AppStream Remote Desktop Guide

Updated 04/29/25.

About

AppStream allows authorized RSCCD users access to a **non-persistent virtual desktop (i.e., the AppStream Desktop app),** that behaves as if you are accessing a District PC on campus.

AppStream replaces the Remote Portal at https://remote.rsccd.edu.

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Frequently Asked Questions (FAQs)

Will AppStream replace the Remote Portal / Terminal Session?

AppStream replaces the Remote Portal at https://remote.rsccd.edu.

In its place, AppStream provides authorized RSCCD users access to a **non-persistent virtual desktop** (i.e., the AppStream Desktop app), that behaves as if you are accessing a District PC on campus.

What is a non-persistent virtual desktop?

A non-persistent virtual desktop is a temporary workspace that reverts to its original state after each session. Think of it like a clean slate every time you log in. No files, applications, or settings are saved. When you log out, any changes you made disappear.

How do I save files using the AppStream Desktop application if it is a non-persistent virtual desktop?

We strongly recommend reviewing the section on **Saving Files in the AppStream Desktop app** so you become acquainted with how to save your files when using AppStream Desktop app.

To avoid data loss, please save your files in the AppStream Desktop using the H Drive.

Any files that are worked on or saved outside of these locations (such as Temporary Files or the Downloads folder) will be deleted and cannot be retrieved once the AppStream Desktop session closes.

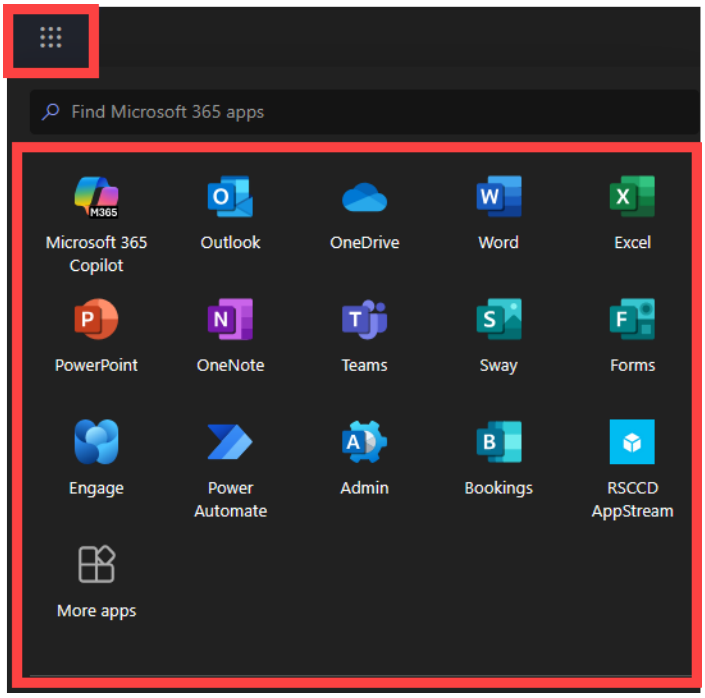
Will I still have access to my District PC while working remotely?

It is possible to connect to your physical District PC that is located on campus, using the Remote Desktop icon located on the AppStream Desktop application.

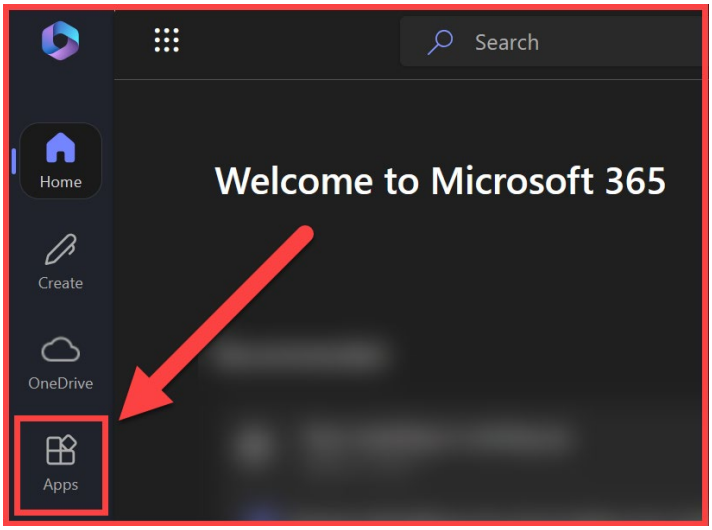
Please see the section on **Connect to Your District PC using AppStream Remote Desktop**.

Office365 applications (e.g., Outlook, Word, Excel) are not available in the AppStream Remote Desktop. How should I access them?

Please use your local desktop to access Office365 resources. Your Office365 apps (e.g., Outlook, OneDrive, online version of Word and Excel, etc) are located at www.office.com under the App Launcher icon:



You can also select the "Apps" icon from the left navigation menu of the www.office.com website to view the full list of apps available to you on Office365.



You can also go to https://outlook.office.com directly for email access.

How do I access RSCCD applications (e.g., Colleague UI) from AppStream Desktop?

Once you connect to the AppStream Desktop, use the desktop icons to launch applications such as Colleague UI, Report Repository, and more.

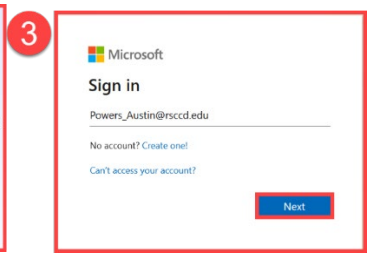
Jump to the section Access RSCCD Apps from AppStream Desktop for more information.

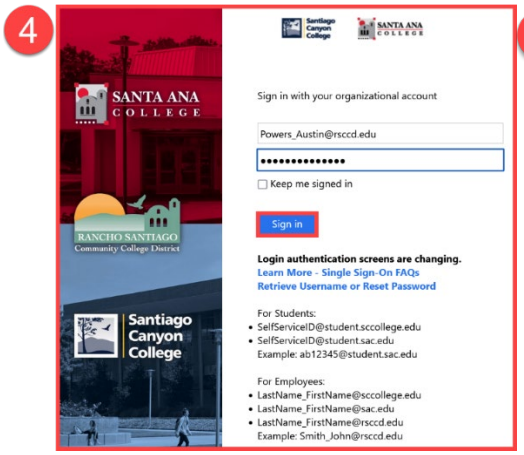
How to Access AppStream

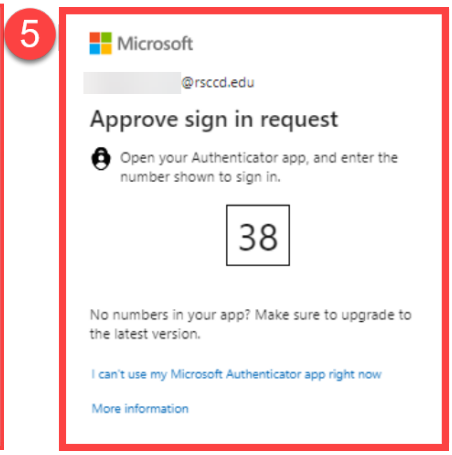
Step 1: Login to the Office.com Website

1. Open a web browser and go to **www.office.com**
2. Select **Sign In.**
3. At the **Sign in screen**, enter your Single sign-on username and select Next.
4. When prompted to **sign in with your organizational account**, enter your Single sign-on username and Password and select Sign in.

   Note for Vendors: *If you're a vendor, your Single sign-on username ends in* ***@rsccd.org (e.g., vendor_johnsmith@rsccd.org)***
5. If prompted, **Verify your Identity** using Multi-Factor Authentication (MFA).



