next Token code – This means for whatever reason the system wants the next series of number on your fob. After the fob rolls over to the next set of numbers, enter just those numbers (without pin).



Expired Password – If your password is expired it must be changed before you can login. Use the click "here" to change your password.

1.

user name:

Password:

Your password is expired. Click [here](#) to change it.

2.

Domain\user name:

Current password:

New password:

Confirm new password:

3.

Domain\user name:

Current password:

New password:

Confirm new password:

Your password has been successfully changed.

OK

This site can also be used to change passwords that are not expired.

<https://workweb.dwd.state.wi.us/usermaint/changepassword3.asp>

Applications general:

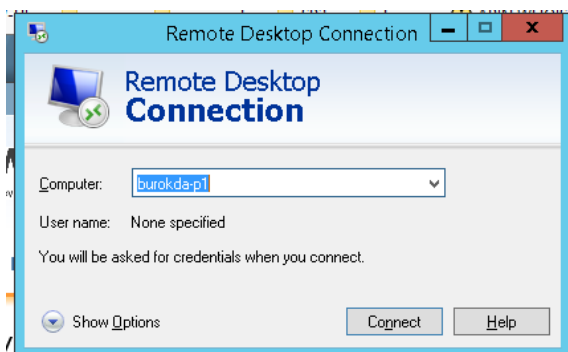
Office 2016 – see Office activation document listed on start page.

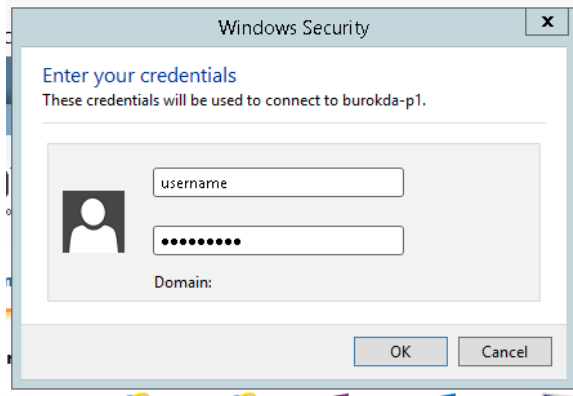
1. **Office 365 is setup as a shared install. All or parts of activation may be required at each use.**
2. Only the basic Office applications will be included on initial rollout.

HOD setup – see Host on Demand document listed on start page. Setup install required at each login.

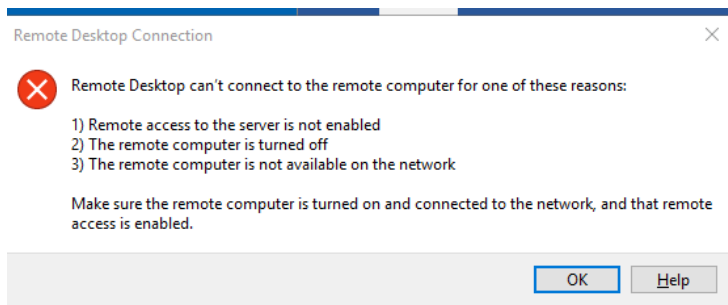
RDP – Remote Desktop:

1. The PC you are attempting to connect to must be turned on and on the DWD network.
2. After clicking the Remote Desktop Connection icon and going through the other windows/steps based on the browser you are using a remote connection window will open.
3. Enter the name of the device you want to connect to. Click "connect" and you will be prompted to sign into the device.



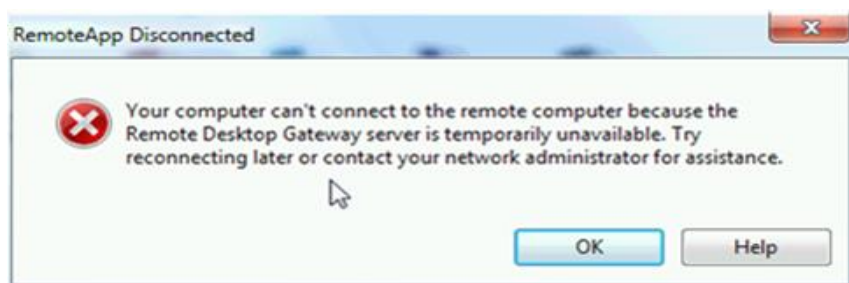


Error Messages:



