

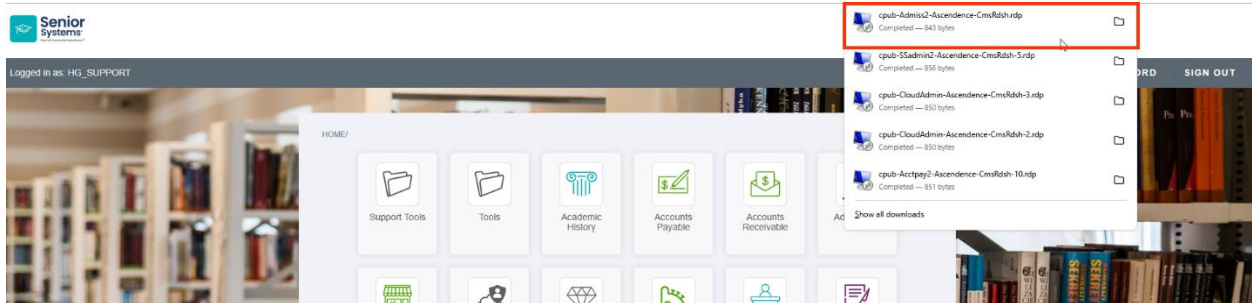
Re-enable Ascendance Functionality Post-Microsoft Security Update

On April 15th, 2026, Microsoft released a Security patch for the Remote Desktop feature of Windows by Microsoft that has directly impacted many of the functions of the Ascendance software, such as printing, accessing remote drives, and other processes.

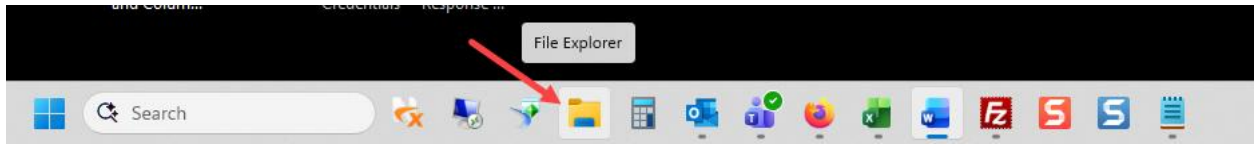
The Ascendance Tech team has devised a work-around for this security setting that must be implemented to restore the disabled features.

Follow the steps below to restore Ascendance's full functionality.

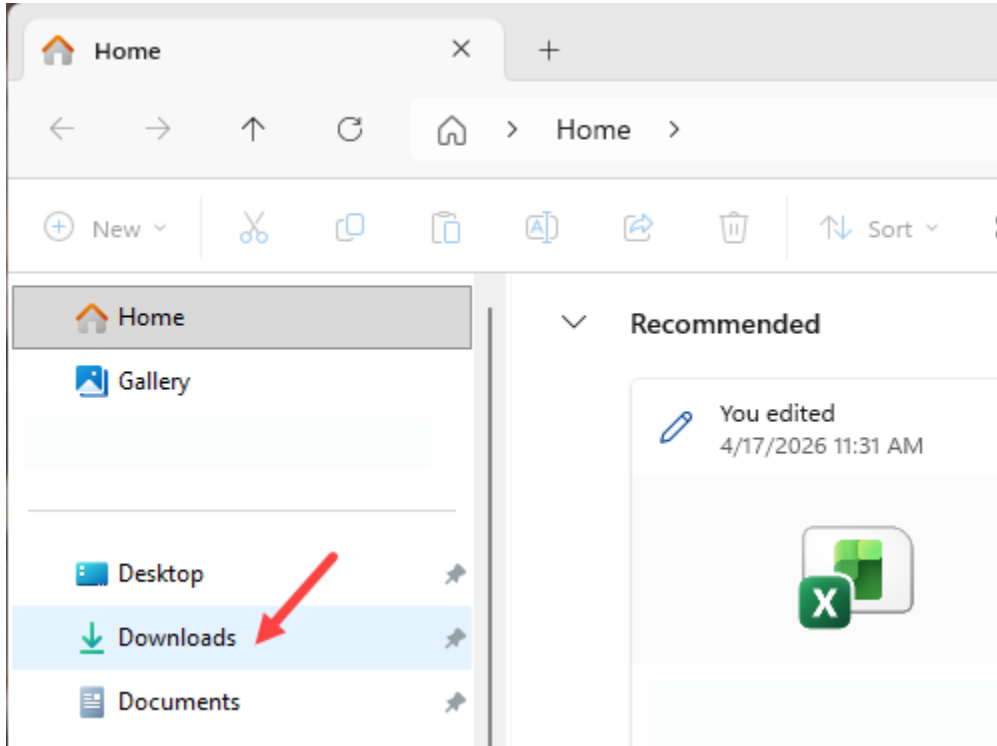
When logging into Ascendance from the Senior Anywhere webpage (aka the Cloud) and launching a module, Windows will download an application file to the user's computer. The Properties of that file must be adjusted slightly to enable all functionality to respond as originally designed.