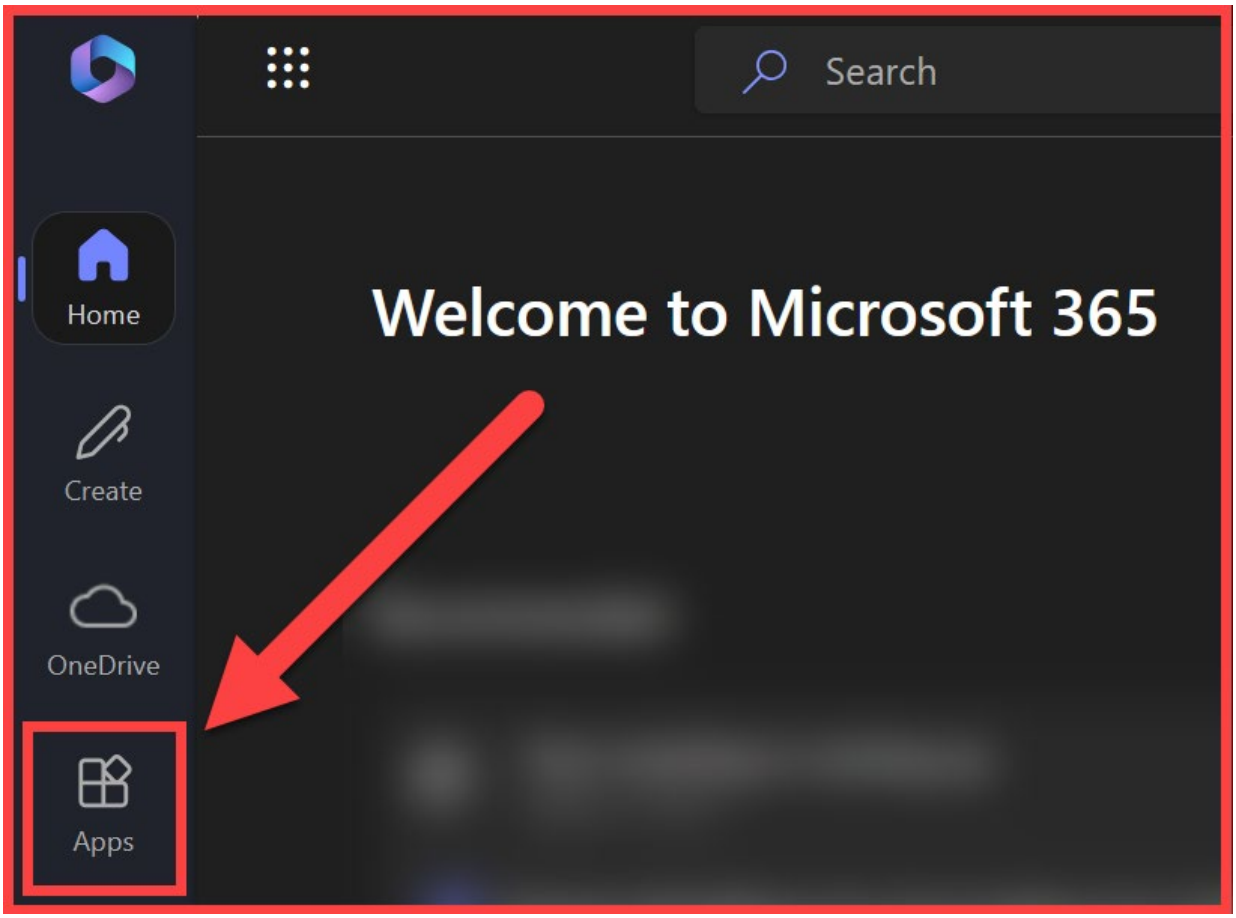




NOTE: If you're signed into another Office account – select **the Account Info icon** (on the bottom left or top right) > **Sign in with a different account.**

Step 2: Go to Apps > RSCCD Applications > RSCCD AppStream

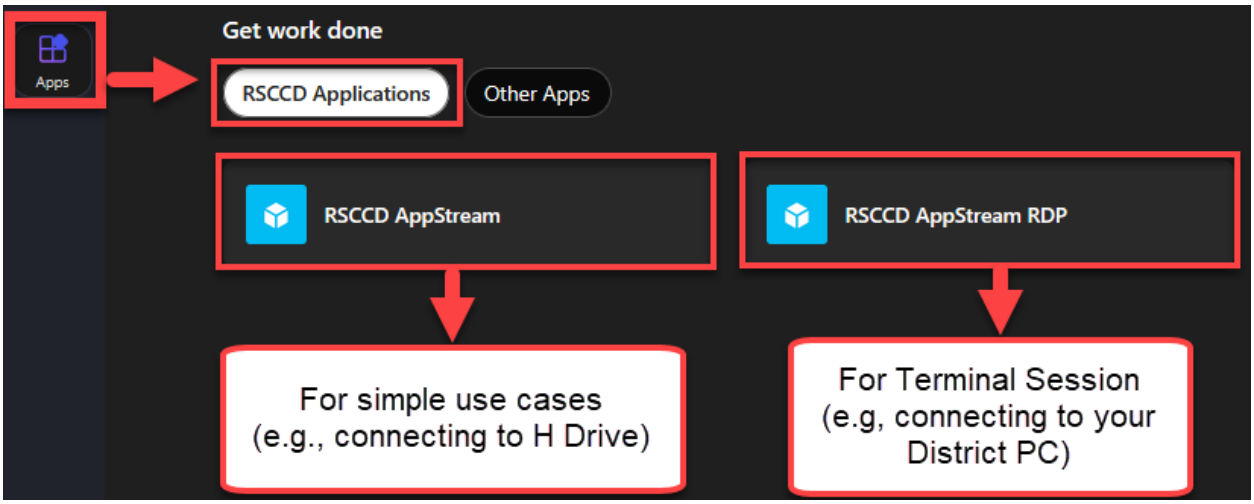
In the Office.com website, select the Apps icon from the left navigation panel.



In the Apps Menu, go to RSCCD Applications.

Step 3: Select RSCCD AppStream or RSCCD AppStream RDP

You will see two options for RSCCD AppStream:

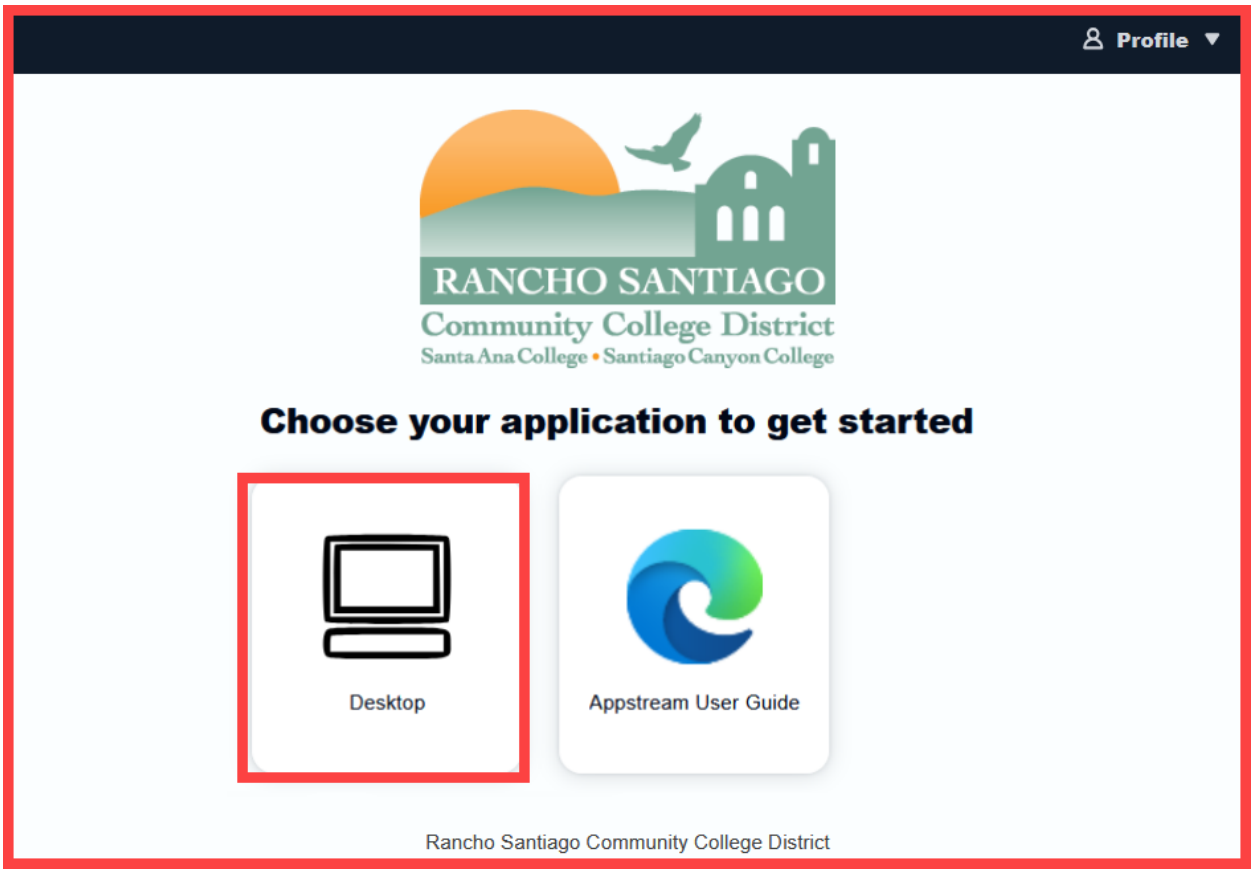


A. Select **RSCCD AppStream** to use the AppStream virtual desktop.
   a. Select this option if you do not need Terminal Session access to your District PC on campus, and only need access to a single application (e.g., H-Drive or Colleague UI).

