



RDP & Password Rotation

User Guide

IT SUPPORT

Overview

Infusion IT team is updating your RDP file and password. This guide will walk you through each step. This guide walks you through 7 steps. Take your time with each one.

If you get stuck at any point, contact support and we will help you over the phone.

Step-by-Step Instructions

1 — Open the email from IT Support

You will receive an email from Jamie.hitchens@infusion.nz with a link inside it.

Link will look something like this <https://share.1password.com/...>

Click on that link to open it in your web browser (e.g. Chrome, Edge, or Firefox).



Important: This link will expire after a limited time. Try to use it on the same day you receive it.

2 — Confirm who you are

After clicking the link, a webpage will open and look like this:

1Password

Someone shared an item with you.

To view it, you'll need to verify your email address.

Enter your email address

name@example.com

Send code

Here is what to do:

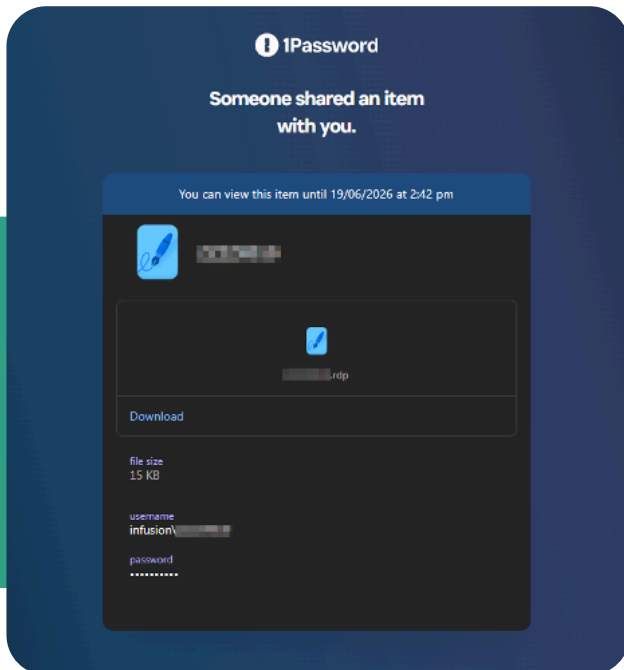
- Type in your email address and press Enter.
- Check your email, a short code (6 numbers) will arrive within a minute.
- Type that code into the webpage and press Enter.



If the code doesn't arrive within a minute, check your Junk or Spam folder

3 — Download your connection file and copy your new password

Once you've entered the code, a page will load showing your RDP details:



You need to do two things on this page:

Download the RDP file

- Click the Download link — this saves the file to your computer (usually in your Downloads folder).

Copy your new password

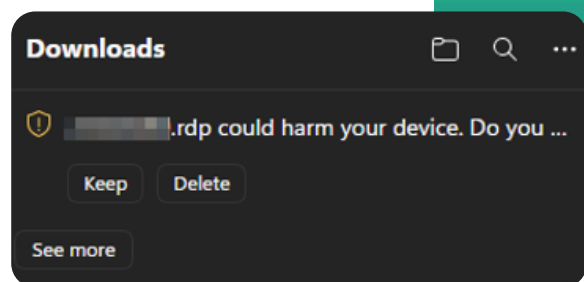
- Your new password will be shown on the same page.
- Click the copy button next to the password (it looks like two overlapping squares).
- The password is now copied — you'll paste it in Step 7.

4 — If your browser warns you about the file — click Keep

Your browser may show a warning like this when the file downloads:

This is normal — it is safe to continue.

- Look for a button that says Keep or Keep anyway.
- Click it to allow the file to download.



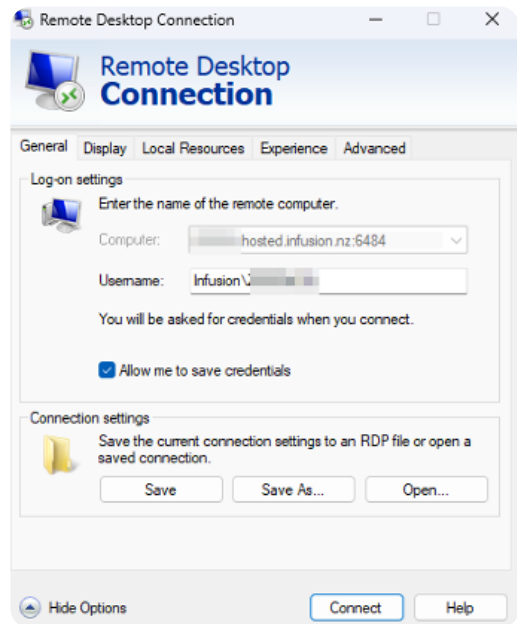
This file comes from our IT team and is safe. The warning is just your browser being cautious.

5 — Remove your old saved password

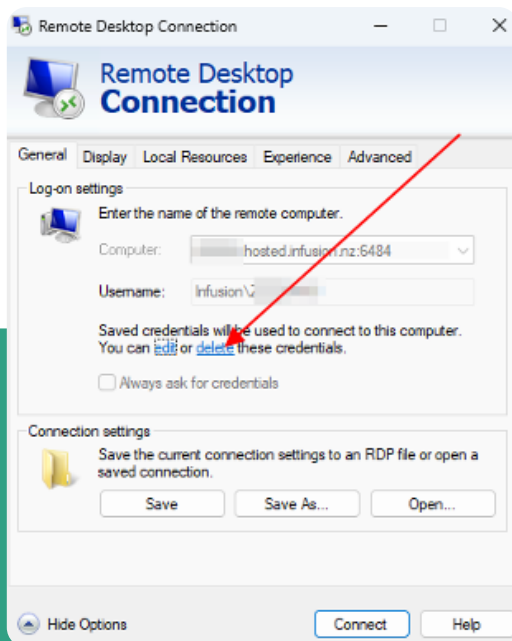
Check the connection file

- Go to your Downloads folder and find the file you just downloaded will be named your hosting code e.g (ZXZX010, ZXZX011)
- Right-click on the file, then click Edit.

