



Configure Mac to use Remote Desktop Gateway: 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 the Remote Windows Desktop

Collecting the Machine Name of your Remote Desktop.

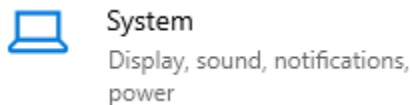
1. Click on Start



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 @ 1.30GHz (10th Gen); 10th Gen |
| Installed RAM | 16.0 GB (15.8 GB usable) |
| Device ID | XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX |
| Product ID | XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX |
| System type | 64-bit operating system, x64-based processor |
| 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

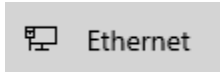


Network & Internet

Wi-Fi, airplane mode, VPN

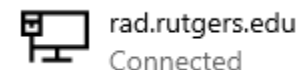
a.

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: | 192.168.1.101 |
| IPv4 DNS servers: | 192.168.1.1 |
| Primary DNS suffix: | ... |
| DNS suffix search list: | ... |
| Manufacturer: | ... |
| Description: | ... |
| Driver version: | ... |
| Physical address (MAC): | ... |

a.

Remote Desktop Gateway

1. To use the Remote Desktop Gateway, you will need to install the Mac Version of the Remote Desktop Gateway from the App Store.
 - a. <https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12>



Install App

Microsoft Remote Desktop 4+

Use Microsoft Remote Desktop for Mac to connect to a remote PC or virtual apps and desktops made at home. With Microsoft Remote Desktop, you can be productive no matter where you are.

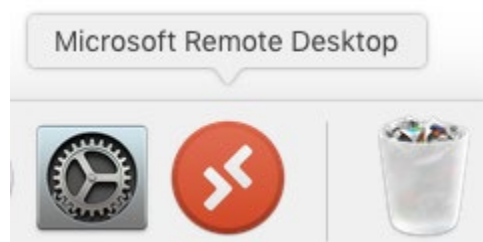
GET STARTED...

What's New in Version 10.4.0

In this release we've made substantial updates to the underlying code that powers the Remote Desktop clients. We've also added some new features and addressed bugs and crashes that were showing up in

b.

2. Launch the Microsoft Remote Desktop App by clicking the Icon on the Dock or from the Launchpad.



a.

3. Adding a New PC Connection
 - a. Click on the Add PC button or click on the + in the top left and choose **Add PC** from the dropdown.

Add your first PC connection
to get started.



- b.
- 4. The Add PC Screen will appear.

A screenshot of the "Add PC" dialog box. At the top, it says "Add PC". Below that is a text input field for "PC name:" with the placeholder text "Host name or IP address". Underneath is a dropdown menu for "User account:" with "Ask when required" selected. There are four tabs: "General" (selected), "Display", "Devices & Audio", and "Folders". In the "General" tab, there is a text input for "Friendly name:" with "Optional" entered. Below that is a dropdown for "Group:" with "Saved PCs" selected. Further down is a dropdown for "Gateway:" with "No gateway" selected. Below the gateway dropdown is a checked checkbox for "Bypass for local addresses". At the bottom of the dialog are three checkboxes: "Reconnect if the connection is dropped" (checked), "Connect to an admin session" (unchecked), and "Swap mouse buttons" (unchecked). At the very bottom right are "Cancel" and "Add" buttons.

- a.
- 5. PC Name: Enter the Machine Name or IP address of the remote desktop collected in the previous section.

A close-up of the "PC name:" text input field with the placeholder text "Host name or IP address".

- a.
- 6. User Account: Click on "Ask when required" and select "Add User Account..."

A close-up of the "User account:" dropdown menu with "Ask when required" selected.

- a.
- b. *If you do not use your NetID to login on the Remote desktop use your other credentials here or leave the User Account Field as "Ask when Required."

Add a User Account

Username:

Password:

Show password

Friendly name:

- c.
 - d. Username: rad\<(Your NetID)
 - e. Password: NetID Password
 - f. Friendly Name: The Name the saved credentials will appear as in the dropdown list for future use.
 - g. Click on **“Add”** to return to the Add PC Screen.
7. Friendly Name: The Name the Remote Desktop will appear as in the list of Remote Desktops.

