Remote Desktop + Remote Desktop Custom Options
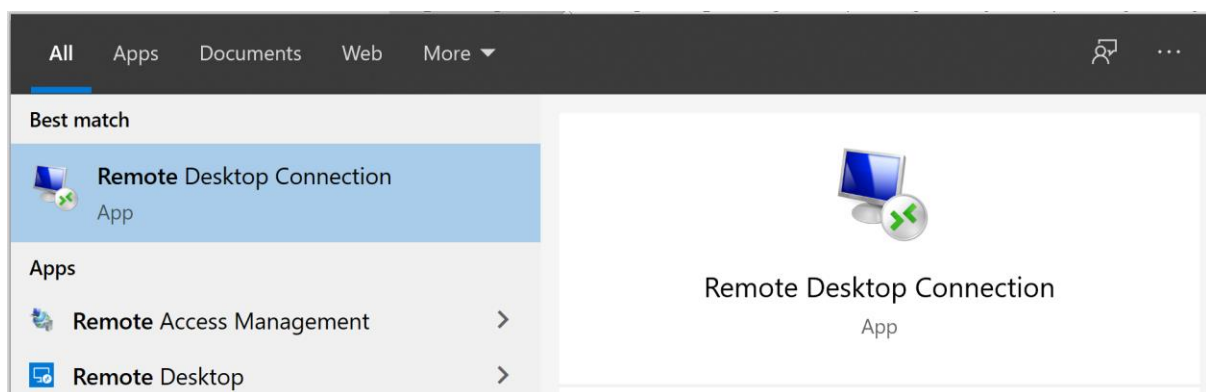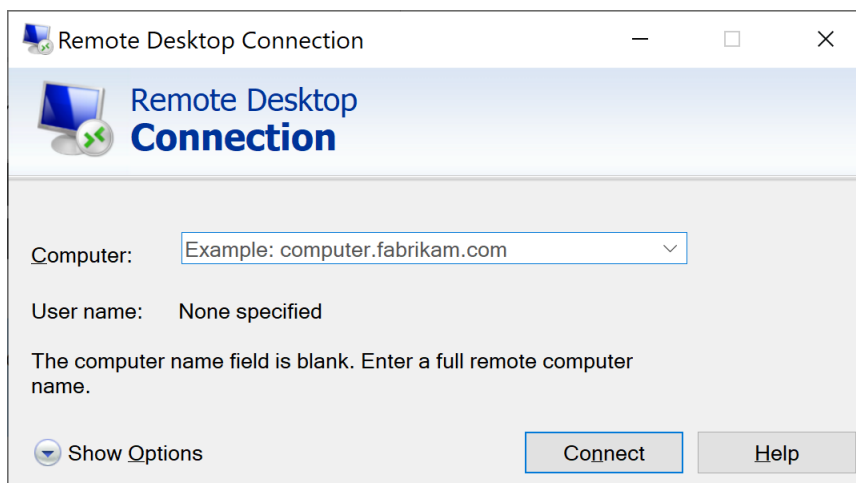
Windows Guide

Click the start icon located at the bottom left hand corner and will look like this:
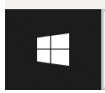

When the menu appears start type "remote desktop" you don't need to click anyway just start typing. This will search your programs for this app. When you see the below please click it:

