

# Accessing the Cloud

## PURPOSE

This document describes how to log into the Cloud and access your applications. These instructions are for Pro Plus / Premier / Enterprise users.

### STEP 1

Open Internet Explorer.

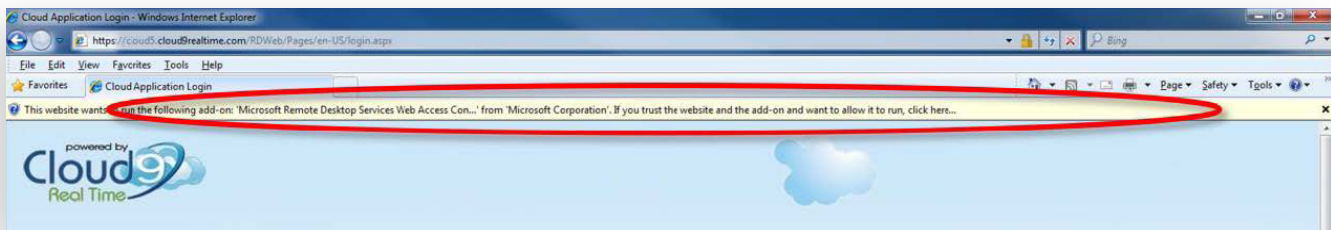
 *You must use IE to access your Cloud*

### STEP 2

Type “https://vm-xxx.cloud9realtime.com/rdweb” in the address bar (replacing “xxx” with your Virtual Server number).

### STEP 3

Click on the yellow pop up to run the ActiveX add-on.



**STEP 4**

Log in to the Cloud Applications page with your username & password (remember to type “cloud9\” before your username).

**STEP 5**

Indicate whether the computer being used is a private or public computer (under Security).



**STEP 6**

Click **Sign in**.



*Don't worry if you receive an error that your browser is not supported (even though you are on IE) or if you can't see your icons on the desktop.*

[Click here for the steps to resolve the issue](#)



**STEP 7**

Click any Cloud application icon **ONCE** to open.

 *Access your files through the Cloud Files icon.*




**STEP 8**

Log in to the application with your Cloudnine username & password (remember to type “cloud9\” before your username).

**STEP 9**

Click **Sign out** to log off the Cloud.

 *To protect your data, your remote session automatically disconnects after one (1) hour of idle time.*

