Aldridge Pite Inclement weather remote access instructions (East Coast)

Remote Access to IT Systems:

Notebook users will use their work computers to make a VPN connection to our systems and then access information accordingly. Users who do not have a notebook will need to use their home or personal computer to access our systems during this time. Below are instructions on how to connect to our network.
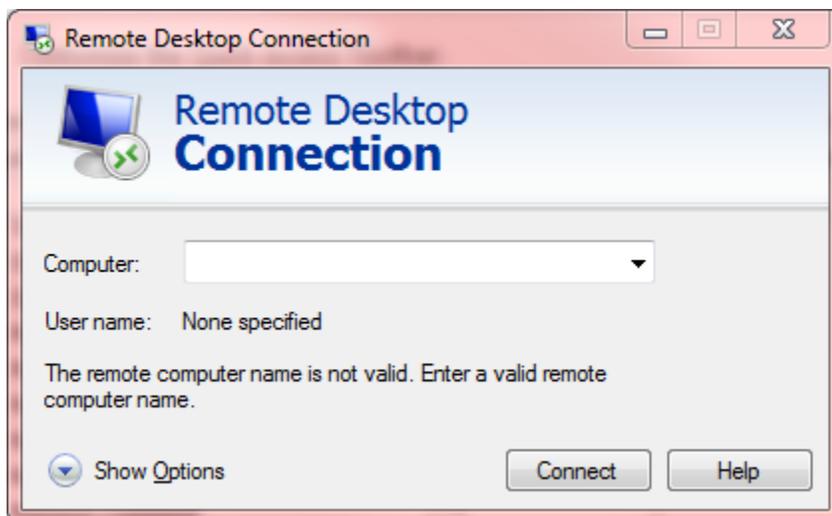
Instructions per Operating System

Windows 8/10:

Activate the search functionality, for example by swiping in from the right edge of the screen, and then tap **Search** or clicking in the *Ask me anything* box.
(If you're using a mouse, point to the upper-right corner of the screen, move the mouse pointer down, and then click **Search**.)
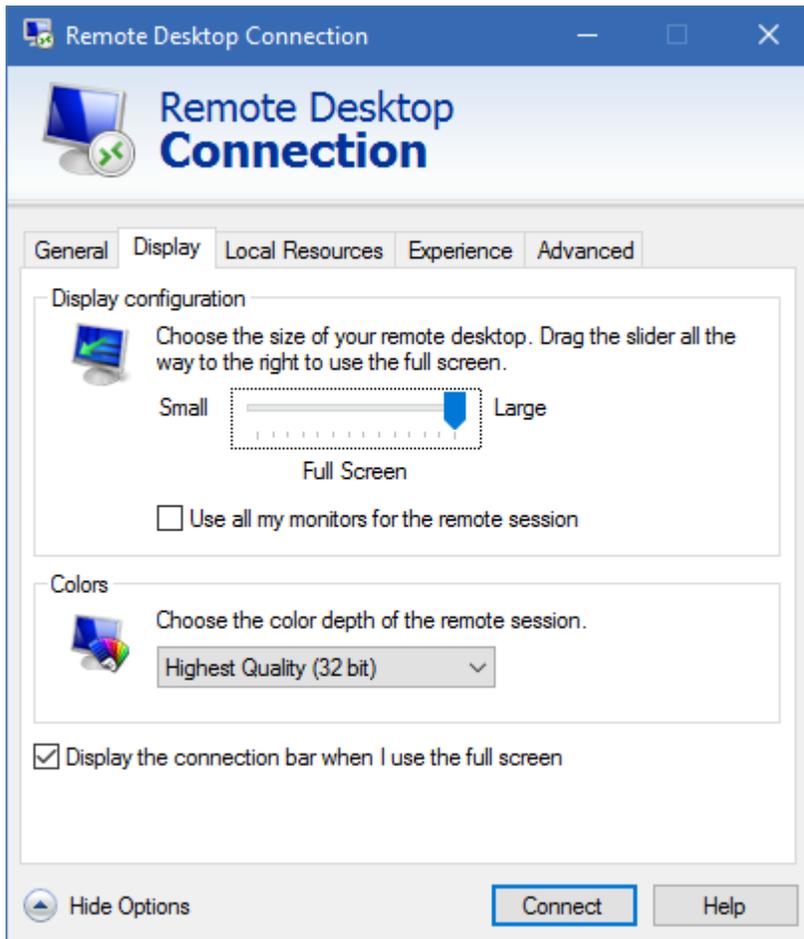
Enter **Remote Desktop** in the search box, and then follow the instructions from below for the server name and credentials.

