JAMES COOK
UNIVERSITY
AUSTRALIA

Information &
Communications Technology

Remote Desktop: Quick Start for PC

Using Remote Desktop you can remotely control a computer from another office, from home, or while travelling. This allows you to use the data, applications, and network resources on your office computer, without being in your office.

To use Remote Desktop, you MUST have:

- The ability to use **VPN service** to connect your home computer over a safe connection to your computer at work
  To do this you must have the Fortinet Client installed and configured on your home computer.
  DOWNLOAD FortiClient VPN for JCU   Windows 32 **|**   Windows 64
- Windows 8 or 10 installed on your office computer (**HOST** computer) - the machine being operated remotely.
  The Remote Desktop Connection software is pre-installed but will need to be enabled and configured before use.
- **HOST** computer (your computer on the JCU campus) **must be turned on**.
- Windows 8 or 10 installed on the **REMOTE** computer - the machine you will connect from, eg: your home PC.

Note: Remote desktop works best with a fast internet connection
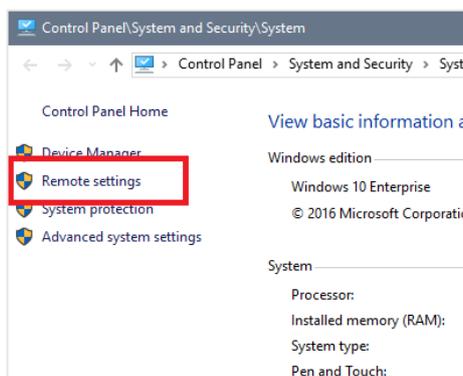
Host Computer: Enabling a Remote Connection

Before using Remote Desktop, the host computer (often your JCU office machine) must be configured to allow a connection.
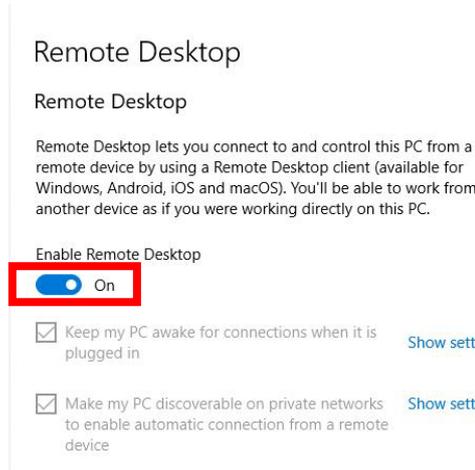The following instructions are for Windows 10:

1. Right click on the **start menu.** ⊞
2. Select **System.**
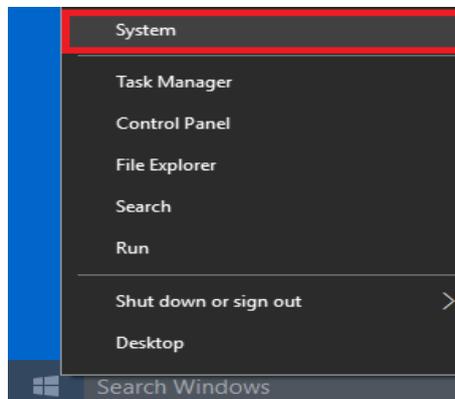
3. Click on **Remote Desktop** on the left side of the window.
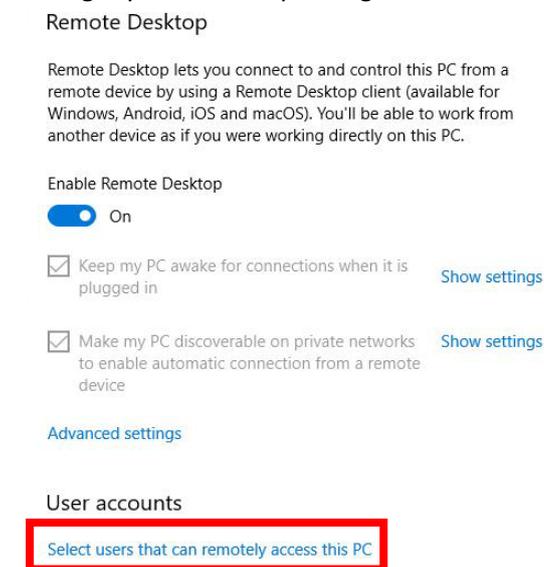

