

# REMOTE DESKTOP SETUP GUIDE

## **SECURITY NOTE:**

A VPN system grants you a certain amount of access to the remote network, as if you were physically connected at the network site. By using this system, you understand that you are being trusted to maintain the security of this network by NOT sharing keys, certificates, user names, passwords, or other confidential data.

## **Table of Contents**

REMOTE DESKTOP SETUP GUIDE.....	1
WINDOWS - SETUP INSTRUCTIONS.....	2
MACINTOSH - SETUP INSTRUCTIONS.....	5
ANDROID - SETUP INSTRUCTIONS.....	7
IOS DEVICES - SETUP INSTRUCTIONS.....	8
TROUBLESHOOTING.....	9

# WINDOWS - SETUP INSTRUCTIONS

1. Windows comes with Microsoft Remote Desktop pre-installed. From your start menu, open (or search for and open) Microsoft Remote Desktop.
2. Enter the Hostname of the remote PC you wish to connect to. This should be in host.domain.tld format (i.e. pc1.example.com).
3. Optional - you may save the connection to your desktop for easier future access by pressing the “Save” button.
4. Press connect. You will be prompted to enter your username and password, this will be your domain login and password if the remote network is in a directory configuration.
5. You should see your remote desktop open up. You may now work on your remote system as if you were sitting in front of it.
6. When you are completed working, please be sure to “Log Off” so that other users may use the machine!!! If you press “Disconnect” or simply close the window, you will lock the workstation and keep others from using it.

# MACINTOSH - SETUP INSTRUCTIONS

1. Mac users do not have an application preinstalled. You will need to download and install “Microsoft Remote Desktop” from the Mac App Store.
2. Enter the Hostname of the remote PC you wish to connect to. This should be in host.domain.tld format (i.e. pc1.example.com).
3. Optional - you may save the connection to your desktop for easier future access by pressing the “Save” button.
4. Press connect. You will be prompted to enter your username and password, this will be your domain login and password if the remote network is in a directory configuration.
5. You should see your remote desktop open up. You may now work on your remote system as if you were sitting in front of it.
6. When you are completed working, please be sure to “Log Off” so that other users may use the machine!!! If you press “Disconnect” or simply close the window, you will lock the workstation and keep others from using it.

# ANDROID - SETUP INSTRUCTIONS

1. Android users do not have an application pre-installed for Remote Desktop. Open the Play Store and search for, then download and install the app titled “Microsoft Remote Desktop”.
2. Enter the Hostname of the remote PC you wish to connect to. This should be in host.domain.tld format (i.e. pc1.example.com).
3. Press connect. You will be prompted to enter your username and password, this will be your domain login and password if the remote network is in a directory configuration.
4. You should see your remote desktop open up. You may now work on your remote system as if you were sitting in front of it.
5. When you are completed working, please be sure to “Log Off” so that other users may use the machine!!! If you press “Disconnect” or simply close the window, you will lock the workstation and keep others from using it.

# IOS DEVICES - SETUP INSTRUCTIONS

1. IOS users do not have an application pre-installed for Remote Desktop. Open the App Store and search for, then download and install the app titled “Microsoft Remote Desktop”.
2. Enter the Hostname of the remote PC you wish to connect to. This should be in host.domain.tld format (i.e. pc1.example.com).
3. Press connect. You will be prompted to enter your username and password, this will be your domain login and password if the remote network is in a directory configuration.
4. You should see your remote desktop open up. You may now work on your remote system as if you were sitting in front of it.
5. When you are completed working, please be sure to “Log Off” so that other users may use the machine!!! If you press “Disconnect” or simply close the window, you will lock the workstation and keep others from using it.

# TROUBLESHOOTING

- Be sure you are connected to your VPN. These connections will not work unless you have an active tunnel to your remote work location via OpenVPN.
- Some OpenVPN clients have intermittent DNS issues. If you are unable to reach your workstation, please try to disconnect and reconnect your VPN client before contacting an administrator.
- For any issues not listed or other problems or concerns, please contact your network administrator for assistance.