How to Install Microsoft Remote Desktop Client on Windows

These instructions are for users who need to access their Windows computer that is on campus from a Windows computer that is off campus. It assumes they are already connected to the Remote Access VPN. (See How to Connect Remotely using the Remote Access VPN (Staff/Faculty)) It also assumes Remote Desktop has been enabled on the computer the user will connect to remotely, which can be done by going to Software Center and installing "UMS Enable Remote Desktop".

Step-by-step guide

1. Ensure the VPN is Connected.
2. Install Microsoft Remote Desktop.
   
   Search for Microsoft Store in the Search Bar.
   
   ![Microsoft Store in the Search Bar]
   
   Then Search the Microsoft Store for Microsoft Remote Desktop. Select the Microsoft Remote Desktop App, but don't select the one that says Preview.
   
   ![Microsoft Remote Desktop App]
   
   Click Get.
2. Wait for the application to download and install.

When it finishes, click the Launch button.

3. Configure the Remote Desktop Connection

   Once Microsoft Remote Desktop opens, Click the Add button in the upper right corner.
Under Choose what to add menu that appears, click Desktop.

Fill in the hostname for the PC will connect to remotely. For computers in UAD it will be the Serial #. Fill in a friendly name that will help you identify it.

4. **Connect to the remote PC**

Click on the PC with the friendly name for the connection just configured.

Authenticate when prompted with the username and password for the remote PC, although ensure to put “uad\" in front of the username.
The remote computer's desktop will appear on the local computer, usually in full screen mode.

Steps-to-take if this does not work

1. Ensure the Windows PC is connected to the Remote Access VPN
2. Ensure the Desktop Computer that the user is trying to connect to has Remote Desktop enabled for that user
3. Create a ticket with the Help Desk
   a. whether the computer user is connecting from is University-owned or non-University owned

   If the PC the user wants to install Microsoft Remote Desktop is University-owned, they will need to Install from Software Center or get an exception issued to allow them to access the Microsoft Store

   b. Operating System and version
   c. Serial #/hostname of computer that the user is trying to connect to remotely
   d. User account experiencing problem
   e. .....any other specifics necessary to the nature of this problem

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