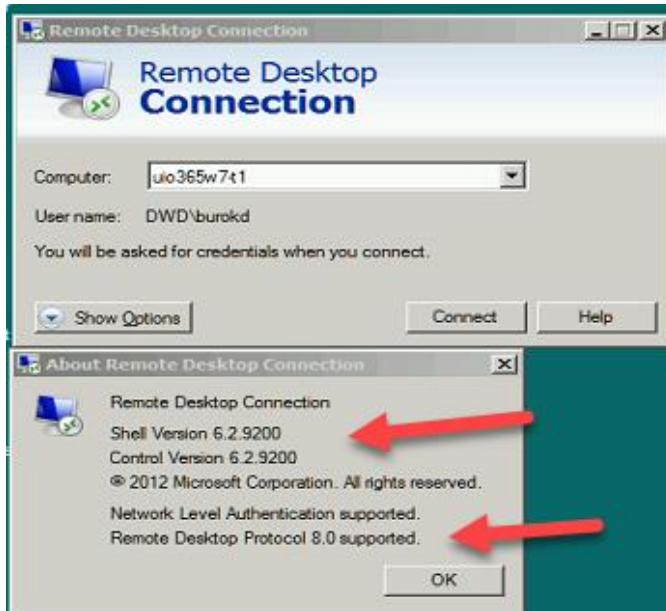
Things to check

1. Verify you still have an internet connection.
2. Make sure device you are remoting to is up and on the network.
 - a. Possibly have someone reboot the device.
3. Your local device (the one you are sitting at) has correct RDP client version.



Things to check

1. Make sure you can still get to Google or other web sites and have not lost your internet connection.
2. You accepted the Internet Explorer active X download.
3. RDP version on the local device. Go to the Remote Desktop connection icon and open it. In upper left corner of the window click the tiny computer and select "about" from the drop down menu. **You need version 6.2.9200 or higher supporting Remote Desktop Protocol 8.0 and above.**



4.

5. You can update a personal PC using these Microsoft update links in this order. **(at your own risk)** You will need to know if you are running 32 bit or 64 bit windows. **For Windows 7 with a remote desktop connection lower than 6.2.9200 only. Requires Windows 7 Service Pack 1 to be installed.**

KB2574819, KB2592687, KB2830477, KB2923545

64 bit Windows 7

<http://www.microsoft.com/en-us/download/details.aspx?id=35388>

<http://www.microsoft.com/en-us/download/details.aspx?id=35387>

<http://www.microsoft.com/en-us/download/details.aspx?id=40986>

<http://www.microsoft.com/en-us/download/details.aspx?id=41972>

32 bit Windows 7

<https://www.microsoft.com/en-us/download/details.aspx?id=35391>

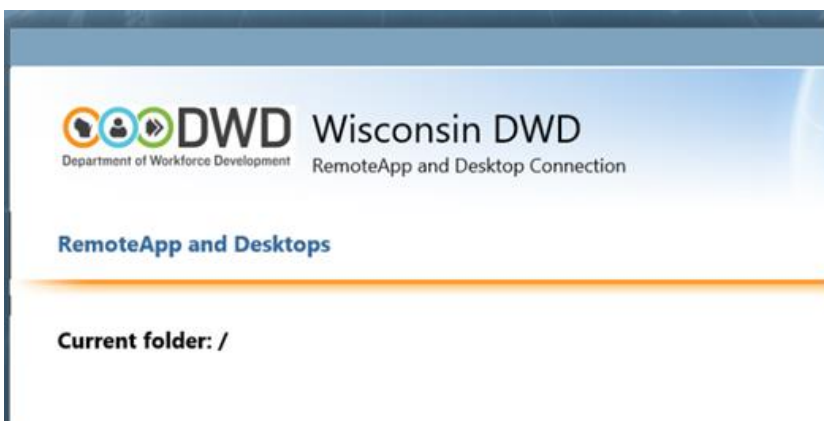
<https://www.microsoft.com/en-us/download/details.aspx?id=35393>