Once click windows will open the Remote Desktop App

If you are using the Remote Desktop Option and not the custom then you will need to enter "RDP" as a computer name as shown below. If you are using the Custom option please enter the name which would have been provided to you
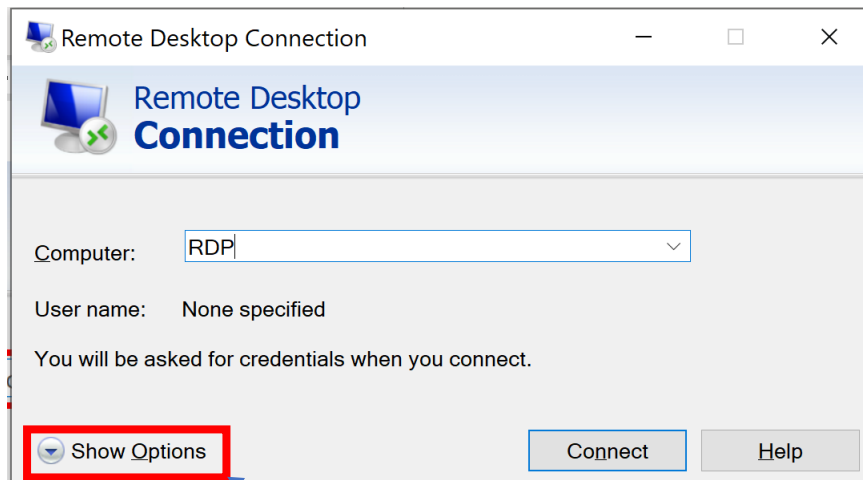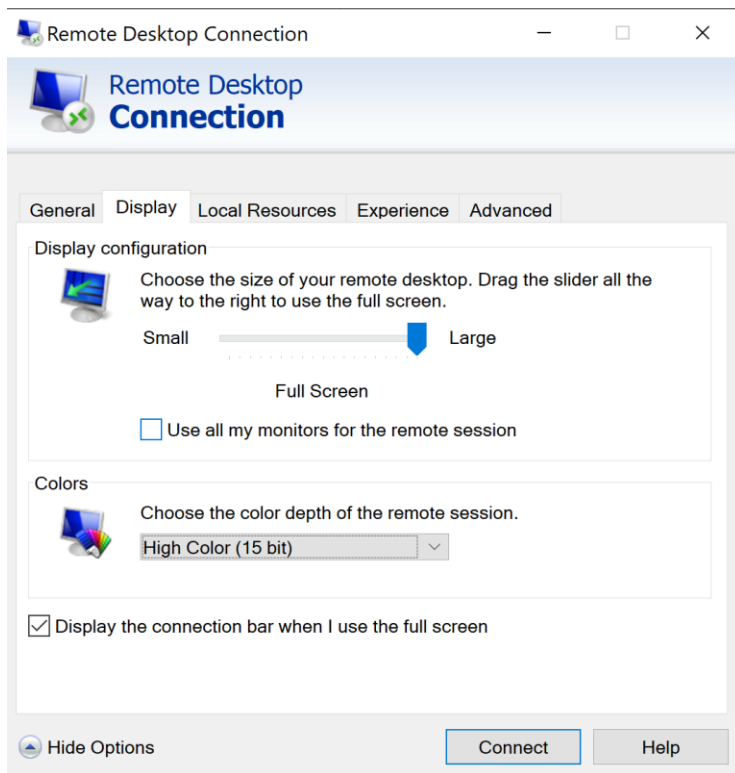

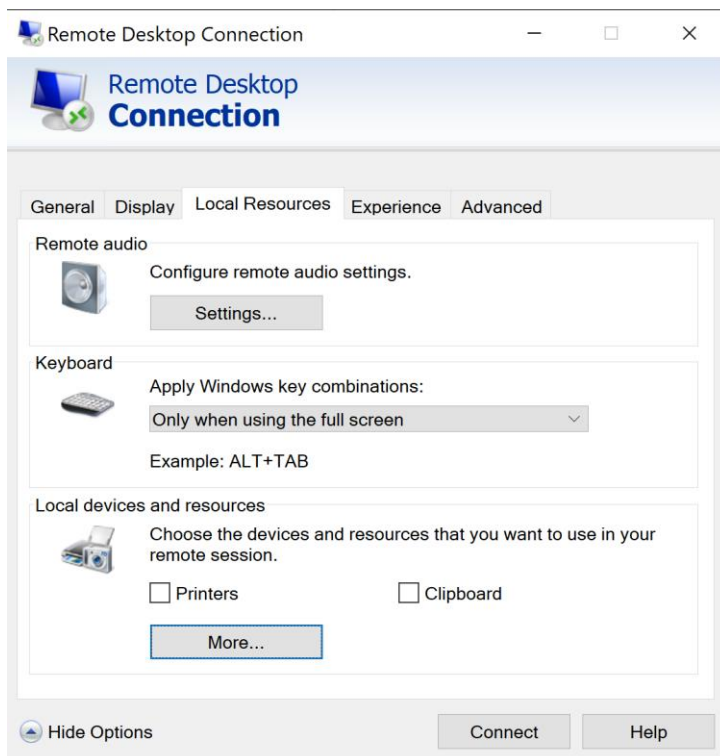Next click on the "Show Options" drop down

