Using Remote Desktop: Faculty and Staff

This guide covers using Remote Desktop Connection to connect to your Windows-based SU computer from home.

Please be aware that your SU device must be powered on, not in sleep mode, and connected to the internet at all times for this option to work.

A great alternative to using Remote Desktop is to save your files to OneDrive for access or see Accessing Network Drives via On-Demand VPN for instructions on accessing departmental drives from a personal device.

Before using the Remote Desktop

In order to use Remote Desktop, both your SU device and home device must be Windows based devices and connected to the internet.

**If you are connecting from home using a Mac device, you must connect to the VPN using Step 4-Method 2(see below) and use the Microsoft Remote Desktop application found in the App store.


**Your office computer must remain powered on for you to make a connection from offsite.

Step 1: Request appropriate Permission

Faculty and staff must submit a ticket at Technology Support (http://support.salisbury.edu), select Logins, Accounts, and Access , and then select "I need to Remote to my Desktop PC".

In the area titled "Why do you need access?" It would be helpful to list the SU tag number located on the computer you wish to remote connect to.

Once you have been approved for Remote Access you will need to restart your PC.
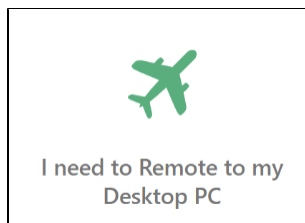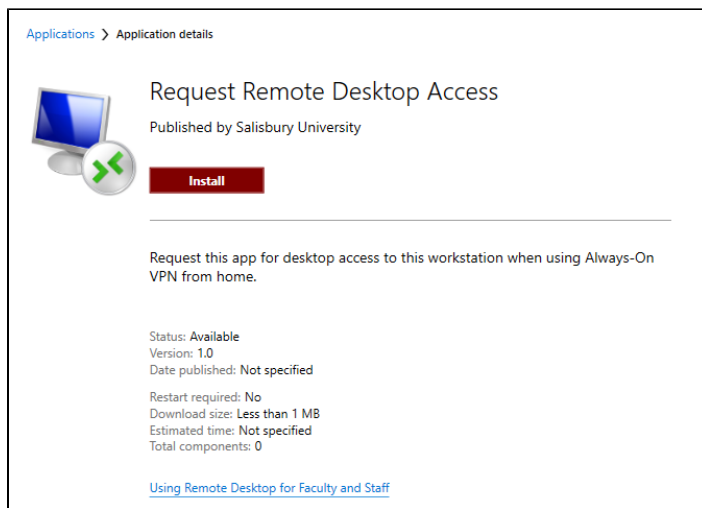

Step 2: Enable your office computer to receive remote connections

Open Software Center on your office PC (that you wish to connect to Remotely) and select "Request Remote Desktop Access" then choose Install.

**The user who wishes to have the remote access must be logged into the SU computer when running the Request Remote Desktop Access installation.

**If you are off campus and cannot complete this step please contact the Help Desk at 410-677-5454 or complete a ticket request online at http://support.salisbury.edu

Applications > Application details

Request Remote Desktop Access

Published by Salisbury University

Install

Request this app for desktop access to this workstation when using Always-On VPN from home.

Status: **Available**
Version: **1.0**
Date published: **Not specified**

Restart required: **No**
Download size: **Less than 1 MB**
Estimated time: **Not specified**
Total components: **0**

Using Remote Desktop for Faculty and Staff

Step 3: Make a Note of your office PC IP address

You will need to make note of the IP address of your office computer (that you will connect to).

