Remote Desktop Access to a Windows PC (RDP)

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Overview
Remote Desktop provides faculty and staff with the ability to establish a secure connection to their UMS network-connected Windows PC desktop workstation from off-campus (Windows or Mac PCs). This service allows users to work directly on their workstation as if they were in-office with access to all software, files and data they are accustomed to. Currently there is no similar service for Mac office computers.

Getting Ready for Remote Desktop Access

1. Most university-owned faculty and staff Windows PCs that have been joined to the UMS Active Directory (UAD) have recently been configured to support Remote Desktop (firewall and power-settings updated).
2. Your account will need permission to log into the computer with RDP. If you are unsure if that has been granted please contact the IT Support Center or send email to: help@maine.edu.
3. Do not turn your computer off when you leave the office.
4. Sign up for our Remote Access VPN (Virtual Private Networking) which is needed for you to reach your office computer from off-campus. Instructions for setting up VPN on your remote computer.
5. Determine the “ip address” of your office computer.
   a. FROM YOUR OFFICE COMPUTER, visit https://www.google.com and type “what is my ip address” in the search box. Write down the IP address as displayed and take it with you.
   b. If you are not at your computer, or the above step does not work, contact the IT Support Center or send email to: help@maine.edu.
6. If your university-owned office Windows PC is not in the UMS Active Directory (UAD), contact the IT Support Center or send email to: help@maine.edu.

Using Remote Access

From a Windows computer

Windows 10 PC
1. In the search box on the Windows taskbar type “Remote Desktop Connection”, and then select Remote Desktop Connection. Detailed Instructions - How to Install Microsoft Remote Desktop Client on Windows
2. In Remote Desktop Connection type the IP address of the PC you want to connect to and then select Connect.
3. Use your normal office computer username and password. If your office computer is in the University Active Directory you may need to precede your username with “UAD\”, such as |UAD\John.Smith|
4. Once connected you can make the Remote Desktop Connection full screen.
5. If you need to use Ctrl-Alt-Del on the computer you are remote controlling, press Ctrl-Alt-End instead.
6. Disconnect by clicking the “X” on the Remote Desktop bar at the top of the screen.
7. DO NOT SHUT DOWN the computer you are remote controlling (your office computer). If you do you won’t be able to reconnect until someone physically powers it back on.

Windows 7 PC
Windows 7 is no longer supported by Microsoft and is not secure for using to connect to your office computer.

From a Mac (macOS)

Detailed Instructions - How to Install Microsoft Remote Desktop on macOS

Remote Desktop Client App Links

- Client for Windows 10
- Client for Mac OsX
- Client for iOS
- Client for Android