To access/edit that file, from the Window toolbar, open **File Explorer**

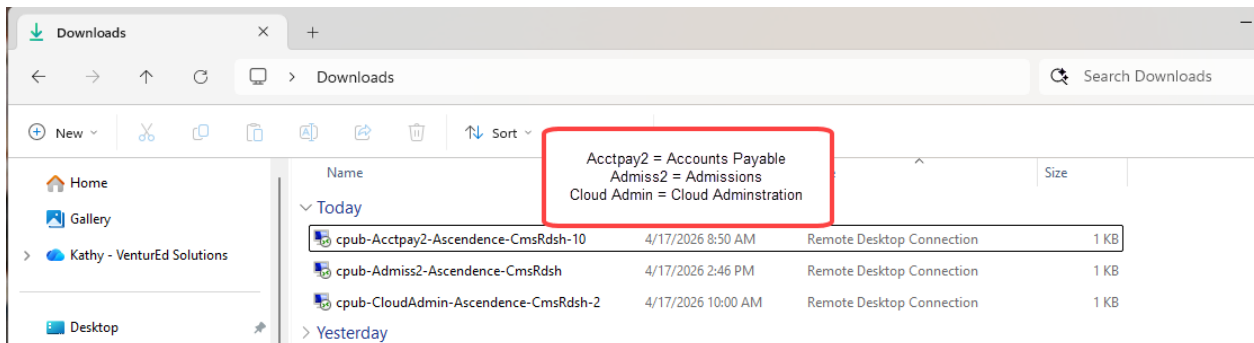


Open the **Downloads** folder

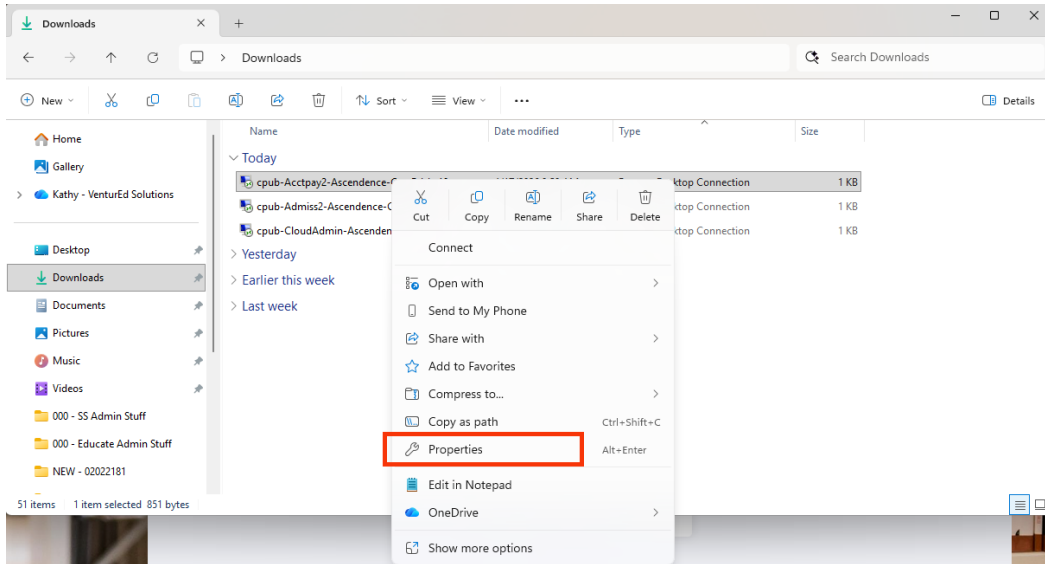


The Remote Desktop Application (RDP) files, that launch the various modules will be visible.

