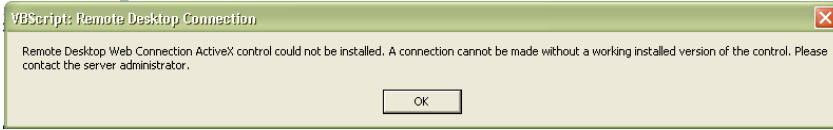


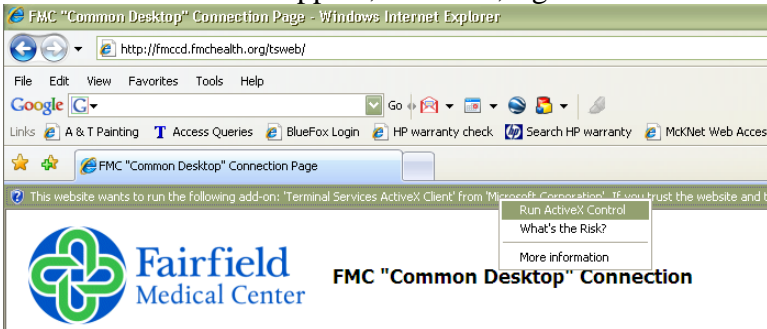
# Troubleshooting the FMC "Common Desktop" Connection

**Internet Explorer 6 & 7 users: (Common Desktop will not work with Safari or Firefox Browsers)** When you go to [www.fmchealth.org](http://www.fmchealth.org) → Doctors → Physician Only Links → FMC Common Desktop you may get some of these issues that could prevent the Connect box from appearing. Please follow these helpful tips.

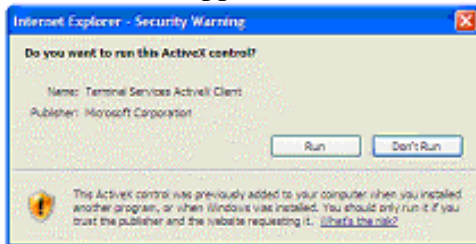
Click the OK button



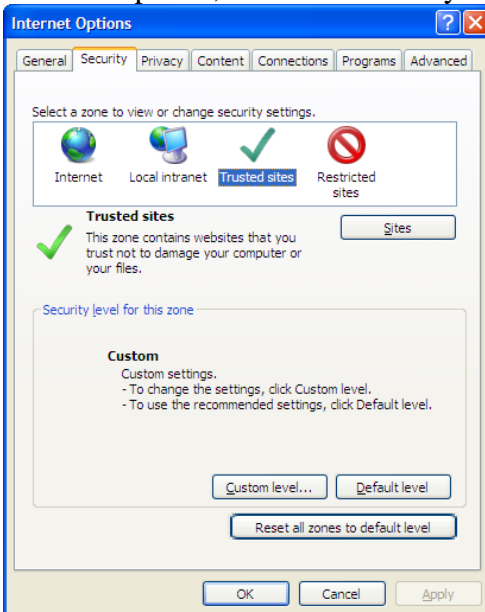
Sometimes a bar will appear, if it does, right click the bar and click Run ActiveX Control



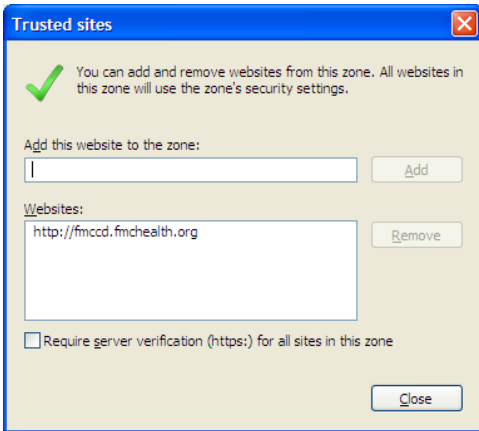
Click Run on this box if it appears (At this point, the original box might reappear again causing a cycle of boxes to continue to appear)



