Microsoft Remote Desktop Gateway Service: End User

*Contact your IT Team and confirm that your machine and network are enabled for the RD Gateway.

*Speak with your IT Team to learn more about any department specific policies regarding the Remote access of University Owned Equipment, and resources.

*Before you can remotely connect to your machine you will need a NetID and Password, and either the IP Address or Machine Name of the Remote Desktop.

Locating Machine Name and IP Address of Remote Desktop

Collecting the Machine Name of your Remote Desktop.

1. Click on Start

2. Click on Settings

3. Click on System

   a. System
      Display, sound, notifications, power

4. Click on About, on the bottom left.

5. Record the Device Name

Device specifications

<table>
<thead>
<tr>
<th>Device name</th>
<th>Device name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Processor</td>
</tr>
<tr>
<td>Installed RAM</td>
<td>Installed RAM</td>
</tr>
<tr>
<td>Device ID</td>
<td>Device ID</td>
</tr>
<tr>
<td>Product ID</td>
<td>Product ID</td>
</tr>
<tr>
<td>System type</td>
<td>System type</td>
</tr>
<tr>
<td>Pen and touch</td>
<td>Pen and touch</td>
</tr>
</tbody>
</table>
Collecting the Machine IP Address of your Remote Desktop.

1. Click on Start
   a.

2. Click on Settings
   a.

3. Click on Network & Internet
   a. Network & Internet
      Wi-Fi, airplane mode, VPN
   a.

4. Click on Ethernet (Wired) or Wi-Fi (Wireless)
   a.

5. Click on the listed Connection.
   a. rad.rutgers.edu
      Connected
   a.

6. Scroll down to Properties and Record the IPv4 Address.

Properties

<table>
<thead>
<tr>
<th>Link-local IPv6 address:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv4 address:</td>
<td></td>
</tr>
<tr>
<td>IPv4 DNS servers:</td>
<td></td>
</tr>
<tr>
<td>Primary DNS suffix:</td>
<td></td>
</tr>
<tr>
<td>DNS suffix search list:</td>
<td></td>
</tr>
<tr>
<td>Manufacturer:</td>
<td></td>
</tr>
<tr>
<td>Description:</td>
<td></td>
</tr>
<tr>
<td>Driver version:</td>
<td></td>
</tr>
<tr>
<td>Physical address (MAC):</td>
<td></td>
</tr>
</tbody>
</table>

Remote Desktop Connection (Windows 7/10)

1. Open the Remote Desktop Connection App on your machine.
   a. Click on Start and type “mstsc”, or “Remote Desktop” and click on the Remote Desktop Connection App.
       Remote Desktop Connection
       App
   b. Alternatively launch “run” and enter
1. %windir%\system32\mstsc.exe
d. The Remote Desktop Connection App will launch.

2. Click on **Show Options**

3. On the **General Settings Tab**
   a. Enter your Computer Name or IP Address in the "Computer" Field
      i. If you do not have this information refer to the above instructions or contact your local IT Team.
   b. Enter "rad\NetID" into the "User name" field *use your NetID
   c. *If your remote machine is not on RAD and has other Credentials use those here.
   d. *Format **DOMAIN\USERNAME**
4. Click on the **Advanced Tab**
   a. In the “Connect from Anywhere” section click on "Settings..."
5. Select "Use these RD Gateway server settings"
   a. Enter "rdgateway.rutgers.edu" in the Server Name field
   b. Click OK
6. Click on **Connect** at the bottom.
7. The RD Gateway Server Credentials Popup will prompt you for a Username and password.
   a. Enter “rad\NetID” and your NetID Password and click ok. *Even if your local machine does Not use RAD.

8. Next you will then be prompted for the local machine credentials, enter your password.
a. *the username was entered in step 3.

9. A security certificate warning will appear. Click “Yes” to approve.
   a. *You can check the “Don’t ask me again for connection to this computer” to avoid this prompt on future connections.

10. The Remote Session will now begin.
   a.
b. At the top of the screen there will be a small remote desktop control bar.
   i. The Thumbtack will pin the control bar.
      1. *if the bar disappears simply move the cursor to the top of center of the
         screen and it will appear.
   ii. You can End your session by clicking the X or by going to Start, Power,
        Disconnect.