

::Approved Faculty and Staff Only

Setup and Use

RDC from an iOS Mobile Device

Remote Desktop Connection (RDC) is a system that allows VSU employees to access and control their office computers from off-campus for work-at-home purposes.

Benefits of using a RDC:

- Access software, documents, or emails available on your office computer without copying files.
- Access applications that can only be run from on-campus, such as Banner Forms.
- Print to your networked office printer.



For additional assistance, contact:

Information Security
security@valdosta.edu

or

VSU Solutions Center
229-245-HELP (4357)
solutions@valdosta.edu

or

Visit
www.valdosta.edu/it

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RDC Requirements

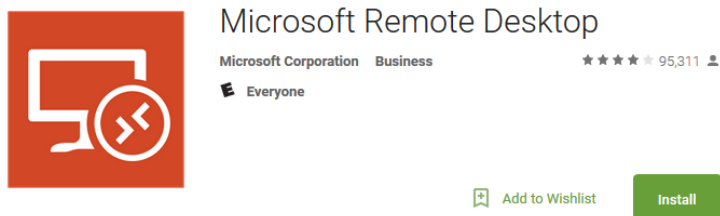
In order to utilize VSU remote desktop connection (RDC), you must:

- have received prior approval from VSU Information Security.
- have high-speed internet access.
- leave your office computer powered on.

Configure Your iOS Mobile Device

1. Install the Microsoft Remote Desktop App

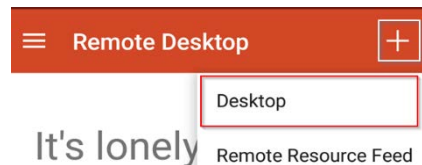
Download and install the **Microsoft Remote Desktop app** from the App store on your iOS mobile device > **Open app**.



2. Add Connection

Click the **Plus (+)** icon on the top-right corner >

Click **Desktop** from the drop-down menu to add connection.

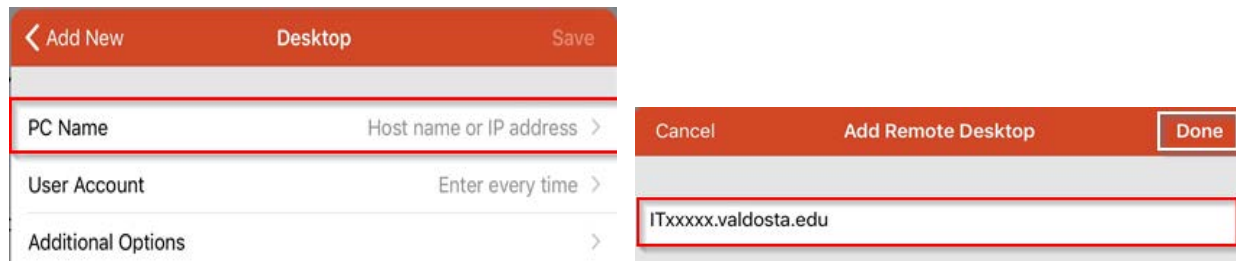


Click **PC Name – Host name or IP address**>

Enter your office computer: **IT tag number.valdosta.edu** (ex: IT12345.valdosta.edu).

The tag# is affixed to the computer, and was listed on the RDC request form you submitted.

Click **Done**.



You will return to the Add desktop home screen.



Click **User Accounts** to configure your credentials > Select **Add User Account**.

Enter the following:

- **Username:** Your VSU email address (ex: jdoe@valdosta.edu)
- **Password:** Password used to log in to your campus desktop computer

Click **Save**.

You will return to the Add desktop home screen.

3. Configure Gateway Server Settings

Click the **Additional Options** drop-down arrow.
 Click **Friendly Name** > **Enter a name** to identify the connection (ex. VSU Remote Desktop).
 Click **Done**.

Select **Gateway** > **Add Gateway** > In the **Server name** field, enter **rdgw.valdosta.edu**
 Click **Save**.

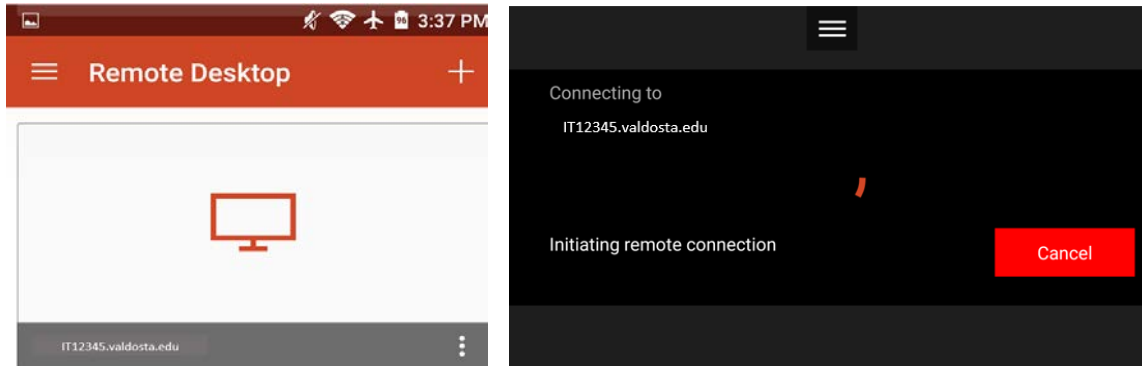
Click **User Accounts** > Select the **User Account you created** (ex. jdoe@valdosta.edu).
 Click the arrow to return to the Add Gateway screen > Click **Save**.



Connect to Your Office Computer

1. Make the Connection

From the RDC App's Home Screen, **double click the PC name** you added. (ex. IT12345.valdosta.edu). *The connection will initiate.*



2. Authenticate Login

Respond to the [two-factor authentication \(2FA\)](#) request to approve the login.

The authentication request will use the default method that you set up (phone call, text, or mobile app).

3. Log in to your office computer


- Click the **Yes** button if you receive a dialog box stating that 'the identity of the remote computer cannot be verified due to a problem with the security certificate.'

Enter your **VSU username and password** to log in to your desktop computer.

Break Connection

1. Log Off

On your PC office computer, click the **Start Menu** icon /Power icon and select **Log off**.

On your Mac office computer, click the **Apple icon**  in the upper-left corner of the screen. Click **Logout** to view dialog box > click **Log Out**.