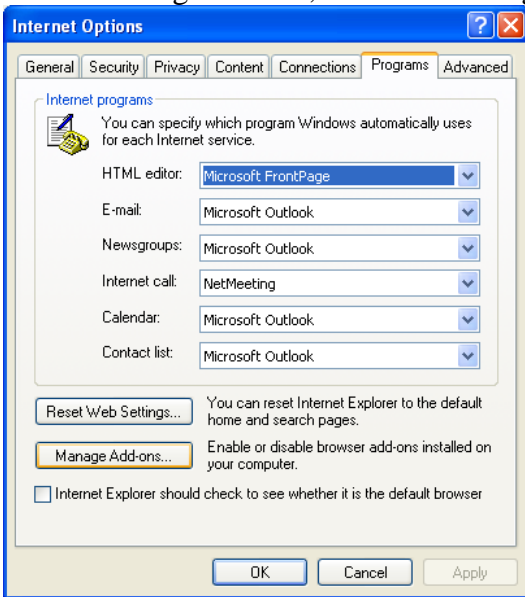
To prevent this ActiveX box from continually reappearing, go to the top of you browser and click Tools, Internet Options, Click the Security tab, Click the Green Trusted Sites and click the Sites button



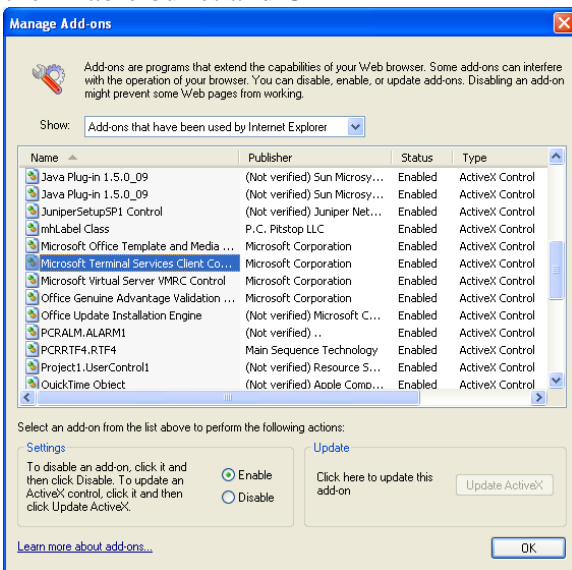
Make sure that *http://fmccd.fmchealth.org* is in the box like below and UNCHECK the Require server... box and click close



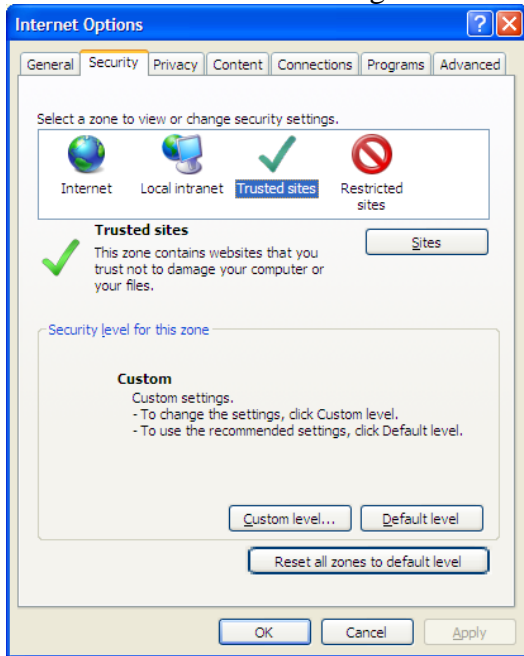
Click the Programs Tab, Click the Manage Add-ons Button



Scroll down to find Microsoft Terminal Services, make sure it is enabled, If not, click it to highlight it and click the Enable bullet and OK



Then click OK on this box again



Now the Connect button should appear for you. Sometimes you might need to close the browser and reopen it.

Select your preferred viewing resolution from the drop list below.  
Default is 800 by 600, and is suitable for most users.  
Selecting "Full-screen" will consume your entire desktop until you disconnect.

[Having Problems Connecting?](#)

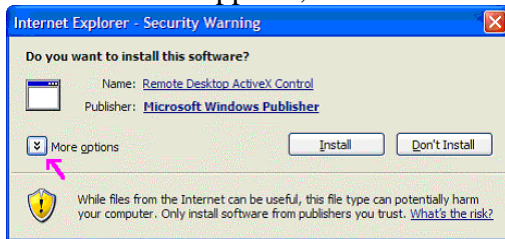
Size: Full-screen ▾

Connect

**\*\*Message Board\*\***

**NOTE: Some Browsers will have a pop box that looks like this**

When this box appears, Click the "More Options" button



Select the "Always install software from..." then click the Install button

