

# NextGen Healthcare NextGen<sup>®</sup> Enterprise

*Remote Connection Warning Workaround*

UPDATED:  
*April 15, 2026*

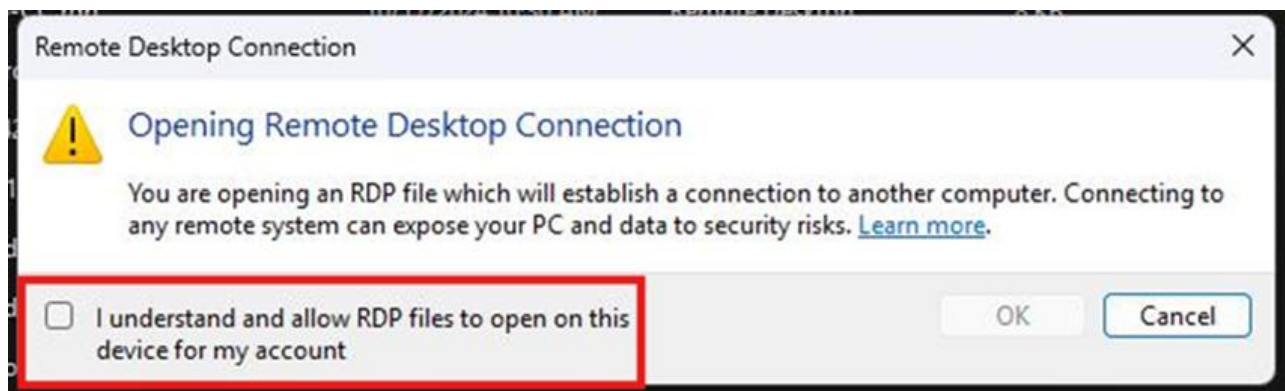
# Remote Connection Warning Workaround

## Issue:

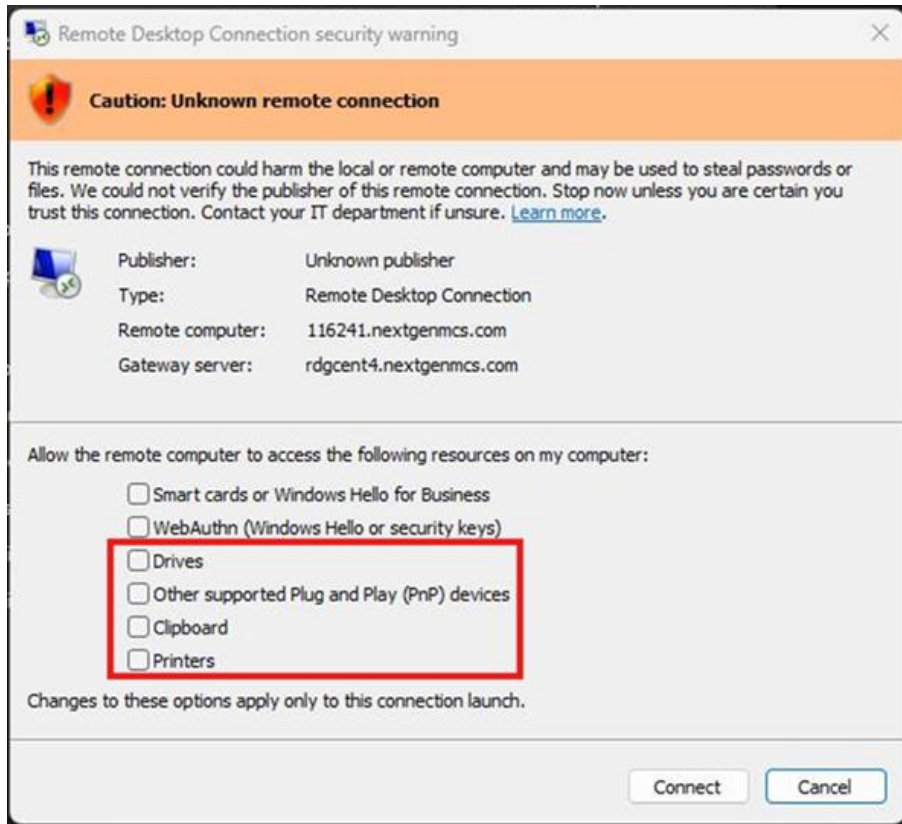
A recent Microsoft update is prompting additional security/connection pop-ups when launching Remote Desktop (RDP), which may block access to local resources.

## Workaround Steps:

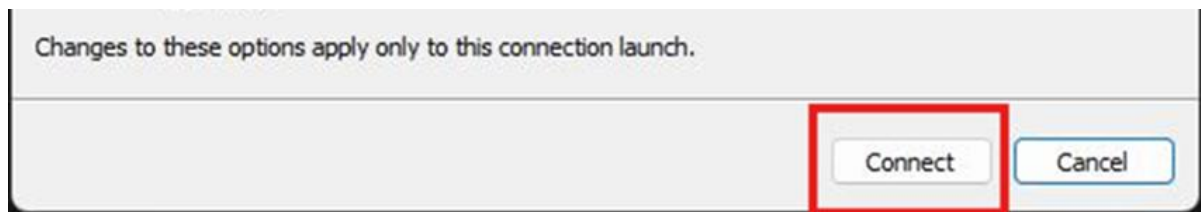
1. When the initial message appears, select: *"I understand and allow RDP files to open on this device for my account"*, then click **OK**.



2. When prompted to choose resources, check the following:
  - Drives
  - Clipboard
  - Other supported Plug and Play (PnP) devices
  - Printers



3. Click **Connect**



4. You should now be able to access your session and resources as normal.

### Important Notes:

- This process must be completed for each new connection.
- If **Connect** is clicked without selecting the boxes, the session may not function correctly, users will need to log out and reconnect, ensuring all boxes are selected.