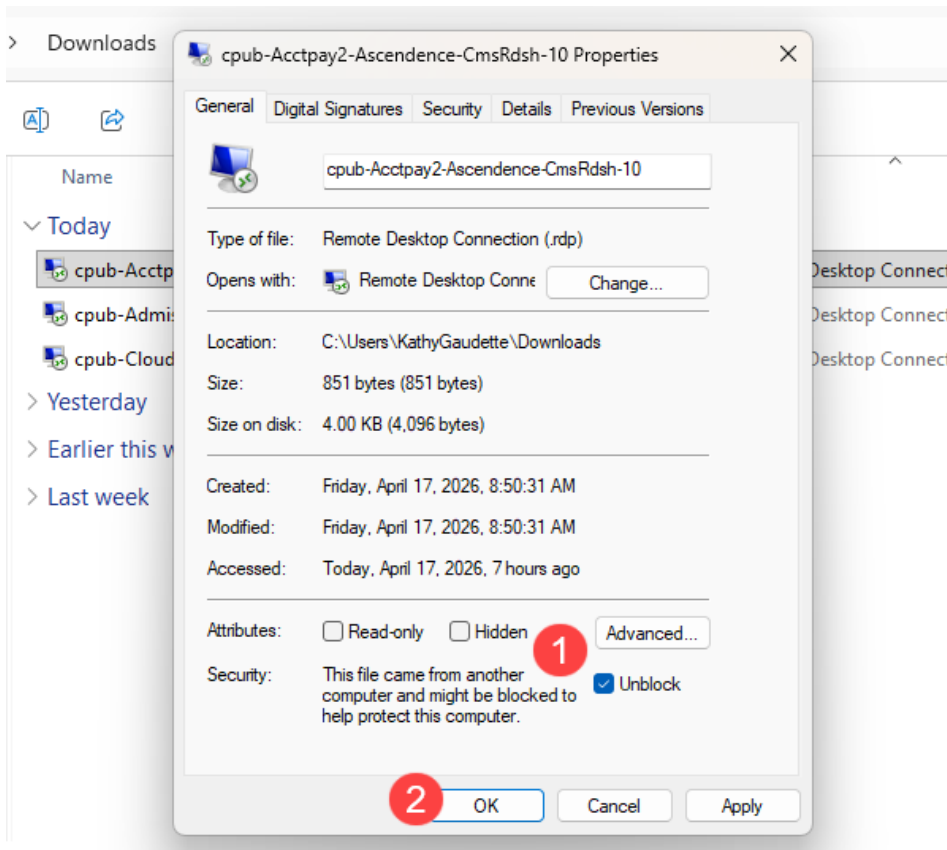
NOTE: Within each file name is an indicator as to the module it will open



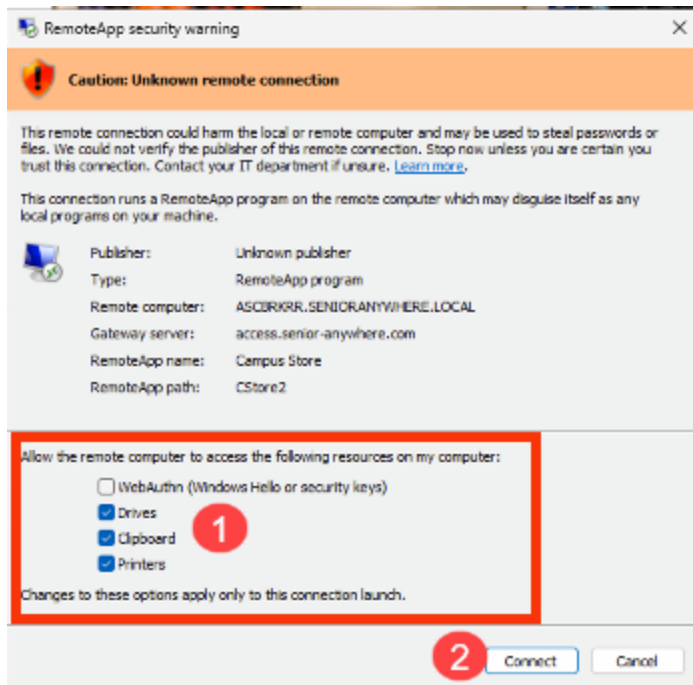
In this instance, to adjust the Accounts Payable RDP file, right-click on the file name, and choose the **Properties** option.



When the modal for the Properties opens, within the **Security** section of the pop-up, place a check in the **Unblock** box, then click **OK**



Once returned to the Downloads folder, double-click the launcher file, to initiate the login process. A Remote App Security Warning pop-up. Be sure to turn on the Drives, Clipboard, and Printers options and click Connect.



From this point forward, the login to Ascendance will be no different, and all functionality within the particular module will have been restored.