

Service announcement

Important info regarding Picasso Digital

IMMERGEHOTI

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New security prompts when logging into Picasso

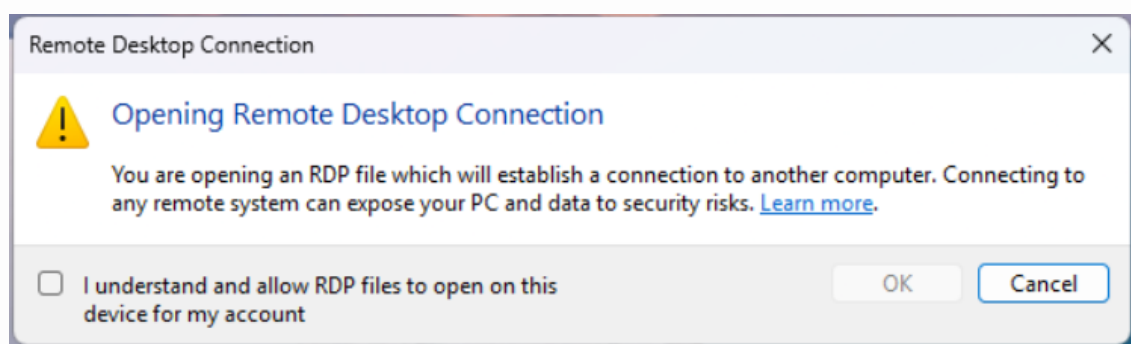
Dear Picasso Digital user

Microsoft has introduced new security prompts when launching Remote Desktop (RDP), which is used to access Picasso.

This means you will see additional dialog boxes when connecting. This is expected and due to changes from Microsoft.

To log in successfully, please follow the steps below:

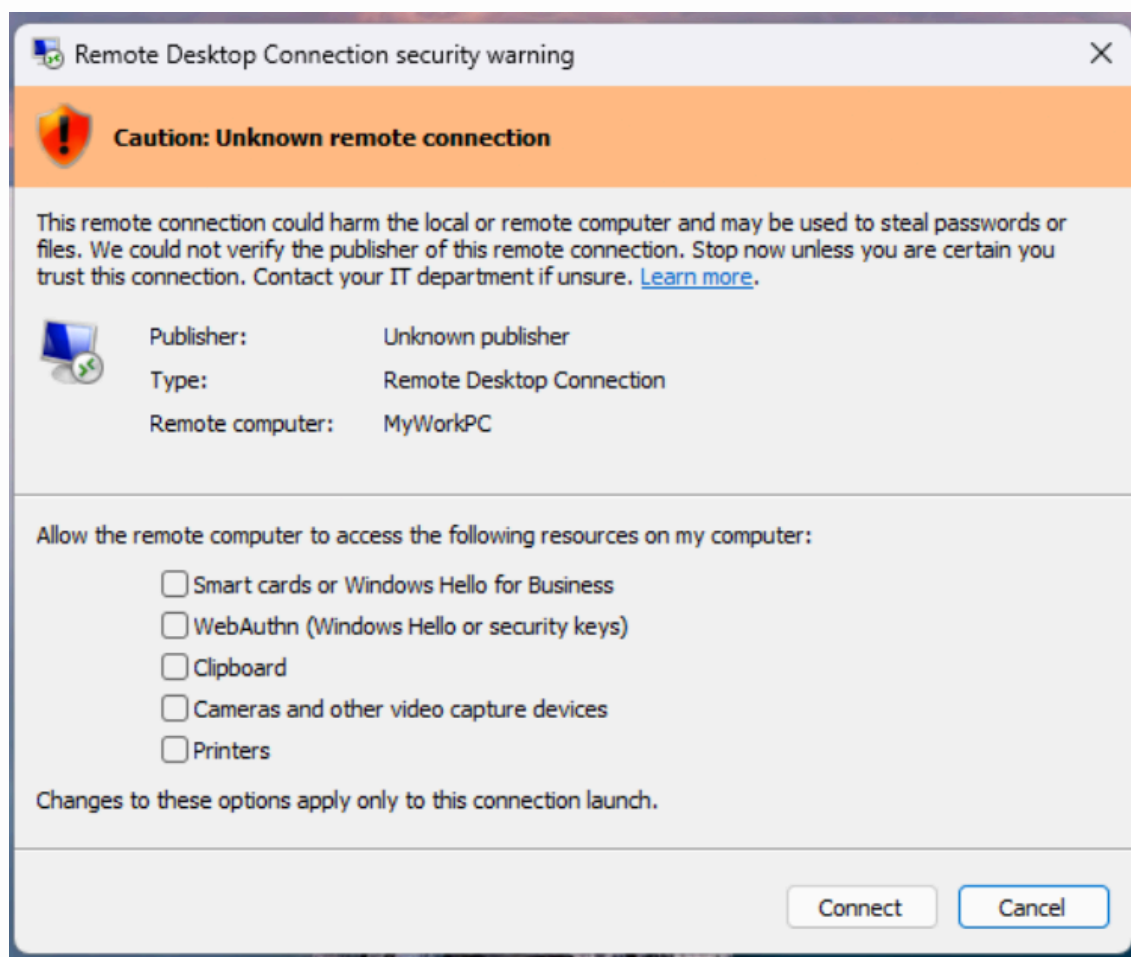
Image 1 – Open Remote Desktop connection



When this window appears:

- Tick the box:
“I understand and allow RDP files to be opened on this device for my account”
- Then click **“OK”**
Note: If you do not tick this box, you will not be able to connect to Picasso.

Image 2 – Warning: Unknown remote connection



When this warning appears:

- Tick the box **“Clipboard”**
(This is required to enable copy/paste between your computer and Picasso)
- Then click **“Connect”**

If you have any questions or experience issues, please don't hesitate to contact support.

With kind regards

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