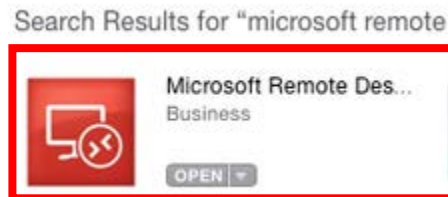


STEP TWO – Create a Remote Desktop Connection

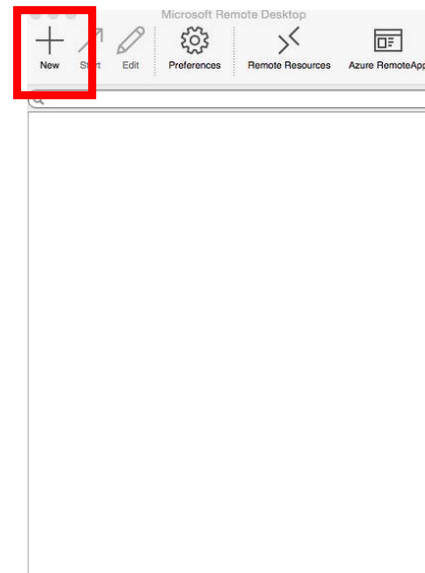
VPN access (remoting into your office machine) is a two-step process. This PDF is for step-two in that process, creating a remote desktop connection.

These instructions are for both a University PC and your personal PC.

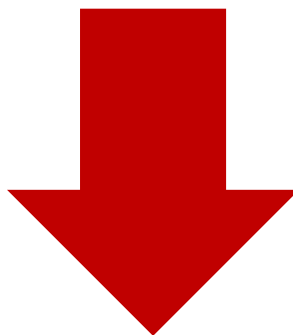
1. With the FortiClient connected > open the App Store > download the app called Microsoft Remote Desktop

