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
   a. 
2. Click on Settings
   a. 
3. Click on System
   a. System
   Display, sound, notifications, power
   a. 
4. Click on About, on the bottom left.
   a. About
5. Record the Device Name
Device specifications

<table>
<thead>
<tr>
<th>Device name</th>
<th>Processor</th>
<th>Installed RAM</th>
<th>Device ID</th>
<th>Product ID</th>
<th>System type</th>
</tr>
</thead>
</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
4. Click on Ethernet (Wired) or Wi-Fi (Wireless)
   a. Ethernet
5. Click on the listed Connection.
   a. rad.rutgers.edu
      Connected
6. Scroll down to Properties and Record the IPv4 Address.
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. Alternatively launch “run” and enter
      i. %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**

e. 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. Uncheck "Bypass RD Gateway server for local addresses"
   c. 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. When connecting you will receive a DUO Prompt on your configured Mobile device.
a. Click on Approve.

b. *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.
   
   [DUO Mobile]

   ii. Click on the Request Waiting Button, and Approve.

[c.

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

   [Windows Security]

   Enter your credentials

   These credentials will be used to connect to MACHINE/IP

   USERNAME

   [USERNAME]

   rad\USERNAME

   [Remember me]

   More choices

   OK Cancel

   b. 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.