1. Start>Settings on your Windows 10 office computer.
2. Choose Network & Internet.
    a. You will need to know if your device connects via Ethernet or Wifi
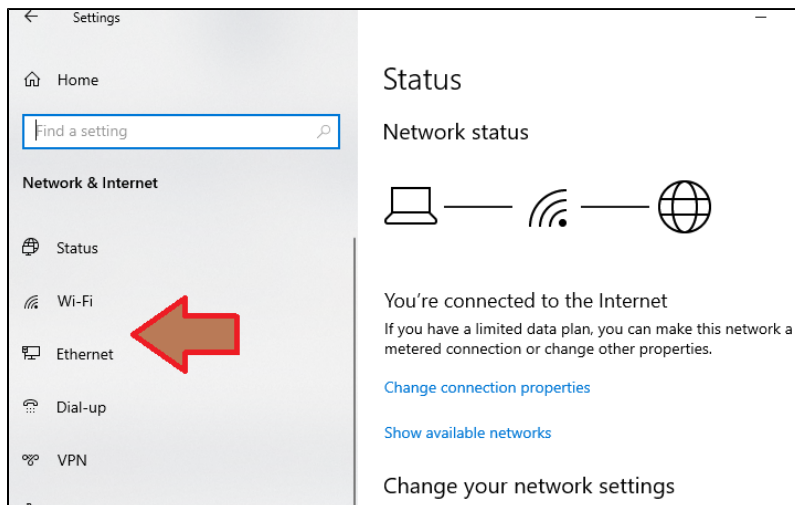
3. Select the connection type for your machine(Ethernet or Wifi) on the left panel

4. Click on the connection type again, either Ethernet or Wifi, in the right panel

5. You will need the address listed as the IPv4 address

Properties

SSID:	
Protocol:	802.11n
Security type:	WPA2-Personal
Network band:	2.4 GHz
Network channel:	6
IPv6 address:	2601:153:981:
	2601:153:981:
Link-local IPv6 address:	fe80::1da4:3714:«
IPv6 DNS servers:	2001:558:feed::1
	2001:558:feed::2
	2001:558:feed::1
	2001:558:feed::2
IPv4 address:	136.123.123.123

**If you are off campus and need your IP address please contact the Help Desk at 410-677-5454 or complete a ticket request online at http://support. salisbury.edu

Step 4: Initiate a VPN Connection from Home/Off campus

Once the above steps are completed and you are at home/offsite use one of the three methods below to initiate the connection to your SU office computer from your personal Windows based computer.

Method 1:   Always-On VPN

If you are connecting to your office pc using an SU owned device with Global Always-On VPN installed please complete the following:

1. Log on to your SU owned device
2. Verify you are connected via Global Always-On VPN. There will be an icon by your clock similar to a globe when selected it should show you as connected.
3. Go to **Step 5: Start Remote Desktop Connection**
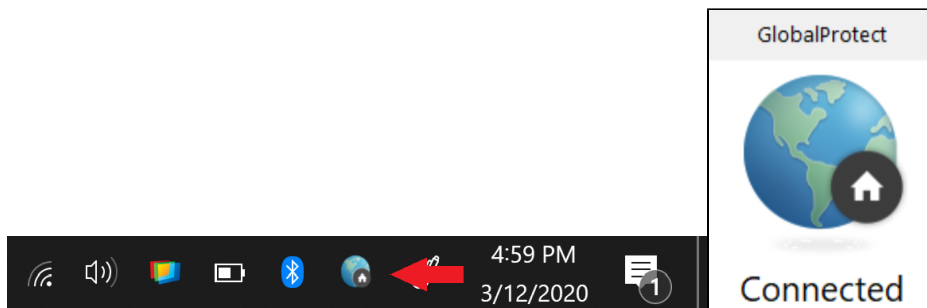
Method 2: On-Demand VPN

If you are connecting to your office pc using a personal computer please use complete the following to connect using the On-Demand VPN:

1. Open a web browser and go to the following website: https://remote.salisbury.edu. You will see the follow page shown below.

2. Login to your SU faculty/staff/vendor provided username and password. Once logged in, you will see the following screen:

3. Download and install the appropriate device specific Global Protect Agent.

4. Once installed, open the Global Protect client on your personal device. If prompted for a portal address, enter **remote.salisbury.edu** as the address.

