Install Remote Desktop Client on a Remote Mac to Access a Campus Windows Computer

These instructions are for users who need to access a Windows computer that is on campus from a macOS computer that is off campus.

Please note that Microsoft Remote Desktop is never pre-installed on a Macintosh by Apple. It must be manually installed by the user. Failing to install Microsoft Remote Desktop manually is the most common reason a Macintosh user contacts the Help Desk for assistance in trying to access a campus Windows computer.

It assumes they are already connected to the Remote Access VPN. (See How to Connect Remotely using the Remote Access VPN (Staff/Faculty) for assistance with connecting to the Remote Access VPN.) 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”.

- Installation of Remote Desktop on a UMS-owned (lab, faculty, staff) Mac
- Installation through Apple App Store (for personally-owned Macs Only)
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Installation of Remote Desktop on a UMS-owned (lab, faculty, staff) Mac

Ensure the Mac is connected to the University network or Remote Access VPN.

Unknown Attachment

Find the Microsoft Remote Desktop application in the UMS Application Catalog by searching for "remote". Click the Install button below the application Icon.

Once installation finishes, the Install button will change to say Open. Click Open and then skip to step 3 below.
Installation through Apple App Store (for personally-owned Macs Only)

For safety and security use this link to find the correct Microsoft Remote Desktop app

Click the cloud download icon to the right of the application name.
Click Open and finish configuring Microsoft Remote Desktop.

Configure Microsoft Remote Desktop

We need to request access to your microphone and camera

Access to your microphone and camera is required to use them in a remote session. You can change microphone and camera permissions in the macOS Security and Privacy settings at any time.

Continue
The first time the user clicks Open or double-clicks the application to launch it, a pop-up window will appear letting them know Microsoft Remote Desktop will need access to their camera and microphone if they are going to use it with the remote computer. In that pop-up window, click Continue. When prompted for permissions for to access camera, click either OK or Don't Allow depending if you will need to use them with the computer that the user will connect. If in doubt, click OK.

When prompted for permissions for to access microphone, click either OK or Don't Allow depending if you will need to use them with the computer that the user will connect. If in doubt, click OK.

Microsoft Remote Desktop will finish opening.

Add Computer that the user will connect to remotely

(From Microsoft Remote Desktop's menu bar, you may have to select Windows > Connection Center, and then Connections > Add PC.)

Click Add PC.

For the PC name, type in the hostname (on UAD computers this will be the Serial #), then type in a friendly name.
Then click Add.
Then right-click on the Computer connection that was just configured and click Connect.

When prompted, enter "uad" plus the username (just the username, not including "@maine.edu") and password for the account on the remote PC.

If you have a long username, try long.username@uad.maine.edu without the "uad:" if front instead.
Since real certificates have not been issued, a warning will appear questioning if you want to continue. Click Continue.

The remote computer's desktop will appear on the local computer in full screen mode.

Hover near the top to access Microsoft Remote Desktop menus, including option to exit full screen mode.
Trouble-Shooting

1. Ensure the Mac 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
   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

Related articles

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