

Remote Access using Remote Desktop for Mac OS X

Frequently Asked Questions

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How do I install Microsoft Remote Desktop?

1. Open the App store and search for Microsoft Remote Desktop
2. Download and install the app

How do I configure Microsoft Remote Desktop?

1. Open *Microsoft Remote Desktop*
2. Click *New* in the upper left corner
 - a. **Connection name:** Provide a name, e.g., CUSSD PC, Office PC
 - b. **PC name:** Provide the name of the windows PC you want to connect to. The computer name is located on the start menu under My Computer, e.g., DG4RYM1SMM
 - c. **Gateway:** Click on the dropdown menu and select *Add gateway*
 - i. Click the plus (+) button
 - ii. **Gateway name:** rdg.shadowmountain.org
 - iii. **Server:** rdg.shadowmountain.org
 - iv. **User name:** enter the domain name followed by your network username, e.g., smmnet\username
 - v. **Password:** enter your network password
 - d. **User name:** enter the domain name followed by your network username, e.g., smmnet\username
 - e. **Password:** enter your network password