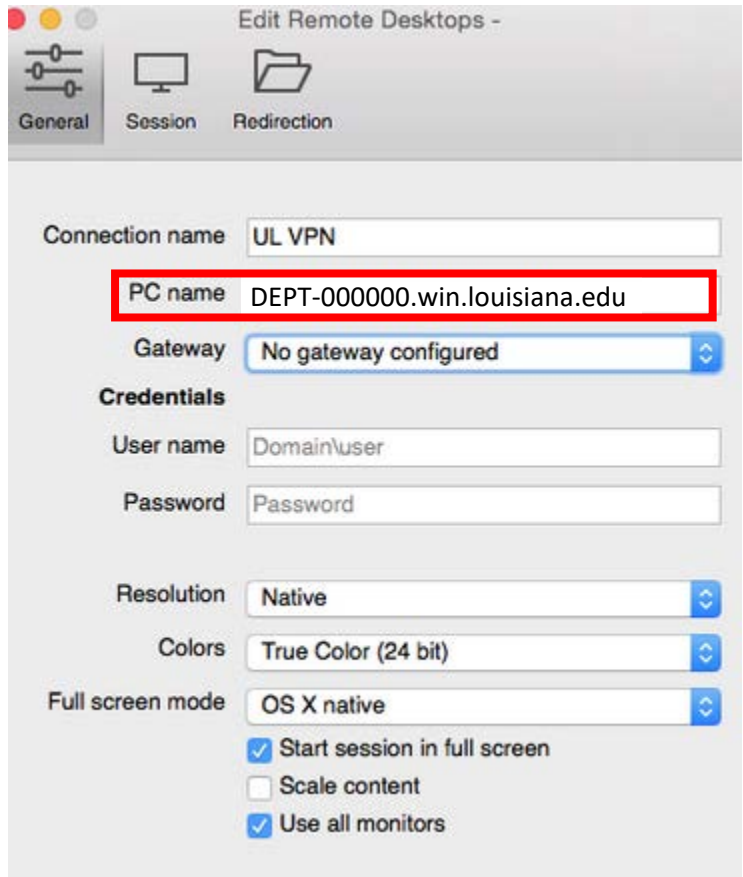


2. Once you've downloaded the app, open it > click New

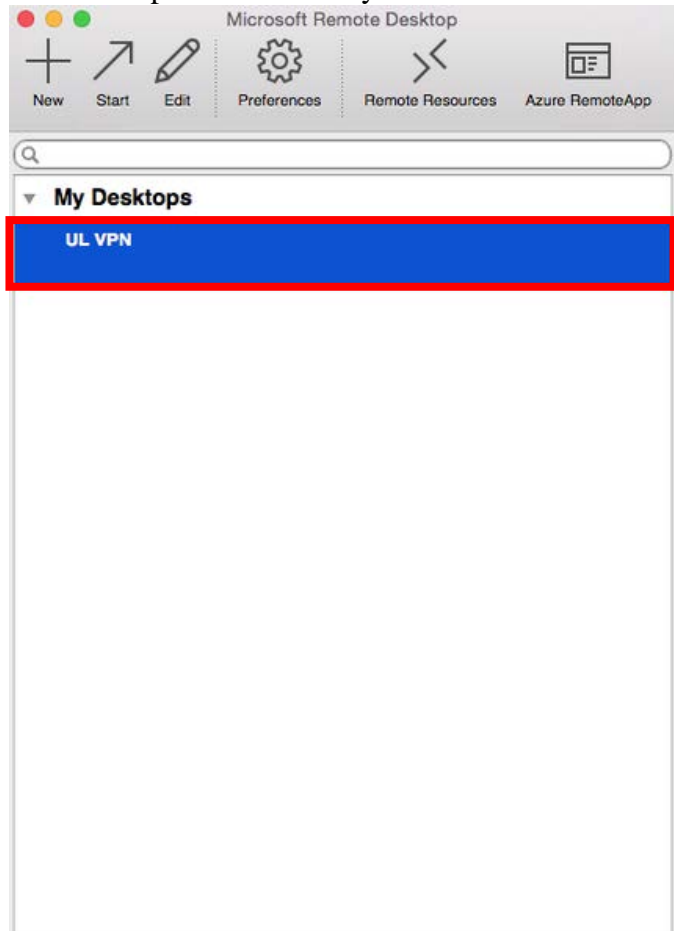


3. In the Edit Remote Desktop Connection box, enter **YOUR COMPUTER NAME** in the PC name field and click the red circle or x in the top corner of the box.
Your computer name is usually in the format of DEPT- Last six of your state tag number

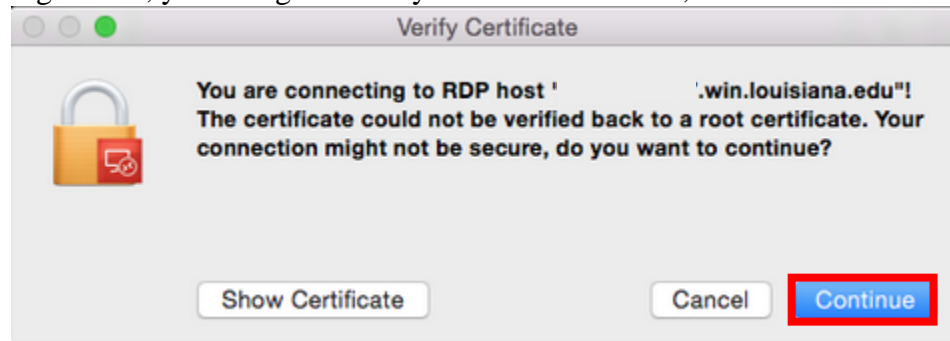




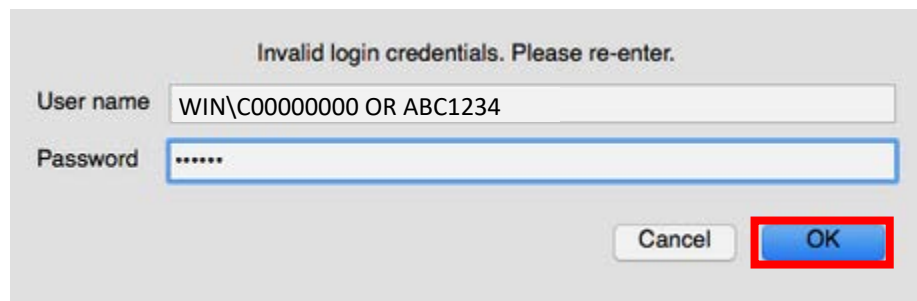
4. From the Microsoft Remote Desktop screen choose your connection name.



5. Your screen will go black, you will get a Verify Certificate window, click Continue



6. In the “Invalid login credentials” window (this is because we did not enter in login information in our original setup) Enter in “WIN/your Windows Credentials” – the ID & password you use to login to your computer on campus > click OK



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

If errors occurs, 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 or ABC1234
- Are you using the correct password?
 - Your ULID & CLID passwords are NOT the same
- 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.