

Steps for giving RDP to an employee

- Prerequisites
 - Validate whether the user has the approval from the supervisor
 - Supervisor approves by filling up a form on IT helpdesk website
 - Supervisor should obtain request number after sending the form
 - Employee should obtain the request number
 - IT engineer should obtain that request number before giving access
- FAQs
 - When is approval not required?
 - For public folders and applications only.
 - How long does it take to obtain the request number?
 - Supervisors can obtain the request number immediately
 - What if the employee doesn't have request number?
 - Unless the request number is obtained, access can't be granted.

Connect to another computer using Remote Desktop Connection

Applies to: Windows 7

With Remote Desktop Connection, you can connect to a computer running Windows from another computer running Windows that's connected to the same network or to the Internet. For example, you can use all of your work computer's programs, files, and network resources from your home computer, and it's just like you're sitting in front of your computer at work.

To connect to a remote computer, that computer must be turned on, it must have a network connection, Remote Desktop must be enabled, you must have network access to the remote computer (this could be through the Internet), and you must have permission to connect. For permission to connect, you must be on the list of users. Before you start a

connection, it's a good idea to look up the name of the computer you're connecting to and to make sure Remote Desktop connections are allowed through its firewall.

If your user account doesn't require a password to sign in, you'll need to add a password before you're allowed to start a connection with a remote computer.


To allow remote connections on the computer you want to connect to

1. Open System by clicking the **Start** button .
2. , right-clicking **Computer**, and then clicking **Properties**.
3. Click **Remote settings**. .
4. If you're prompted for an administrator password or confirmation, type the password or provide confirmation. Under **Remote Desktop**, select one of the three options.
5. Click **Select Users**.
6. If you're an administrator on the computer, your current user account will automatically be added to the list of remote users and you can skip the next two steps.
7. In the **Remote Desktop Users** dialog box, click **Add**.
8. In the **Select Users or Groups dialog** box, do the following:
 1. To specify the search location, click **Locations**, and then select the location you want to search.
 2. In **Enter the object names to select**, type the name of the user that you want to add, and then click **OK**.
 3. The name will be displayed in the list of users in the **Remote Desktop Users dialog** box. Click **OK**, and then click **OK** again.

Note

You can't connect to a computer that's asleep or hibernating, so make sure the settings for sleep and hibernation on the remote computer are set to **Never**. (Hibernation is not available on all computers.)

To look up the computer name of the remote computer

1. On the remote computer, open **System** by clicking the **Start** button .
2. , right-clicking **Computer**, and then clicking **Properties**.
3. Under **Computer name, domain, and workgroup settings**, you can find your computer name, and its full computer name if your computer is on a domain.

To allow Remote Desktop connections through a Windows Firewall

If you're having trouble connecting, Remote Desktop connections might be getting blocked by the firewall. Here's how to change that setting on a Windows PC. If you're using another firewall, make sure the port for Remote Desktop (usually 3389) is open.


1. On the remote computer, click **Start** and select **Control Panel**.
2. Click **System and Security**.
3. Click **Allow a program through Windows Firewall** under Windows Firewall.
4. Click **Change settings** and then check the box next to **Remote Desktop**.
5. Click **OK** to save the changes.

To set a password for your user account

Your user account must have a password before you can use Remote Desktop to connect to another computer.

1. Click **Start** and select **Control Panel**.
2. Double-click **User Accounts**.
3. Select **Change your Windows Password** under **User Accounts**.
4. Click **Create a password for your account** and follow the instructions on the screen.

To start Remote Desktop on the computer you want to work from

1. Open Remote Desktop Connection by clicking the **Start** button .
2. . In the search box, type **Remote Desktop Connection**, and then, in the list of results, click **Remote Desktop Connection**.
3. In the **Computer** box, type the name of the computer that you want to connect to, and then click **Connect**. (You can also type the IP address instead of the computer name.)

ADMIN ACCESS for a user

1. User are not given admin access to any of the production systems
2. User are given admin access to User Acceptance environment 's based on an additional approval from the product owner
3. Users are given admin access to systems which are present in the same VLAN of the user's system.