

How to Use Remote Desktop through the GlobalProtect VPN Client

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On your **University-owned** computer

Enable Remote Desktop



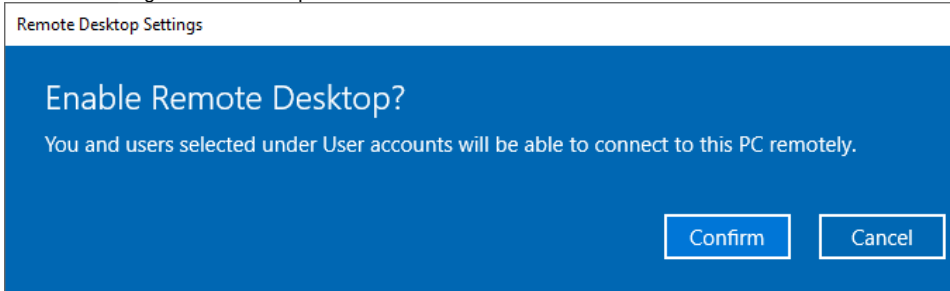
If your Windows computer is ITS-managed, Remote Desktop should already be enabled.

If Remote Desktop is **not already enabled**, set up Remote Desktop on your UAlbany work computer via these steps:

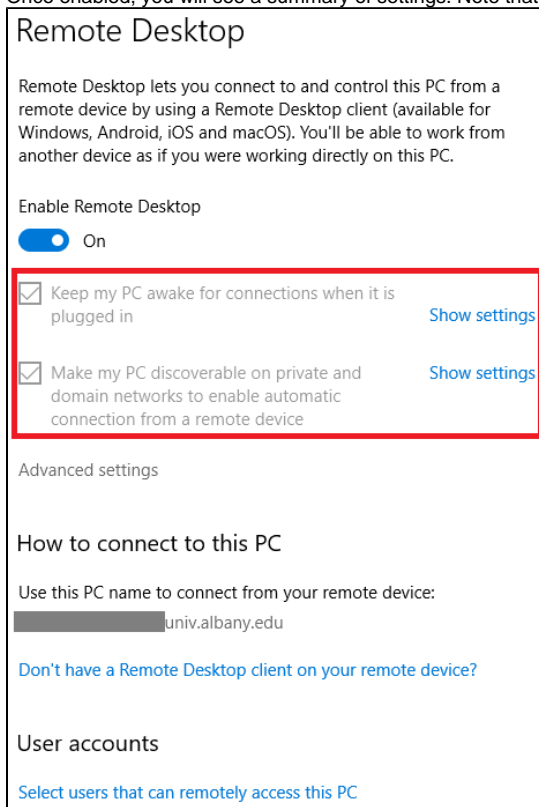
1. You will need administrative privilege on the PC
Open Settings
2. Click to enable Remote Desktop



3. Confirm enabling Remote Desktop



- Once enabled, you will see a summary of settings. Note that the PC must remain on, awake, and online to be used.



- Check to be sure that Remote Desktop is allowed through Windows Firewall:
 - On the remote computer, click **Start** and select **Control Panel**.
 - Click **System and Security**.
 - Click **Allow an app through Windows Firewall** under Windows Firewall.
 - Click **Change settings** in the upper right
 - Check the box next to **Remote Desktop**.
 - Click **OK** to save the changes

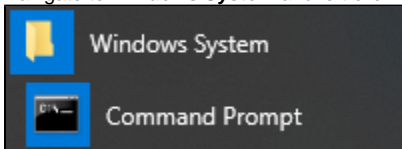
Enable your account to connect via Remote Desktop

View whether or not you have admin rights on your computer

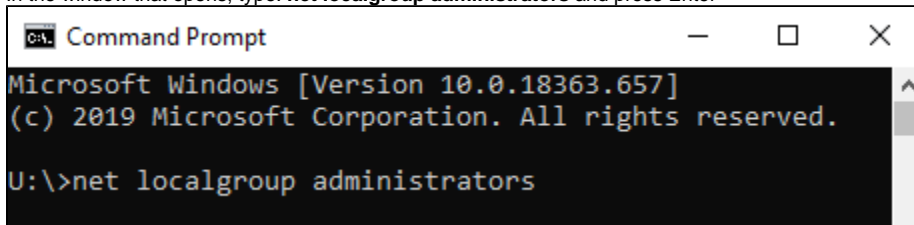
- Click on the Windows Start button



- Navigate to **Windows System** and left-click **Command Prompt**



- In the window that opens, type: **net localgroup administrators** and press Enter



- then type: **net localgroup "remote desktop users"** and press Enter
- A list of users/groups will appear. If your NetID is **not** in the list, please submit an [ITS Service Desk Request](#) to be granted permission to remotely connect to your computer.

