Installing Remote Desktop on Mac OSX

This article is intended for faculty and staff that wish to install and set up Microsoft Remote Desktop from a Windows workstation computer to a personal Mac.

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.

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. Navigate to Remote, and under “Remote Desktop,” select Allow connections only from computers running Remote Desktop with Network Level Authentication.
4. Make sure that the Windows Firewall exception for Remote Desktop is enabled.

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.
Step 3: Installing Microsoft Remote Desktop

Compatibility: Requires OS X 10.6.8 or later

Visit this page on your Mac to download and install the Remote Desktop App. This will require an Apple ID and password.

Step 4: Configuring UConn's Remote Desktop Gateway

1. Open Microsoft Remote Desktop.
2. Click Preferences.
3. Select the Gateway tab. Click the plus sign “+” in the lower left hand corner of the screen.
4. Enter the following information in the provided fields. You will use your NetID credentials as your username and password.
5. Close the Preferences window.
Step 5: Configuring a Remote Desktop Connection

1. Open Microsoft Remote Desktop.
2. Click New.
3. Enter the following information in the provided fields. Again, you will be using your NetID credentials.

   ![Remote Desktop Connection Configuration](image)

   - **Connection name**: Work PC
   - **PC name**: Full Computer Name
   - **Gateway**: UConn
   - **User name**: UConn\abc12345
   - **Password**: ********

5. Double-click Work PC under My Desktops.
6. Click Continue on the Verify Certificate window.
7. You should now be connected to your work computer or server.

Related articles

- Virtual Private Network (VPN)
- Secure Shell (SSH) Gateway
- Using Remote Desktop
- Secure Remote Desktop Access (SRDA)