1. Refer to the Hurricane Preparation Handout for the computer name for remote desktop connection.
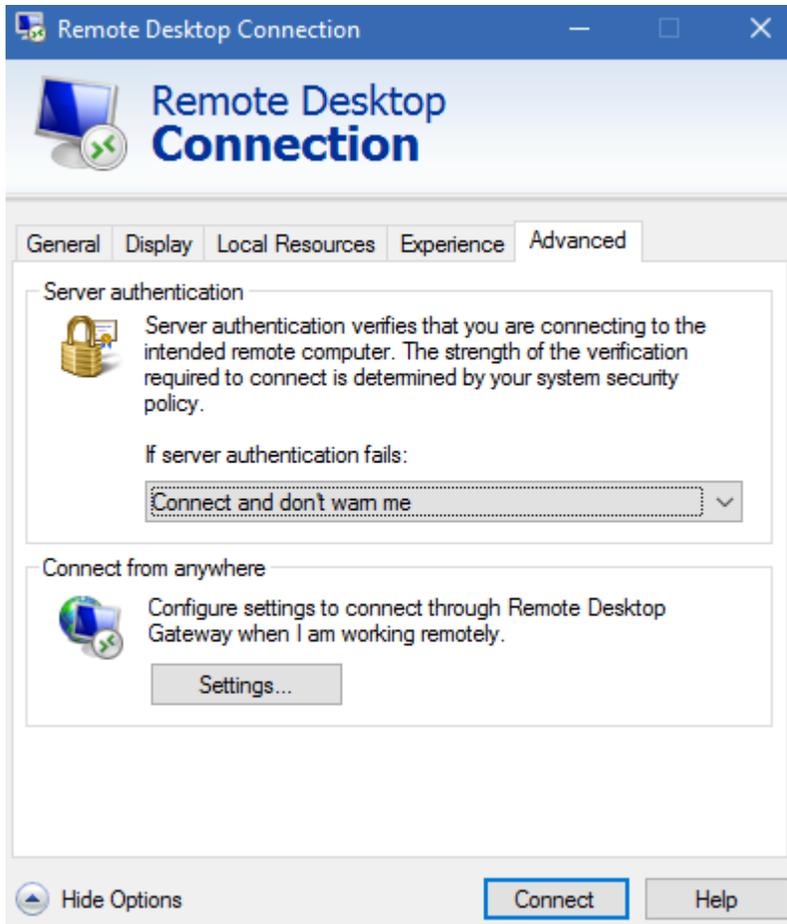

2. For the username refer to the Hurricane Preparation Handout.

3. You will be asked for your password once you successfully connect to the remote session. If you are NOT using multiple monitors, skip to step 8.

4. Click on the Show Options button at the bottom of the login box shown above

5. Click on the Display tab shown below.

6.

7. Click the option to use all my monitors for the remote session
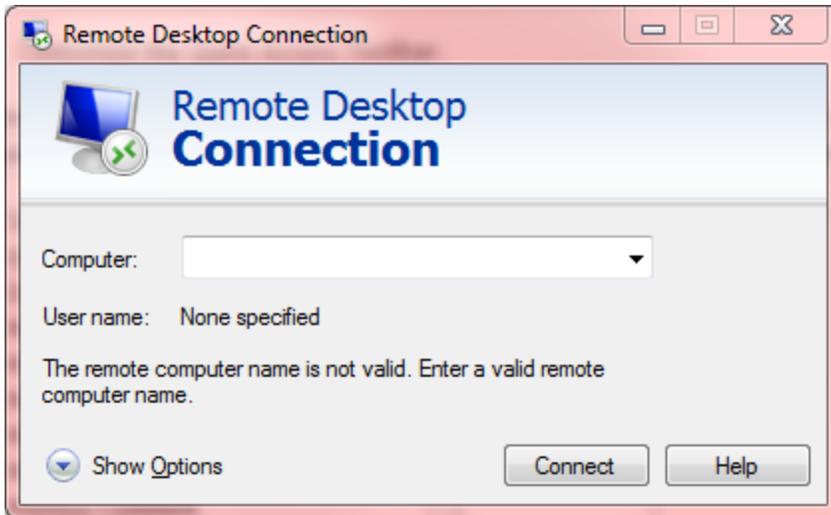
8. Click on the advanced tab shown below

9.

