

REMOTE DESKTOP CONNECTION USER'S GUIDE

REMOTE DESKTOP CONNECTION (RDC) v1.0

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Remote Desktop Connection User's Guide

Remote Desktop Connection (RDC) v1.0

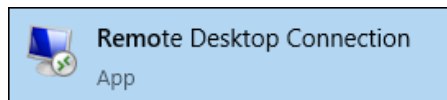
Purpose

Remote Desktop Connection (RDC) is a service that allows users to remotely connect to a Windows operating system by opening a remote desktop session. If you have a Windows workstation at work you can connect to it from home using RDC.

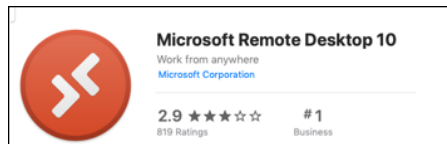
Prerequisites

1. Make sure your work computer is powered on so that it is accessible.
2. Make note of your workstation 'computer name' as **you will need to reference it later**.
3. VPN Connection to the UF Intranet. Please see the VPN documentation for client install.
4. Two-Factor Authentication (2FA). Make sure if you are enrolled that you have your 2FA device handy. We recommend having multiple methods of 2FA defined as alternates. For help with 2FA please contact UFIT at helpdesk@ufl.edu or by phone at 392-HELP (4357).
5. The "Remote Desktop Connection" application which is part of a standard Microsoft Windows system. This application is also available for Mac users (for free from the Mac App Store).

- a. Windows:



- b. Mac:



For Assistance

Personal Home Equipment:

Information Services does not provide support for personal equipment. This includes hardware, software, and updates. You must meet minimum OS versions (at least Windows 8 or MacOS 10.6).

Home Network:

Please work with your internet provider for any home connectivity or Wi-Fi issues. You will need a stable internet connection to successfully work remotely.

VPN and Two-Factor Authentication (2FA):

For issues related to VPN and 2FA, please contact UFIT.

They can be reached:

1. By phone at 392-HELP(4357)
2. By email at helpdesk@ufl.edu
3. Online at <https://my.it.ufl.edu>

UF | Research - Information Services:

We can assist in getting you connected to your work computer and work related issues. We can be reached at 392-6938 or helpdesk@research.ufl.edu.

Finding my “Computer Name”

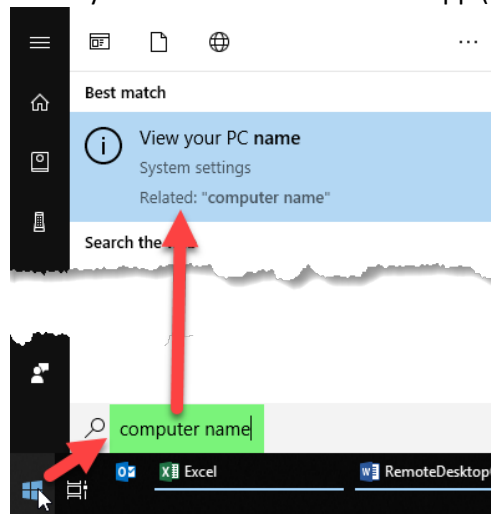
You will need your computer name in order to make a connection to it.

1. Use Windows Search to search for “computer name”.

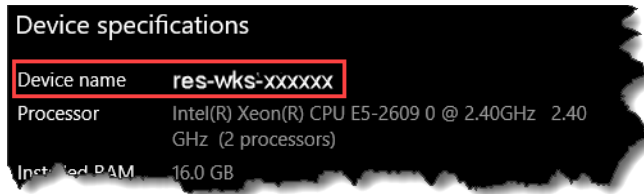
- a. Click the Start icon



- b. Start typing the words “computer name”. The app list should filter to the best match of “View your PC Name”. Launch the app (blue below).

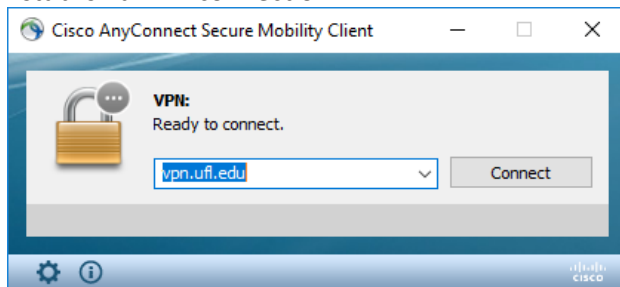


- c. You should see a “Settings | About | Device specifications” dialog. Make note of your “Device name”.



Making a PC to PC Remote Desktop Connection

1. Establish a VPN connection.



- a. Make sure "vpn.ufl.edu" is in the textbox and select 'Connect'.
- b. Enter your username: <just your username> (e.g. algator)
- c. Password: <your UF password>

NOTE: If you signed up for two-factor-authentication (2FA) you will need to confirm the login attempt with your second factor (e.g. confirm the Duo message on your phone). If the "Cisco AnyConnect" dialog times out it is usually due to 2FA.

