Installing Remote Desktop on Windows

Staff and Faculty will be able to install Remote Desktop on Windows on their university and personal computers to access their workstation from home.

⚠️ Note

If you already have your computer configured to receive remote desktop protocol connections: e.g., you connect remotely already through a virtual private network (VPN connection), you can skip steps 1 and 2 and proceed to step 3. If your computer is managed by ITS, you can also skip to step 3, as these settings are already configured for Remote Desktop connectivity.

Steps 1 and 2 require access to your UConn Windows workstation.

Step 1: Enable Remote Desktop on Your University Device

Windows 7

1. Right click on the **Computer** option from the Start menu.
2. Left-click on **Properties**. The screen will display basic information about your computer.
3. The "User Account Control" pop-up window will be displayed.
4. Click **Yes** to allow "System Remote Settings" to make changes to your computer. The "System Properties" window will open on the "Remote".
5. If you see the message "You must enable the Window Firewall exception for Remote Desktop" in the dialogue box, click on the provided link. The page that pops up will give you additional instructions on how to change settings for Remote Desktop Connection so that it works.
6. Verify that the third radio button is selected. If it is not, select it.
7. Click **OK**.

Windows 10

1. Right Click on the Start Button and select System from the Menu.
2. Left-click on **Remote Settings** from the left-hand side of the screen.
3. The **User Account Control** pop-up window will be displayed.
4. Click **Yes** to allow the program, System Remote Settings, to make changes to your computer. The **System Properties** window will open on the **Remote**.
5. If you see the message “You must enable the Window Firewall exception for Remote Desktop” in the dialogue box, click on the provided link. The page that pops up will give you additional instructions on how to change settings for Remote Desktop Connection so that it works.
6. Verify that the second radio button is selected, as well as the checkbox underneath the second radio button.
7. Click **OK**.

Step 2: Note Your Computer Name

After completing the above steps, you will be returned to the **Properties** (basic information about your computer) window.
Write down the information listed in the **Full computer name**. This information is needed when attempting to connect to your University computer from your remote PC.

![View basic information about your computer](image)

**Step 3: Connect Remotely**

1. Click on the **Start** button and open the Remote Desktop Connection software by typing **remote desktop connection** into the search bar and then selecting it.
2. Enter into the **Computer** text box the full name of the computer that you noted in Step 2.
3. Click the **Options** drop-down arrow.
4. Click the **Advanced** tab.
5. Click **Settings**.
6. Verify that the second radio button next to "Use these RD Gateway server settings" is selected. If not, select it. Enter "remote.uconn.edu" in the "Server name" field.
7. Verify the box next to "Use my RD Gateway credentials for the remote computer" is selected. (If you want to log into your remote computer using a different account, do not select this box)
8. Click **OK**.

**Step 4: Authenticate Credentials**

1. Click the **Connect** option.
2. You will be asked to install a certificate. Click **Yes**.
3. In the "RD Gateway Server Credentials" window, enter your user name in the format "UCONN\NetID"
4. In the Password field, enter your NetID password.
5. Click **OK**.

![Note](image)

If you are prompted again, enter the user name and password of your remote computer (if you are prompted for this second step authentication, this login information is likely different than the above info entered).

After authentication, you are now remotely connected to your UConn computer or server.

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