Using Remote Desktop

Remote desktop allows a Mac or PC to connect to another PC on campus. This is done over the RDP protocol.

Compatibility

It is not possible to remote into a Mac from a PC, nor is it possible to use a Linux machine as a client or remote machine. An alternative solution to these problems is third-party software such as TeamViewer, though not recommended or supported by ITS.

Terms:

From this point on, remote computer will refer to the machine we will remotely connect to. Client will refer to the machine we are connecting from.

Remote Desktop Clients

PC: Remote Desktop is installed by default on university machines, as well as most versions of windows 10.

Mac: Download and install Microsoft Remote Desktop 10 from the App Store

You will need your remote machine’s Computer Name. If you aren’t sure what your computer name is, check out How to find the Computer Name:

 Configuring the remote computer:

It is important to make sure the computer can be connected to. Be sure the machine is on and connected over a wire cable. The machine does not need to be logged in.

Administrator Access

If you are not an administrator on your own machine, contact the Help Desk

Verify the remote connections:

Go to control panel and search for “Remote”. There are 2 settings:

- Allow remote access to your computer
- Select users who can use remote desktop
Be sure remote desktop connection settings are enabled, and that administrators are allowed to connect.

Configuring the Client

**PC (Windows 7 & 10)**

Press Win+R, or go to start menu and press “run”

Enter “mstsc” and hit enter.

Under the remote desktop menu, expand “More Options”

For PC name, use the computer name of your remote machine, followed by “.grove.ad.uconn.edu”.

For username, use UCONN:NetID with the NetID password.
Under "Advanced Tab", configure settings for "Connect from anywhere". Use RD Gateway settings Server name: "remote.uconn.edu". Check on "Use my RD Gateway credentials for the remote computer". Bypass RD Gateway should be off, and login method should be "Ask for password".

MAC OSX

1. Under preferences, setup a new user account. This should be configured as UCONN\NetID with the NetID password.

   Friendly name can be any custom label.
2. Then, under gateways, create a new gateway with name "remote.uconn.edu". User Account should be set to "Use Desktop User Account".

Friendly name can be any custom label.

Add a new computer with the (+) icon on the top. For PC name, use the computer name of your remote machine, followed by ",grove.ad.uconn.edu".

For "User account", select the NetID you created in step 1.

For "Gateway", select the gateway you created in step 2.