



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.

*This process is only compatible with two-step users configured to use the mobile app or a phone number. It is not compatible with SMS or hardware tokens.

*You can [setup your Two-step login and devices with DUO here](#), or use the [VPN to access your devices here](#).

Locating Machine Name and IP Address of Remote Desktop

Collecting the Machine Name of your Remote Desktop.

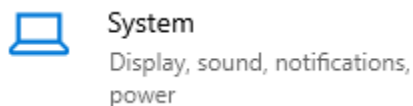
1. Click on Start



2. Click on Settings



3. Click on System



4. Click on About, on the bottom left.



5. Record the Device Name

Device specifications

Device name	XXXXXXXXXXXX
Processor	Intel(R) Core(TM) i7-1065G7 CPU @ 1.30GHz (10th Gen)
Installed RAM	16.0 GB (15.8 GB usable)
Device ID	XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX
Product ID	XXXXXXXXXXXX-XXXX-XXXX
System type	Windows operating system - 64-bit processor on amd64
Pen and touch	No pen or touch input support is available for this device

a.

Collecting the Machine IP Address of your Remote Desktop.

1. Click on Start



a.

2. Click on Settings



a.

3. Click on Network & Internet

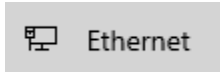


Network & Internet

Wi-Fi, airplane mode, VPN

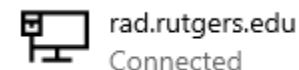
a.

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



a.

5. Click on the listed Connection.



a.

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

Properties

Link-local IPv6 address:	fe80::...
IPv4 address:	192.168.1.100
IPv4 DNS servers:	192.168.1.1
Primary DNS suffix:	example.com
DNS suffix search list:	example.com
Manufacturer:	Realtek
Description:	Realtek Ethernet Controller (PCI-E)
Driver version:	8.0.0.201
Physical address (MAC):	8C:8E:6E:00:00:00

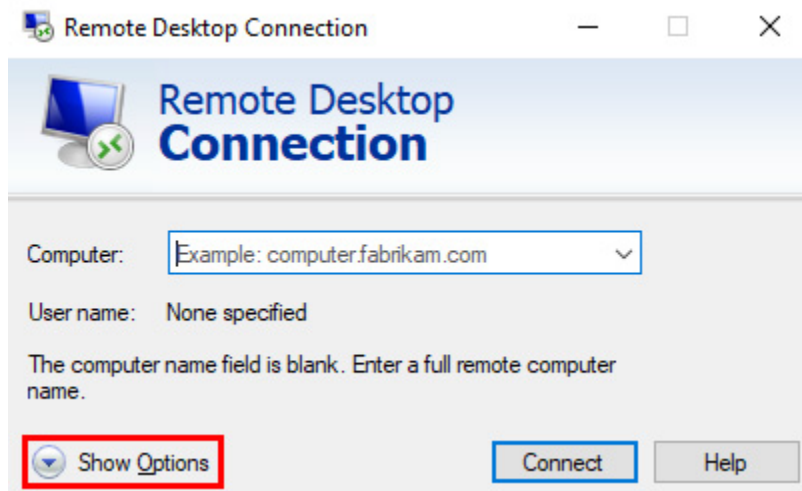
a.

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.