10. In the server Authentication section, choose Connect and don't warn me.

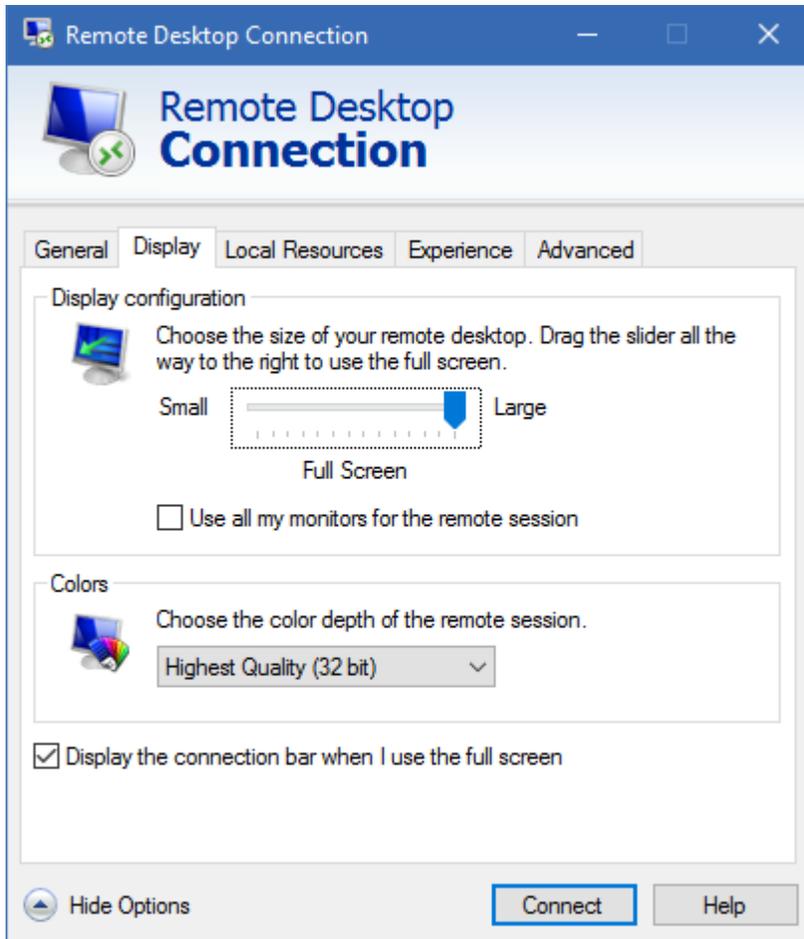11. Press the connect button now to connect to the remote session

Windows 7:

To find Remote Desktop Connection shortcut, click the Start button 🔵, click All Programs or Programs, and then click Accessories. Alternately, open the Start Menu and then type *mstsc* in the Search box. When the client opens, follow the instructions below.
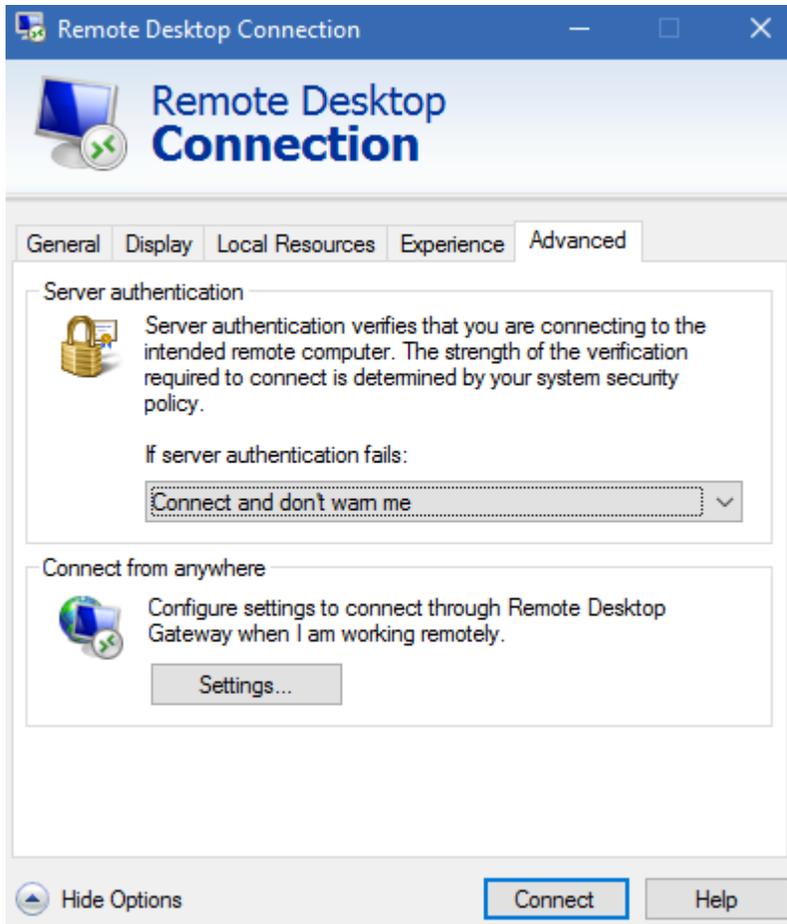
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8. Click on the advanced tab shown below

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10. In the server Authentication section, choose Connect and don't warn me.

11. Press the connect button now to connect to the remote session

You will perform similar instructions for the Operating Systems below. Please contact the helpdesk if you have any issues connecting.

Mac OS: (you will need to download a client version first). Below is the link to this software download provided by Microsoft. There is no charge for this software.

https://itunes.apple.com/us/app/microsoft-remote-desktop/id715768417?mt=12&ls=1
or
https://www.microsoft.com/en-us/download/details.aspx?id=18140

Windows XP: An updated Remote Desktop client is no longer available from Microsoft for this operating system. You may try to follow the instructions above for starting and configuring Remote Desktop on your computer, but if the connection is rejected, the helpdesk will be unable to provide support.

Windows Vista: (you will need to download an updated client version first). Below is the link to this software download provided by Microsoft. There is no charge for this software.

http://www.microsoft.com/en-us/download/details.aspx?id=12767