Setting Up and Using Remote Desktop

Contents

Step 1: Preparing for Remote Desktop Access

When you know you will be remoting into your PC from home or another location, or we are expecting bad weather where you may not be able to come into the office but are expected to work from home, **be sure to leave your PC powered on when you leave the office that day**.

Only use the restart option if you need to power cycle your from your remote location. <u>If you power down your PC you will no longer be able to connect to it remotely until it has been powered back on in person.</u>

Getting Your PC Name

You will need to know the name of your PC to connect to it from home. While in your office and at your office PC, **right-click on Start (Windows Logo)** on your taskbar and then select **System**:
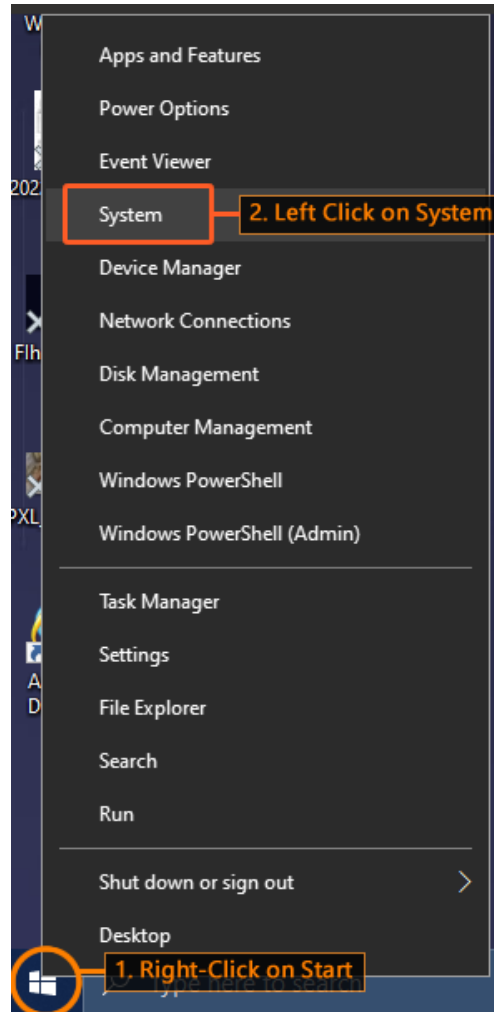
A window will appear with information about your system. You will be looking for **Device name**:
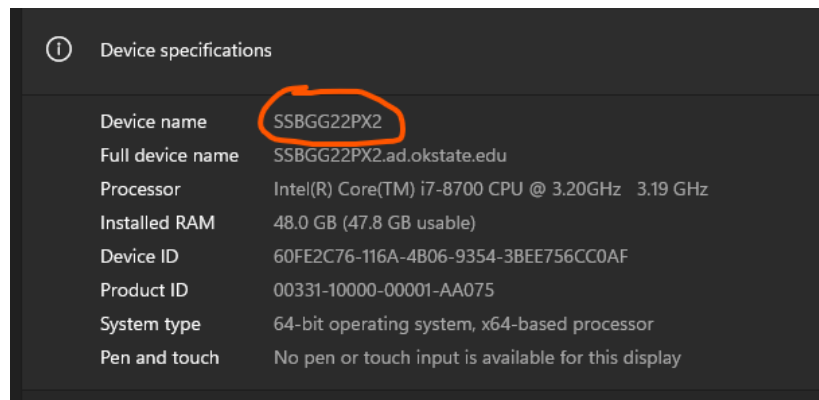
*Device name in this example is **SSBGG22PX2***

Alternatively, you can find your system name in most cases by looking at the Dell Service Tag sticker on your machine (usually placed on the top). Most of our machines are named with the **SSB** prefix followed by the Dell Service Tag:

Device name in this example is SSBGG22PX2

Licensing

Some of the software that may be installed on your desktop computer cannot be used remotely. Executing the following programs via a remote connection is a violation of our licensing agreements for the following software and is prohibited.