5. If prompted to "Add VPN Configurations", click allow to accept the settings for the Global Protect client.

6. When prompted, enter your SU faculty/staff/vendor provided SU username and password.

7. You would see the Global Protect icon in your system tray (near your clock and date)
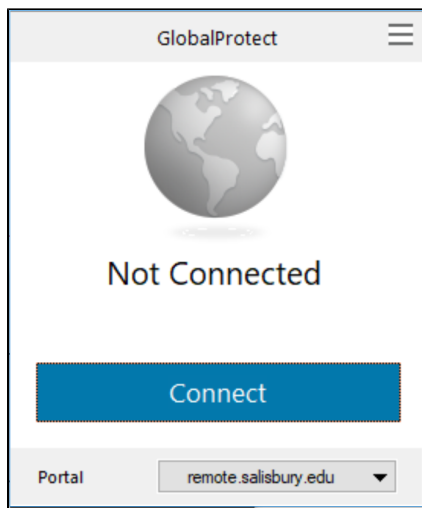
8. Click or tap Connect.

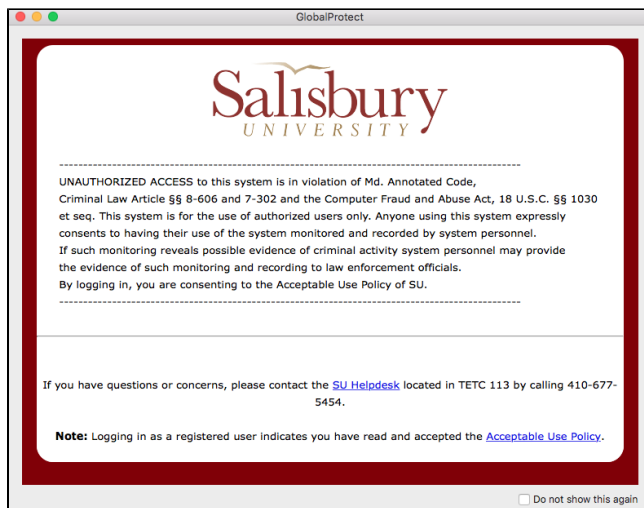9. You will be prompted for your SU username and password on this screen:
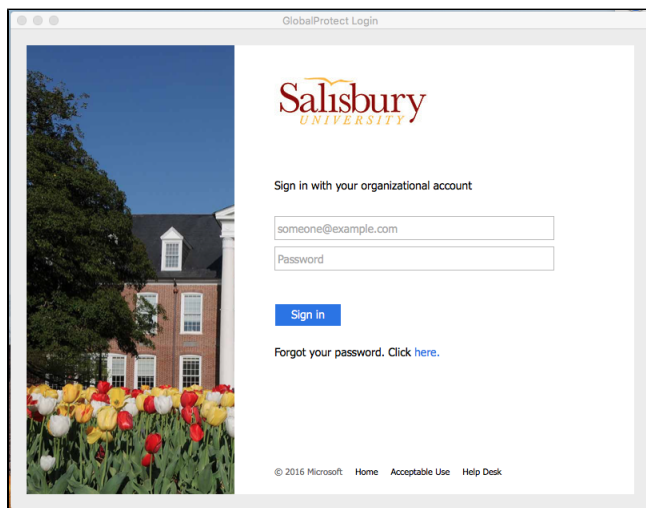
10. You will then be prompted to DUO authenticate from this screen. Choose your method of two factor authentication to login.


11. Once connected, you should see the SU Acceptable Use Policy. You can close this window.

12. Go to **Step 5: Start Remote Desktop Connection**

Step 5: Start Remote Desktop Connection:

1. Click the Windows icon at the bottom left corner of your screen. Under the Windows Accessories folder select Remote Desktop Connection

2. Enter the IP address of your work computer (e.g. 136.123.123.123) and select Show Options to enter your email address in the Username field
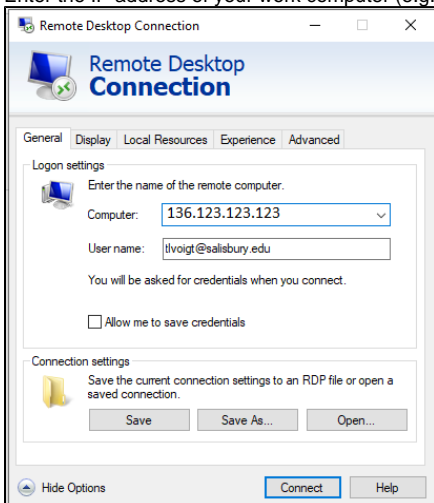

