

## Why isn't Remote Desktop accepting my server's login credentials?

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This often occurs due to the user name you are using to log in with. When logging into your Remote Desktop, instead of using Administrator Use \Administrator This problem is related to Windows domains. Remote Desktop attempts to first use your local computer's domain instead of the server's domain, and adding the back slash ensures that it points to the server. On our Windows servers, the default Windows domain is set to be blank.Â Which is why you use \Administrator. If the server's domain was set to something else, such as SERVER, your user name would be SERVER\Administrator If you have any further troubles logging in, please raise a ticket with our Customer Service team.Â

Posted - Thu, Mar 5, 2015 at 3:14 PM.

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