How to Use Remote Desktop through the GlobalProtect VPN Client

Action

The instructions below will help you set up Remote Desktop access to directly use your University Windows computer that is on campus while you are at a personal or other computer that is off campus. Please confirm each group of settings is in place to allow Remote Desktop to work.

Instructions

- Prepare on your University-owned Windows computer
  - Enable Remote Desktop
  - Keep your campus computer on and awake
- Find your full computer name
- Access from your Home computer
  - Set up VPN
  - Connect to your work computer from Windows
  - Connect to your work computer from Mac

Prepare on your University-owned Windows 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
2. Open Settings
3. Go to System
4. Go to Remote Desktop on the lower left
5. Click to enable Remote Desktop

6. Confirm enabling Remote Desktop

This is different from just using VPN to allow access to some other services, such as mapping network drives or some other web applications. Remote Desktop is not necessary for most services.
7. Once enabled, you will see a summary of settings. Note that the PC must remain on, awake, and online to be used.

Remote Desktop
Remote Desktop lets you connect to and control this PC from a remote device by using a Remote Desktop client (available for Windows, Android, iOS and macOS). You’ll be able to work from another device as if you were working directly on this PC.

Enable Remote Desktop

- Keep my PC awake for connections when it is plugged in
- Make my PC discoverable on private and domain networks to enable automatic connection from a remote device

Advanced settings

How to connect to this PC

Use this PC name to connect from your remote device:


Don’t have a Remote Desktop client on your remote device?

User accounts

- Select users that can remotely access this PC

If you need to allow specific other people to access this PC, you can click “Select users that can remotely access this PC.”

8. Check to be sure that Remote Desktop is allowed through Windows Firewall:
   a. On the remote computer, click Start and select Windows Security
   b. Click Firewall & Network Protection on the left
   c. Click Allow an app through Windows Firewall
   d. Click Change settings in the upper right
   e. Check the boxes next to Remote Desktop
   f. Click OK to save the changes

Keep your campus computer on and awake

1. Click on the Windows Start button

2. Click on the Settings gear

3. Click on System

4. On the left side of the window that appears, click on Power & Sleep
5. In the Sleep section, verify the setting for “When plugged in, PC goes to sleep after” setting is set to **Never**

<table>
<thead>
<tr>
<th>Sleep</th>
</tr>
</thead>
<tbody>
<tr>
<td>On battery power, PC goes to sleep after</td>
</tr>
</tbody>
</table>
| 10 minutes  
| When plugged in, PC goes to sleep after |
| Never         |

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

If your computer turns off due to a power outage or other reason, you will need to visit it and turn it back on.

Find your full computer name

1. Depending on the exact version of Windows 10 you have, do one of the following:
   - On your keyboard, press the **Windows key + Pause/Break**.
   - Open your **Start menu**, open **Settings**, select **System**, and select **About** on the lower left
   - 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 device name or full computer name, which will look like `computername.univ.albany.edu`.

Access from your Home computer

Set up VPN

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

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. Connect the Global Protect VPN client
Connect to your work computer from Windows

1. In the search box on the taskbar, type **Remote Desktop Connection**, and then select **Remote Desktop Connection**.

   ![Remote Desktop Connection App]

   Or

   Click on the Windows Start button

   ![Start button]

   Navigate to **Windows Accessories**

   ![Windows Accessories]

   Click on **Remote Desktop Connection**

   ![Remote Desktop Connection]

2. In the **Computer field**, enter in either your **University computer’s Full computer name or IP address from above**

   ![Remote Desktop Connection]

3. Click **Connect**

4. If prompted to trust the certificate, click to **View Certificate**, and click **Always Trust** to prevent seeing this warning again for this PC

5. **Connect to your work computer from Mac**

1. Install the **Microsoft Remote Desktop** app from the Apple App Store

   ![Microsoft Remote Desktop]

2. In the Applications folder or Launchpad, select **Microsoft Remote Desktop**

3. Click the plus-sign “+” icon at the top to add a new connection and choose **Add PC**

4. For **PC Name**, enter in either your **University computer’s Full computer name or IP address from above**

5. In **User Account** menu, choose "**Add User Account...**"

   ![Add User Account]

6. Enter the account information and click **Add**

   - For **Username**, enter **uAlbany\NetID** (with your NetID)
   - For **Password**, enter your **uAlbany password**

7. Review the settings, including the optional settings as you like and click **Save**

   ![Add PC settings]
5. If prompted, enter your ualbany\NetID (with your NetID) and password for the security credentials.
   - For Username, enter ualbany\NetID (with your NetID)
   - For Password, enter your UAlbany password

8. To connect, double-click on the PC Name tile that you just added

9. If prompted to trust the certificate, click to Show Certificate, and click Always Trust to prevent seeing this warning again for this PC again and click Continue

Need more help? Contact the ITS Service Desk.