



# Onboarding & Setup Guide

Managed Secure Desktop

Getting your team securely connected to the  
Exostar Managed Secure Desktop environment

# Managed Secure Desktop

## Overview

Exostar's Managed Secure Desktop will provide a compliant pane of glass to be able to download and upload CUI once we have passed our FedRAMP Moderate Equivalent audit (Currently in-progress - started March 9<sup>th</sup>)

### **Why are we onboarding you now?**

The product is new to you and us within Exostar. We want to onboard you and ensure our onboarding and support processes are working correctly as well as ensure the restrictions we have put in place work for you, the customer.

Your valuable feedback will help us evolve the product.

### **What restrictions are currently in place?**

- Zero-trust firewall
- Desktop restrictions including
  - No application installs allowed
  - No copy, paste or printing from your PC into the MSD
  - You cannot screen share your MSD screen

### **What is a zero-trust firewall?**

Essentially, we block all sites apart from the ones we allow.

- We will work with you to ensure the sites you use to download / upload CUI are allowed through our firewall.

### **Why is a zero-trust firewall important?**

Protecting CUI is of the utmost importance within CMMC 2.0 level 2 / NIST SP 800-171 compliance. As a result, we (and your auditors) will want to limit access and escape routes as much as possible.

**⚠ Please do not start your CMMC audits until we have FedRAMP Moderate Equivalent certification in place**

# Managed Secure Desktop

## User Roles & Administration

### Sponsor Admin



- Assign MSD instances to employees and partners
- Manage user access and roles
- Add partner domains
- Oversee the EMSD environment

### Member (Standard User)



- Access their EMSD instance(s)
- Access approved applications and websites
  - Including Exostar's Managed Microsoft 365



### Key Information

#### FedRAMP MAG URL:

- <https://fedramp-ui.portal.exostar.com/>

#### EMSD Preview MAG Tile:

- Exostar MSD Dashboard (Preview)

**EXOSTAR** Exostar Managed Secure Desktop Administrator

CustomerAdministration ManageUsersDomainsAndDesktops

AZURE USERS 7 DOMAINS REGISTERED 3 MANAGED DESKTOPS 1 TOTAL LICENSES 5/5 PURCHASED USAGE 10h 21m / 1065 hrs

Glory Minerals

Customers

Glory Minerals emsprod

CONFIGURATION

Users

Managed Desktops

Domains

ADMINISTRATION

Settings

Getting Started

Welcome to Glory Minerals Management

Manage your Secure Desktop users, domains, and configurations from this admin panel.

QUICK ACTIONS

Dashboard Users

Managed Desktops Domains

TIPS & TRICKS

- You can add multiple users at once by entering comma-separated email addresses in the Add Users dialog.
- Click the column menu (:) in any grid header to show/hide columns or filter data.
- Only domains in your permitted list can be used for user invitations.
- Consumption is measured in minutes. Track usage trends over time in the dashboard charts.

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EXOSTAR

# Managed Secure Desktop

## Installing the Remote Desktop client

⚠ Administrator permissions are required on your PC to install this application. Your IT Department should be able to assist.

### 1 Download the Client

Get the Microsoft Remote Desktop application from the Exostar Managed Desktop dashboard via the “Launch EMSD” Link.

When launched a popup box will appear with a link to install the Remote Desktop application

### 2 Start Installation

Open the downloaded application. The Remote Desktop application will require administrator permissions to install on your computer.

Contact your company administrator / IT Department to receive if your asked for a password during the installation process

### 3 Finish Installation

Assuming you have admin permissions to install. Follow the on-screen installation wizard. Accept the license terms and choose your install location.

Verify the application is installed on your computer. We recommend pinning your application to the Taskbar and / or Start Menu

### 4 Initial Launch & Configure

Return to the Exostar Managed Desktop dashboard and click on the “Launch EMSD” link. Select Yes, First Time button

Click “Open Microsoft Remote Desktop Connection Center.

