# Remote Desktop User Guide

**How to prepare your OFFICE machine to accept remote desktop use:**

- Before you leave campus, you must go to the computer properties to get the FULL COMPUTER NAME. ***Example: RR123456IP01.UTSARR.NET*** (The shortened device name, ***RR123456IP01*** may not work, so have the full computer name available.) If you do not know how to access the FULL COMPUTER NAME, reference instructions at the end of this user guide.
- You need to change your power options to "never go to sleep" on the office computer you will be accessing. Typically, this feature can be found in settings. Look for "power" or "power & sleep" and make sure your office computer is set to NEVER go to sleep.
- Submit a request to TechCafe@utsa.edu to add your myUTSA ID (abc123) as an authorized remote desktop user and include the UTSA asset number of the computer on campus. (Asset numbers can typically be found on a sticker on the device. This may be the numbers in your computer name.)

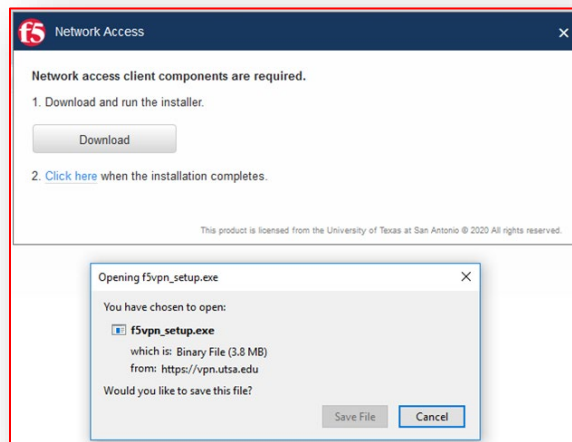**Using remote desktop from a Windows device to another Windows device:**

1. Navigate to https://vpn.utsa.edu and log in with your UTSA credentials.
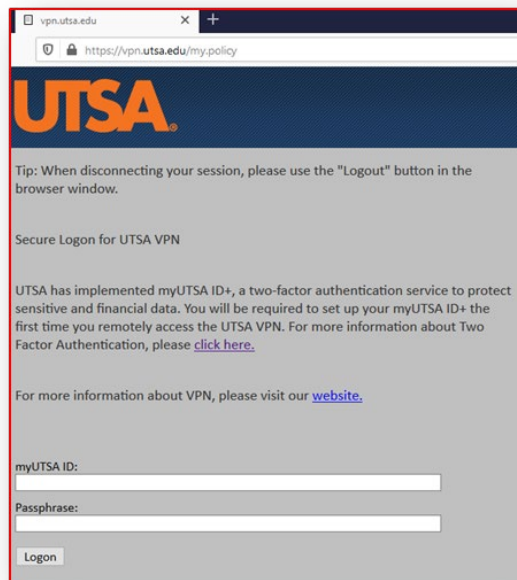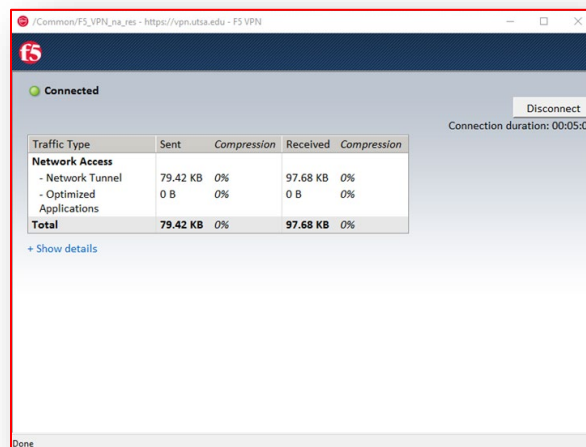
2. MyUTSA ID+ will prompt for two factor authentication.
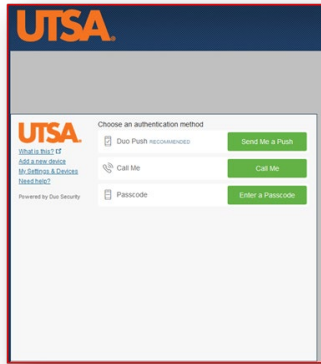