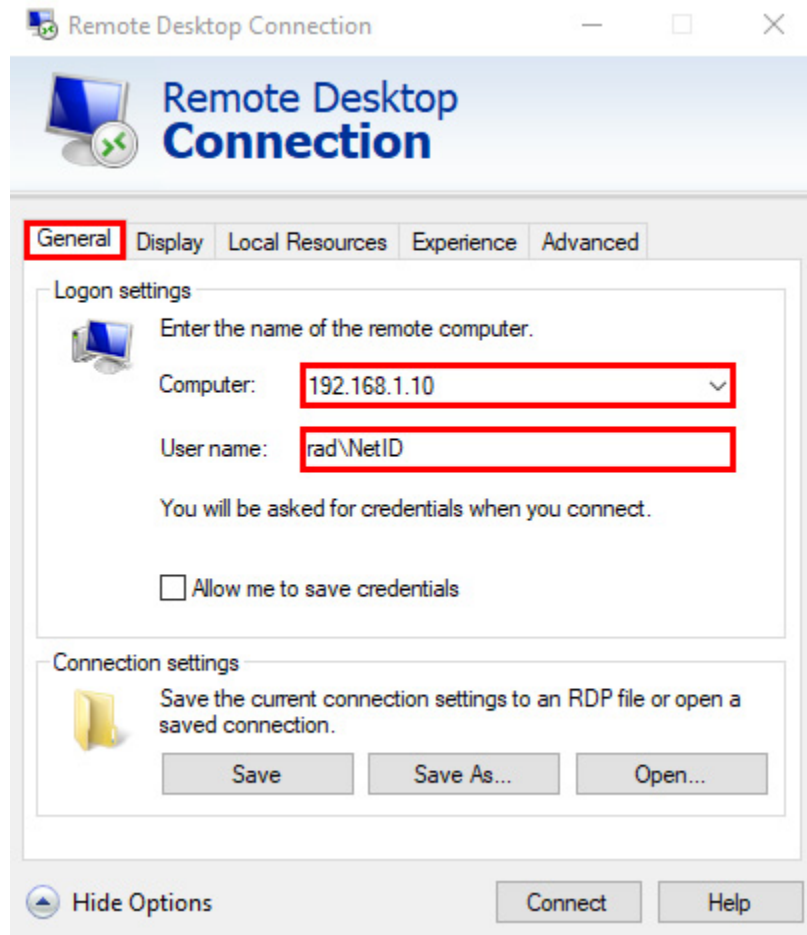


- b.
 - c. Alternatively launch "run" and enter
 - i. %windir%\system32\mstsc.exe
 - d. The Remote Desktop Connection App will launch.
2. Click on Show Options

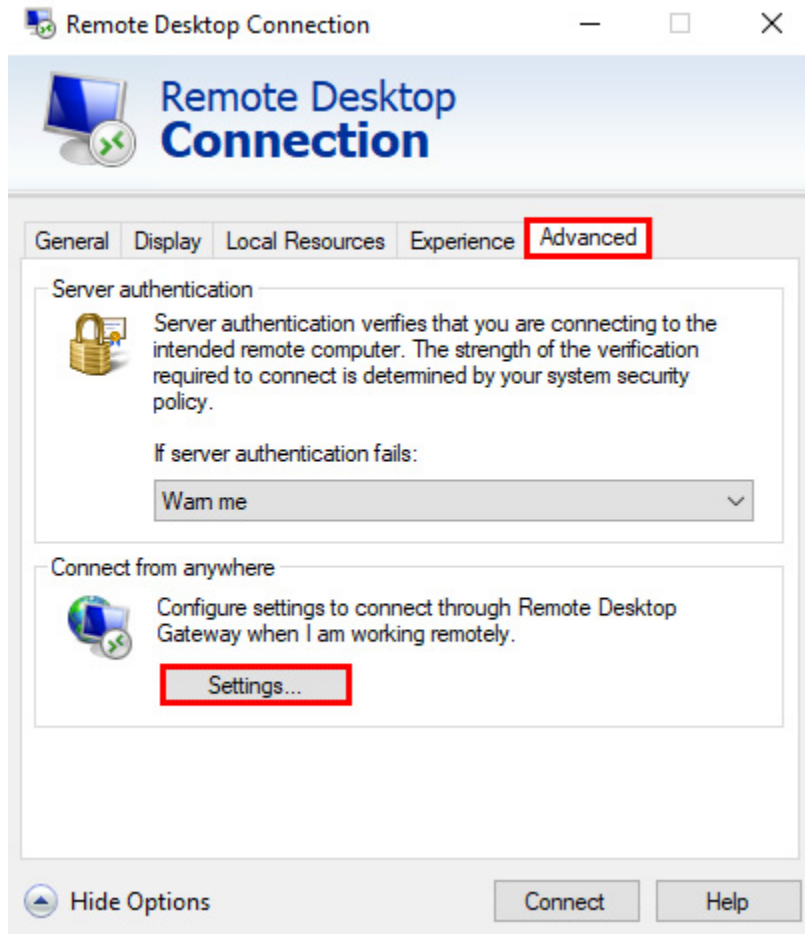


- a.
3. On the General Settings Tab
 - a. Enter your Computer Name or IP Address in the "Computer" Field
 - i. If you do not have this information refer to the above instructions or contact your local IT Team.