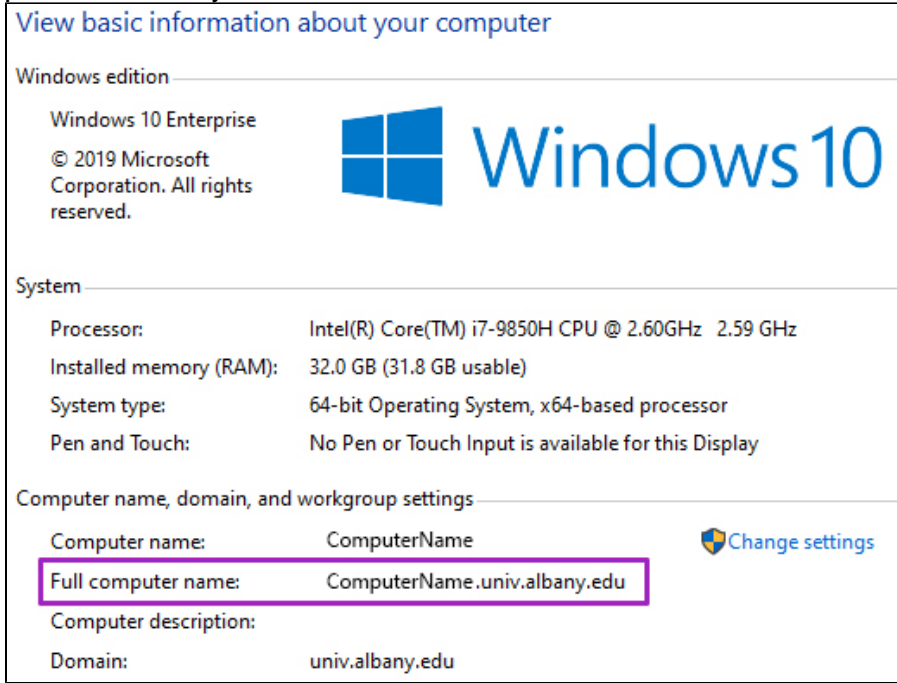
Find your full computer name

1. On your keyboard, press the **Windows key + Pause/Break**.

Or

Open your **Start menu** and search for "**Control Panel**", open **Control Panel**, and select **System**

2. This will open the System window to view basic information about your computer, including the **full computer name**, which will look like **computername.univ.albany.edu**



The screenshot shows the Windows System window titled "View basic information about your computer". It is divided into three sections: "Windows edition", "System", and "Computer name, domain, and workgroup settings".

- Windows edition:** Windows 10 Enterprise, © 2019 Microsoft Corporation. All rights reserved.
- System:** Processor: Intel(R) Core(TM) i7-9850H CPU @ 2.60GHz 2.59 GHz; Installed memory (RAM): 32.0 GB (31.8 GB usable); System type: 64-bit Operating System, x64-based processor; Pen and Touch: No Pen or Touch Input is available for this Display.
- Computer name, domain, and workgroup settings:** Computer name: ComputerName; Full computer name: ComputerName.univ.albany.edu (highlighted with a purple box); Computer description: univ.albany.edu; Domain: univ.albany.edu. A "Change settings" link is also visible.

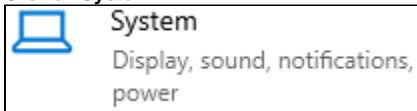
3. Adjust power settings to make sure your computer does not go to sleep:
 - a. Click on the Windows Start button



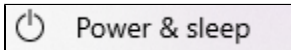
- b. Click on the **Settings** gear



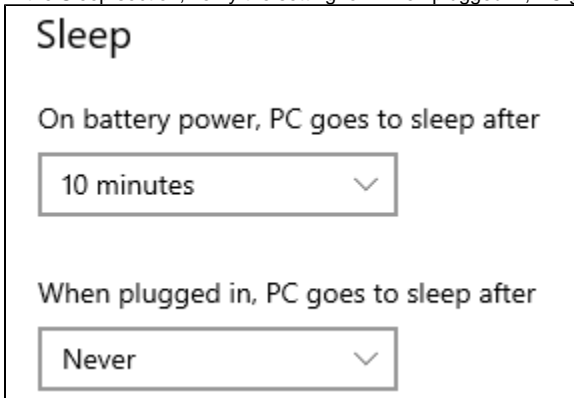
- c. Click on **System**



- d. On the left side of the window that appears, click on **Power & Sleep**



- e. In the Sleep section, verify the setting for 'When plugged in, PC goes to sleep after' setting is set to **Never**

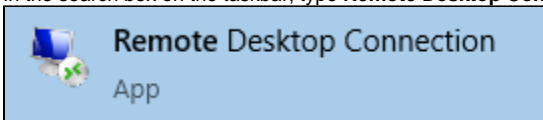


4. **Do not** shut your computer down if you wish to remotely access your computer.