3. If this if your first time logging into VPN, download the F5 VPN client.



4. A pop-up window will indicate that you have successfully connected to the UTSA VPN.

5. Click the "Search Windows" icon (magnifying glass) on the task bar and type in "Remote Desktop."
6. In the Remote Desktop Connection window, type in the FULL NAME of the UTSA windows device you are trying to access and click CONNECT. *Example: RR123456IP01.UTSARR.NET*
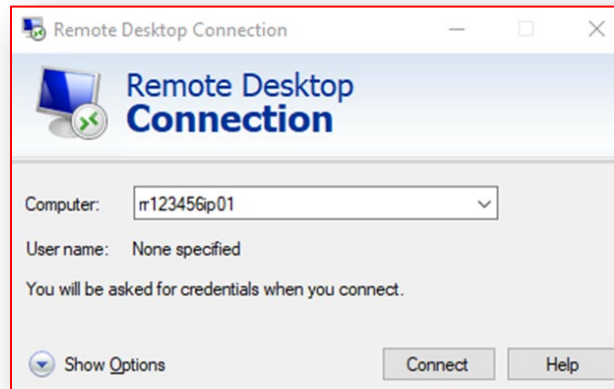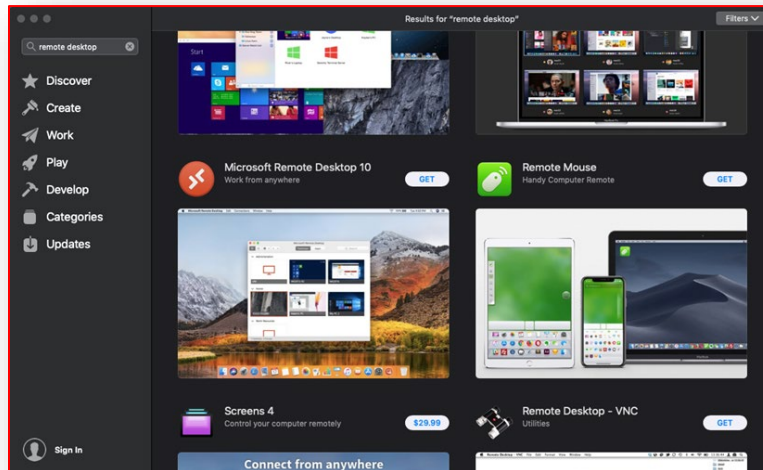


7. For the username field, make sure to add **utsarr\** before your myUTSA ID. *Example: utsarr\abc123.*
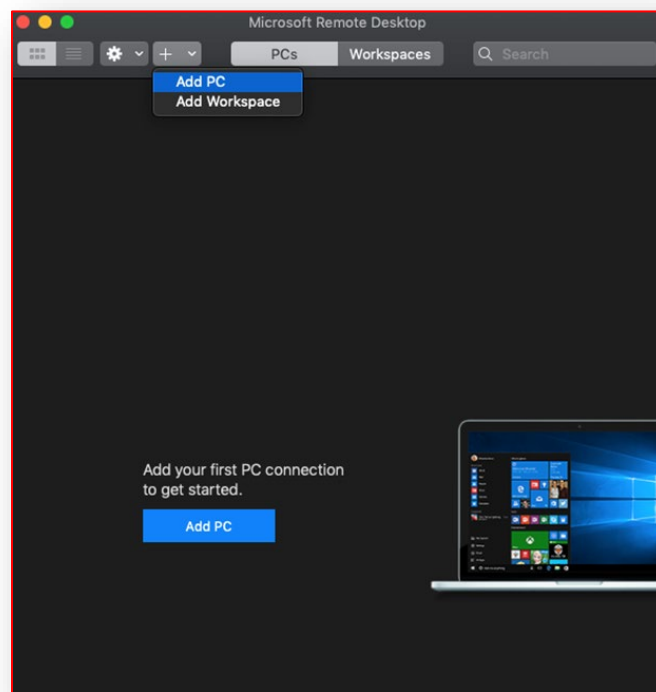


8. Click CONNECT and you should see the Windows welcome screen.
9. Problems? Submit a ticket to Tech Café at [techcafe@utsa.edu](mailto:techcafe@utsa.edu) for assistance.