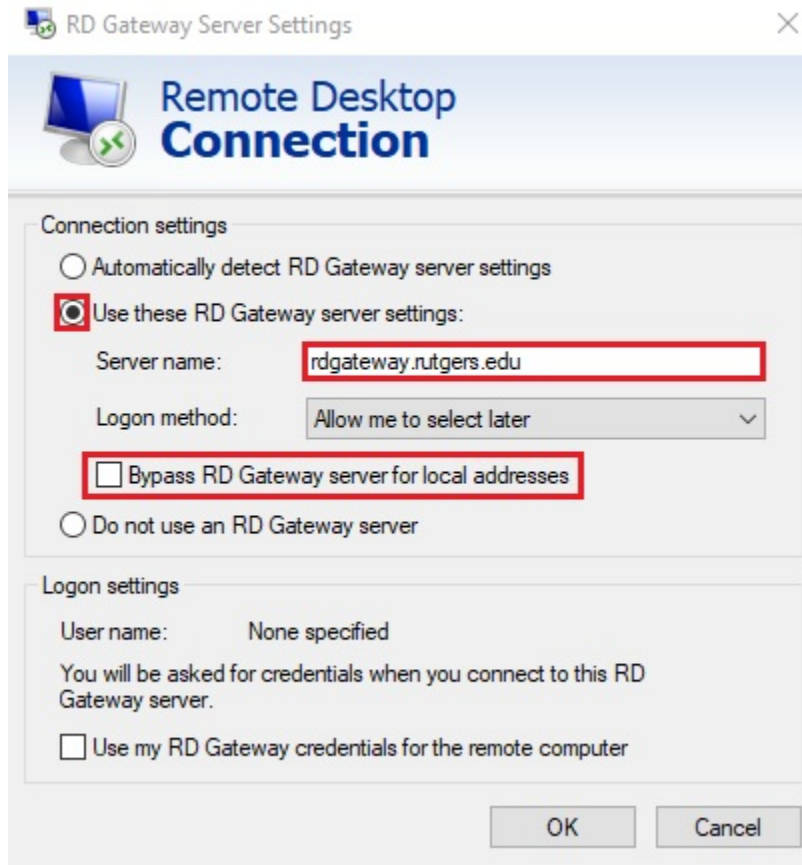
- b. Enter "rad\NetID" into the "User name" field *use your NetID
- c. *If your remote machine is not on RAD and has other Credentials use those here.
- d. *Format **DOMAIN\USERNAME**



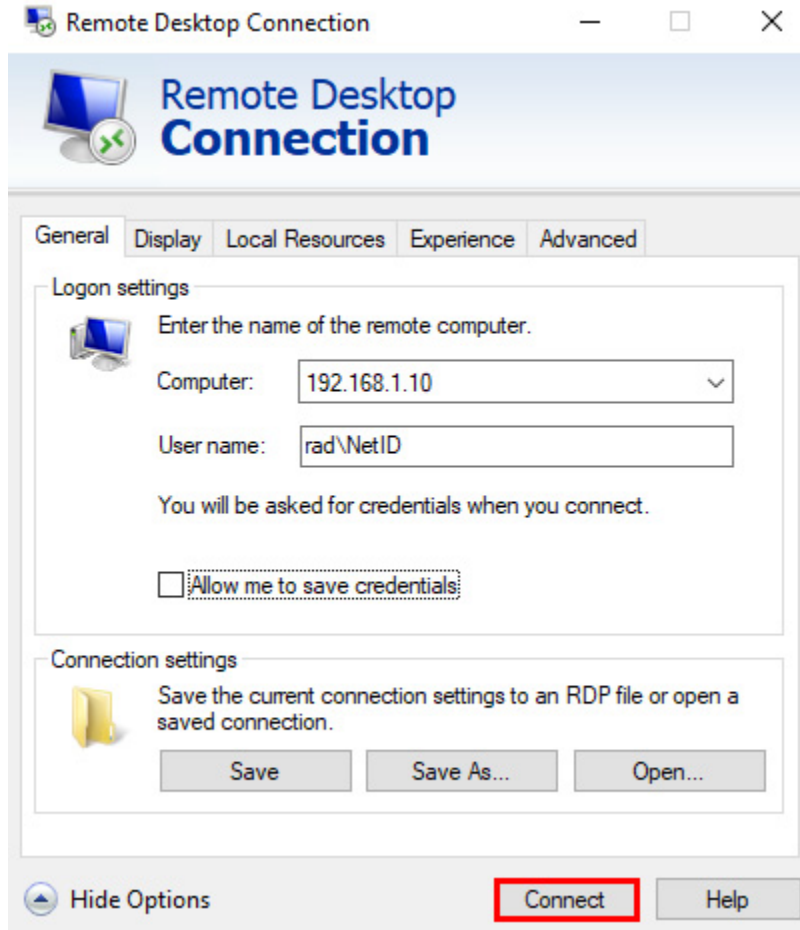
- e.
- 4. Click on the **Advanced** Tab
 - a. In the "Connect from Anywhere" section click on "Settings..."



