Valdosta State University

Remote Desktop Connection

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

	Microsoft Remot	e Desktop				
L S	Microsoft Corporation Business	★★★ ★ \$5,311	<u>*</u>			
		Add to Wishlist				
2. Add Connecti	2. Add Connection					
Click the Plus (+) icon on the top-rig	ht corner >	= P	Remote Desktop	+	
Click Desktop fr	om the drop-down	menu to add conne	ection. It's	Deski Ionely Remo	top ote Resource Feed	

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.

🕻 Add New	Desktop	Save			
PC Name	Host nam	e or IP address >	Cancel	Add Remote Desktop	Done
User Account	E	nter every time >			
Additional Options		>	ITxxxxx.valdost	a.edu	

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.

〈 Desktop	User Accounts		〈 User Accounts	Add User Account	Save
Enter every time		~	User Name	jdoe@valdosta.edu	
Add User Account		>	Password	•••••	

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**.

🗸 Desktop	Additional Options
Friendly Name	VSU Remote Desktop >
Gateway	No gateway configured >

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

Additional Options	Gateway		Add gateway	
			Server name	
No gateway configured		~	rdgw.valdosta.edu	\times
Add Gateway		>	User account	
			Use desktop user account	-

CANCEL 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**.

X Add Gateway User Accounts	〈 Gateway	Add Gateway	Save
Use desktop user account 🗸	Conver Name		lauualdaata adu. N
jdoe@valdosta.edu	Server Name	TC	igw.valdosta.edu >
Add User Account	User Account	jdo	e@valdosta.edu >





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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.*

		🔏 😵 🛧 🖻 3:37 PM	≡	
=	Remote Desktop	+	Connecting to	
			IT12345.valdosta.edu	
		1	J	
	<u> </u>		Initiating remote connection	Cancel
п	12345.valdosta.edu	:		

2. Authenticate Login

Respond to the <u>two-factor authentication</u> (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

1 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 **H**/**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**.