# Remote Desktop

Before you remotely access your computer you will need to connect to the VPN. If you have not used the VPN please see the instructions below in Step 1. If you have used the UTSA VPN then please start with step 2.

Step 1: What is a VPN and how does it work?

What is a VPN connection and why are so many people talking about it? The term crops up in every conversation about the internet lately, and for good reason. While VPNs were once novel tech solutions, they are now necessary tools. At the basic level, VPNs protect your privacy online so you cannot be targeted, tracked, or discriminated against based on location.

A VPN works like a shroud of disguise, masking you in anonymity. You are trading in your identifiable light cycle for a rented car with tinted windows. You are cloaked in data encryption and safely hidden behind a false IP address.

The VPN encrypts everything you do online, everything you send and receive. By accessing the web only through a VPN gate, the source of your connection is shown as one of the many VPN routers, not your own.
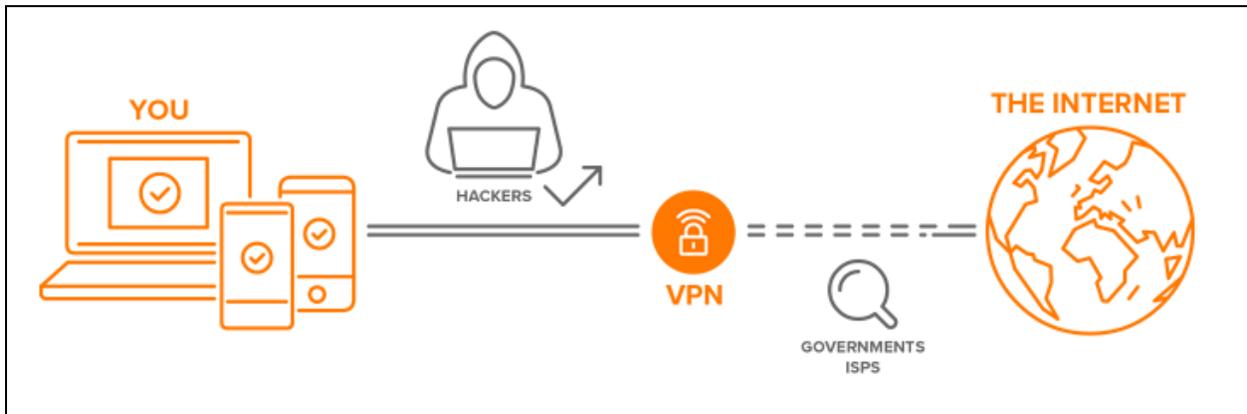
How do we access the UTSA VPN and how do you access campus resources like network storage or remote into your office computer.

First, we need to select the appropriate browser.

This is the icon for Edge: and this is the icon for internet explorer

For Windows systems, the VPN plug-in will run under the browser Mozilla Firefox or Internet Explorer. Not to be confused with Microsoft Edge which is Microsoft's version of a secured browser, which will prevent, the VPN plug-in and will not run the connection.

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you can use Safari or Firefox.

Next, in the internet explorer browser type in the address https://vpn.utsa.edu/my.policy

Once you log in it requires the Duo Factor Authentication process it can call your phone, send you a push or enter a code that will be sent to the phone registered with the Duo Factor Authentication process.

If you do not have the Duo setup complete click this link to begin setup
 https://security.utsa.edu/duo-setup/
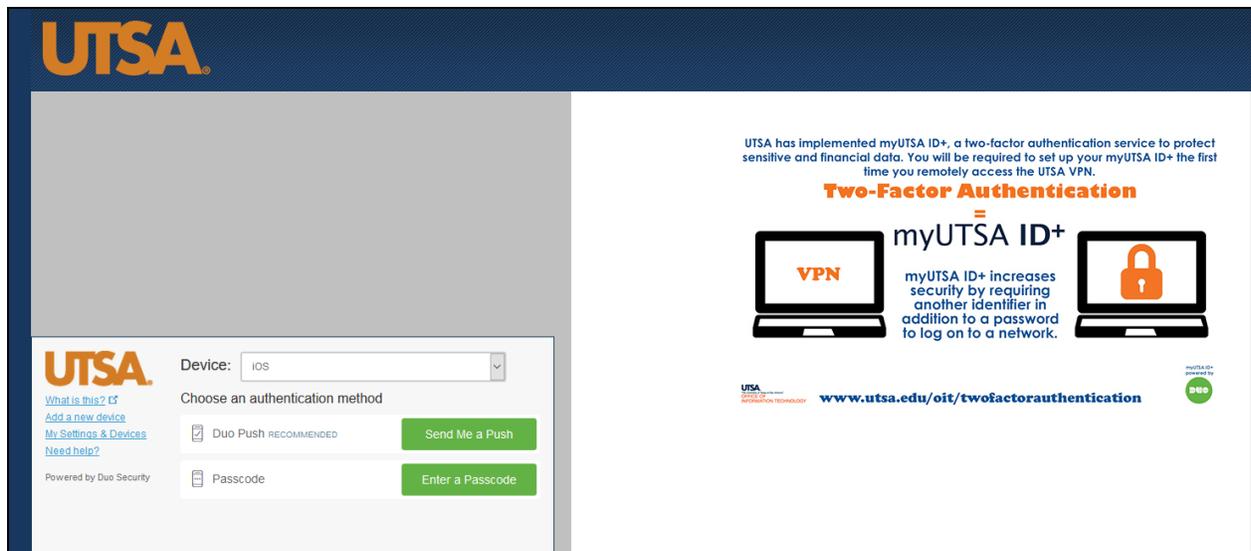
The next thing that occurs is that when this connection is created between the offsite and the university network, you can access resources from network storage (X Drive), remote desktop connections (RDP) to your office computer, etc. (please get with Academic Computing to configure your desktop to allow this feature)