There are 5 Tabs as shown below, apart from the "Computer" field all other option from both Remote Desktop and Custom option will be the same. Please replicate the options in the following images
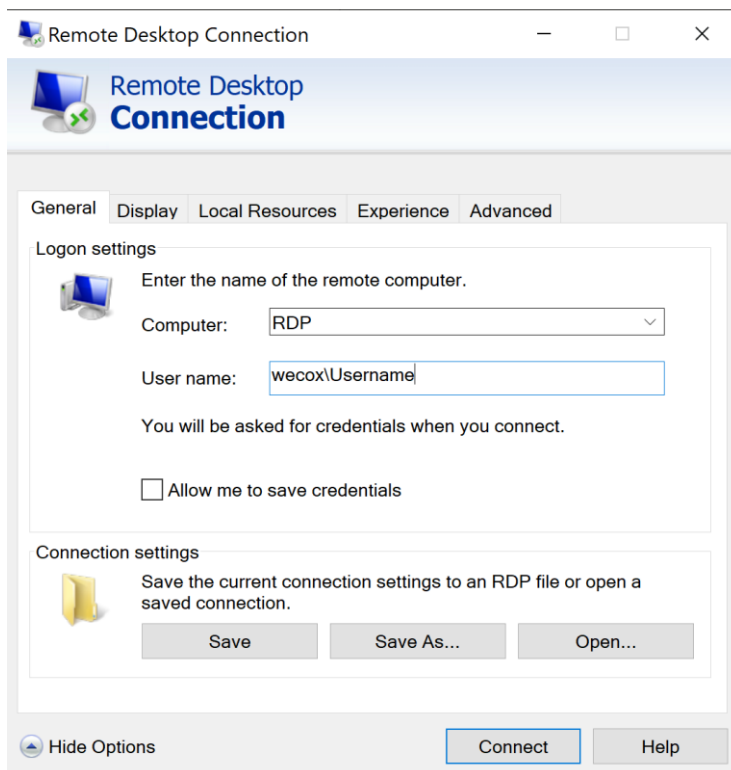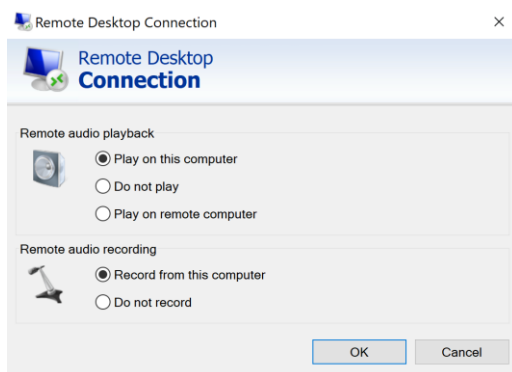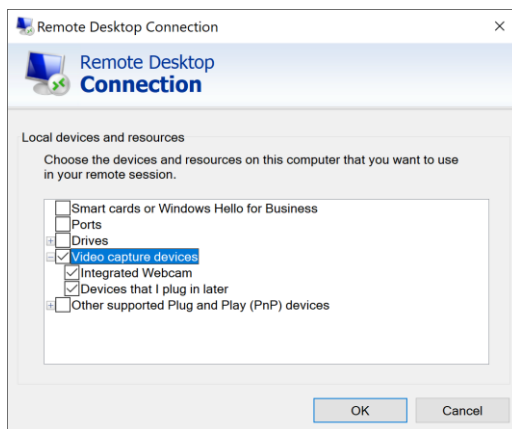
Display Tab

