

# ASP Portal Guide

## Introduction

The **CDK Global ASP Portal** is a web portal used to access new ASP connections.

- ⌚ The portal should be used when logging on to ASP connections and desktops
- ⌚ The portal must be used if the ASP password has expired and must be changed
- ⌚ The portal must be accessed via **Internet Explorer** for the best experience<sup>1</sup>

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## 1. IMPORTANT INFORMATION

A few important notes about the migration and changes to the new ASP Platform.



The migration period runs for 7 days – From Tuesday to Tuesday. In this period you will be able to logon to both the old and the new ASP platform.



After 7 days you will no longer be able to logon to the old ASP platform.



When moving to the new ASP platform you will initially logon to the ASP Portal using your ASP username and existing ASP password.



For security reasons, when the migration period expire your password will also start to expire. This means that, if your ASP password has not been changed within that last 2 months, it must be changed via the ASP Portal.



The password will hereafter expire every 2 months. You will be notified in advance before it expires via popup notifications on the ASP desktop.



Before it expires, it is also possible to change the password while logged on to the ASP Desktop, fx using the **Change Password** option in the Start Menu.



For technical reasons it is not possible to log on to the ASP Portal with different ASP users from the same computer at the same time.



Before starting the migration to the ASP Portal, make sure you select **Logoff** from the old ASP desktop so all settings are saved correctly.



Access to ASP Portal requires network (VPN) access to the CDK network.

## 2. HOW TO CREATE A DESKTOP SHORTCUT TO THE ASP PORTAL

CDK Global has made a tool to help create an Internet Explorer desktop shortcut to the portal. You will need your 4-digit CDK customer-number (sent by email).



Go to [www.cdkinfo.dk/asp](http://www.cdkinfo.dk/asp) using an internet browser



Save and Open/Run the file that downloads  
(CDKGlobal-ASPPortal-ShortcutTool.exe)



Type your 4-digit CDK customer-number  
Press ENTER (or click the arrow that appears)



(1234 here used as an example only)



Click OK to the popup about the shortcut being created



You can now access the portal from the desktop →



### 3. HOW TO ACCESS THE ASP PORTAL

You need to sign into the ASP Portal before you can connect to the ASP Desktop.



Open the portal in Internet Explorer using the desktop shortcut →



Type your ASP1 username and password (fx **asp1\c123abc**)

→ Remember to prefix the username with **asp1\**

If you are logging on from a trusted computer

→ Select **This is a private...** to save the username/password for next time

If you are logging on from a public computer

→ Select **This is a public...** to type username/password each time



Click on **Sign in**

## 4. HOW TO CONNECT TO THE ASP DESKTOP

After signing into the ASP Portal, you will now be able to connect to the ASP connections / desktops, that have been made available to you.



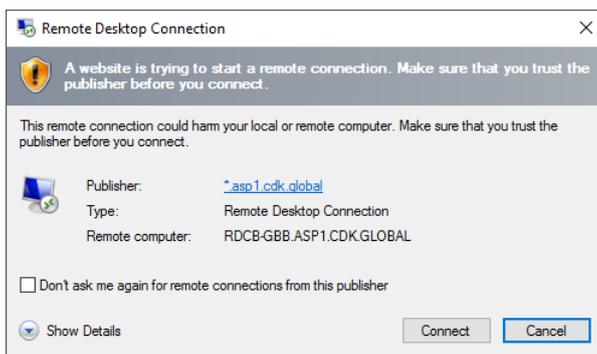
When signed in the available ASP connections will be listed<sup>2</sup>



If a popup about allowing the add-on **Microsoft Remote Desktop Services Web Access Control** is displayed → Click **Allow**



Click the icon of the desired ASP connection – a popup may be shown.



On the popup click **Connect** to logon to the ASP desktop

Select **Don't ask me again...** to avoid the popup next time (only available if you selected **This is a private...** before logon)

## 5. HOW TO CHANGE AN EXPIRED PASSWORD BEFORE LOGON

If your ASP password has expired, it must be changed before you can logon to the ASP Desktop. This can only be done via the ASP Portal (or by a SuperUser).



