

Remote Desktop

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[Remote Desktop Connection Client](#) (RDCC or also known as **Microsoft Terminal Services Client**, or **MSTSC**) is a Windows feature which allows users to connect from one computer to another, login, and operate the computer as if they were logged in locally. This document offers information for the typical employee of [Company x] to use Remote Desktop Connection (RDC) to operate your workstation from home or from another workstation on [Company x]'s network.

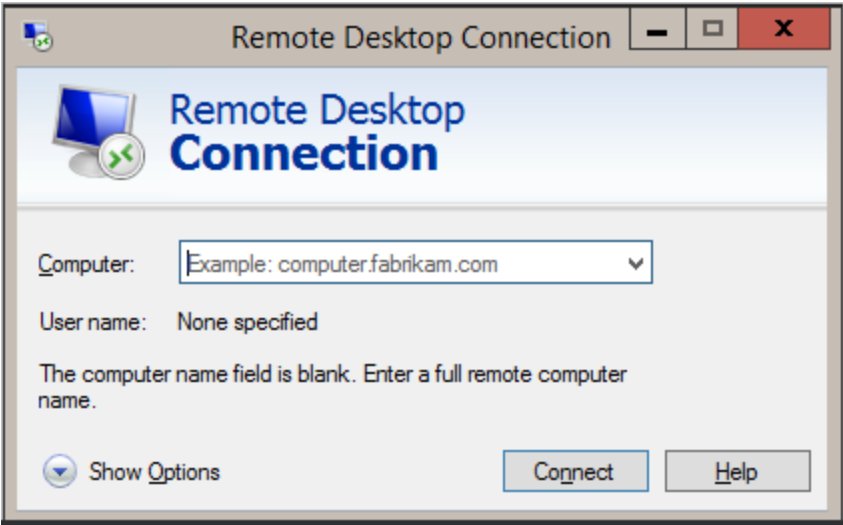


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Remote Desktop Connection Client Setup

To connect to another workstation, you need to identify the workstation's name and connect to it using [RDCC](#). If you're unsure of the workstation's name, at this time, contact our [Help Desk](#) and they will work with you to help get connected.

Windows 10

Identify workstation name

1. Click the **Windows icon**.
2. In the **search field**, type “**View your PC name**”.
3. Click on **View your PC name**.
4. Under **Device specifications**, the name of your workstation will be located next to **Device name**. Save this information for launching the RDCC.

Launching RDCC

To launch RDCC,

1. Click the **Windows icon**.
2. In the **search field**, type “**Remote Desktop Connection**”.
3. Click **Remote Desktop Connection**.
4. In the RDC application, enter the name of the workstation you wish to connect to and click **Connect**. See [Identify workstation name](#) section above for identifying the name of a Windows 10 workstation.

Tip: If you will be using this application frequently, you may want to pin it to the taskbar. In the taskbar, right-click on the RDC icon, and select Pin to taskbar.

Mac OS

Install Remote Desktop Connection Client

Remote Desktop Connection Client is not installed on Mac workstations by default. You will need to download and install it via the **App store**.

1. Launch the **App Store** application.
2. In the **Search field**, type “**Microsoft Remote Desktop**” and tap the enter key. Note: At the time of writing this document, there are two versions (8 and 10).
3. Click the **Install** button.

Launch Remote Desktop Connection Client and connect

With the RDCC installed (see [Install Remote Desktop Connection Client](#)), you will need to launch and connect to another workstation using the following steps:

1. Launch the app by tapping the **command + spacebar** keys.
2. In the **Spotlight Search** bar, type in **Microsoft Remote Desktop** and tap the enter key to launch the application.
3. With RDCC open, you will need to configure a connection. To start, click the **Add a desktop** (plus sign) icon.

4. In the **PC name** field, enter the name of your workstation, and click **Add**. The name of the workstation is required and will be the name of the icon for this connection by default. See [Identify workstation name](#) section above for identifying the name of a Windows 10 workstation.
5. With the desktop configuration saved, **double-click the icon** to connect to the Windows 10 workstation.

Linux

Programs like [rdesktop](#) and [tsclient](#) (Terminal Server Client) allow Linux users to connect to Windows workstations using Remote Desktop Connection protocols. For information on installing programs in Linux, consult our internal [Linux help documentation](#) or [forums](#).

Note: [Company x]'s IT Department only officially supports Windows platforms. Please consult [external technical support services](#) if you have trouble with Mac or Linux applications.

Accessing an [Company x] Workstation Remotely

To access an [Company x] workstation, external users must first access [Company x]'s VPN (see [Accessing the VPN](#)).

Local users and external users connected to [Company x]'s VPN can connect to [Company x] workstations by launching RDCC (see [Windows 10](#) and [Mac OS](#) respectively).

RDCC Session

In Windows, a session is the state of the computer from the time a user logs on to when that user logs off. When transitioning from a local login to a remote login (and vice-versa), Windows preserves the active session, provided the same user is logging in both times. This means that all windows, temporary settings, and unsaved data will be preserved during the transition. When another user logs in on a Windows 10 or Windows 8x workstation, that user becomes the active user, but the local user's session is preserved. Windows 8x may only have one session per workstation. When a second user logs into a Windows 8x workstation, the first user's session will end, and all unsaved information will be lost.

Logging into a computer remotely will lock the workstation locally, although any user with administrative privileges on that workstation (IT staff and the workstation's primary user, normally) may override the login and disconnect the remote user.

Note: It is strongly recommended that you save your work any time you step away from your workstation.

Disconnecting from a workstation

Remote Desktop Connections may end in one of two ways: **Disconnect** or **Log Off**.

Disconnect

To temporarily disconnect from a session (see [above](#)), click the **Close button** on the connection bar. This will leave RDCC running so you can continue where you left off.

Log Off

If you wish to log off (which will end the RDC session and disconnect),

1. click the **Start** button.
2. Click the **arrow** next to the **Lock** button.
3. Click **Log Off**.

To log out, follow the same procedure as a normal log off on a local workstation.

Note: It is strongly recommended that you use the **Log Off** option whenever you remote connect to a workstation that is operated by multiple users (third-floor conference room, etc).