All Agencies

Remote Desktop Connection Instructions

	RIVERSIDE COUNTY INFORMATION TECHNOLOGY		
	All Agencies – Remote Desktop Connection Instructions		
	VERSION: 1.0	DATE: 3/18/2020	FILENAME: RemtoeDesktopGuide-Personal.docx

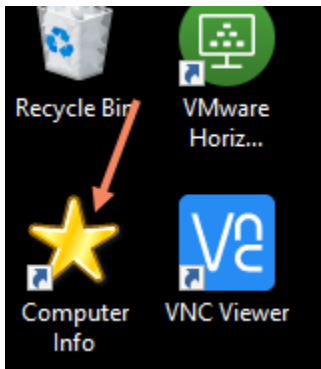| **SHORT DESCRIPTION:**	Guide on how to use RDP (for **HomePC installation only**)
DEPT or DIVISION AFFECTED:	All Agencies

This document is only for use on Home PCs.
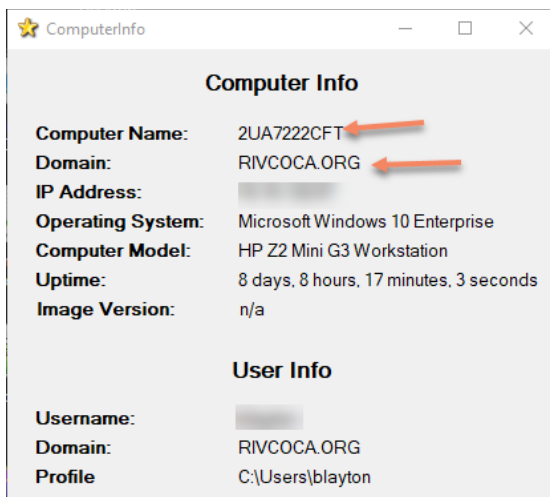
Prerequisite:

1. Install the GobalProtect VPN Client before proceeding. See the attached "VPN Instructions" document.
2. To proceed you must gather some information on your primary device in the office. See below. If you do not have it call the **RCIT HelpDesk (951)955-9900**

Getting Your Office Computer Information

- **Step 1**: On your system located in the office look for the Computer Info (Gold Star) icon on your desktop.

- **Step 2**: Once it is opened write down Computer Name and the Domain name.
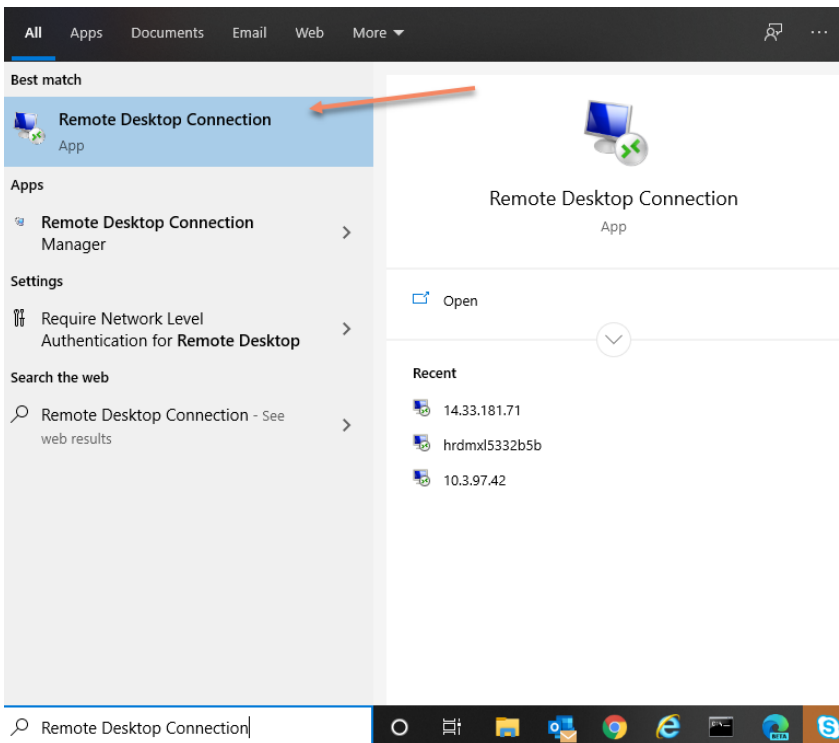
- **Step 3: Make sure to leave your office computer turned on. If you shut it down, you will not be able to remote into it.**

Accessing Your Office Computer from Home

- **Step 1**: Once you are home and logged into the VPN (i.e. Cisco AnyConnect or Global Protect). If you need assistance setting up VPN, please see the document entitled **"VPN Installation Instructions"**

- **Step 2**: Click in the search bar in the lower left corner of your screen.
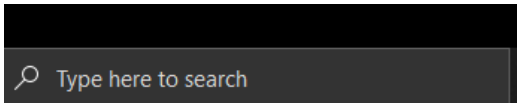
- **Step 3**: Type Remote Desktop Connection in the bottom left search bar and then select Remote Desktop Connection from the menu.

