

NextStep Parallels Installation on a Workstation

Last Modified on 03/19/2025 11:36 am EDT

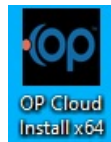
Overview

Before beginning the process of installing an NSS Parallels instance on your workstation, you must have been provided credentials by NextStep Support. If your display scaling is set to something other than 100%, the NSS Parallels installer may not display properly and be difficult to view. Once the install is complete, Parallels and NSS will operate and display properly.

This article goes over how to:

Install NextStep Parallels for Windows

1. Download the NextStep Parallels Installer: [NextStep Cloud Installer](#).
2. If you do not already have an instance of ConnectWise our remote support utility, navigate to the NSS Help Center Home Page and click the ConnectWise button.
3. Double-click the **Cloud Install** icon on the desktop to run the NSS Parallels Installer that you just downloaded.



Note: The installer will show as OP Cloud Installer, but is used to install the client on all lines of our business.

4. You will be asked if you want to allow this app to make changes. Select **Yes**. You may also be required to enter your Admin ID and Password to continue.
5. Enter the **Username**, **Password**, and **Server Address** provided by NextStep Support.
 - Example:
 - **Username:** NextStep12 or NSS12
 - **Password:** Provided by NextStep or EHR/Network Administrator
 - **Server Address:** ras.nsdesktop.com

A screenshot of the 'OP Cloud Install...' window. The window title is 'OP Cloud Install...'. The main text reads: 'Please enter the Username, Password and address you were assigned by Office Practicum.' Below this text are three input fields: 'Username', 'Password', and 'Server Address'. These three fields are highlighted with a red rectangular border. At the bottom of the window, there are three buttons: 'Install Parallels for All Users', 'Install Parallels for This User', and 'Uninstall Parallels'.

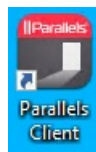
6. Select **Install Parallels for All users**. The installation is complete once the configuration box disappears and the **Parallels Client** icon appears on your desktop. During this time the installer appears unresponsive for up to one minute.



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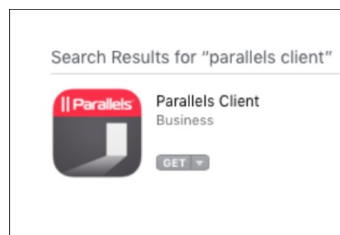


7. Right-click on the **Parallels Icon** - to verify or correct the Connection Properties.

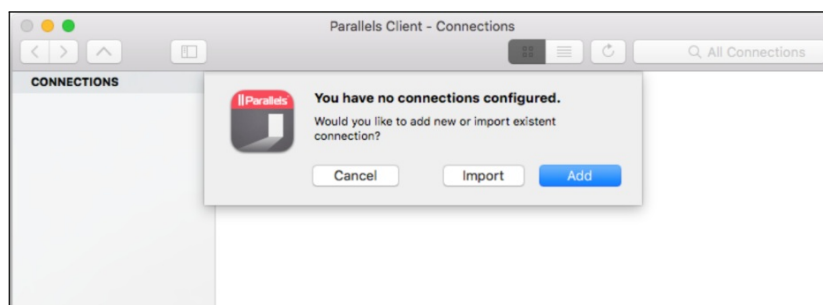


Install NextStep Parallels for Mac

1. Download the app Parallels Client from the App Store. It is a free application and can be found by opening the **App Store** and typing **Parallels Client** into the search engine.

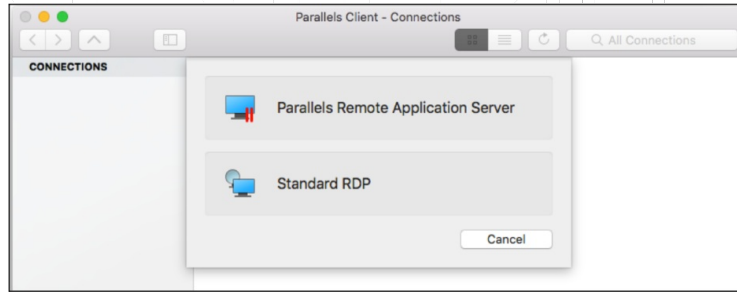


2. Open the **Parallels Client** application.
3. The Parallels Client will display a message informing that you have no connections configured. Click **Add** to configure a new connection.



4. Select the option for **Parallels Remote Application Server**.



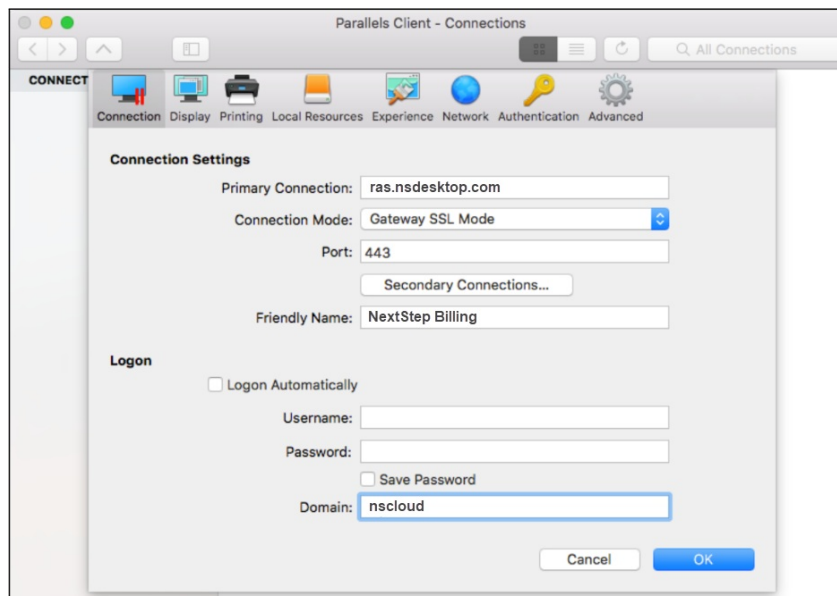


5. Click **Advanced Settings** at the bottom of the window.



6. On the **Connection** tab, fill in the required fields with the following information:

- **Primary Connection:** ras.nsdesktop.com
- **Mode:** Gateway SSL Mode
- **Port:** 443
- **Friendly Name:** NextStep Billing *and/or* NextStep Scheduling
- **Logon Automatically:** Deselect the checkbox.
- **Username and Password:** These are supplied by NextStep Support or your Administration team.
- **Save Password:** Select the checkbox
- **Domain:** nscloud



7. Click the **OK** button once the information is entered.

8. The icon is displayed with the friendly name you entered above. **Double-click** the icon to authenticate and gain access to



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your NextStep instance.

9. Please confirm that this works for your connections, and please provide any feedback that you have for these instructions.

SOLUTIONS