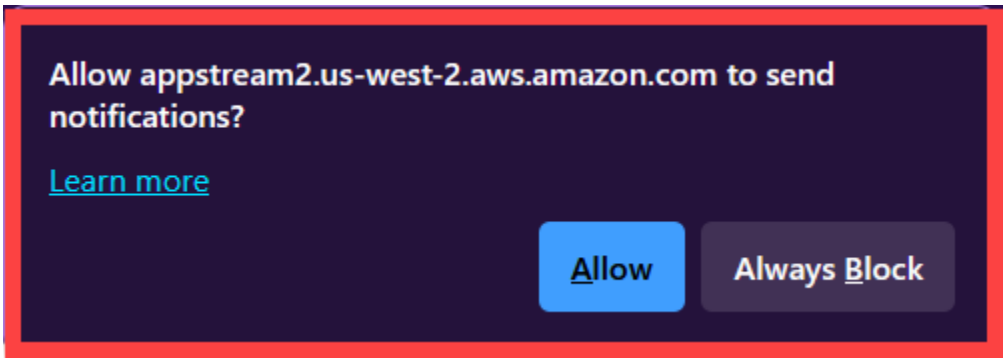
B. Select **RSCCD AppStream RDP** to **Connect to Your District PC through RSCCD AppStream RDP icon.**
   a. **Use this option if you use Terminal** Session to connect to a District PC on campus (e.g., your desktop computer at your office).
   b. Follow the steps for **Connect to Your District PC through RSCCD AppStream RDP icon** for further instructions.

Step 4: Select the Desktop Icon

When the AppStream website opens, select the Desktop icon to launch the AppStream Desktop.



NOTE: If prompted, select **Allow or Enable** to allow AppStream to send notifications to your web browser.

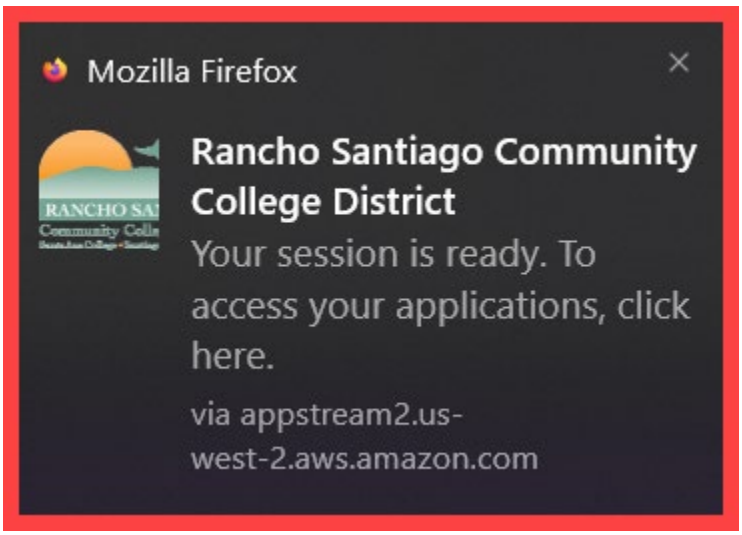


Step 5: Wait for your session to start *("Your session is being prepared")*

Wait for the AppStream desktop session to be prepared for you.

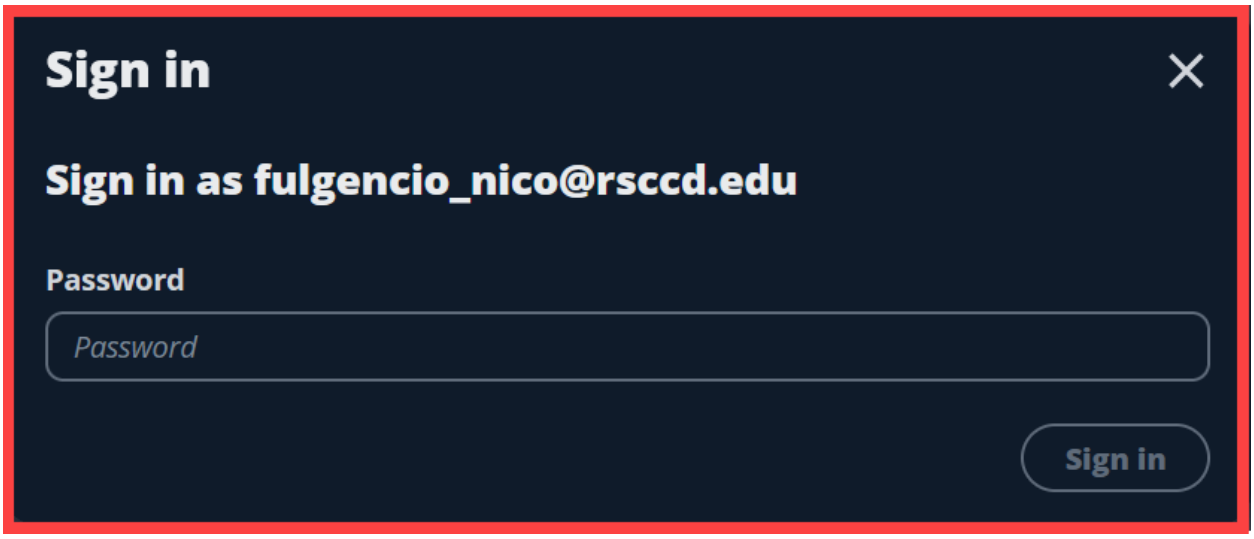
This will happen each time you connect to AppStream. This process typically takes less than 2 minutes.

Once the AppStream desktop is ready, you will receive a notification from your web browser *(e.g., "Your session is ready. To access your applications, click here.")*

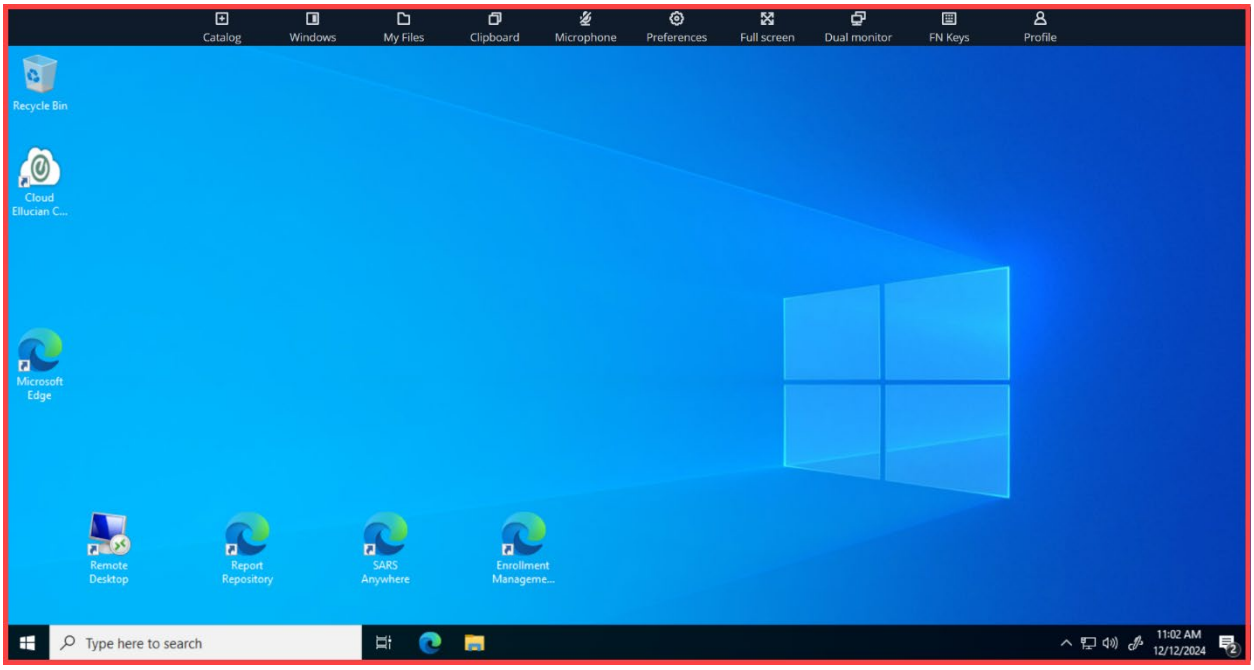


Step 6: Sign in again and Launch the AppStream Desktop

Once the AppStream desktop or application launches, sign in again with your Single sign-on password.



