

# Using Remote Desktop



## Request Access First

Engineering users: Contact the CSE IT Group to get access to use Remote Desktop - the below notes only cover how to use.

## How to connect to your UT Windows computer using Remote Desktop

(your computer must be turned on and connected to the network)

1. Open Remote Desktop
  - a. In the *Search* bar enter: *Remote Desktop Connection*
  - b. *Quick Tip:* You can pin a *Remote Desktop Connection* on your taskbar by right-clicking and choosing *Pin to Taskbar*
2. Enter the name of your computer: *computer-name.austin.utexas.edu*
  - a. [How do I find my Computer Name?](#) - make sure check for a change in computer name for new computers and re-imaged computers.
3. Enter the Remote Desktop Gateway details (should only have to do the first time) by following directions here - [Using the Remote Desktop Gateway \(RDG\)](#)
4. Click Connect
5. Log into the RG Gateway
  - a. Username: ***austin\YourEID***
  - b. Password: ***YourEID-Password***
  - c. You will be prompted for DUO authentication
6. If prompted, re-enter your EID password
7. Once the connection is complete, a new window will appear with your remote desktop session, and you can use your applications as normal.

## How to disconnect from your Remote Desktop Session - Windows

- **Disconnect** (recommended )
  - Clicking the *X* in the top right corner of the remote desktop session window.
  - This closes the session but leaves all applications running.
- **Logoff** – this logs you off your UT computer so that someone else could login
  - From your remote desktop session choose, *Start > Logoff*
  - All programs in the remote session will end and your session will close
- **Note:** Do not leave applications open with unsaved files overnight or for extended periods of time, because patching is periodically done overnight which sometimes requires a reboot of your computer and you could lose unsaved work.

## Remote Desktop Software

Remote desktop software is built into every version of Windows and also available for Mac OS and Linux

- **Windows:** In the *Search* bar enter: *Remote Desktop Connection*
- **Mac Microsoft Remote Desktop:** Available through the AppStore.
  - [Macintosh Remote Desktop Access via Screen Sharing](#)
- **Linux RDP Software:** <http://www.rdesktop.org/>