Friendly name:

- a.
 - b. You can enter anything here or leave it blank.
8. Gateway: Click on **“No Gateway”** and select **“Add Gateway...”**

Gateway:

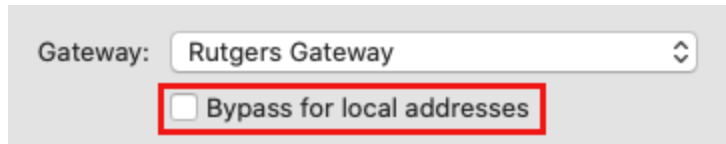
Add a Gateway

Gateway name:

Friendly name:

User account:

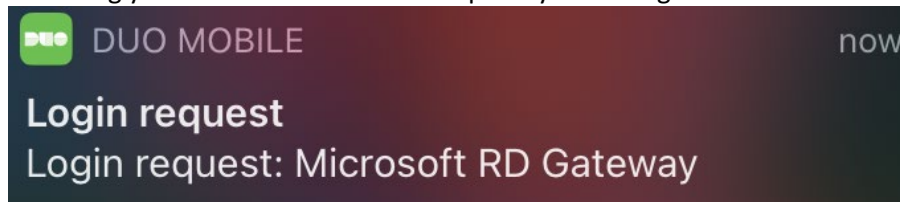
- b.
 - c. Gateway Name: **rdgateway.rutgers.edu**
 - d. Friendly Name: The Name that the Gateway will appear as in the list of saved gateways for future use.
 - e. User Account: If you already saved your NetID Credentials select them from the dropdown, otherwise click on **“Add User Account...”** and repeat step 6 using your NetID.
 - f. Click on **“Add”** to return to the Add PC Screen.
9. You will be returned to the Add PC screen. The option to Bypass for Local Addresses can now be toggled.
- a. Uncheck **“Bypass for local addresses”**



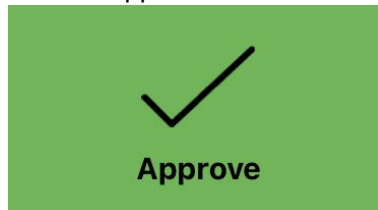
- b.
- 10. Click **Save** to save the PC to your Remote Desktop Connections list.
- 11. To launch a remote desktop session Double-Click on the Machine in The Remote Desktop App Main Screen.



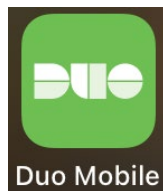
- a.
- 12. When connecting you will receive a DUO Prompt on your configured Mobile device.



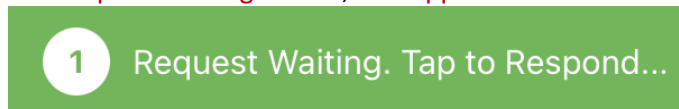
- a.
- b. Click on Approve.



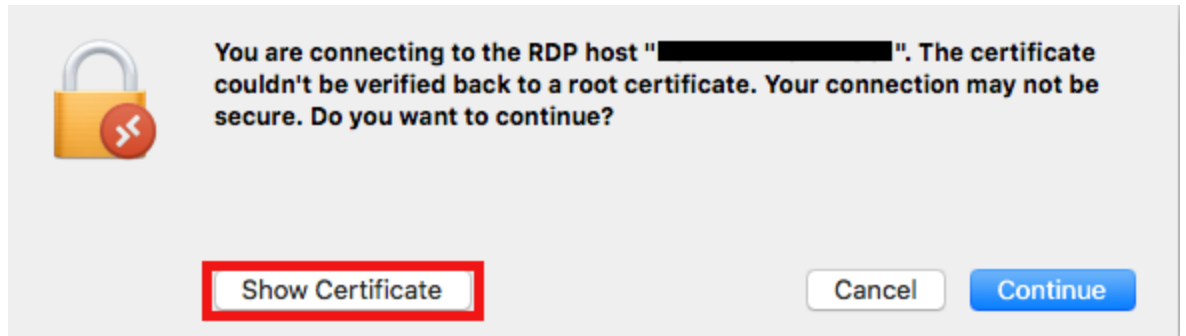
- c.
- d. *You have 60 seconds to approve the DUO Login Request, or the session will timeout. If that happens simply go back to step 11.
 - i. If you miss the notification on your phone open the **DUO Mobile App** manually.