After you sign in, the AppStream Desktop will launch within your web browser window.



Connect to Your District PC through RSCCD AppStream RDP icon

Below are steps for connecting to your District PC from the AppStream Desktop using RSCCD AppStream RDP.

Step 1: Acquire your District PC Device Name

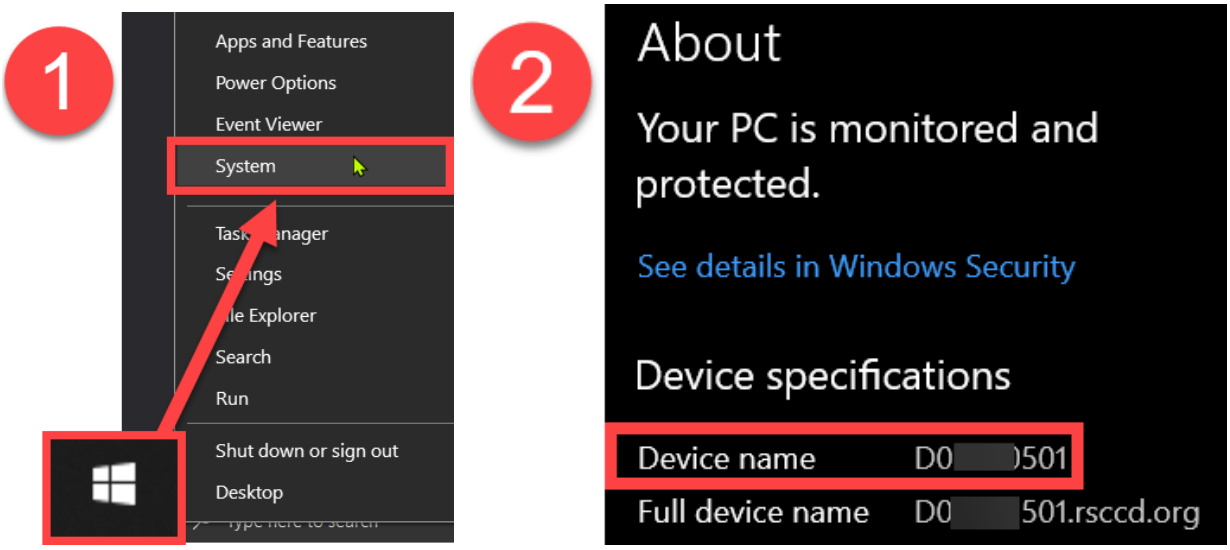
NOTE: When using the RDP icon in AppStream, you will need the Full device name of your District PC on campus.

If you cannot access the District PC on campus, contact the **ITS Help Desk** so we can help you find the PC Name.

How to Obtain your District PC Device Name:

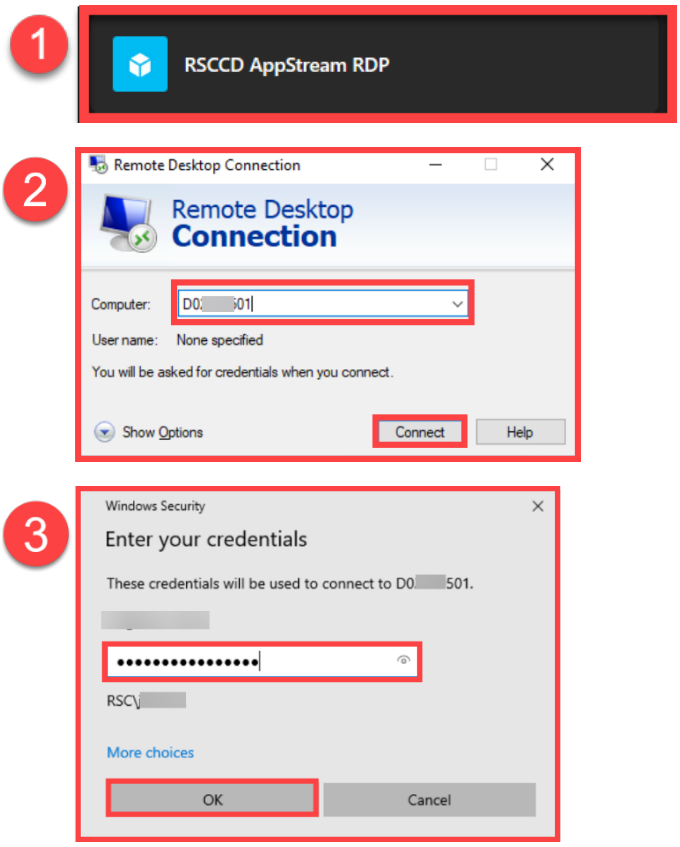
1. On the District PC on campus, right-click the **Start Menu** icon and select **System.**
2. Under **About** > **Device Specifications**, find the **Device Name**

Record the Device Name (e.g., in a text document or Word doc). You will need the Device Name to connect using the RDP icon in AppStream.



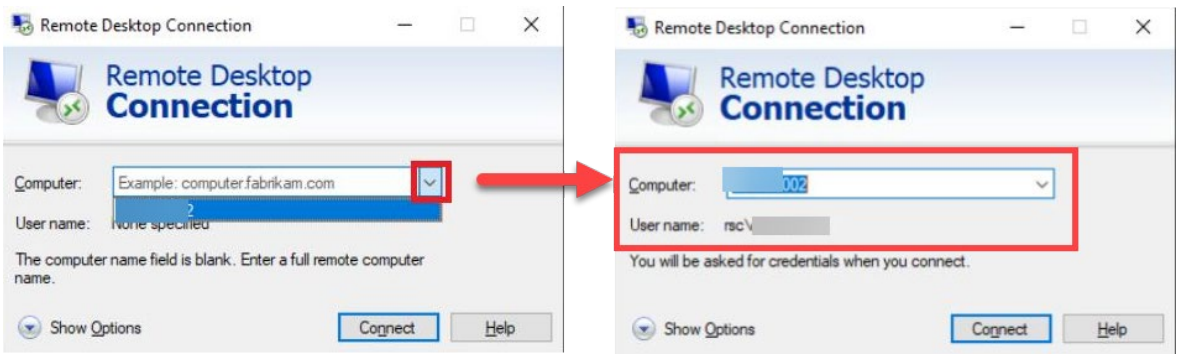
How to connect to your District PC using the RSCCD AppStream RDP icon

1. Follow the steps for How to Access AppStream and select the **RSCCD AppStream RDP** icon.
2. **In the Computer field, enter the Device Name** you recorded under How to Obtain your District PC Device Name and select **Connect**.
3. At the Windows Security screen, **enter your password and select OK.**



Cached Computer Name in Remote Desktop Connection

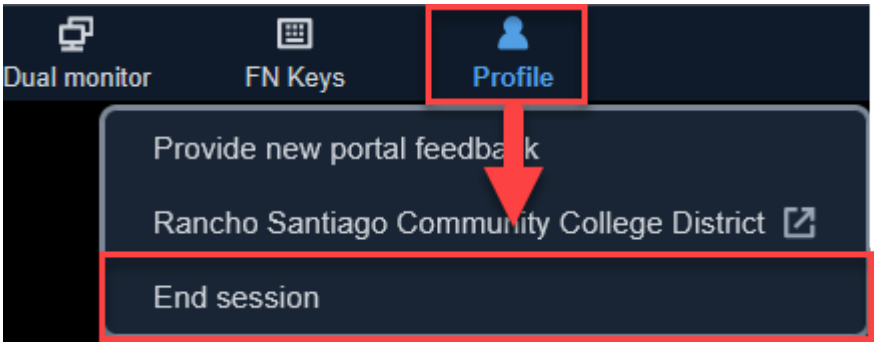
For future RDP sessions, you can find your computer name by selecting the drop down to the right of the Computer option.



End Session on AppStream

When you are done using AppStream, select the **Profile icon > End Session** from the AppStream menu bar to end your session.

This will prevent connection issues when you connect to AppStream next time.