<https://www.microsoft.com/en-us/download/details.aspx?id=41036>

<https://www.microsoft.com/en-us/download/details.aspx?id=41988>

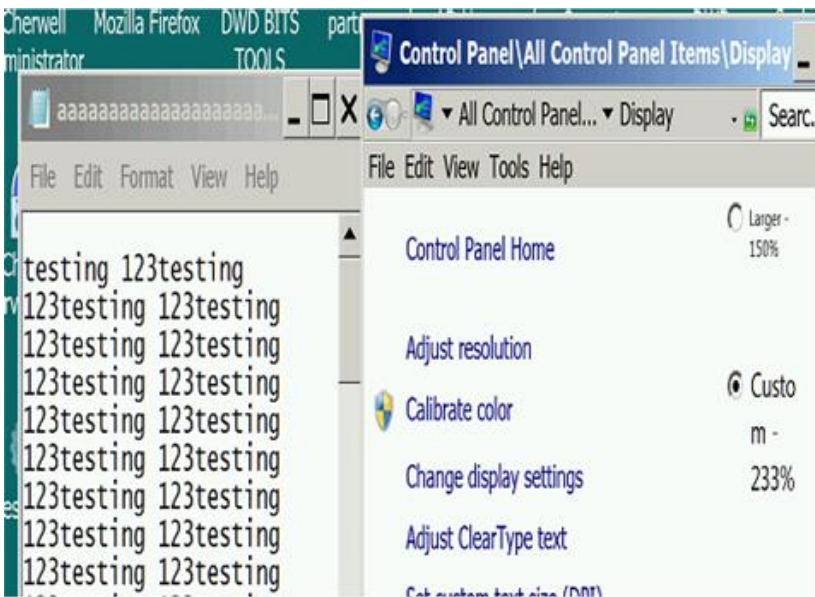
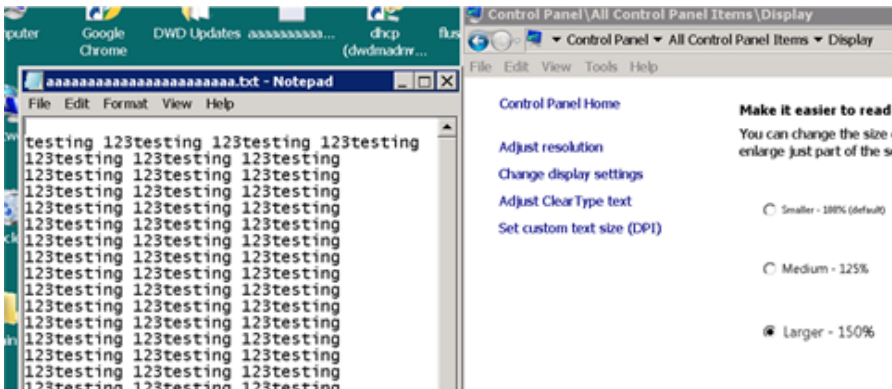
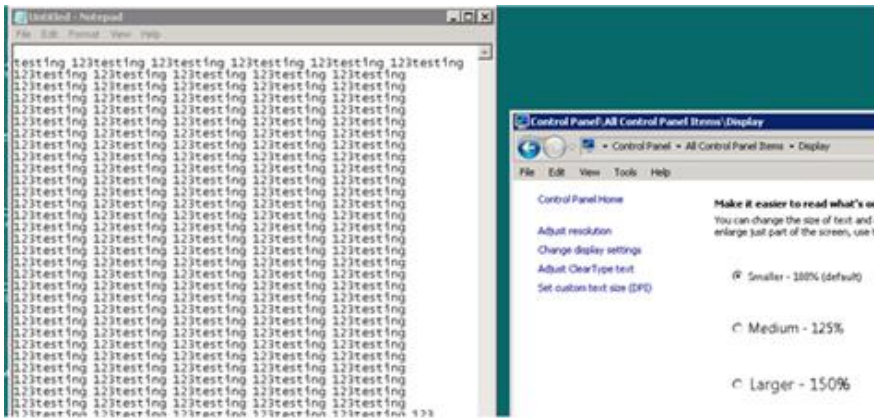
Just getting an empty folder after logging in.

1. Make sure you are using your DWD username (the short one) and not your IAM account.



Increasing the size of the remote display.

This will change the display size on the device you are connecting to, right click desktop on device you are remoting to, select personalization, display and increase size. Can also select "set custom text size".



Checking Security:

How do I verify this is a valid DWD site? All of the above web browsers will have a padlock icon where the SSL certificate can be viewed.

