Best Practices for Remote Desktop Users

TRIALWORKS
An Assembly Software Company

Time On

It's highly recommended to log off daily to allow resources on the server to be released. The longer you stay connected, the more issues develop due to insufficient memory or high processor usage. Click the LogOff button to avoid this from happening.

User Folders

The Desktop, Documents, Downloads, Pictures, Videos, and other user folders are not to be used to save and store files as they are all located in the computer's main drive. All users share the space on this drive. Additionally, this drive is not backed up. Therefore, if there is a problem with your remote desktop or if you delete a file by accident, we will not be able to restore it.

The firm has a Y drive that is backed up several times a day and offers higher capacity. We can also set up a U drive where you can store your files. Only you can access this folder. It can also be shared with all or some of your co-workers. Contact Technical Support if you need the TrialWorks team to create it for you. We would then set shortcuts to your U drive on your desktop for easy access.

General or "Public" usage folders can also be set in the Y drive.

Email Storage

Emails saved in Outlook use space from your shared C drive. We encourage you to delete all emails that have been filed to TrialWorks and periodically empty the Deleted Items folder. You can also set the option in Outlook to "empty" the Deleted Items folder when closing Outlook.

Recycle Bin

Files in the Recycle Bin also use space from your C drive and should be periodically emptied. To avoid sending files to the Recycle Bin, press SHIFT and DEL to permanently remove the data.

Please note that there is no "undo" option when using this command; be sure that you want to delete these files.

Scan Folder

When using a scanner on the local environment, it is a best practice to set the local scans folder to forward to the remote desktop. Even though you can view the contents of that local folder, it's not recommended to file directly from it.

The appropriate procedure is to first move the desired files into a "To Be Filed" folder on your Y drive. Set FileIt to open to that folder to prepare the transfer list and to file.

AutoRecover

Set Word and Excel to save AutoRecover information every 1 minute instead of the default of 10 minutes. This feature will save your changes in case of a failure.

The option to keep the last auto-saved version in case of exiting without saving should also be enabled. To enable this, go to FILE >OPTIONS >SAVE.