



How to Change Your PersonalRDP Information in the Application Portal

(Last Revision Date: February 2019)

If you are new to PersonalRDP in the portal or if you already use PersonalRDP but need to connect to a different computer, you can use the Application Portal to easily change the information.

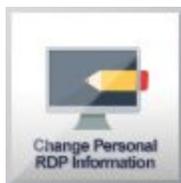
Note: You will need to know the serial number of the computer that you would like to connect to when completing this procedure. If you do not know how to get your pc serial number please can contact Inside Information at 780-944-4311 for assistance.

Procedure:

1. Logon to the [Application Portal](#)
2. Click on the **Account** link at the bottom of the portal workspace

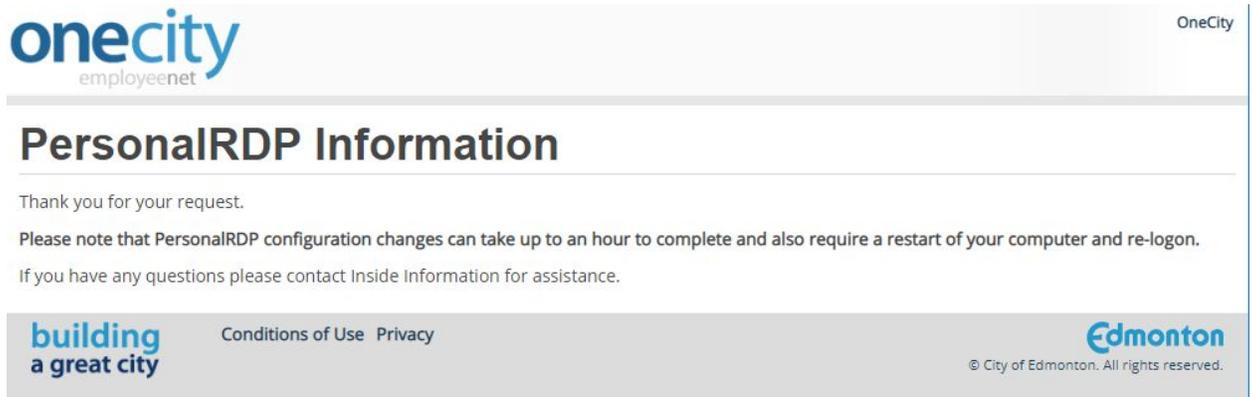


3. Click the **Change Personal RDP Information** tile



4. The **PersonalRDP Information** form will be displayed and you will see that your user name information is already filled in.

5. Enter the serial number of the computer you would like to connect to and click **Submit**. If you have entered a valid computer serial number you will see the following message:



The screenshot shows a web page with the following elements:

- Header:** "onecity" logo in blue and grey, with "employeeenet" in smaller grey text below it. The word "OneCity" is in the top right corner.
- Section Header:** "PersonalRDP Information" in a large, bold, black font.
- Text:** "Thank you for your request." followed by "Please note that PersonalRDP configuration changes can take up to an hour to complete and also require a restart of your computer and re-login." and "If you have any questions please contact Inside Information for assistance."
- Footer:** "building a great city" logo on the left, "Conditions of Use Privacy" in the center, and "Edmonton" logo on the right with "© City of Edmonton. All rights reserved." below it.

Note: It is important to restart your work computer and re-login to complete the configuration.