3. After clicking Connect, you will be prompted for security credentials in the Window Security box. Type your SU username (if prompted) and your SU password then click OK.
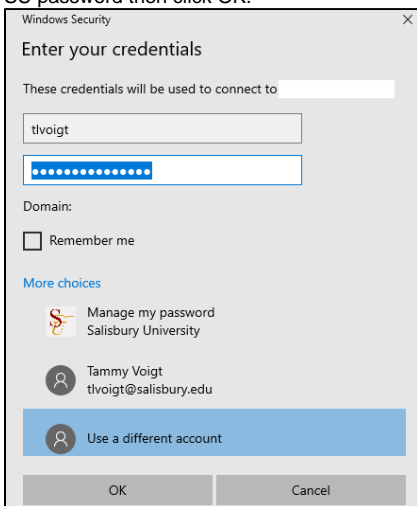

a. Note: If the credentials do not work, try "Use another account" and log in with your full SU email address and password.

4. You may get a message that the identity of the remote computer cannot be verified. Check the box "Don't ask me again for connections to this computer" and then click Yes.
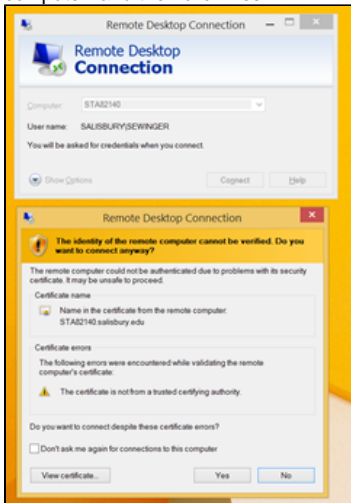
5. Once clicking OK, the Remote Desktop Session will start. Type your SU username and password at the login screen of the Remote Desktop session and click OK.
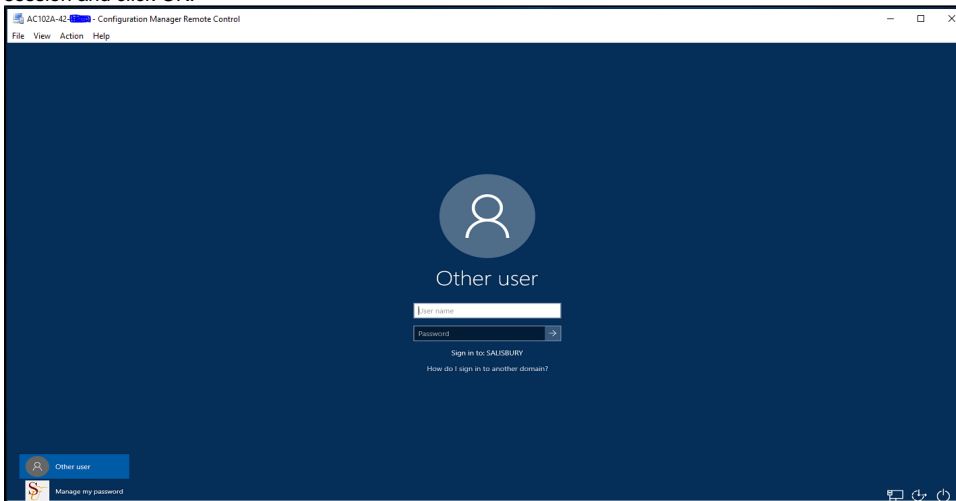
6. Once the Remote Desktop session has started your PC screen will have the remote session of the PC you have remoted into as the remote computer name will be displayed at the top of the screen in a blue banner bar.
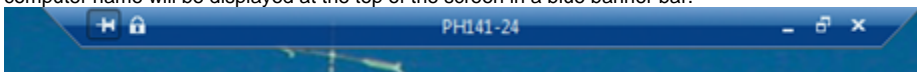
7. Once finished with the Remote Desktop session, click the start button and logoff to end your remote session. This will place you back at your local home screen/PC.

Notes

- You cannot connect wirelessly while on campus. You must be on an off-campus connection to use Remote Desktop through wireless Internet.
- Staff members who are non-exempt must have permission from their supervisor.