When trying to logon in with an expired password, the ASP Portal will display **Your password is expired. Click [here](#) to change it**

The screenshot shows the ASP Portal login interface. At the top right, it says "RD Web Access". On the left, there is the CDK Global logo. Below the logo, there are two input fields: "Domain\user name:" with the value "asp1\username" and "Password:". Below these fields, a red error message reads: "Your password is expired. Click [here](#) to change it." A "Help" link is visible in the top right corner.



Click on the **[here](#)** link on the webpage to go to the password change page

The screenshot shows the password change page. It has four input fields: "Domain\user name:" with "asp1\username", "Current password:" with masked characters, "New password:" with masked characters, and "Confirm new password:" with masked characters. At the bottom, there are "Submit" and "Cancel" buttons.



Type in the username, current (expired) password and the new password (twice for confirmation) and click **Submit**

The screenshot shows the password change page with the same input fields as the previous one. Below the fields, a red message reads: "Your password has been successfully changed." An "OK" button is located at the bottom.



Click **OK** to go back to the login page and logon with your new password.

## 6. HOW TO CUSTOMIZE AN ASP CONNECTION

If you need to customize the ASP desktop connection (fx if the connection should only span a single monitor) you need to download and edit the connection-file.

NOTE! This method does NOT ensure that you have the latest ASP connection(s). Changing an expired password, must still be done via the ASP Portal, see 4)



Look-up your 4-digit ASP customer number (fx **1234**, referenced **CustNo** below)



Start a non-Internet Explorer browser (fx Google Chrome, Safari, Firefox)



Type in the address **<https://asp-CustNo.asp1.cdk.global>**  
(remember to change **CustNo** to your ASP customer number)

RD Web Access

CDK Global

Help

Domain\user name:

Password:

Security

Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.



Type your ASP1 username and password (fx asp1\c123abc)  
→ Remember to prefix the username with **asp1\**

If you are on a trusted computer

→ Select **This is a private...** to save the username/password for next time

If you are on a public computer

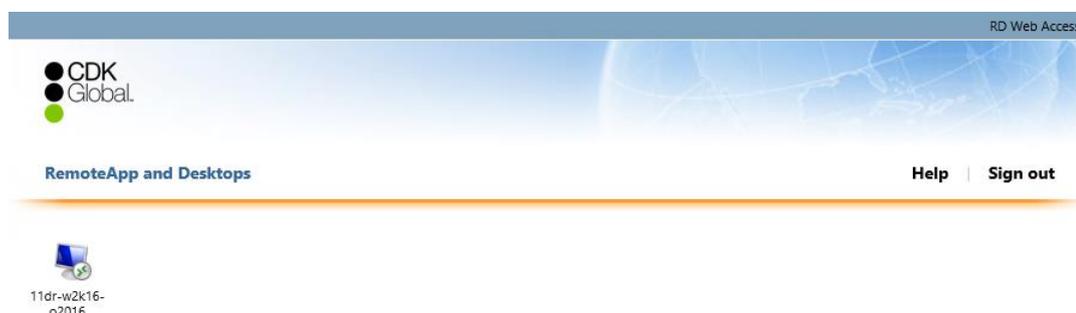
→ Select **This is a public...** to type the username/password each time



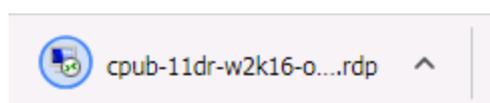
Click on **Sign in**



When signed in the available ASP connections will be listed<sup>2</sup>



Click the icon of the desired ASP connection – the .rdp file will download.



Using the method of your internet browser, browse to the downloaded .rdp file, rightclick it and select **Edit** to configure custom RDP settings. Remember to click **Save** afterwards.



Doubleclick the edited .rdp file to connect with custom settings.

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<sup>1</sup> Using other browsers than Internet Explorer will result in the connection being downloaded to the local computer as a .rdp file rather than being launched automatically, and the user can be prompted for username and password multiple times. Other issues may also apply.

<sup>2</sup> Typical you will only have access to a single connection but more may be added later.