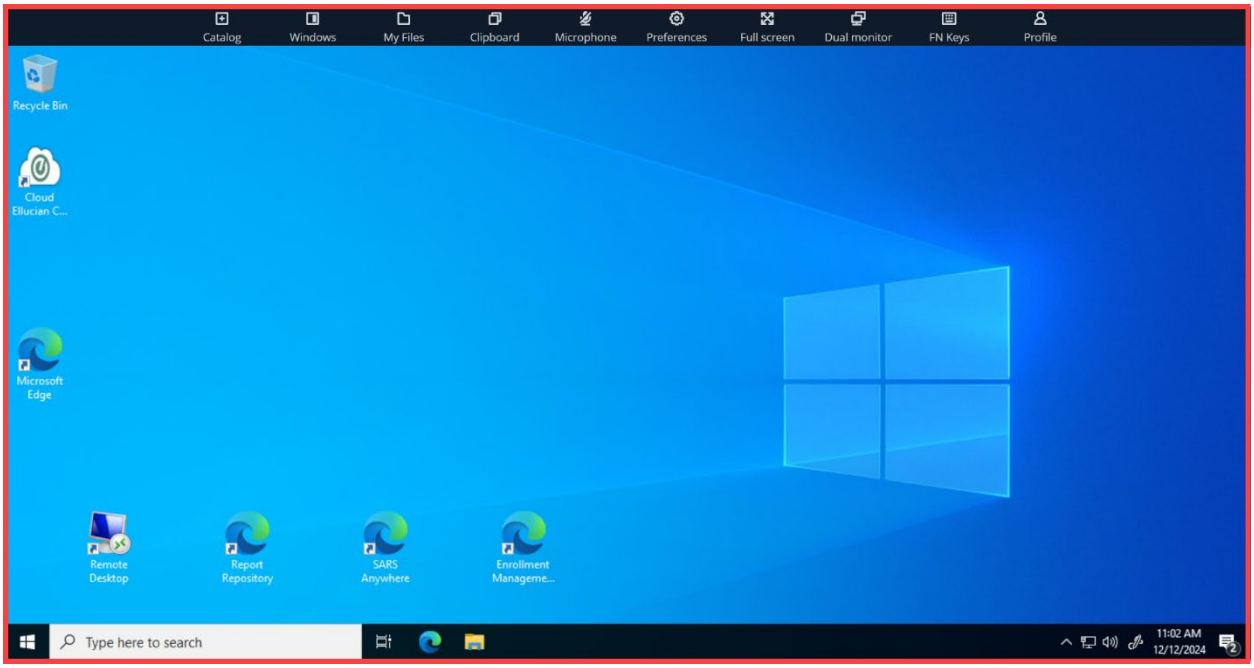
Access RSCCD Apps from AppStream Desktop

Use the Desktop Icons

Use the desktop icons located on the AppStream Desktop to access these applications:

- Colleague UI
- Report Repository
- SARS Anywhere
- Enrollment Management Tool

The available desktop icons and applications will change periodically as we add more apps and services to the AppStream desktop.



Saving Files in AppStream Desktop App

How to Avoid Data Loss in AppStream

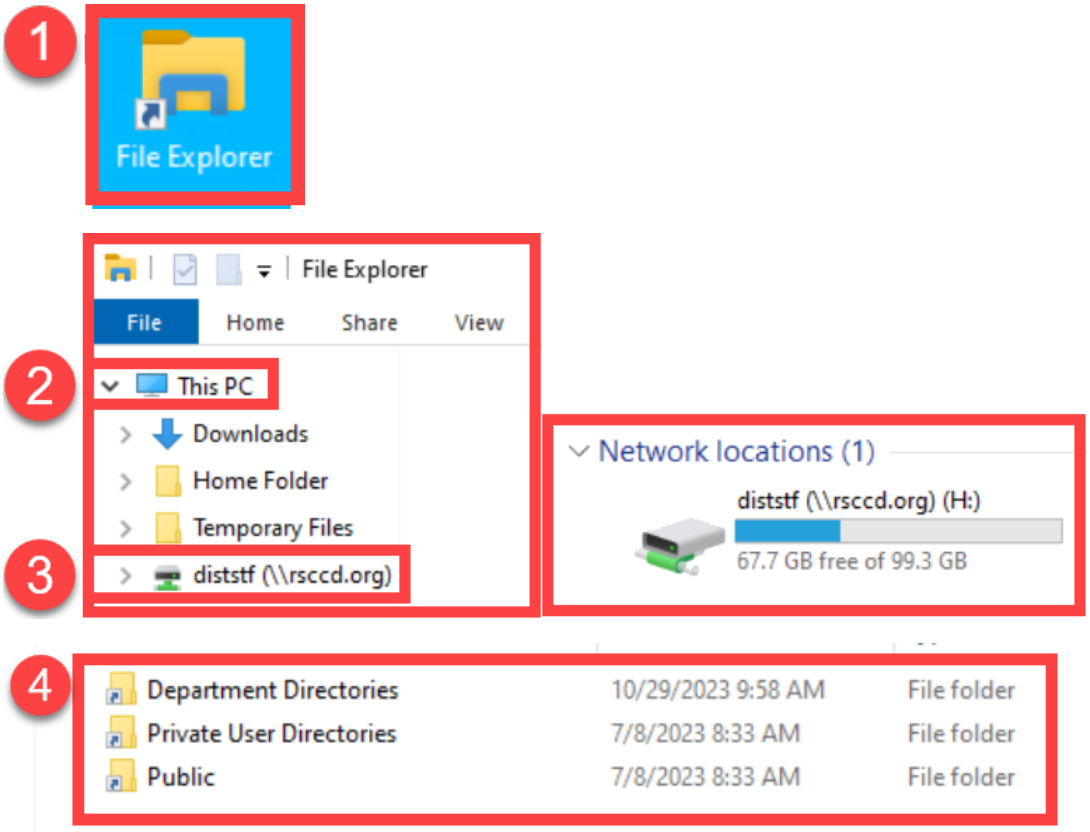
To avoid data loss, please save your files in the AppStream Desktop using the H Drive.

Any files that are worked on or saved outside of these locations (such as Temporary Files or the Downloads folder) will be deleted and cannot be retrieved once the AppStream Desktop session closes.

How to Use the H Drive in AppStream Desktop

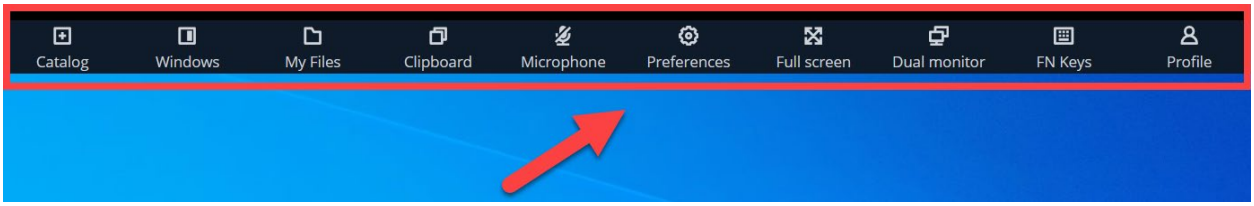
To find the H Drive in AppStream Desktop:

1. Open **File Explorer**
2. Select **This PC**
3. Under **Network Locations (or the Quick Access bar),** select the H Drive
4. Navigate to the Department Directories, Private User Directories, or Public folders. **Use these H Drive folders to save files.**



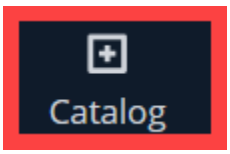
AppStream Icon Bar

The AppStream Icon Bar is located at the top of the AppStream Desktop session.



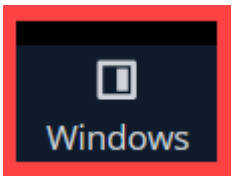
The descriptions below outline what each of these Icons do.