1. Select Sign-in Options
2. Select Sign in to an organization\* & enter “**emdprod.onmicrosoft.us**”
3. Enter Full MAG UID email address, Select Login
4. A MAG login window will open
5. Enter MAG UID & Complete authentication
6. MSD will launch

# Managed Secure Desktop

Accessing your virtual machine session

1

## Open Remote Desktop App

Launch the Microsoft Remote Desktop client on your PC. Select the assigned MSD instance (i.e. Information Worker)

2

## Enter Tenant ID and Exostar MAG Credentials

Input the Tenant ID and Exostar MAG credentials in the Remote Desktop app and MAG login window

3

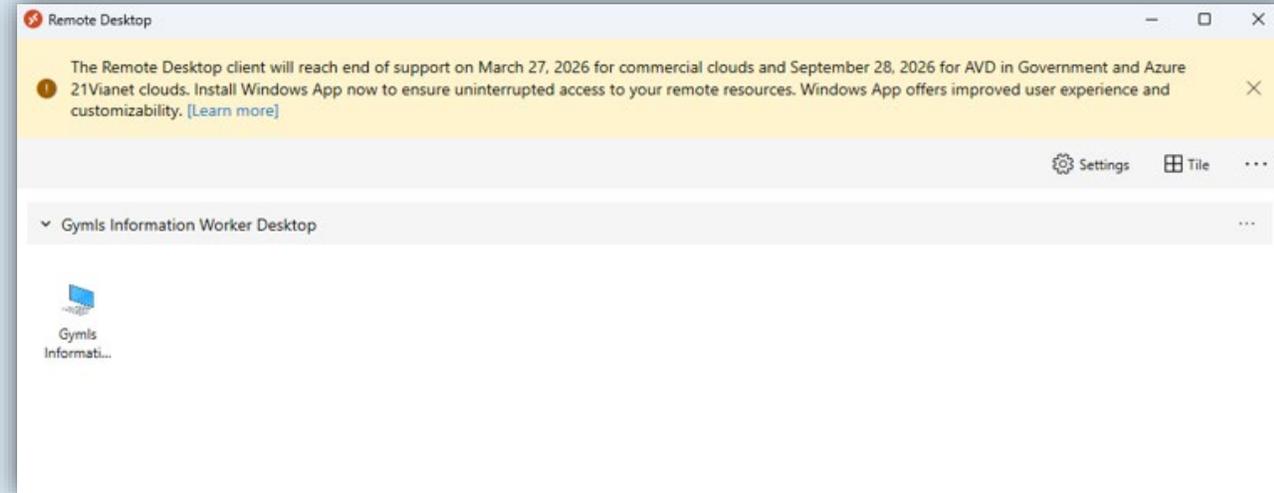
## Multi-Factor Authentication

Complete multi-factor authentication.

4

## Access Your Desktop

You're connected to your isolated, secure EMSD environment.



## Key Information

**The Windows App is the evolution of the Remote Desktop client app**

- **Do not try to access EMSD with the Windows App**

Currently, logins for GCC-High to MSD are not supported in the Windows App

- You will be able to use the Windows App before September 28, 2026

**Note:** You can install the Remote Desktop app and the Windows App at the same time.

# Managed Secure Desktop

## Zero Trust Firewall

### We run a Deny By Default security posture

All internet traffic blocked unless explicitly permitted

### Allow List

Key business sites are added to the allow list on request

### Continuous Audit

All traffic is logged and monitored in real time



### Current Allowed Sites

- Exostar Applications
  - Managed Access Gateway
  - Managed Microsoft 365
    - SMB and Enterprise tenants
  - Certificate Assistant
  - Policy Pro
- All .gov, .mil sites



### Getting sites added to the allow list

- During the preview
  - Submit a support request
  - Email [giles.hamson@exostar.com](mailto:giles.hamson@exostar.com) & [john.moss@exostar.com](mailto:john.moss@exostar.com)