On your **Home** computer

Connect to your work computer

1. Install the GlobalProtect VPN client on the computer(s) you will use to connect to your Remote Desktop-enabled work computer.
 - The VPN client can be obtained at <https://uavpn.albany.edu>
 - We have [detailed VPN installation instructions](#)
2. In the search box on the taskbar, type **Remote Desktop Connection**, and then select **Remote Desktop Connection**.

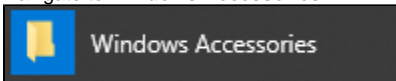


Or

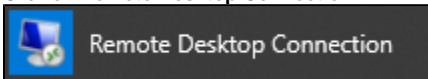
Click on the Windows Start button



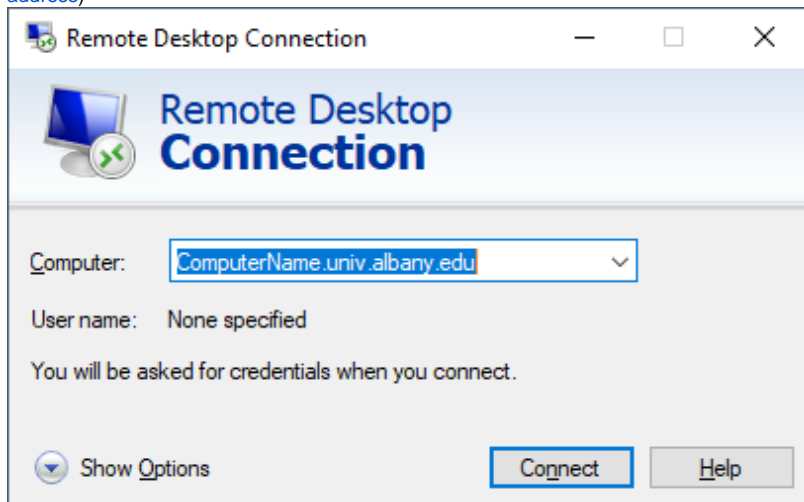
Navigate to **Windows Accessories**



Click on **Remote Desktop Connection**

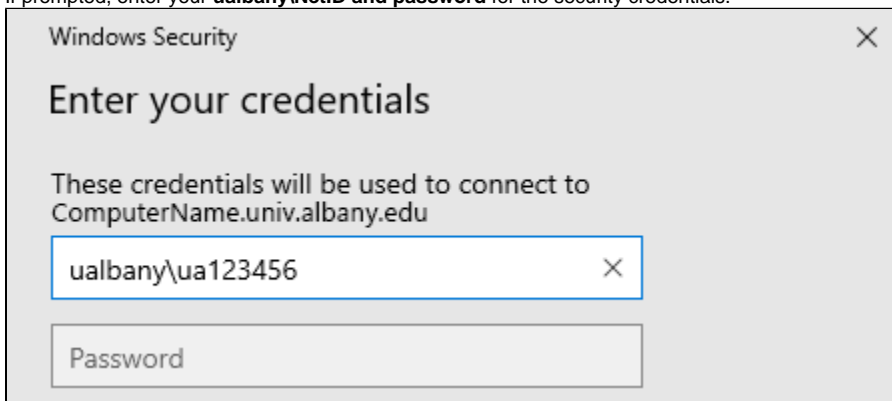


3. In the **Computer** field, enter in either your University computer's Full computer name or IP address ([Network - Find internet protocol \(IP\) address](#))



4. Click **Connect**

5. If prompted, enter your **ualbany\NetID and password** for the security credentials.



The image shows a Windows Security dialog box titled "Enter your credentials". The text inside reads: "These credentials will be used to connect to ComputerName.univ.albany.edu". There are two input fields: the first contains the text "ualbany\ua123456" and the second is labeled "Password".



Direct connections (i.e., without the VPN) to Remote Desktop services from outside the University's network (off campus) are blocked.

Need more help? Submit an [ITS Service Desk Request](#).