Catalog



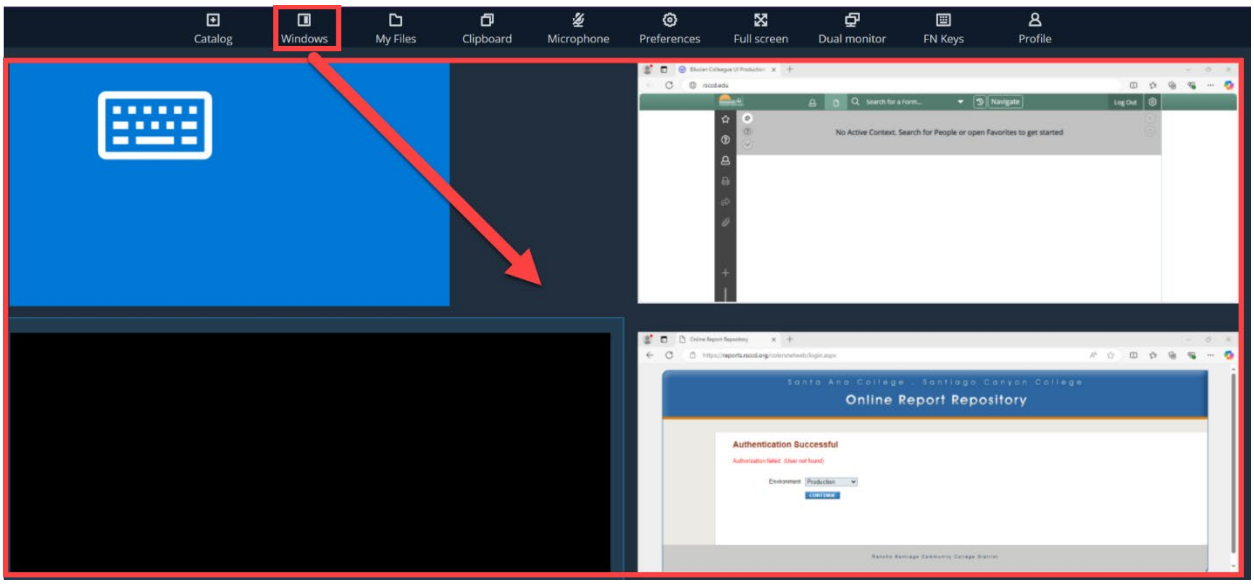
The Catalog icon lists applications currently configured for the AppStream Desktop app. Select the **Catalog** icon, then select one of the Applications listed to launch that application.

Windows

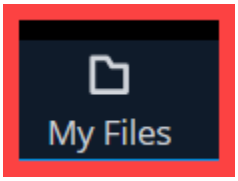


The Windows icon lets you switch between different application windows or screens in the AppStream Desktop app.

Select the Windows icon to see all the application windows you have open, and select from the tiles to go to that app.

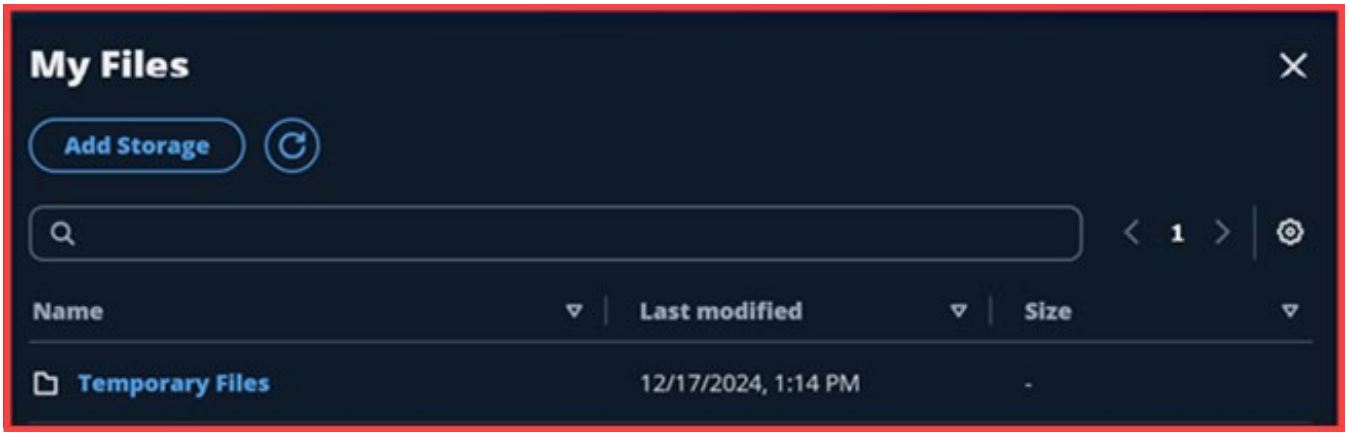


My Files



The My Files icon lets you download and upload files from the AppStream Desktop to and from your local desktop.

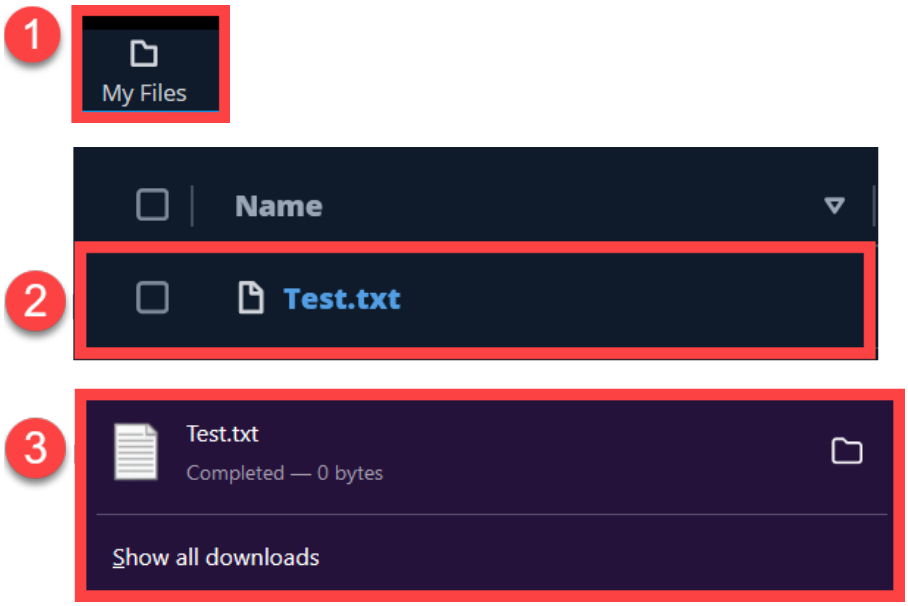
Temporary Files -- **Files saved to Temporary Files will be lost** after the AppStream Desktop session ends, but can be used to transfer files between your local desktop and the AppStream desktop and the H-Drive.



Download from My Files (in AppStream) to the local desktop

To download a file from AppStream Desktop to your local desktop:

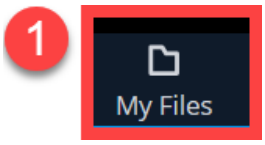
1. Open **My Files** icon
2. **Select a file to download**
3. Check the **Downloads folder** of your local desktop web browser to find the downloaded file.

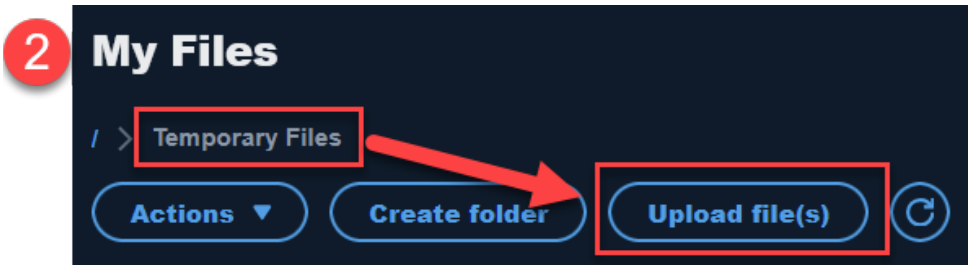


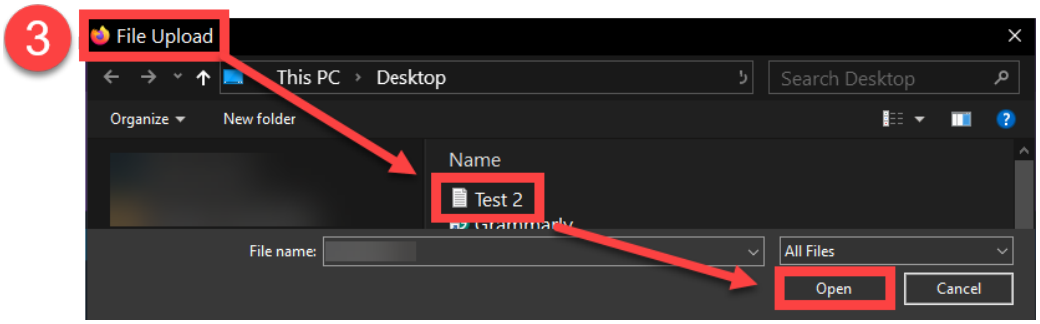
Upload to My Files (in AppStream) from local desktop

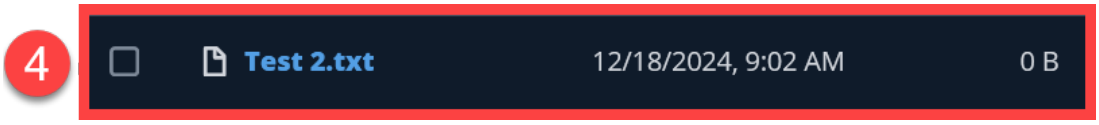
To upload/transfer a file from your local desktop to the AppStream Desktop app:

1. Open **My Files** icon
2. **Select a folder to upload** to (e.g., Temporary Files), then select **Upload file(s)**.
3. Use the **File Upload window** to select a file from your local desktop.
4. The uploaded file then appears in the **My Files** navigation.