Local Resources

To ensure you are able to use programs like skype (Video & Audio) follow the below:
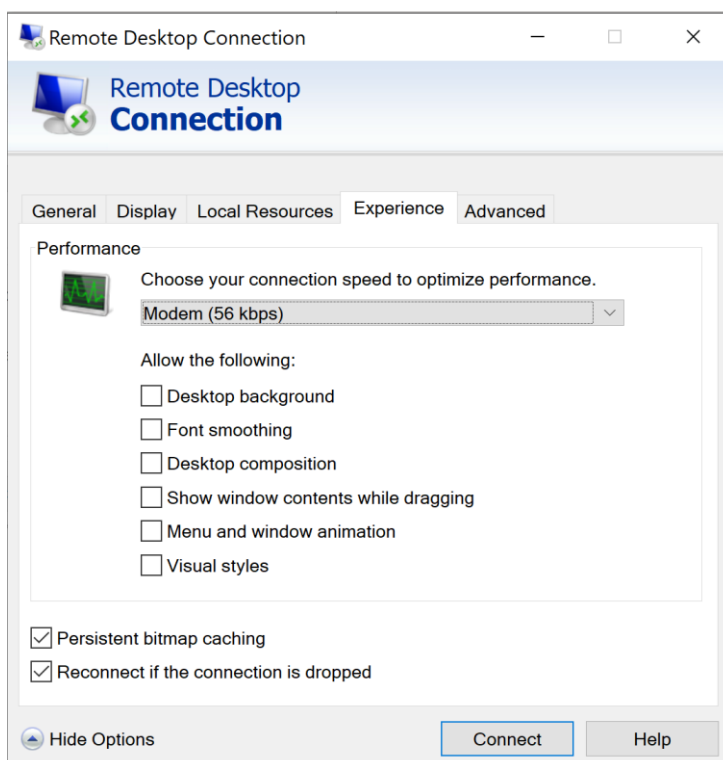
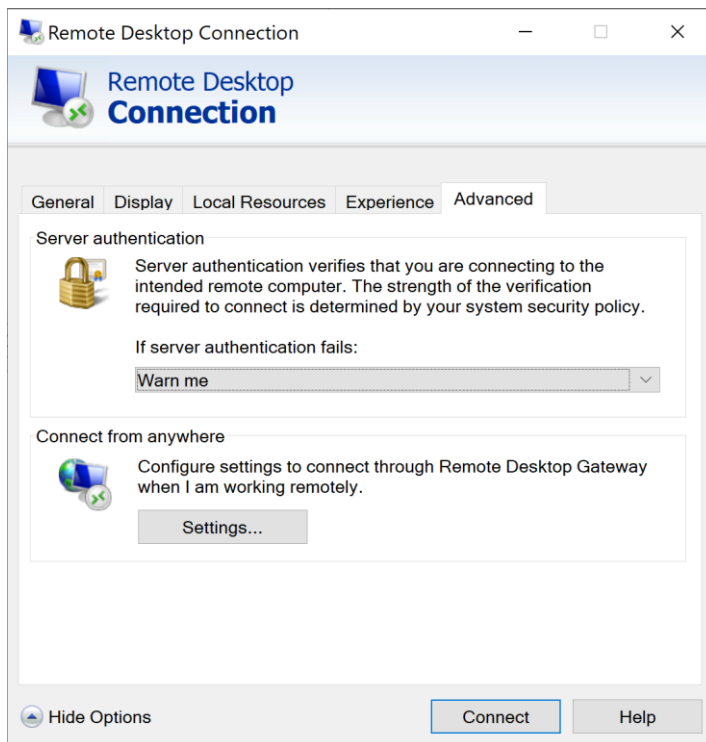From the Local Resources Tab click "Setting…" and make sure the setting are as below.

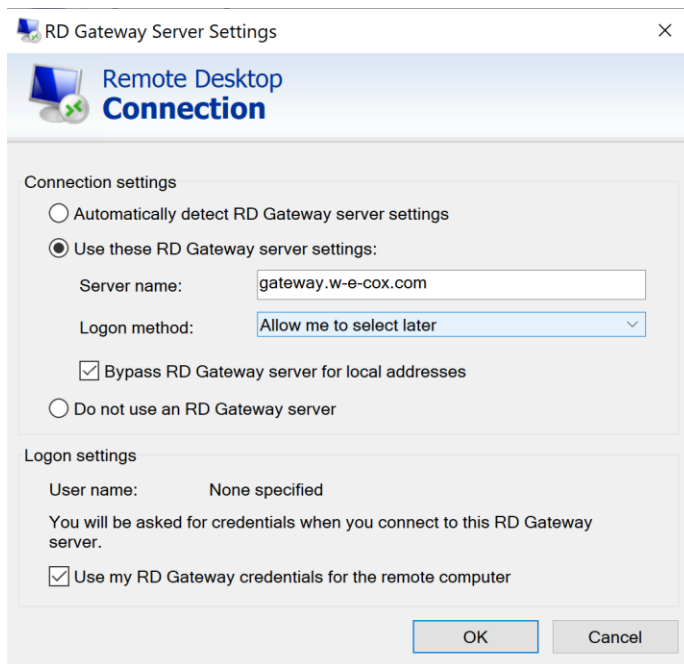From the Local Resources Tab click "More.." and make sure the setting are as below.
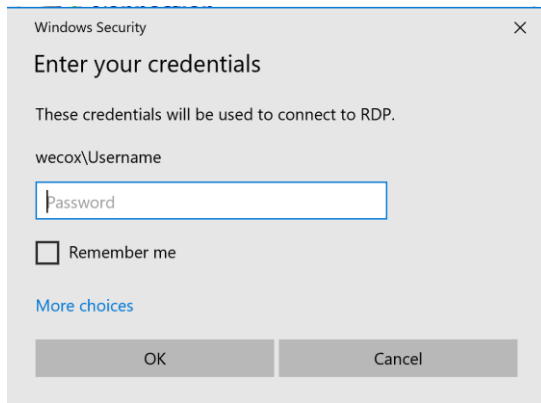

