

Remote Desktop Access Instructions

Scenario: A user needs to access their office desktop remotely.

Steps:

1. Ensure your office PC is powered on and connected to the network.
2. Open Remote Desktop Connection on your home device.
3. Enter the IP address or hostname of your office PC.
4. Authenticate using your domain credentials.
5. Start the remote session.

Troubleshooting:

- Verify that Remote Desktop is enabled on the office PC.
- Ensure firewall settings allow remote access.
- Contact ServiceDesk for IP address confirmation.