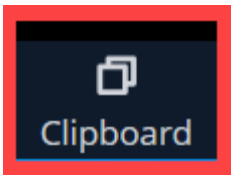








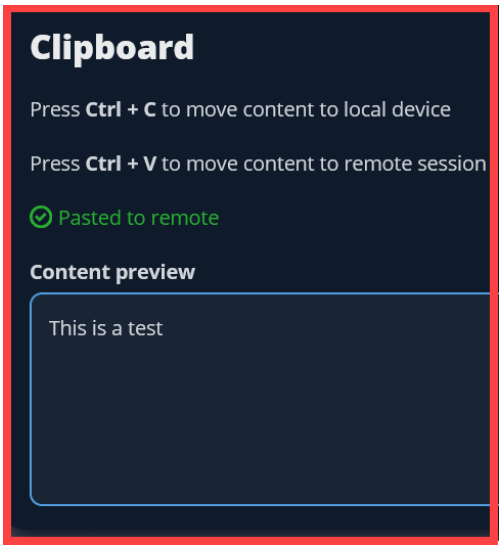
Clipboard

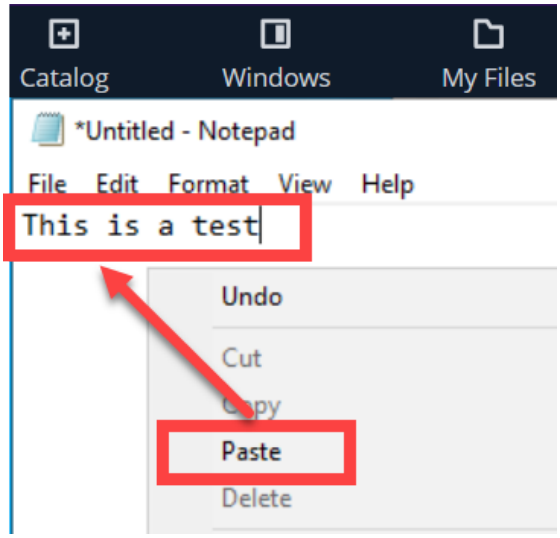


The Clipboard icon opens a clipboard window you can use to copy and paste items from your local desktop (e.g., the one you are using to connect to AppStream) over to the AppStream Desktop.

To use the Clipboard:

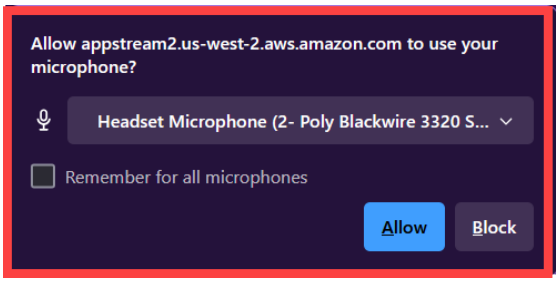
1. Select the **Clipboard icon** to open the Clipboard window.
2. Use **Ctrl + C** to copy content from your local device.
3. Use **Ctrl + V** to paste the content into the preview textbox.
4. Once the content has been copied to the Clipboard window, a confirmation message appears (**"Pasted to remote")** and the Clipboard window closes.
5. The content you pasted into the Clipboard window will now be available to paste within the AppStream Desktop itself (using **Ctrl + V** or **Right Click > Paste**).





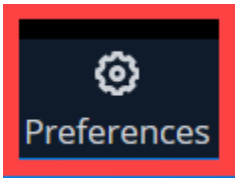
Microphone

Use the **Microphone icon** to **mute or unmute** your microphone.



If prompted by your web browser, select **Allow** to allow AppStream to use your Microphone.

Preferences



The **Preferences Icon** lets you edit your preferences in the AppStream Desktop. The **Preferences Menu i**ncludes:

General

- **Theme:** System Default, Dark Mode, or Light Mode
- **Streaming Mode:** Best Responsiveness (Provides most fluid experience) or best quality (Provides best image quality)

Display

- **Resolution Settings:** Match the local display (default), Keep remote resolution, or select a custom Display resolution (e.g., 2560 x 1440, 1920 x 1080, etc)

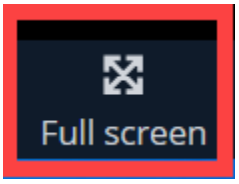
Regional Settings

- **Time Zone:** Determines the time zone used during your session
  - Set to **UTC-08:00 Pacific Time US & Canada** by default)
- **Locale:** Determines how Windows displays numbers, currency, time, & dates
  - Set to **English [United States]** by default
- **Input method**: For inputting characters in another language
  - Set to **None** by default

Audio & Video

- **Audio:** Enable/Disable Microphone
  - You can also use the **Microphone icon** on the Icon bar to toggle on/off
- **Setting Persistence:** Remember device settings (enabled/disabled) for future sessions

Full Screen

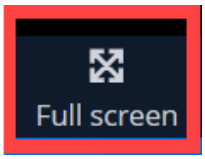


The Full screen icon lets you toggle Full screen mode on or off for the AppStream Desktop instance.

To enable Full Screen mode:

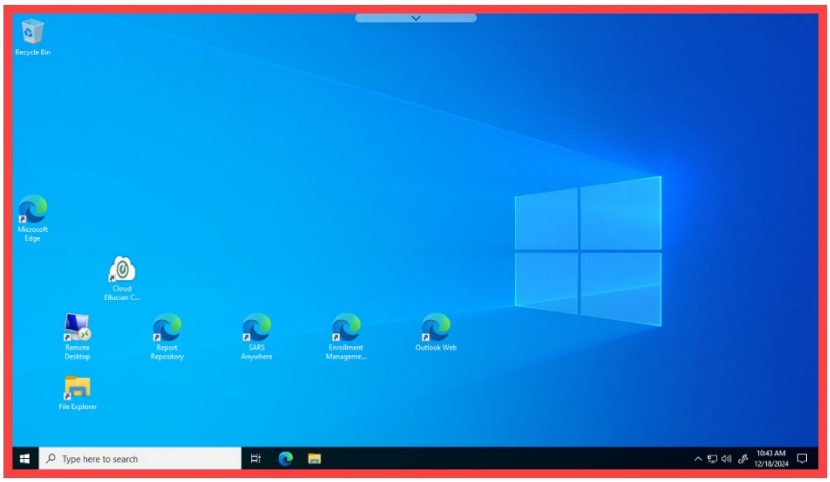
1. Select the **Full screen** icon.
2. Wait for the **Resizing screen** to finish loading.
3. The AppStream Desktop maximizes to the entire screen.

1



2

3



To exit Full Screen mode:

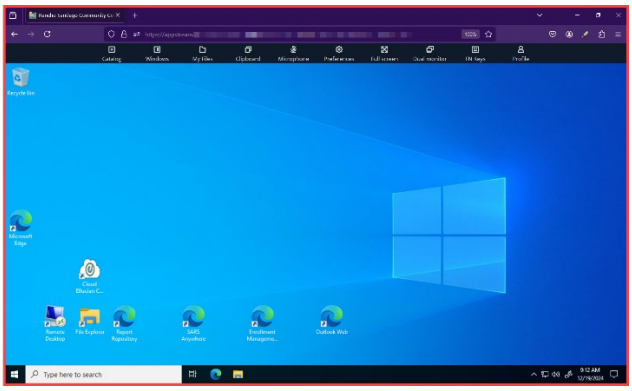
1. **Press the ESC Key**
   Or
2. Click the **drop-down arrow** at the top of the AppStream screen, then select the **Full Screen** button.
3. The AppStream Desktop will revert to a normal size web browser window.

