

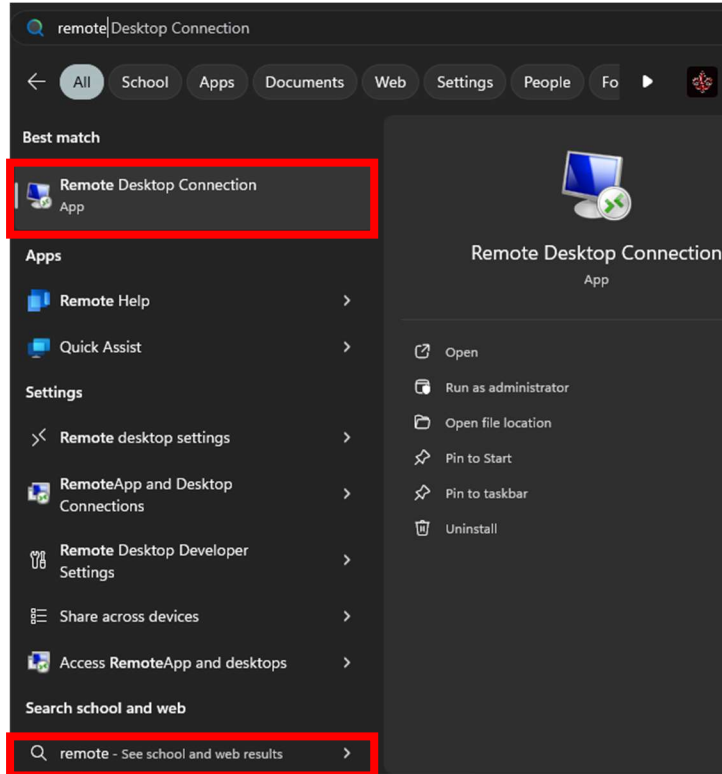
## STEP TWO – Create a Remote Desktop Connection

VPN access (remoting into your office machine) is a two-step process. This PDF is for step-two in that process, creating a remote desktop connection.

*This document contains instructions for both a University PC and your personal PC.*

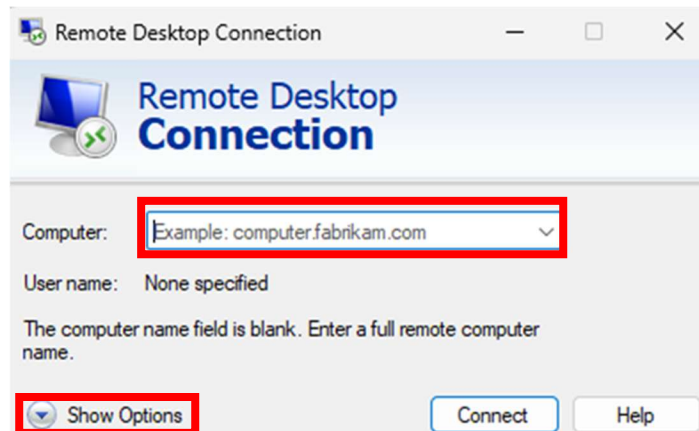
**Important: These instructions DO NOT need to be completed on your University desktop, they are to be completed on whatever machine you are using to remote into your University desktop.**

1. With the FortiClient connected > click the Windows icon > type in Remote Desktop Connection > click Remote Desktop Connection