- **Step 4**: A window should now come up where can enter the name of your office computer. Information you gathered in Step 2. If blank, you will must type the computer name followed by the domain name.
  Example: ITD80264Q2.RIVCOCA.ORG (Your domain name may not be Rivcoca.org)
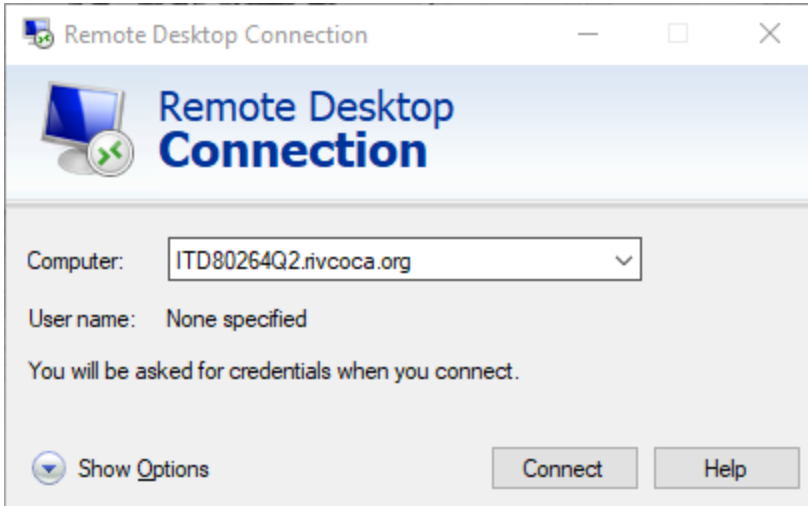
- **Step 4**: Once you have entered your computer information click Connect. You should now have a pop up asking for you to enter your credentials. Enter your domain and username (i.e. – rivcoca\bjones) and password then click OK. **Note: Your domain may not be Rivcoca. Make sure to use the Domain name you wrote from "Getting Your Office Computer Information" section above.**
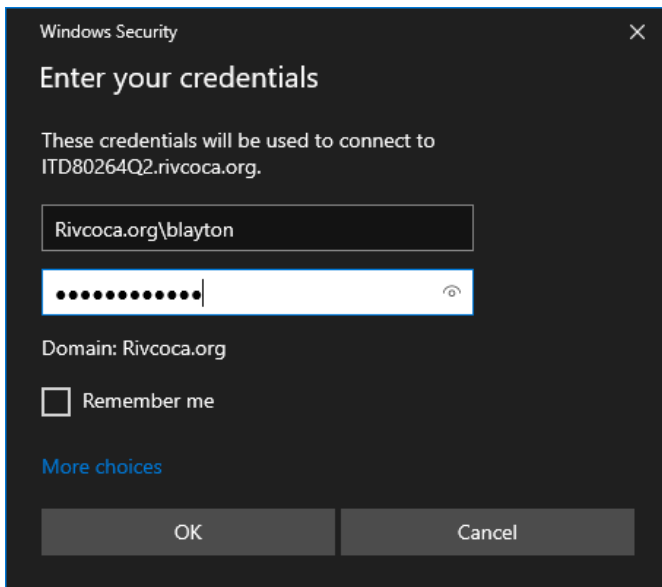
- **Step 5**: You will now receive a certificate pop up. **Check the box for "Don't ask me again for connections** to this computer" and then click yes to continue your connection to your office computer.
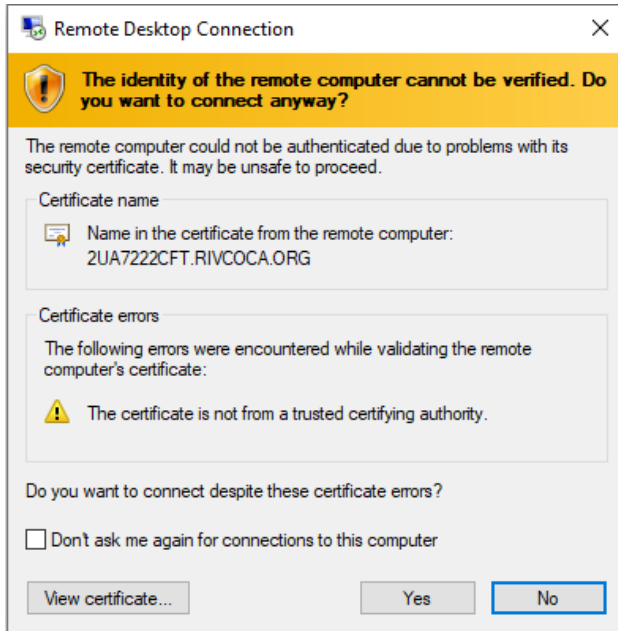
- **Step 6**: You should now be connected your computer located in the office. You can determine this by the blue bar located at the top of the screen that will have your computer name displayed on it.