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4. Change **Enable Remote Desktop** toggle to ON and click Confirm on pop up window.
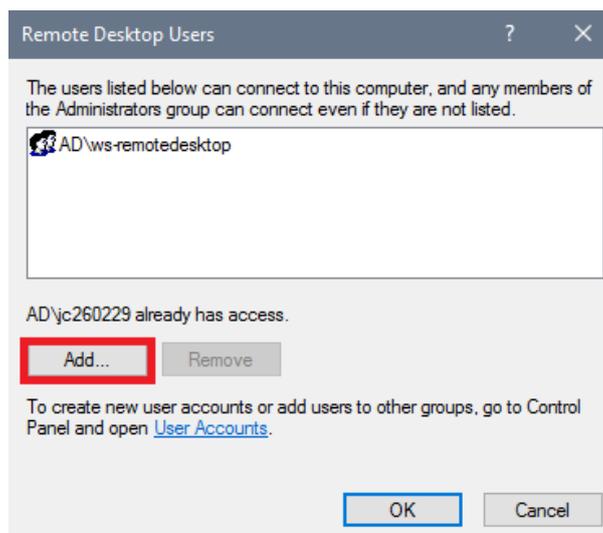

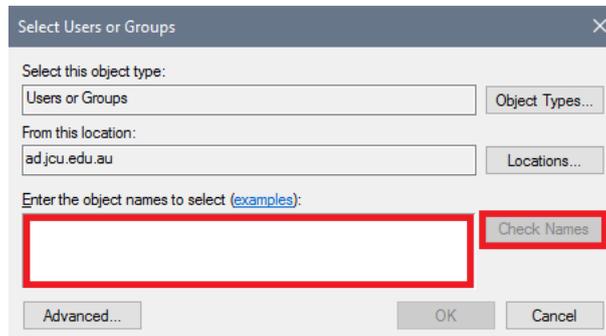5. Click **Select users that can remotely access this PC**
Please note your window may look slightly different depending on the version of Windows 10 you are using.

6. Click **Add**

7. Type your JCU Login ID into the **object names box** and click **Check Names.**

8. Click **OK** on all opened windows to save changes.
9. Write down the **Computer name** or **IP address**, displayed on the computer desktop, this is needed later.

This computer can now receive incoming remote connections, **you can log-out, but it must remain powered on.**

Creating a Remote Desktop Connection

Once your JCU work PC has been configured to allow remote connections, and you have located the computer name or IP address of your JCU computer, you are ready to start a remote session.

1. Create a VPN connection to JCU using FortiClient.
2. Click on the **start menu** and type **MSTSC** in order to launch search.
3. **Click Remote Desktop Connection** from the results box, this opens the **Remote Desktop Connection** application.
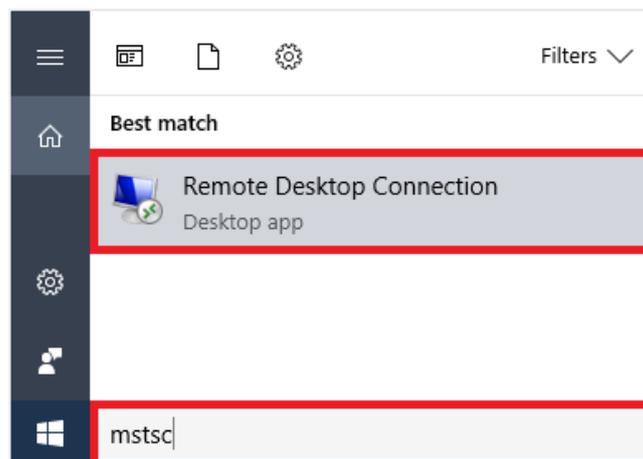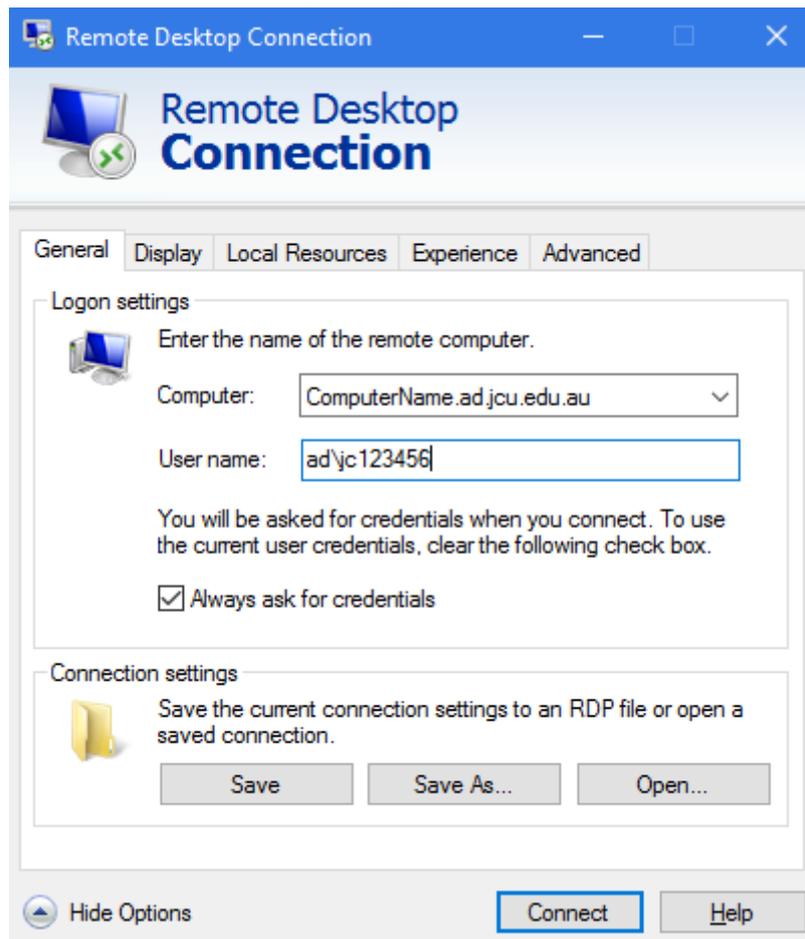