2. Launch "Remote Desktop Connection (RDC)" client.

Below are two different methods to start the RDC client (shortcut keys or windows search)

- a. **Shortcut keys**

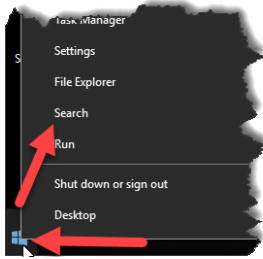


Note: The "Win" key is between the left "Ctrl and Alt" keys on your keyboard.

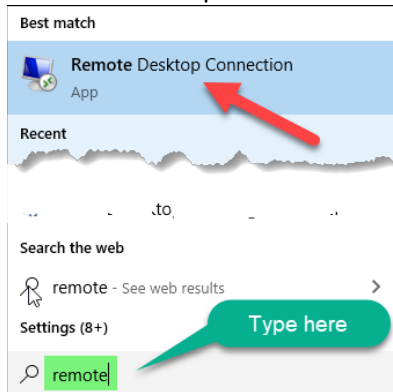


- b. Or use "Windows Search" to find the application in your start menu.

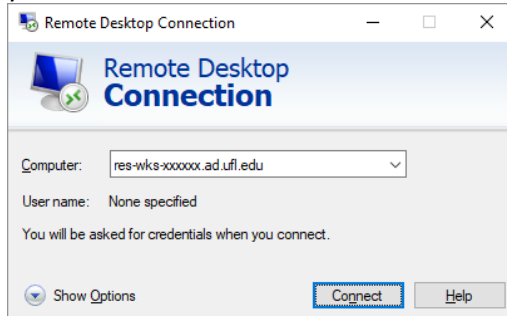
1. **Right-Click** on the “Windows” icon in the start menu and select “Search” from the context menu.



2. Start typing the word “remote” and the application list should filter and show “Remote Desktop Connection” as a choice.

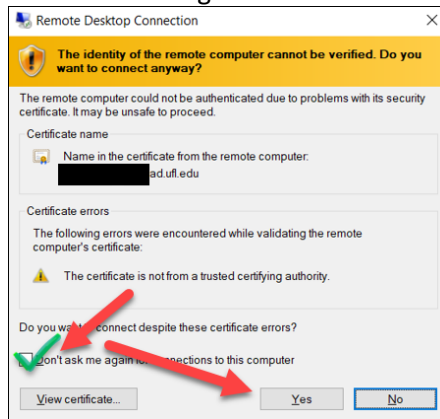


3. In the Computer textbox, enter the computer name you noted earlier. Make sure you include the domain “.ad.ufl.edu”. For example, if your computer name is “res-wks-xxxxxx” then you would enter “res-wks-xxxxxx.ad.ufl.edu”.



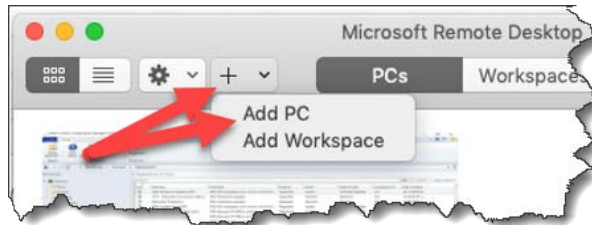
4. Click “Connect”.
5. You will be prompted for user credentials.
Take special note of the required format for the username. It is preceded with “ufad\”
 - a. Username: **ufad**<your username>
Sample: ufad\algator
6. You might get a warning about the computer you are connecting to “not being verified”. There is no cause for concern. You can go ahead and check the box for

“Don’t ask me again for connections to this computer” and click “Yes”.

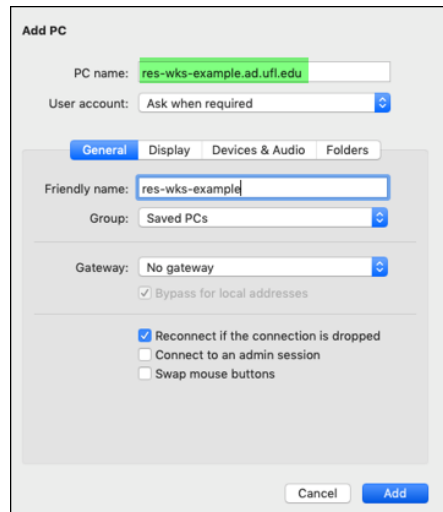


Making a Mac to PC Remote Desktop Connection

1. Make sure you have installed the free **Microsoft Remote Desktop 10** from the Mac App Store.
2. Establish a VPN connection to vpn.ufl.edu. Confirm on your 2FA device.
3. To connect to your desktop (Mac to PC)
 - a. Click the “+” menu then “Add PC”



- b. Enter your full “computer name” (green below) in the “PC name textbox”. The “Friendly name” is optional. Once you’ve created the PC, you don’t need to create it again and there should be a tile in Remote Desktop that you can double-click.



- c. Click “Add”.