

Accessing the Cloud

PURPOSE

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

STEP 1

Open Internet Explorer.

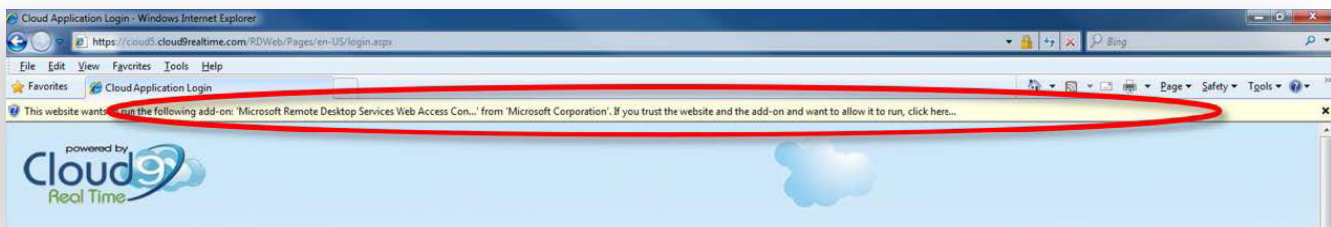
 *You must use IE to access your Cloud*

STEP 2

Type “<https://login.cloud9realtime.com/rdweb>” in the address bar.

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.*