- SAS
- AICPA resource Library
- FARS
- Folio Views (part of FARS & AICPA)
- GAUSS
- SDC Platinum
- nlogit / LIMDEP
- QuickBooks Pro
- Mathematica

- ProSim Security

Concerns

Computers that allow remote desktop connections are more vulnerable to attack and hacking than computers that do not allow remote connections. If your computer is compromised by an intruder masquerading as you, the intruder can read, download, and delete any file you have access to including files you share with colleagues located on both the local and network drives. If you believe your password has been compromised, you agree to change your password immediately. If you cannot change your password, contact SSB Computer Support or the IT Help Desk for assistance. It is very important that you contact SSB Computer Support, OSU IT Security, or the IT Help Desk right away if you believe that your computer has been compromised. If your system is compromised, we must assume that all confidential data that you have access to locally and on the network has been compromised. State and Federal laws regarding notification, penalties, and procedures may apply if certain types of data are involved (grades, SSN's, medical, financial).

Step 2: Connecting to the VPN

Your device will need to be on the OSU network *or* connected to the VPN to remotely connect to your PC.

Connecting to the VPN from a Windows PC or Mac

Follow the instructions on the OSU IT website to download, install, and get connected to the VPN and then return to this document for further steps needed to connect to your PC via Remote Desktop. If you need assistance connecting to the VPN on Windows or Mac please contact helpdesk@okstate.edu or 405.744.HELP(4357) – also available toll free at 1-877-951-4836.

- OSUVPN | Oklahoma State University (okstate.edu)

Connecting to the VPN from an Android or iOS device

You can download the Cisco VPN application for your Android or iOS device from your devices App store. Once installed, open it and connect to **osuvpn.okstate.edu** using your O-Key credentials. If you need assistance connecting to the VPN on Android or iOS please contact helpdesk@okstate.edu or 405.744.HELP(4357) – also available toll free at 1-877-951-4836.

- Cisco AnyConnect on the App Store (apple.com)
- AnyConnect - Apps on Google Play

Step 3: Downloading Remote Desktop Connection Software (if needed)

Remote Desktop for Windows PCs

Remote Desktop is included with all Windows PCs, no download is needed. Proceed to Step 4.

Downloading the Remote Desktop Connection software for Mac

If you are using a Mac to connect to your Office PC (Windows) please download and install the Remote Desktop Connection software from here: Microsoft Remote Desktop on the App Store (apple.com)

Downloading the Remote Desktop Connection software for iOS and Android devices

If you are using an iPad or Android tablet to work remotely you may download the software to connect to your office PC from here:

- iOS: [Remote Desktop Mobile on the App Store (apple.com)](#)
- Android: [Remote Desktop - Apps on Google Play](#)

Step 4: Opening the Remote Desktop Connection Application

Windows

Click on the Windows Start icon on your taskbar and type **Remote Desktop**. Click on the Remote Desktop Connection App that appears under Best match:
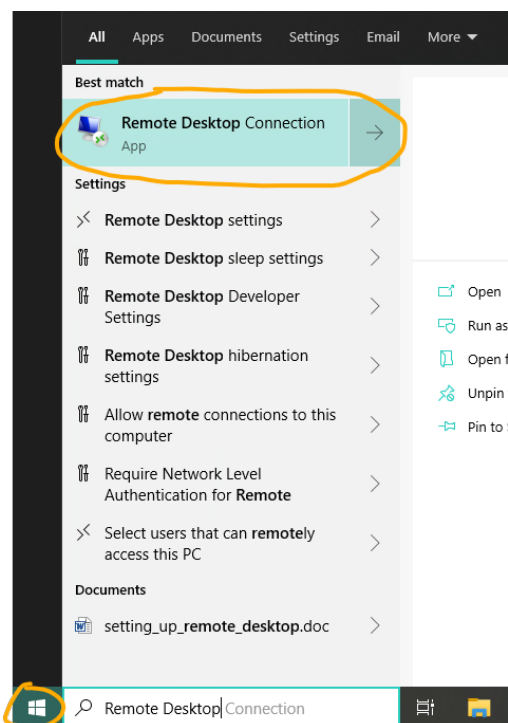

Mac

After installing Remote Desktop Connection from the app store it should open up automatically. If not, find it in the apps list (Launchpad) and open it from there.

