Remote Desktop Guide

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What is Remote Desktop?

Remote Desktop is a way of using your Windows computer when you are not in your office (either on- or off-campus). Using the following instructions, you can connect over the Internet to your computer; allowing you to use all of the programs and files that are available on your office computer. You will need a Remote Desktop Protocol client (such as Microsoft Remote Desktop) and the Cisco AnyConnect VPN client provided by UGA. This guide is to help you connect to a Windows PC from almost any other networked device. If you're need to connect to a Mac, check out How to Connect to Your Mac Remotely.

Getting Setup

Contact Franklin OIT

1. Contact the FOIT Helpdesk to get your MyID authorized for your computer.

When possible include the following in your ticket:

- MyID that needs access
- Room number and location of the computer
- Device name, Service Tag, or UGA Control # (located on silver barcode sticker)

2. Work with Franklin OIT to ensure that your power settings are correct and leave your device powered on.

Setup the Machine You'll Be Connecting From

Franklin OIT is not able to assist with personal devices. Franklin OIT is available to assist with state-owned equipment; however, it may require a trip to campus so please work with us before leaving town.

Obtain a Remote Desktop client

Windows Machines

- Software is already built into Windows
- Search for Remote Desktop Connection
  - Open the start menu and begin to type "Remote Desktop Connection" and it should appear
  - Alternatively, you can look in "All Programs" or "All apps" in the "Accessories" or "Windows Accessories" folder

Macs

- Microsoft Remote Desktop is installed by default with certain versions of Office. If you have installed Office on your Mac, check the Applications folder for Microsoft Remote Desktop.
- Otherwise, install Microsoft Remote Desktop from the Mac App Store

Mobile Devices

- Search for "Microsoft Remote Desktop" in your device's app store - this app should be available on Android, iOS, or Windows Phones

Setup the VPN

- Look for "Cisco AnyConnect Secure Mobility Client" on your computer to see if it is already installed
- If it is not present, click the appropriate link on the Remote Access VPN webpage

Connecting to your Office Computer
1. Connect to the internet. You need an active internet connection to use Remote Desktop.

2. Connect the VPN.
   a. If asked, you should tell it to connect to remote.uga.edu
   b. Select the group "01 Default"
   c. Enter your MyID and password. For second password, enter one of the three options listed below the login window then click OK. You’ll see a small lock over the Cisco AnyConnect icon in the bottom right of your screen while you remain connected.
   d. If you are having trouble, EITS offers guides that you can get to by logging in to this page: https://eits.uga.edu/access_and_security/infosec/tools/vpn

3. Connect the remote desktop software
   a. Launch Microsoft Remote Desktop
   b. Enter the IP Address of your computer. Franklin OIT will give you your IP Address when they setup your access.
   c. When you attempt to connect, you should enter your MyID as follows: myid\username
   d. You may see the following notification about a trusted certificate. You can safely click "Yes" to proceed to your computer.

4. When you are finished, click the Windows/Start button and select "Sign out" or "Disconnect" using the icons in the screenshots below
5. Disconnect from the VPN
   
   a. Click on the small status icon of the VPN. You may have to click an up arrow near your clock to see this icon.
   
   b. The connection window should appear. Click disconnect.

   Do not choose "Shut down" or you may not be able to reconnect until you return to your office.