

# DaaS 「NEOREKA Cloud Service」 Usage Guide

Thank you for applying for NEOREKA Cloud Service.

Before using the service, we will guide you through the procedure below, so please check it.

## ◆Usage Procedure (Administrator)

- ① Access the following service site.  
https://jp.neoreka.cloud/
- ② Enter the administrator email address and press "Send".
- ③ You will receive a one-time password (OTP) in the email, enter this password in the entry field on the service site.
- ④ Transit to the administrator screen.
- ⑤ First, enter your organization information. Please use **full-width** characters for your company name and address.
  - \* For the service domain information, set the domain name to be used.
- ⑥ Next, create a base.
- ⑦ Next, select an App from the App shop and register a new group to use the selected App.
  - \* It is also possible to create from a group.
- ⑧ Register the user.
  - \* Connection information will be sent to the registered user's email address.
  - \* (Caution) The user ID **can be from a minimum of 3 characters to a maximum of 20 characters (half-width alphanumerical characters)**.  
For special characters, periods (.) And underscores (\_) can be used, but please note that special characters cannot be used for the last character.
- ⑨ Log out.

## ◆Usage Procedure (User)

- ① You will receive an email with connection information.

There are **two ways** to connect and use each user's virtual desktop.

### A. Use WebRDP (use only with browser)

\* Local, network printers and disks cannot be used.

### B. RDP Module (attached to email) (used from the terminal connection application).

\* Local, network printers and disks can be used.

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<In the case of A.>

- ② Click the destination URL in the email.
- ③ Enter your ID and password.

- ④ Click the computer icon displayed in the browser to launch Remote Desktop.

Note) It may take some time to start up for the first time.

\* Before clicking Remote Desktop, click the "Gear (Settings)" icon displayed in the upper right of the browser, and turn on "Enable Input Method Editor" at the bottom.

- ⑤ In addition, only the very first time, when you start up, after automatically creating an environment for users, you will be automatically signed off, so please re-login. (\*It will take about 3 minutes to sign off. During this time, please do not launch any applications or start your browser, and follow the instructions.) \*You do not need to do this after your second login.

- (6) The Windows desktop will be displayed and you can use it.

Note) It may take some time when each application is started for the first time or when the work is started (to set up the app and receive all screen data first).

### < In case of B. >

- ② Download the RDP module (japanese.rdp) attached to the email to your computer.

\* Place it on your desktop, etc.

\* If you are using a Mac, iOS, or Android device, download and install "Microsoft Remote Desktop" from each store. Then download the RDP module (neoreka.rdp) via email or file sharing service, and save it.

- ③ **If you are using Window**, double-click the RDP module to open the connection box and enter your ID and password as credentials.

**If you are using iOS**, from the setting menu "... of "RD Client", set "General"-> "Always import RDP file" to "ON", and attach it from the email sent. Press and hold the file "japanese.rdp", select "Share", and click "RD Client" in the App selection to automatically move to the connection screen and enter the user account information (same as the credentials) and click Continue.

\* From the second time onward, when you start RD Client, "japanese (name can be changed)" is displayed in the PC name list, so if you click this, the connection will be started and the screen will change to the ID and password input screen.

**If you are using Chrome OS**, select the downloaded RDP module file (japanese.rdp) and click "Open"-> "RD Client" from the menu at the top to display the ID and password input screen.

\* From the second time onward, when you start RD Client, "DAASJ.NEOREKA.CLOUD.XXXX" (you can change the name) will be added to the PC name list and is displayed as a menu. Click this to start the connection and move to the ID and password input screen.

- ④ A warning screen may appear on the screen, but you can proceed as it is.

\* If you check the box for connecting as it is, the warning will not be displayed from the next time.

- ⑤ In addition, only the very first time, when you start up, after automatically creating an environment for users, you will be automatically signed off, so please re-login. (\*It will take about 3 minutes to sign off. During this time, please do not launch any applications or start your browser, and follow the instructions.) \*You do not need to do this after your second login.
- ⑥ The remote desktop will be launched. It is now ready for use. It may take some time when each application is started for the first time or when the work is started (to set up the app and receive all screen data first).

#### ◆To End Session

**Make sure you sign out.** "R" is displayed at the top left of the Windows menu.

Click the mark to sign out and then close.

\* Please note that if you leave it connected, you will be automatically signed off from the system after 2 hours (please be sure to save the data etc.).

#### ◆Precautions

① Multiple logins (simultaneous use of multiple terminals with the same ID) is not possible. Since virtual desktops are assigned exclusively to IDs, you cannot open the same virtual desktop with the same ID at the same time. The one connected later has priority, and the one connected earlier will be disconnected. However, since the session is retained, the work contents up to that point remain.

② Password reset function

You can change your password individually by using the "Reset Password" function displayed on the desktop (be sure to remember the changed password). The new password will be valid when you connect again, so please close the screen and start it again before connecting.

③ How to input Japanese language when using a browser.

- Click the "gear (setting)" icon displayed in the upper right of the screen where the WebRDP icon is displayed or the virtual desktop is displayed to display the setting menu. Turn on "Enable Input Method Editor" at the bottom of the menu.
- If the IME display displayed on the virtual desktop is "A", you can enter half-width alphanumeric characters, and if it is "あ", you can enter Japanese (right-click to select the input option of "Kana" ⇔ "Romaji").

**\* When input Japanese language, make sure that the input mode of the local terminal is set to "A" (half-width mode). Input is not possible in the "あ" (full-width mode) state.**

- Click "A" to switch to "あ", and click "あ" to switch to "A".

- ④ All data is stored in the N drive assigned to each individual (5GB). Be careful not to accidentally save it to another drive, otherwise it will be deleted automatically.
- ⑤ Since this service environment has global specifications, there may be problems with the Japanese display of Shift JIS in Office applications. Please refer to the example below.

Example) What to do if garbled characters appear in the CSV file of Excel.

Open any file (or a blank workbook) in Excel, select "Japanese" in [File]> [Options]> [Language]> [Office Editing Language and Proofing], and select "Set as Priority". Click and click OK. > Restart Office.

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In addition to the problem of garbled characters in CSV, this setting can also handle the problem that full-width numbers are not automatically converted to half-width when you enter them in a cell in Excel. Other than that, for Office applications, problems related to Japanese may be improved with this setting, so please set it as much as possible.

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<User's Guide Ver2.4>