Experience

Advanced

On Tab "Advanced" under the section "Connect from anywhere" Click "Settings.."

Click "Ok" and then click connect.

You will be prompted to enter your password at this point

You will now be connected to your remote desktop session.

If there are any errors at this point please go back through the step to ensure you have all the correct details, if you are still getting errors please contact IT support.

MAC OS Guide

First you will need to download "Microsoft Remote Desktop" from the following link:

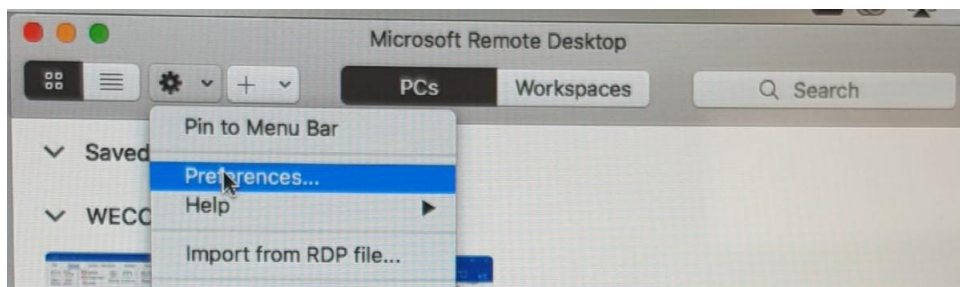https://apps.apple.com/gb/app/microsoft-remote-desktop-10/id1295203466?mt=12

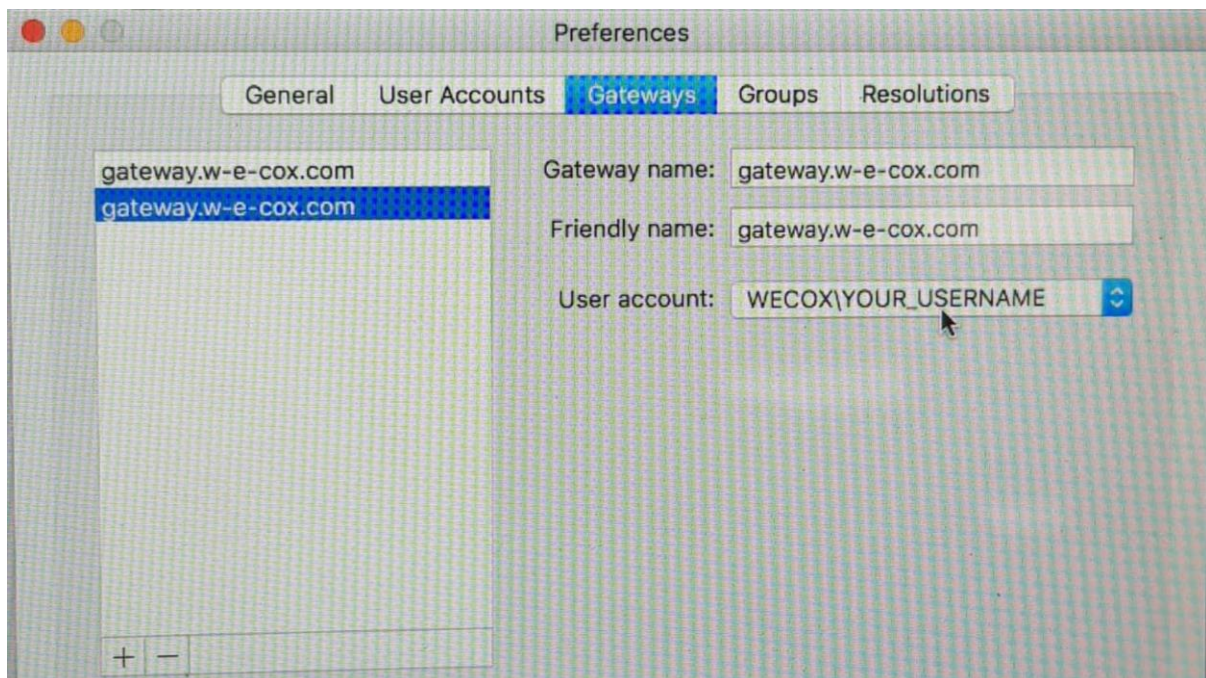once download and opened the app will look like this:
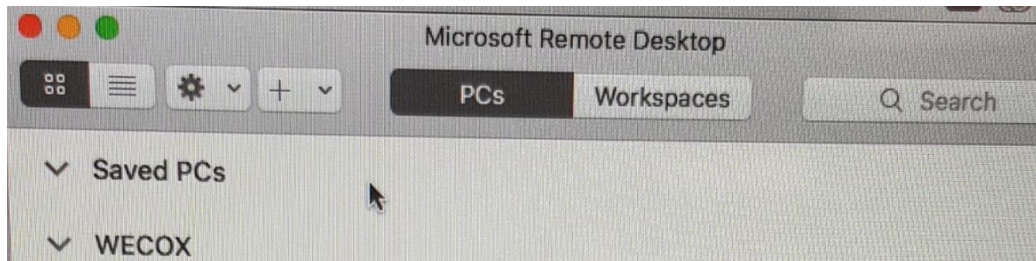
First, we need to add the gateway link

