Everest Troubleshooting Guide

Logging In on a Mac



Issue

I'm having trouble logging into Everest on my MAC.

Solution

On the workspace, CTRL+Click on the Everest Workspace and select Refresh:



If you are still having issues re-add the Everest Workspace:

- 1. Configure the Everest RemoteApp:
 - a. In Microsoft Remote Desktop:
 - 1) Click the + (plus sign) button on the top.
 - 2) Select Add Workspace.



- 1) **Copy + paste** the following URL into the box: <u>https://remoteapp2016.everestsystem.org</u>
- 2) More options will open. For User account: Choose Add User Account...
- 3) Click Add.

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	≡ *	~ + 1		PCs		Workspaces	;
		Add PC					
		Add Wo	Add Workspace		2		
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workspace is a	ssociated with this URL.
Workspace UF	۲L:
https://remot /RDWeb/Feed/v	eapp2016.everestsystem.org vebfeed.aspx
Links to remote updated if you a	apps, PCs and files will be downloaded and automatically dd the workspace.
User account	✓ Ask when required
User account If you continue, the workspace.	Ask when required Add User Account 2
User account If you continue, the workspace. Privacy settings Learn more	 Ask when required Add User Account for managed resources are preset by your organization.

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- c. The Add a User Account window will open:
 - Enter your Everest Credentials in the following format:
 - User Name: EVERESTSYSTEM\username
 - **Password:** enter your Everest password
 - You can also specify a "Friendly Name" to save these credentials as (i.e. Everest).
 - 3) Click Add

Add a User Account							
	Username:	EVERESTSYSTEM\username					
	Password:	•••••					
		Show password	·				
Frie	endly name:	Everest 2					
		Cancel	Add				

- 2. The **Everest System RemoteApp** applications should be added to Microsoft Remote Desktop application now.
 - a. Double-click the **Everest Desktop Application** icon to launch it.



Microsoft Remote Desktop



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3. Log in to Everest: Enter your Everest UserID, Password, District # and confirm the Fiscal Year to log in.

	System Edgin				
	UserID Password District # Fiscal Year 2020 Login Cancel Version 1.31.0.0				
Web Site To Connect To	Everest V Test Connection				
What do I do if I forgot my password? Click on the forgot password link Forgot Password					
Who do I contact if I have trouble logging in?					
In most cases, your District office will be able to assist you if you lose					
your password or user ID. If you need technical support you can call					
You can also email support	at support@fcoe.org				

