**Remote Desktop on Windows:**

**Setting Up the PC You Want to Connect To:**

1. **Enable Remote Desktop**:
   * Go to Start > Settings > System > Remote Desktop.
   * Toggle the switch to On to enable Remote Desktop.
   * Click Confirm when prompted.
   * [Make a note of the PC name under “How to connect to this PC” as you’ll need this later](https://bing.com/search?q=steps+to+use+remote+desktop+on+Windows).
2. **Allow Remote Connections**:
   * Ensure that your PC allows remote connections. Go to Control Panel > System and Security > System.
   * Click on Remote settings on the left.
   * Under “Remote Desktop,” select Allow remote connections to this computer.

**Connecting to the Remote PC:**

1. **Using a Windows PC**:
   * On your local Windows PC, type Remote Desktop Connection in the search box on the taskbar and select it.
   * In the Remote Desktop Connection window, type the name of the PC you want to connect to (from the setup step) and click Connect.
2. **Using a Mobile Device**:
   * Download the Remote Desktop app from the Microsoft Store, Google Play, or the Mac App Store.
   * Open the app and add the name of the PC you want to connect to.
   * [Select the remote PC name that you added and wait for the connection to complete](https://bing.com/search?q=steps+to+use+remote+desktop+on+Windows).

**Additional Tips:**

* **Ensure Both PCs are On and Connected to the Internet**:
  + Both the local and remote PCs need to be powered on and connected to the internet.
* **Firewall Settings**:
  + Ensure that the firewall on the remote PC allows Remote Desktop connections.
  + Go to Control Panel > System and Security > Windows Defender Firewall > Allow an app or feature through Windows Defender Firewall and check Remote Desktop.

**Getting Information Through Command Prompt (CMD):**

1. **Open Command Prompt**:
   * Press Windows + R, type cmd, and press Enter.
2. **Get the Computer Name**:
   * Type hostname and press Enter. This will display the name of the computer.
3. **Get the IP Address**:
   * Type ipconfig and press Enter. Look for the IPv4 Address under your network connection (Ethernet or Wi-Fi).
4. **Check Remote Desktop Status**:
   * Type query user to see if Remote Desktop is enabled and which users are currently logged in.
5. **Check Windows Version**:
   * Type winver and press Enter. This will open a window displaying the Windows version and build number.

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.