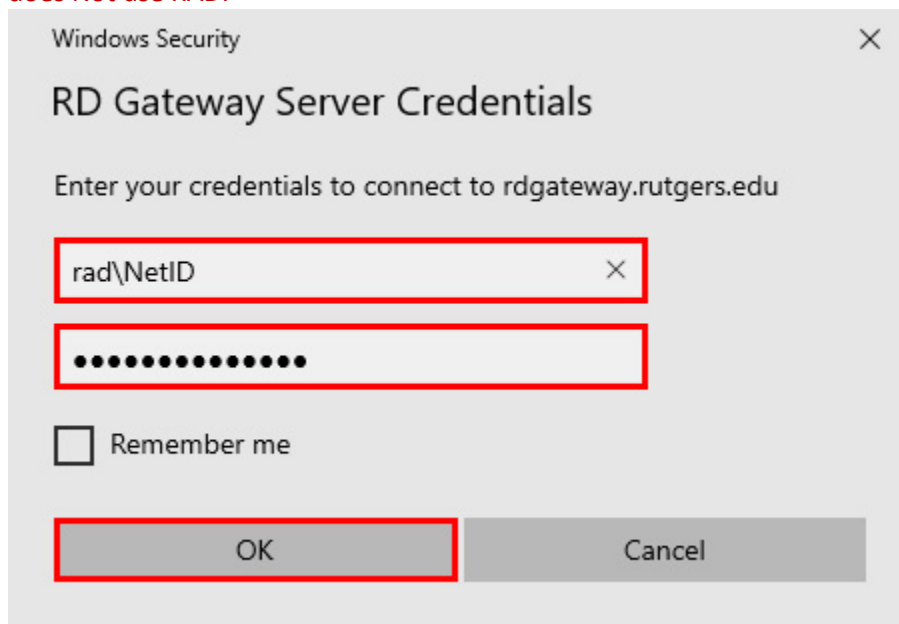
- b.
5. Select "Use these RD Gateway server settings"
 - a. Enter "rdgateway.rutgers.edu" in the Server Name field
 - b. Uncheck "Bypass RD Gateway server for local addresses"
 - c. Click OK



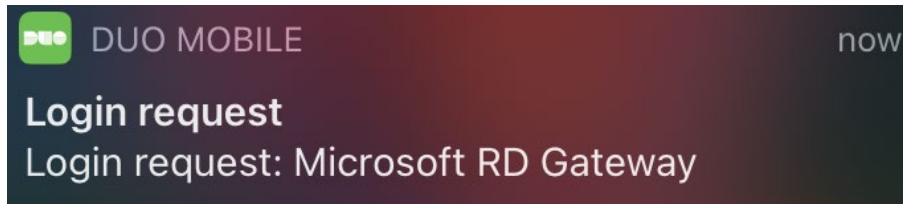
- d.
6. Click on **Connect** at the bottom.



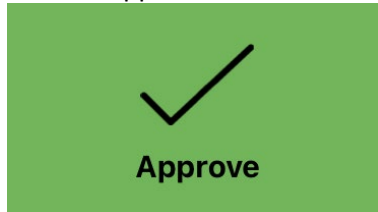
- a.
- 7. The RD Gateway Server Credentials Popup will prompt you for a Username and password.
 - a. Enter "rad\NetID" and your NetID Password and click ok. **Even if your local machine does Not use RAD.*



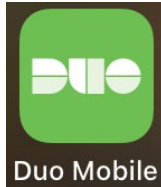
- b.
- 8. When connecting you will receive a DUO Prompt on your configured Mobile device.



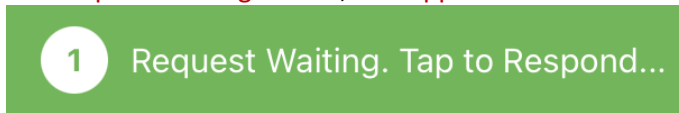
- a.
- b. Click on Approve.



