

Remote Access to your Computer

MacOS

Introduction

This document will guide you through the steps needed to access your Clark Windows computer remotely from a Mac OS computer. This requires both the device you are using and the device you want to remote connect to be on the Clark Network. If the computer you are using is off-campus, you will need to first connect to the Clark VPN (<https://www.clarku.edu/its/vpn>).

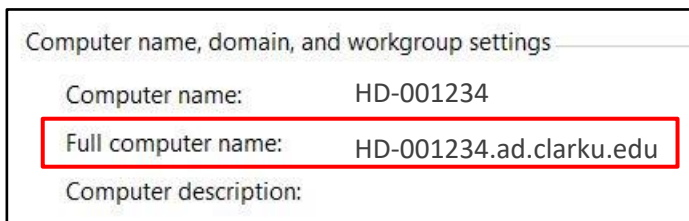
Students are not permitted to remotely connect to University computers unless faculty or staff have worked with ITS to provide access.

Setup

The setup process requires a few steps on both computers (the one you are using and the one you want to access):

The Clark Computer being Remoted into

1. Obtain the “Full computer name” of your device. If you are unsure how to find this, follow these instructions:
 - i. Open “File Explorer”
 - ii. Right click the “This PC” icon.
 - iii. Select “Properties”. Under Computer name, domain and workgroup settings you should see the “Full computer name” (see below). Please take note of this.



2. Set your Power Settings
 - i. Search for “Power and Sleep Settings” from the Start/ Windows icon.
 - ii. Click on “Additional Power Settings”.
 - iii. Open the drop-down “Show additional plans” for more options.
 - iv. Select “Min Savings / Remote Desktop”.

Install and Setup Clark VPN – Windows 10

The Apple computer being used to Remote from:

Before you try to remote into your Windows computer, please ensure you are connected to a Clark Network. If you are off-campus, you will need to first connect to the Clark VPN (<https://www.clarku.edu/its/vpn>). While on campus, you do not need the Clark VPN (in fact the VPN will not work).

1. Go to the App Store and download “Microsoft Remote Desktop 10”
<https://apps.apple.com/us/app/microsoft-remote-desktop/id714464092>
2. Launch the app and click “Add PC”.

The screenshot shows the "Add PC" dialog box in the Microsoft Remote Desktop application. The "PC name" field is empty, with a placeholder "Host name or IP address". The "User account" field contains "username@clarku.edu". Below these are tabs for "General", "Display", "Devices & Audio", and "Folders". The "General" tab is active, showing a "Friendly name" field with "Optional", a "Group" dropdown set to "Saved PCs", and a "Gateway" dropdown set to "No gateway". There are three checkboxes: "Bypass for local addresses" (checked), "Reconnect if the connection is dropped" (checked), "Connect to an admin session" (unchecked), and "Swap mouse buttons" (unchecked). At the bottom are "Cancel" and "Add" buttons.

3. Enter the Full computer name in the option for “PC name”.
4. Enter your Clark email address in the “User account” field.
 - i. A window will appear asking you to enter your Clark email and password, please do so.
5. Add a “Friendly name” to help identify the computer you are connecting to.
6. Click “Add”.
7. In the application, you should now see a small window with the friendly name. Click on the window once – it should now be highlighted.
8. Hit “Return” to connect. Alternatively, with the window highlighted, click on the gear icon in the taskbar of the app – and say “Connect”.
9. If prompted again, enter your Clark email address (e.g. Username@clarku.edu) in the “Username” field, and your password in the “Password” field.
10. Click “Continue” on the Certificate Security pop-up when it appears.
11. If you remote regularly, you can create a shortcut for this connection on your menu bar. With the window highlighted in blue, click on the gear icon in the taskbar of the application – and select “Pin to menu bar”.

Please note: If you share this computer with someone else and they are logged on, you will be notified that someone else is logged on. If you choose to log them off, they will lose all work/files they have not saved.