

MAC Remote Desktop Instructions

There are several applications available for establishing remote connections from your Apple hardware to hospital computers. The recommended software is Microsoft's *Remote Desktop Client on Mac*. The following instructions will walk you through the acquisition, installation, and configuration. Please note that after setup you will first need to establish a VPN connection prior to initiating a remote connection.

Three things that should be done on your work PC before connecting to it remotely:

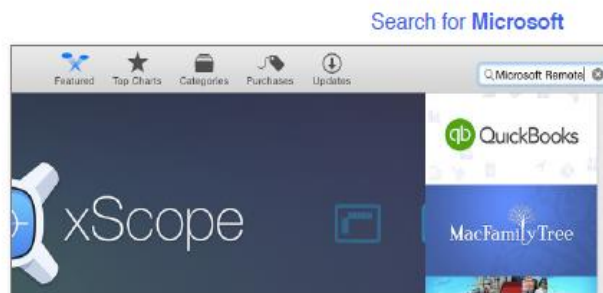
1. Load RDP will need to be run on your work PC to add your account to the Remote Desktop Users group
2. The PC you are connecting to must be powered on before you try to connect to it. If it isn't you can call the Help Desk they can typically start it remotely. This may require that you know the Computer ID.
3. Open a Run dialog box by pressing the Windows Key (lower left corner of the keyboard) and "R" key simultaneously. Type in "RDP" and press OK.



On your off-site Mac:



Launch the Apple App Store



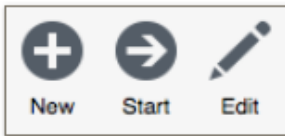
Choose the **FREE**

followed by **INSTALL** and



After installation you will have the Remote Desktop app in your Applications

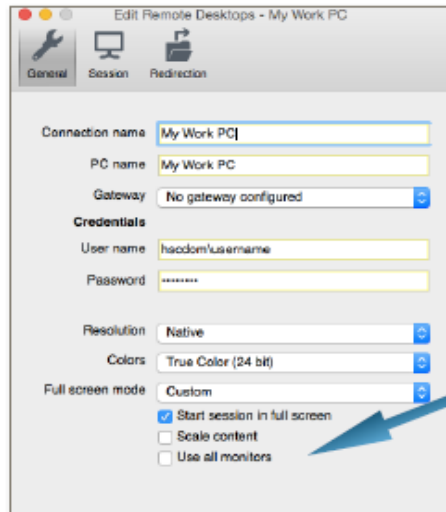
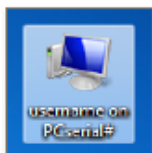




Tap New to create a connection.

Connection name can be any identifying name you would like to add.

PC name will be the serial number of the PC you are wanting to connect to. You can find this on a sticker on the side of the PC or on the Windows desktop as seen below.



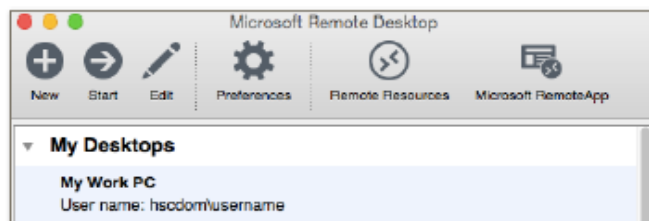
These checkmark boxes can be used to customize your remote experience. Starting your session in full screen mode will give the “being there” experience. **Scale content** will fit your remote PC within the range of your local screen. **Use all monitors** will allow your remote session to span across multiple monitors if your remote PC is configured that way.

Add your **User name** in the format seen above. You will need to prefix your name with **hscdom**

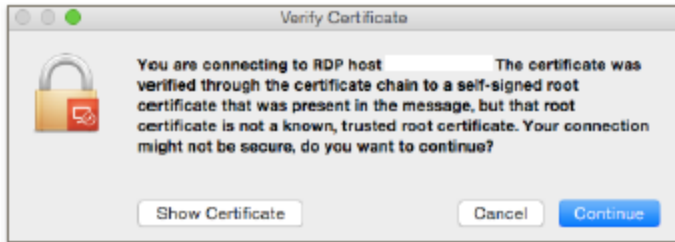
Your password is your current network logon password. As this periodically changes you will need to update that password at this location. Attempting to connect with an invalid or expired password will lock your account after three attempts.

When finished click the red dot in the upper left of the window.

Back on the main window of the app and after ensuring you have an active VPN connection, launch your remote connection by double clicking the new connection or highlighting it and then selecting **Start**.

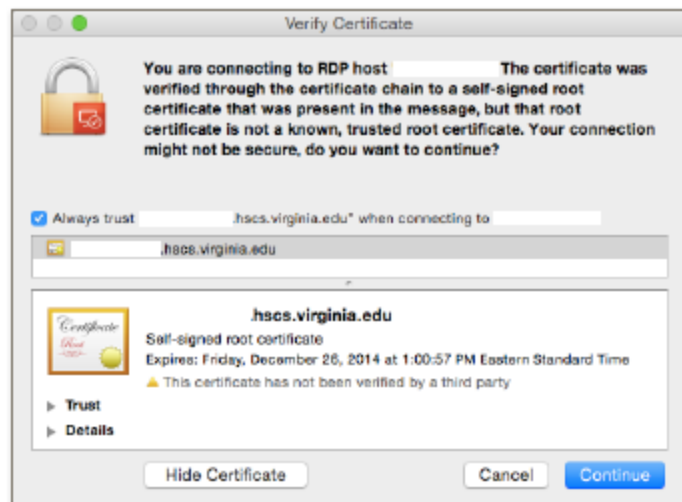


The following steps should only be needed with the initial connection to the remote computer. Completing the next steps will expedite future connections.



Upon receiving a **Verify Certificate** pop up choose the **Show Certificate** button.

Place a checkmark next to **Always trust**. Then click **Continue**.



Your computer will need your authorization to add this trusted connection. Enter your Mac's user ID and password and choose **Update Settings**.