If it looks like the screenshot on the right — check that the Allow me to save credentials box is ticked (it should have a blue checkmark like in the right image)



Allow me to save credentials is ticked — You're all set, click Save and move on to Part B.



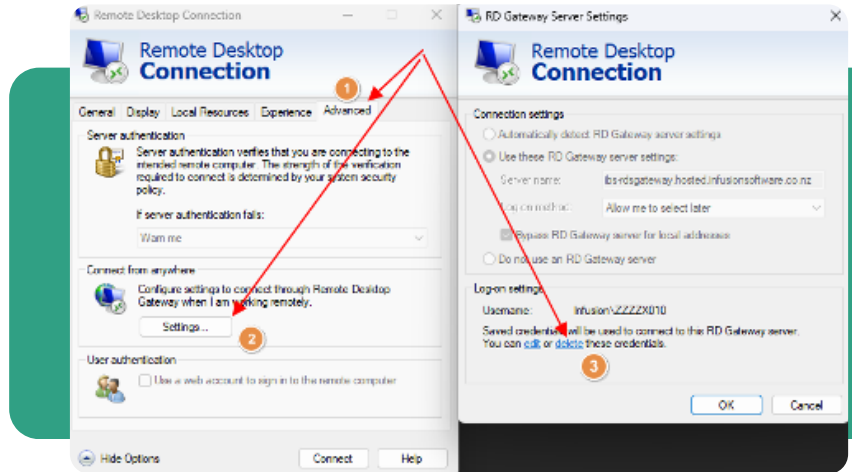
Part A — If instead it says “Saved credentials will be used” — you need to delete the old password:

Click the delete link shown in the window to remove the old password.

Part B – Check the Gateway settings

There is a second place where your old password may be saved. You need to check here too.

- In the Edit window, click the Advanced tab at the top.
- Click the Settings... button under “Connect from anywhere”.
- A new window will open like this:



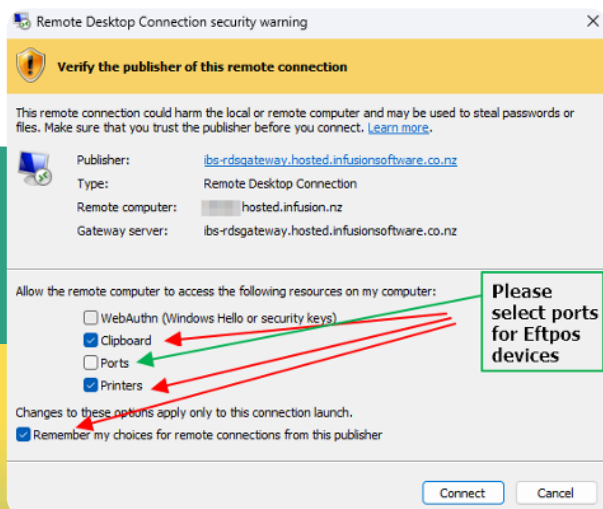
- If it shows “Saved credentials will be used”, click the delete link in that window.
- Click OK to close the Gateway window, then back to the General tab and check that the Allow me to save credentials box is ticked, then Save.



If you skip Part B, your connection may fail even after changing the password in Part A.

6 – Choose your connection settings

Double-click the RDP file to open it. A window will appear asking about your connection preferences:



Tick the boxes next to the options you normally use. Make sure to also tick Remember my choices at the bottom so you won't need to do this again next time.

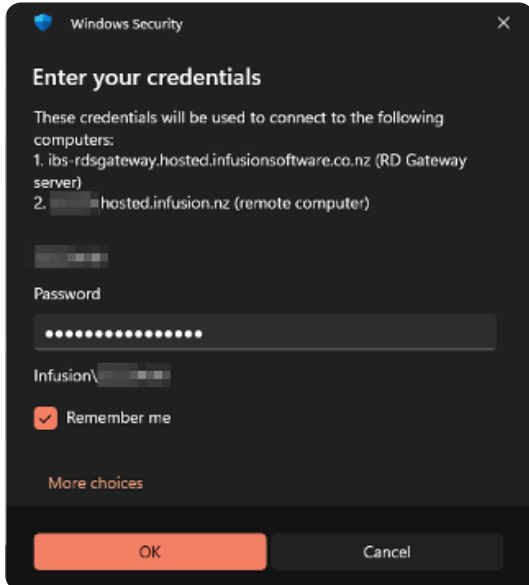
If you use an Eftpos device, make sure Ports is ticked.

Then click Connect.



7 — Sign in with your new password

A sign-in screen will appear like this:



Here's what to do:

- Your username should already be filled in. If not, type it in.
- Click into the Password box.
- Press Ctrl + V on your keyboard to paste the password you copied in Step 3.
- Tick the box that says Remember me.
- Click OK.

You should now be connected!



Can't paste? Try right-clicking in the password box and choosing Paste from the menu.

Need help?

If anything on your screen looks different from the images in the guide, give us a call, we'll walk you through it.

- New Zealand: 03 977 3645
- Australia: 1800 260 686