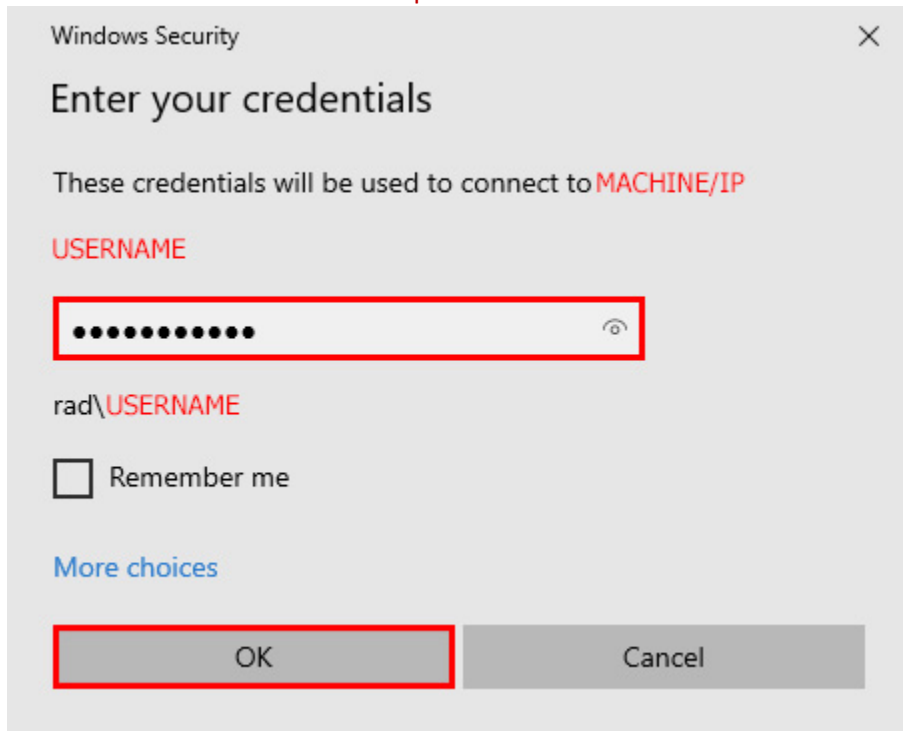
- c.
- d. *You have 60 seconds to approve the DUO Login Request, or the session will timeout. If that happens simply go back to step 6.
 - i. If you miss the notification on your phone open the **DUO Mobile App** manually.



- 1. Duo Mobile
- ii. Click on the **Request Waiting** Button, and **Approve**.

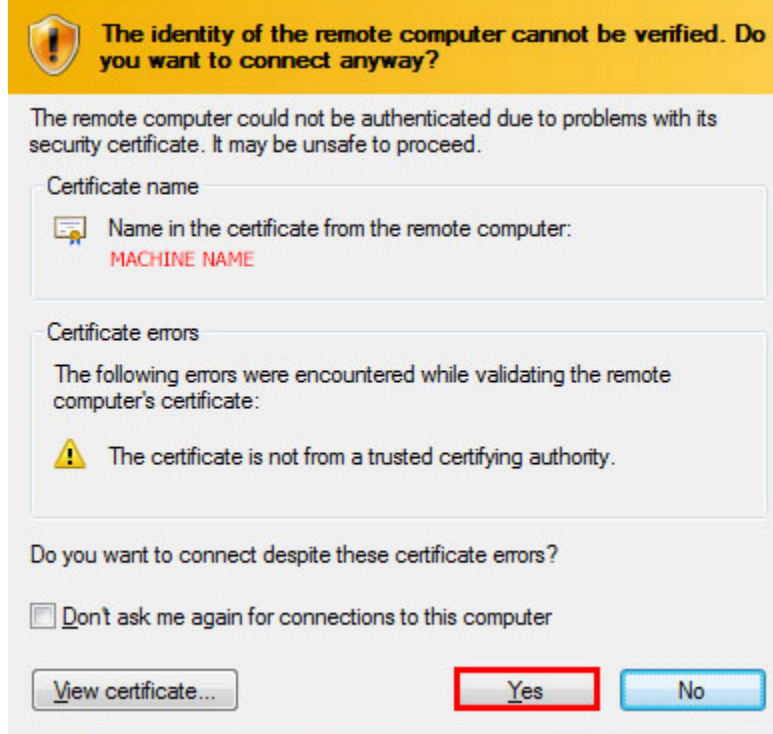


- 1. Next you will then be prompted for the local machine credentials, enter your password.
 - a. *the username was entered in step 3.



- b.
- 10. 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.



- b.
- 11. 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.