Business Continuity Connection How to

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:

All Apps Docum	nents Web More 🔻	چ ···
Best match		
Remote Desktop	p Connection	
Apps		Remote Desktop Connection
🍇 Remote Access Ma	anagement >	Арр
🗔 Remote Desktop	>	

Once click windows will open the Remote Desktop App

Nemote De	esktop Connection	_		×
	mote Desktop Dnnection			
<u>C</u> omputer:	Example: computer.fabrikam.com	~		
User name:	None specified			
The computer name.	name field is blank. Enter a full rem	ote computer		
💽 Show <u>O</u> pti	ons	Co <u>n</u> nect	Help	

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

	褁 Remote De	esktop Connection		—		×
		mote Desktop nnection				
	<u>C</u> omputer: User name:	RDP None specified		~		
¢	You will be ask	ed for credentials when you con	nect.			
	Show <u>O</u> ption	ons	Co <u>n</u> r	nect	Help)

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

Nemote I	Desktop Conne	ection		_		×
	emote Desk Connectic					
General D	hisplay Local R	esources	Experience	Advanced		
	Enter the name Computer: User name: You will be ask	RDP wecox\U	sername dentials when		~ 	
Connection	settings Save the curre saved connect Save		ion settings to Save As		or open a Open	
Alide Opti	ons			Connect	Help)

Display Tab

褁 Remot	e Deskto	p Connection		_		×
		e Desktop ection				
General Display o	way ta Smal	se the size of your r o the right to use the	emote deskto e full screen.	p. Drag the slid arge	er all the	
Colors	High	se the color depth o Color (15 bit) nection bar when I u	×			
lide O	ptions			Connect	Hel	р

Local Resources

Semote Desktop Connection		-		×
Remote Desktop Connection				
General Display Local Resources Remote audio Configure remote audio s Settings	Experience	Advanced		
Keyboard Apply Windows key comb Only when using the full s Example: ALT+TAB		~	~	
Local devices and resources Choose the devices and remote session. Printers More		at you want to u oboard	ise in your	
Hide Options		Connect	Help	þ

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

褁 Remote [Desktop Connection		_		×
	emote Desktop Connection				
General D Server auth	Local Resources nentication Server authentication veri intended remote compute required to connect is det If server authentication fa Warn me	r. The strengt ermined by yo	h of the verifi	cation	
Connect fro	om anywhere Configure settings to con when I am working remot Settings		Remote Desk	top Gateway	
Aide Optio	ons		Connect	Help	

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

Windows Security	×
Enter your credentials	
These credentials will be used to	connect to RDP.
wecox\Username	
Password	
Remember me	
More choices	
ОК	Cancel

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"

• • •		Microsoft R	Remote Desktop	
*	* - + -	PCs	Workspaces	Q Search
✓ Saved	Pin to Menu Bar			
* Saved	Pretprences			
✓ WECC	Help	•		
	Import from RDP	file		

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

General User A	ccounts Gateways	Groups Resolutions	
gateway.w-e-cox.com	Gateway name:	gateway.w-e-cox.com	
gateway.w-e-cox.com	Friendly name:	gateway.w-e-cox.com	
	User account:	WECOX\YOUR_USERNAME	3

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

	0		Microsoft F	Remote Desktop	
88	≡ * •	+ ~	PCs	Workspaces	Q Search
		Add PC			
~	Saved PCs	Add Wor	kspace		
~	WECOX				

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

PC name:	RDP			
User account:	WECOX	WECOX\YOUR_USERNAME		
General	Display	Devices & Audio	Folders	
riendly name:	Optional			
Group:	WECOX		0	
Gateway:	gateway.	w-e-cox.com		
	🗹 Bypass	for local addresses		
	A STREET, STRE	ect if the connection	法皇子行为法法法法法	
		t to an admin session nouse buttons	l.	

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.