Step 2: How to use Remote Desktop Connection

Once configured from your desktop (work with Academic Computing to set up in advance)

Go to your start menu and type Remote Desktop Connection and select the option highlighted below:
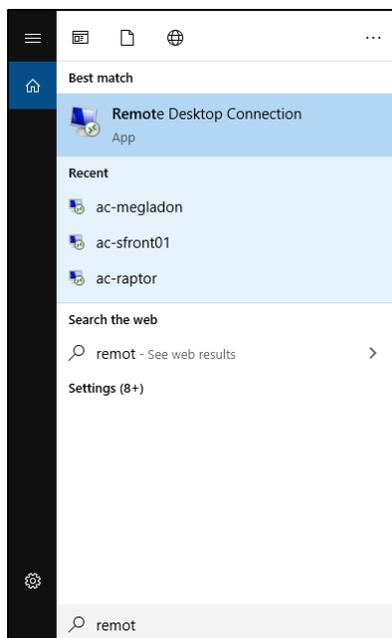
In the prompt seen below select the arrow next to "Show Options"

When the box expands it will look similar to the image below.

- For your computer name enter RR[your UTSA asset tag number] IP01.
  - Academic Computing can assist with your computer name.
- In username put utsarr\ and then your abc123.
  - Look to the image for reference of how it will look.
- Select the checkbox for "Allow me to save credentials"
  - This will only store your abc123, you will need to enter your passphrase each time.
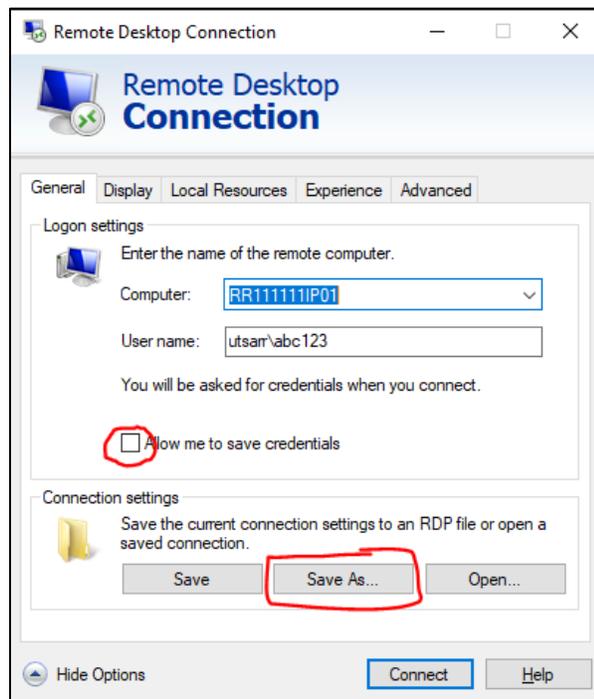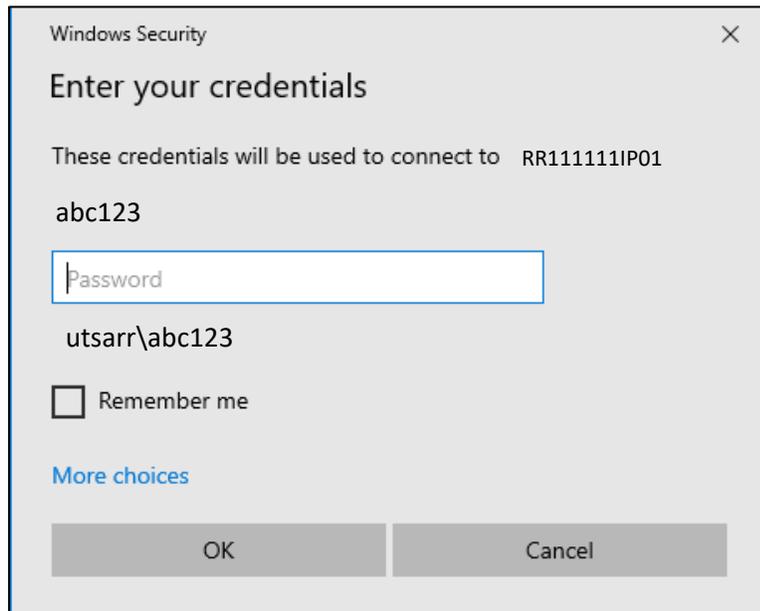

- Click on "Save As" and then navigate to your desktop to save an Icon to your desktop for easy access.