1

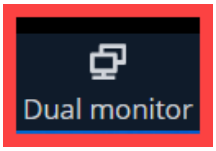
OR

2

3



Dual Monitor

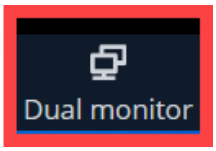


The Dual Monitor icon creates another window for the AppStream desktop app, which functions like having another monitor (e.g., when using dual monitor or multiple displays).

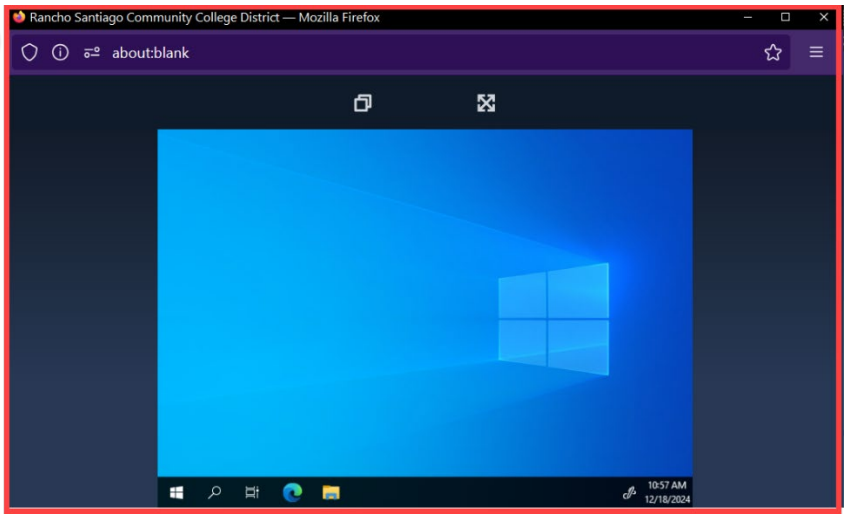
To start a Dual Monitor screen

1. Select the **Dual Monitor** icon.
2. AppStream will then generate a **new browser window**.
3. Drag and drop the new browser window to another monitor, then resize it to fit the monitor (or use Full Screen mode to resize it).

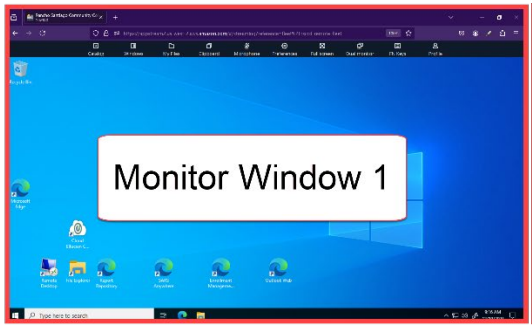
1



2

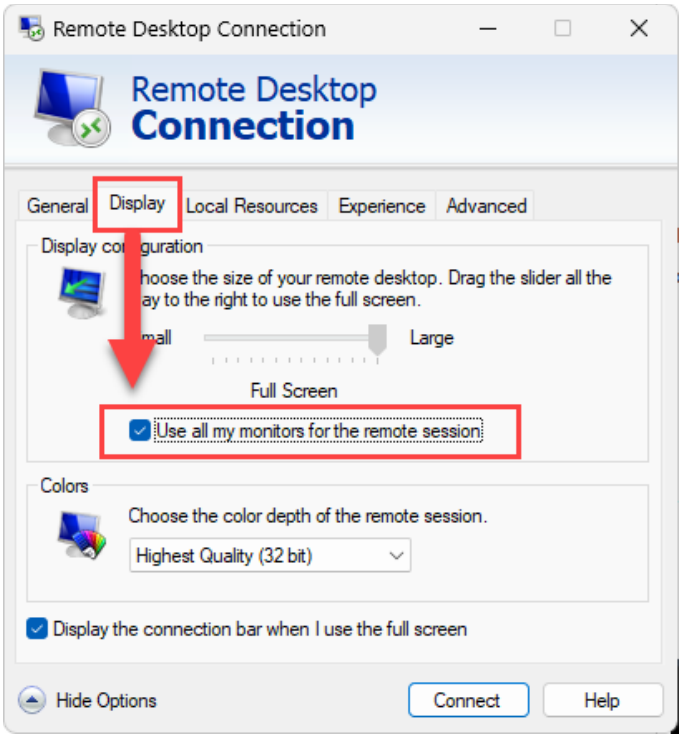


3



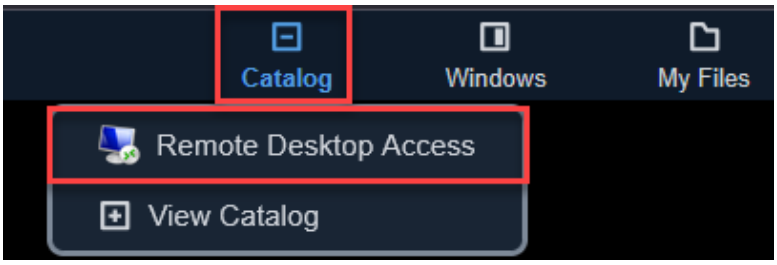
To enable Dual Monitors in AppStream RDP:

1. Follow the steps to Start a Dual Monitor screen.
2. Additionally, In the Remote Desktop Connection settings, select **More Options > Display tab > select the checkbox for "Use all my monitors for the remote session"**
3. Go back to General tab in Remote Desktop Connection, enter the Computer Name, then Connect.

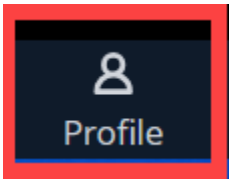


If you are already in the AppStream RDP in single monitor mode:

1. Close the Remote Desktop window by selecting the "X" on the blue bar with your computer name.
2. Select the Catalog Icon > Remote Desktop Access to re-launch the Remote Desktop Connection screen.
3. Follow the steps to enable Dual Monitors in AppStream RDP.



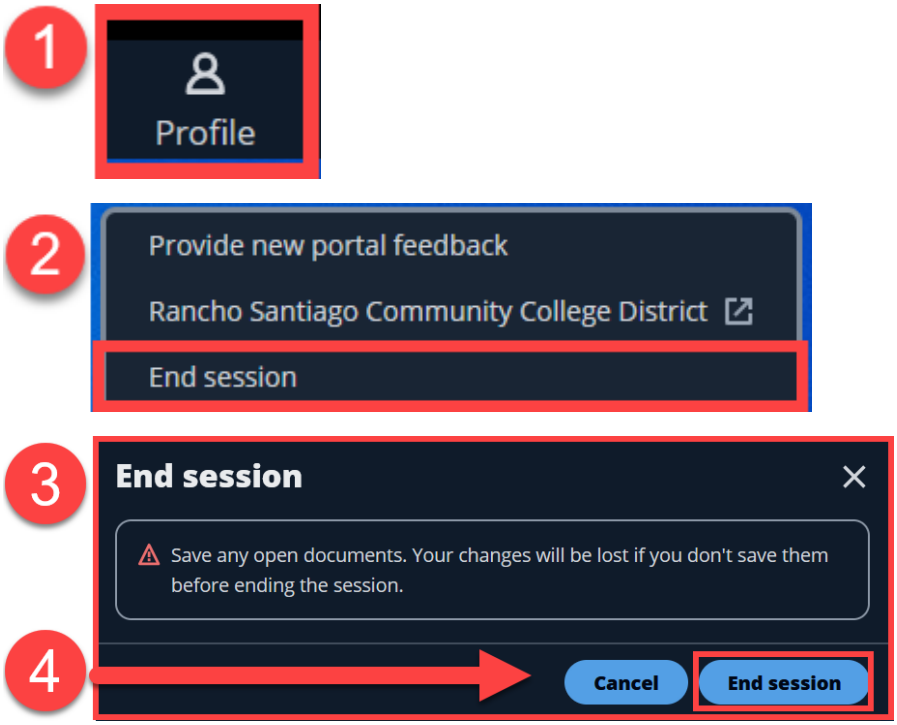
Profile (End Session)



The Profile icon lets you exit the AppStream Desktop session.

To End Session on AppStream Desktop:

1. Select the **Profile Icon**
2. Select **End Session**
3. A pop-up screen appears warning to **"Save any open documents. Your changes will be lost if you do not save them before ending the session."**
    a. *Review **Saving Files in AppStream Desktop App** for guidance on how to save files in AppStream Desktop.*
4. To continue, select **End session**.



Troubleshooting problems

Contact the ITS Help Desk

- Website: **https://webhelpdesk.rsccd.edu**
- Phone: **714-564-4357 Extension 0**
- Email: **helpdesk@rsccd.edu**