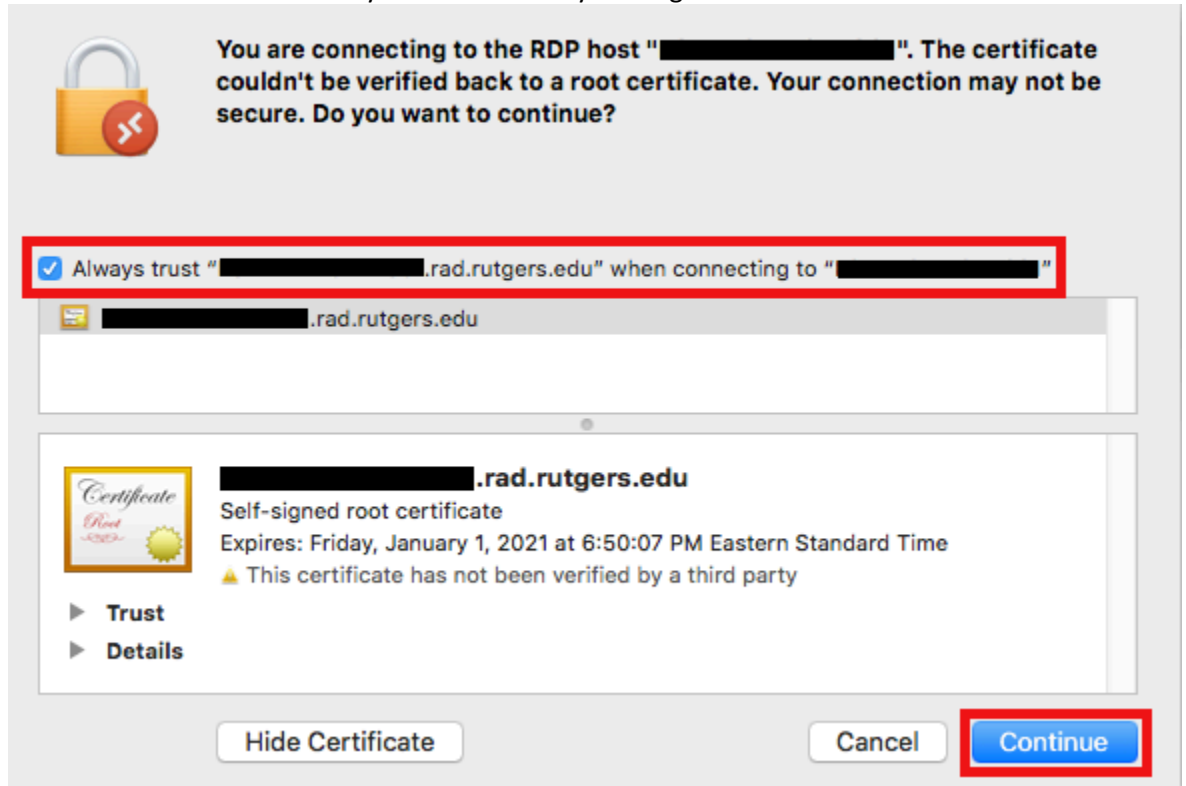
- 1.
- ii. Click on the **Request Waiting** Button, and **Approve**.



- 1.
- e.
- 13. When connecting for the first time you may receive a Certificate warning.



- a.
- b. You can add the certificate to your trusted list by clicking on “**Show Certificate**”



- c.
 - d. Check the Box Next to “**Always Trust...**” and click on **Continue**.
14. The Remote session can be exited by clicking on the Red X in the top left or by clicking on the words “**Microsoft Remote Desktop**” and navigating the menu to **Quit Remote Desktop**.



- a.