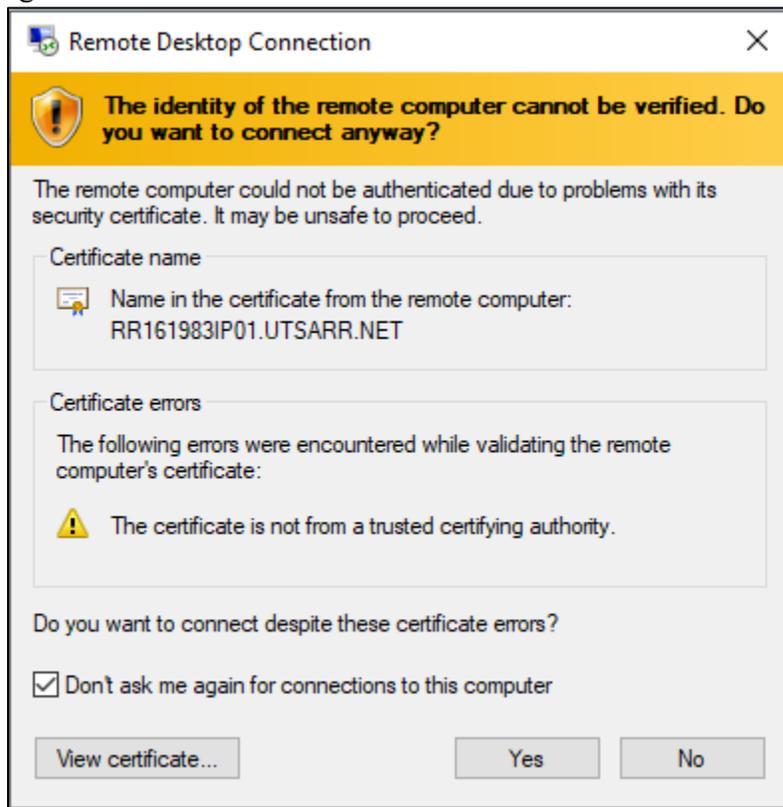- o Give it a name easy to recognize like "Office PC" or "UTSA PC"
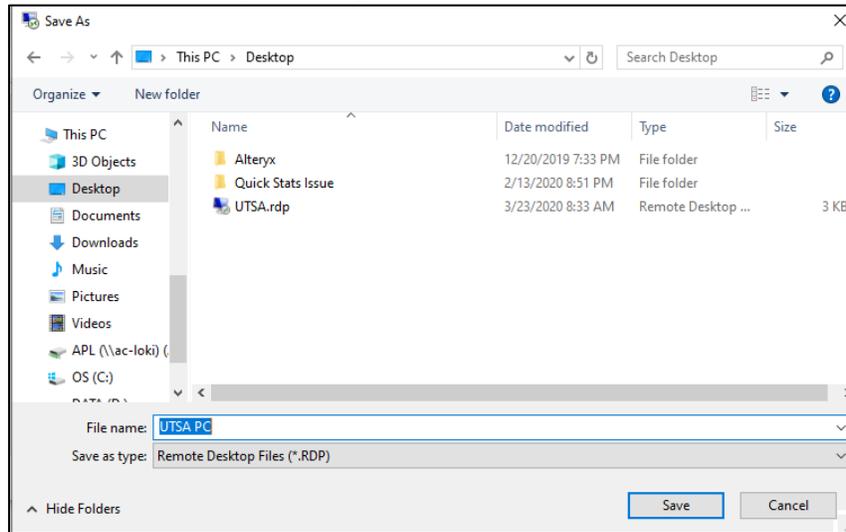
Click save and then click on "Connect"

Next, you should be prompted for your UTSA Passphrase similar to the image below:

Next, you will see a box similar to the image below. Select the checkbox for "Don't ask me again…" and then the button for "Yes".

If you see a prompt similar to the image below this could mean a couple of things.
- Please confirm that you are connected to the VPN. You are required to be connected to the VPN to use Remote Desktop.
- There are settings on the office desktop that needs to be corrected for you to remote in.
  o In this case please contact Academic Computing for assistance.