### iOS/Android Tablets (and phones if desperate)

Tap on the icon that was installed on your device after downloading the application from your app store

Step 5: Connecting to your Office PC with the Remote Desktop Connection Application

After opening the Remote Desktop Connection application, enter the name of the your office PC next to the Computer field in the following format, replacing DEVICENAME with the name of your office PC you found in Step 1 above:
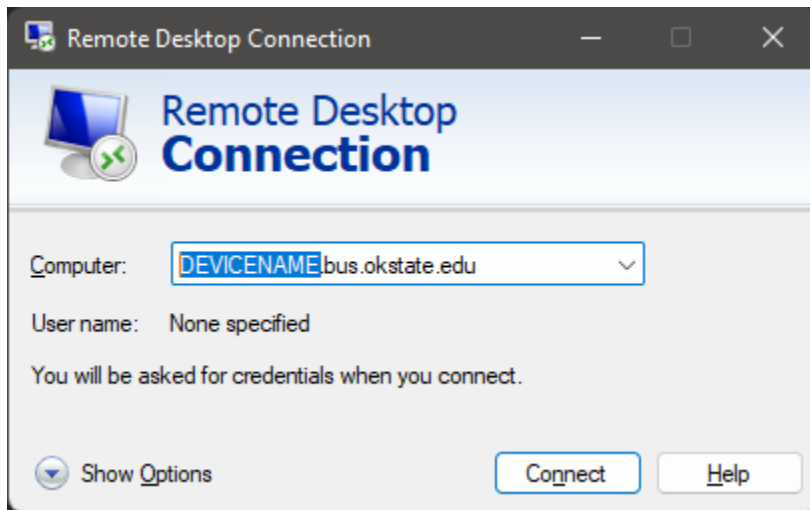
Using the example given in Step 1, with device name SSBGG22PX2:
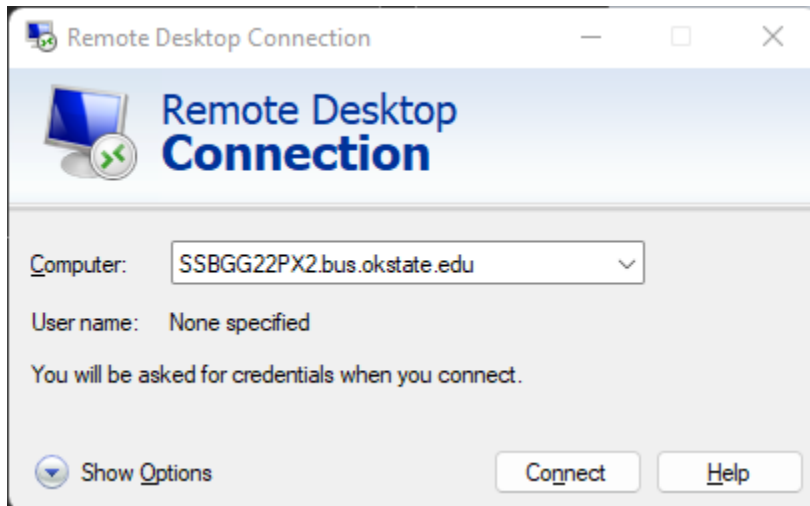
Troubleshooting

If Step 5 is not working, try these alternative options in the **Computer** field and make sure you are still connected to the VPN:

- DEVICENAME.ad.okstate.edu
- DEVICENAME

If you are unable to find your PC name please contact us at ssbsup@okstate.edu and we can find it for you.