4. Click **Show Options**
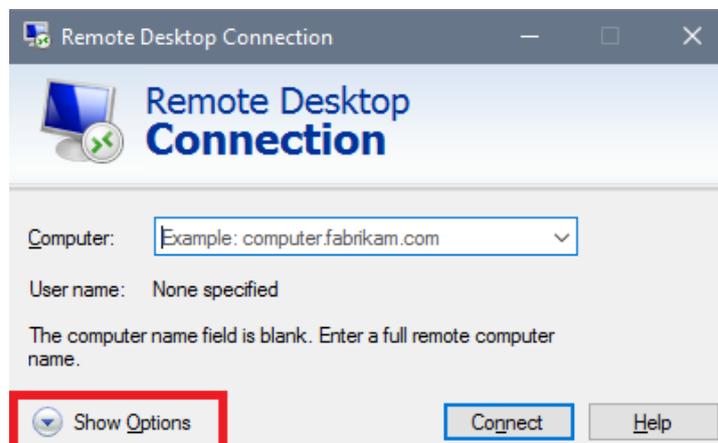
5. Enter the following details
   Computer   enter the host **Computer name or IP address**, followed by **.ad.jcu.edu.au**
   User name   enter **ad** followed by your **JCU login ID**

6. Tick the **box Always ask for credentials** (to protect yourself and JCU from unwanted access)

7. Click **Connect**
8. The login process will begin and it will ask for your JCU **password**
9. After logging in the Remote Desktop window will open and you will see the desktop settings, files, and programs that are on the host computer, as if you are sitting at your work computer.
   Whatever you are doing cannot be seen by someone watching the screen, your JCU computer remains locked.

Note: To change your connection settings, (such as screen size, logon information, and performance options), **click** on the Remote Desktop Connection **tabs** (Display, Experience etc.) visible when Remote Desktop Client is open.
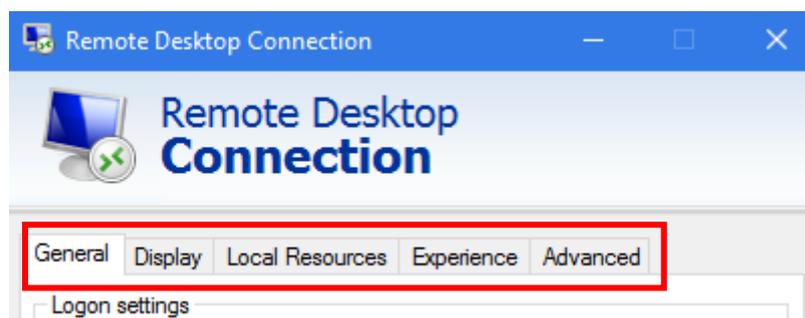
To End the Session

1. **Right Click** on the **Start menu** on the HOST (remote) computer and **select Sign Out or disconnect.**
2. From the menu, select **Sign Out** then **click OK** if required.
   This option allows future remote connections.

On Your Mobile Device

1. On your Windows, Android, or iOS device download the Microsoft Remote Desktop app (available for free from Microsoft Store, Google Play, and the Mac App Store),
2. Open the Remote Desktop App and add the name of the PC that you want to connect to (the *host*).
3. Select the PC name that you added, and then wait for the connection to complete.