**SOP for Remote Desktop Connection Failures**

**Purpose**

To restore access to remote desktops.

**Scope**

Includes authentication, connectivity, and performance issues.

**Procedure**

1. **User reports Remote Desktop failure** via Help Desk.
2. Verify network and firewall settings.
3. Restart remote machine if accessible.
4. Check Remote Desktop service status.
5. Escalate to system admin if needed.
6. Confirm resolution with user and close the ticket.