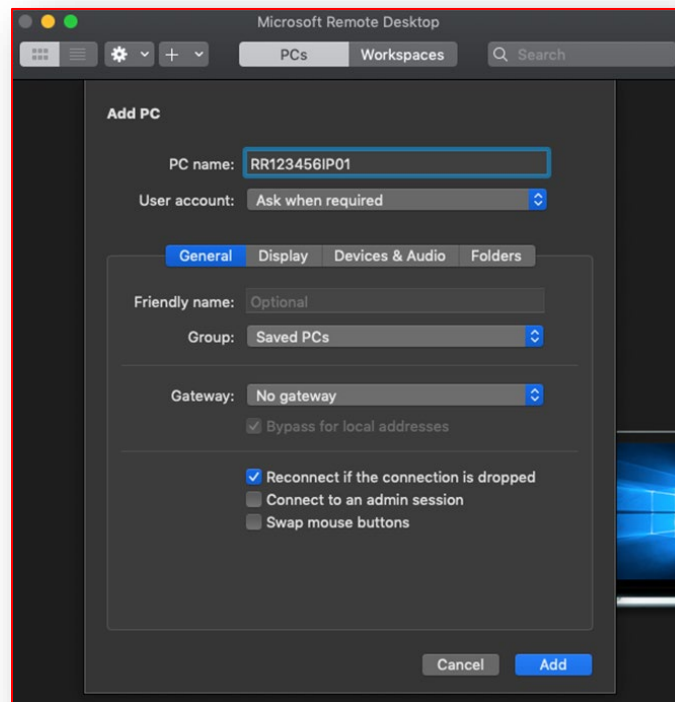**Using remote desktop from a Mac device to a Windows device:**

1. Make sure you are connected to the VPN.
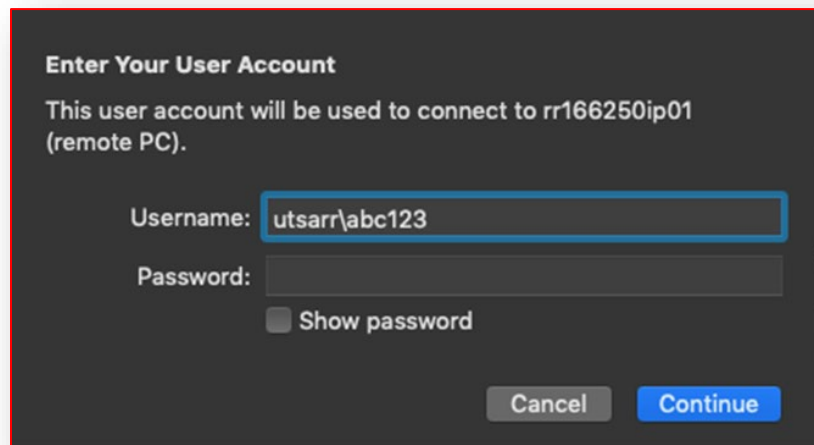2. Go to your App Store and download the Microsoft Remote Desktop 10 application.



3. Select "Add PC"

4. Enter the PC name you are trying to access.  This will be the Windows device FULL NAME.  Then select ADD. *Example:  RR123456IP01.UTSARR.NET*
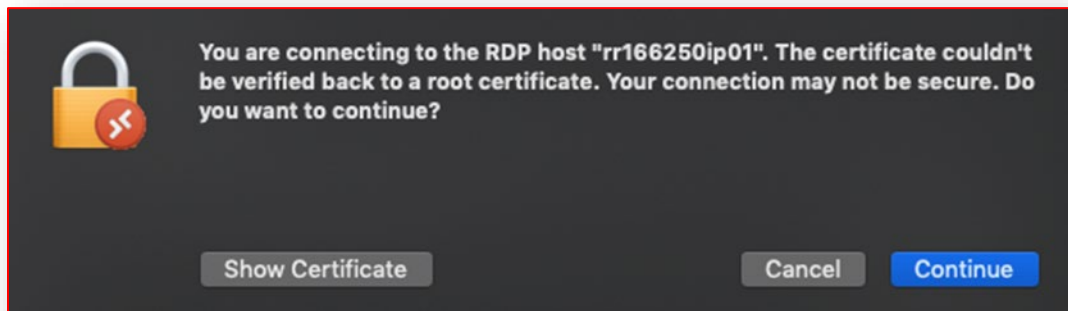


5. For the username field, make sure to add **utsarr\** before your myUTSA ID. *Example: utsarr\abc123.*



6. Enter your Passphrase and click Continue.

7. Select Continue when you get the following message.



> You are connecting to the RDP host "rr166250ip01". The certificate couldn't be verified back to a root certificate. Your connection may not be secure. Do you want to continue?
>
> Show Certificate          Cancel    Continue

**Instructions for accessing the FULL COMPUTER NAME on a Windows device:**

1. On the "Search Windows" icon (magnifying glass) on the taskbar, type in "computer name."
2. Under "Device Specifications" look for device name.  Make note of this shortened name, and add *.UTSARR.NET* at the end.