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**
   a. 
2. **Click on Settings**
   a. 
3. **Click on System**
   a. 
4. **Click on About, on the bottom left.**
   a. 
5. **Record the Device Name**
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. 
4. Click on Ethernet (Wired) or Wi-Fi (Wireless)
   a. 
5. Click on the listed Connection.
   a. rad.rutgers.edu
      Connected
6. Scroll down to Properties and Record the IPv4 Address.
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.

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

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.
4. The Add PC Screen will appear.

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

6. User Account: Click on “Ask when required” and select “Add User Account…”
   - **User account:** Ask when required
   - *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.”*
c. Username: rad\(\text{Your NetID})

d. Password: NetID Password

e. 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.

   a. Optional
   b. You can enter anything here or leave it blank.

8. Gateway: Click on “No Gateway” and select “Add Gateway…”

   a. 

   b. Gateway Name: rdgateway.rutgers.edu
   c. Friendly Name: The Name that the Gateway will appear as in the list of saved gateways for future use.
   d. 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.
   e. 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”
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.

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

   a. **Click on Approve.**

   b. **Click on Approve.**

   c. *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.

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

13. When connecting for the first time you may receive a Certificate warning.
You are connecting to the RDP host "___________________. The certificate couldn't be verified back to a root certificate. Your connection may not be secure. Do you want to continue?

- **Show Certificate**
- **Cancel**
- **Continue**

You can add the certificate to your trusted list by clicking on "Show Certificate"

- **Always trust __________@rad.rutgers.edu when connecting to "___________________."**

You are connecting to the RDP host "___________________. The certificate couldn't be verified back to a root certificate. Your connection may not be secure. Do you want to continue?

- 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**.