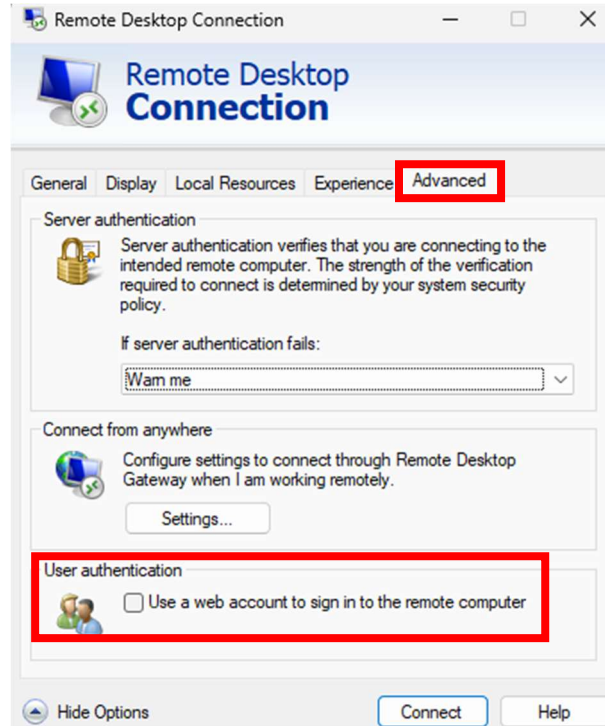


2. In the Remote Desktop Connection box, enter **YOUR COMPUTER NAME** in the Computer field and click **Show Options**.

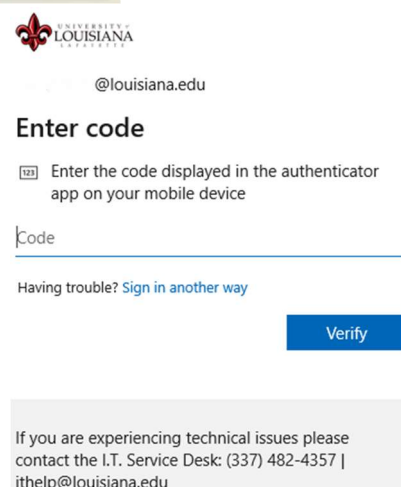
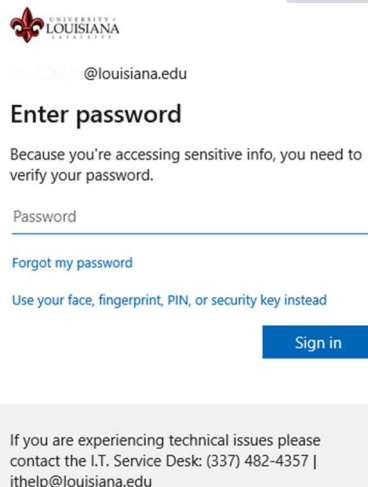
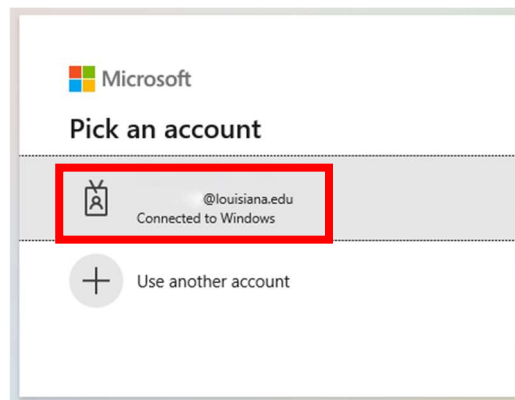
Note: Your computer name is the same as your Service Tag. The Service Tag is not the same as the State Tag.



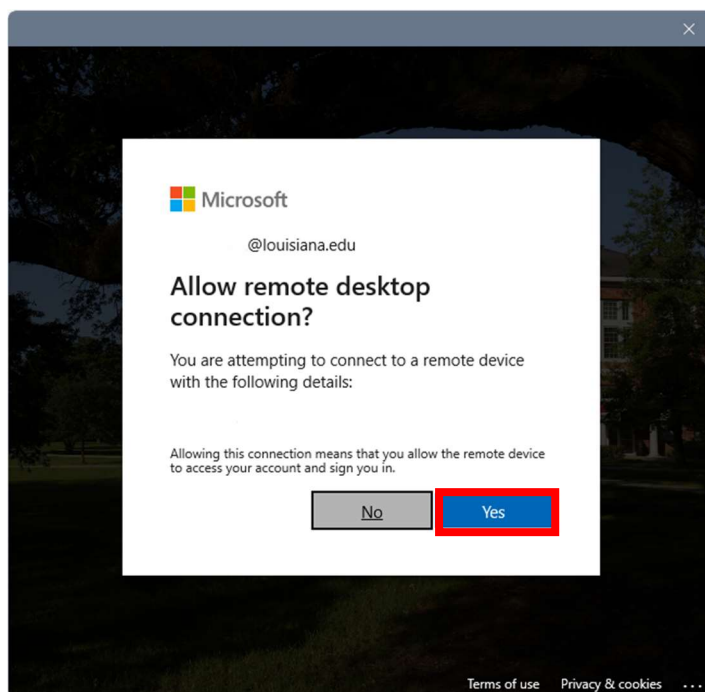
3. Select the **Advanced** tab. Under User authentication be sure to **Check** the box for “Use a web account to sign in to the remote computer”. Then click **Connect**. Doing this will allow you to sign in with your [ULID@louisiana.edu](mailto:ULID@louisiana.edu) email address.



4. You receive a pop-up asking you to select an account. You will choose your University Microsoft account. You may be prompted to enter your password and MFA after selecting your account.



5. Once you have fully authenticated you will be prompted to verify you want to Allow the connection to your desktop. Click **Yes**



**After clicking YES you will be logged into your computer on campus.**

If errors occur, keep the following things in mind:

- Are you logged into the FortiClient?
  - Remember VPN is a two-step process, you must login to the FortiClient first.
- Are you using the correct login?
  - C00000000@louisiana.edu
- Is the machine in your office turned on?
  - You will be unable to login to your office machine if it is not turned on.
- Try restarting the PC you're using
  - Sometimes processes get "stuck" in the background and a reboot will clear these.

**If you have tried these troubleshooting steps and are still unable to login, please contact the IT Service Desk.**