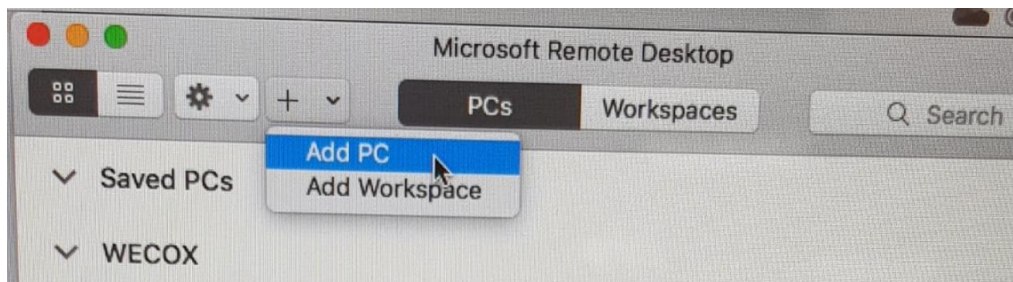Click on the Cog icon drop down as shown below and click "Preferences"

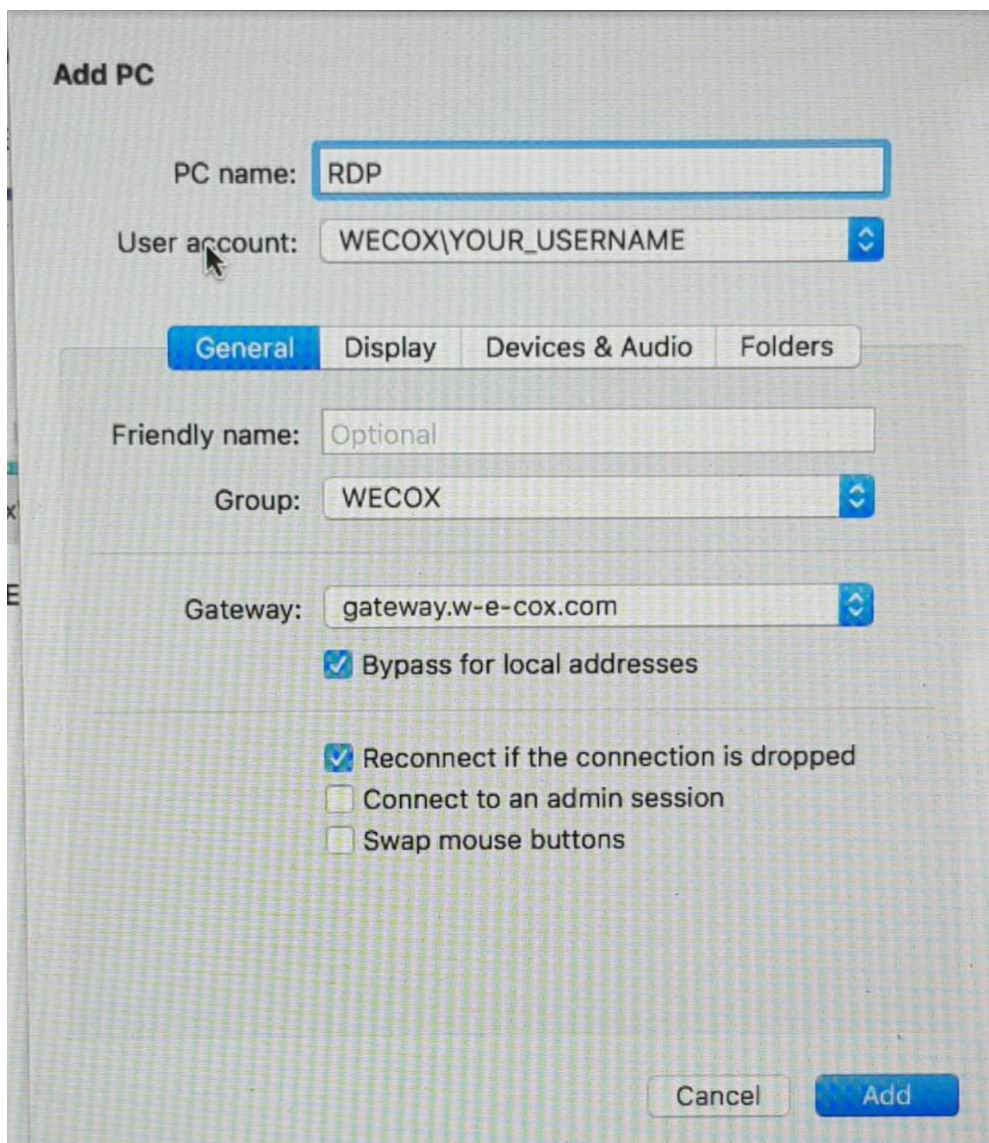Click on the "Gateways" Tab and enter the details as show below

Click on the "+" icon drop down as shown below and click "Add PC"
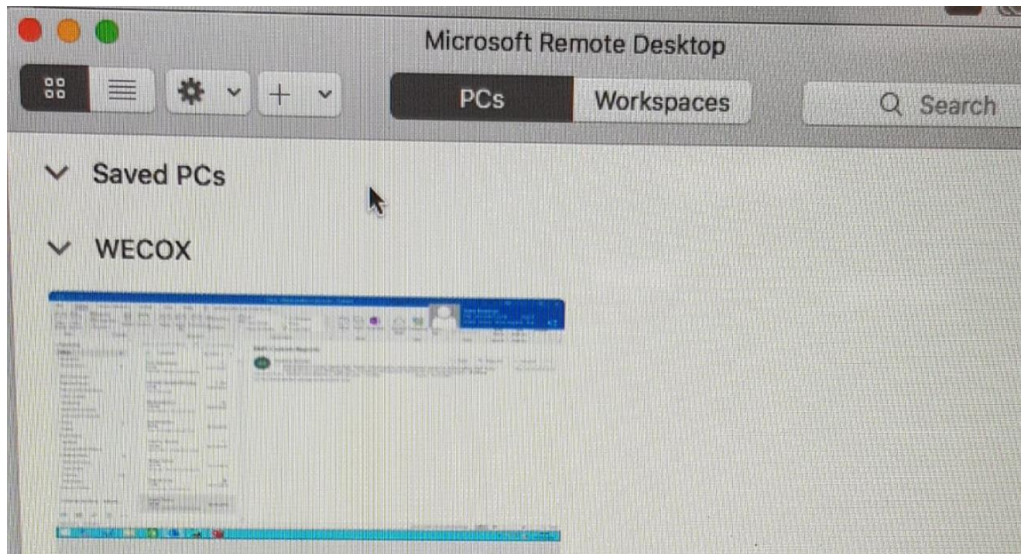

Enter the details as shown below

If you are using the Remote Desktop Option and not the custom then you will need to enter "RDP" as a PC name as shown below. If you are using the Custom option please enter the name which would have been provided to you

Click "Add" and you will now see the connection on the front page:

Double click on the image and you will be connect to your remote desktop connection.

If there are any errors at this point please go back through the step to ensure you have all the correct details, if you are still getting errors please contact IT support.