



## Connecting to the Remote Desktop

### What is a Remote Desktop session?

Connecting to a University of Greenwich Remote Desktop allows you to work securely on documents and files held on the University's servers from home or anywhere with an internet connection (including on campus).

A Remote Desktop session involves logging in to a virtual desktop on the remote server and using software available on that server. This will be displayed in a window on your home computer which has its own start menu and other features of a normal desktop. You will have your G: drive and any shared areas that are connected at login from your workplace computer. You can open and save files from these drives as you would at work.

The software available on the Remote Desktop includes [Microsoft Office 2007](#), [Outlook](#) and applications including Banner and PASW. You will not have a NAL window for launching programs available on campus computers.

Please pay particular attention to the [Logging out](#) instructions.

**Be sure to save files regularly to keep changes in case of losing your connection.**

### The Remote Desktop Connection

The computer you use to connect must have the Remote Desktop Connection client installed. It can be found in the start menu by clicking

**Start – Programs – Accessories – Remote Desktop Connection**

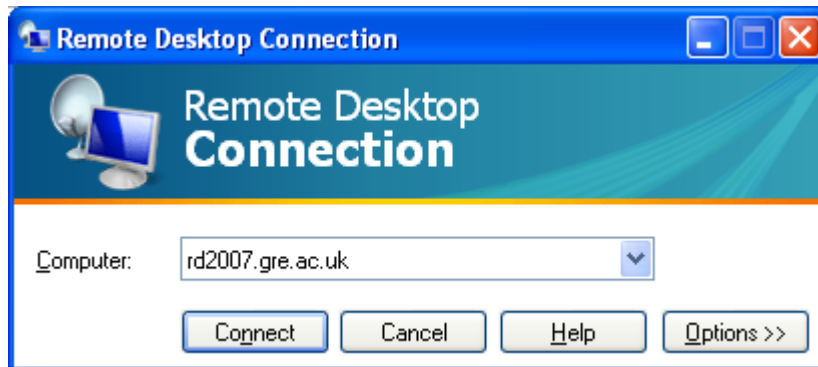
Or, on some versions...

**Start – Programs – Accessories – Communications – Remote Desktop Connection.**

If the Remote Desktop Connection software is not in the start menu, it can be downloaded from the [Microsoft website](#). This Microsoft web page is headed "Windows XP Remote Desktop Connection" however; it can be used with Windows 2000, Windows 95, Windows 98, Windows ME, Windows NT, Windows Server 2003 and Windows XP operating systems.

## Setting connection options

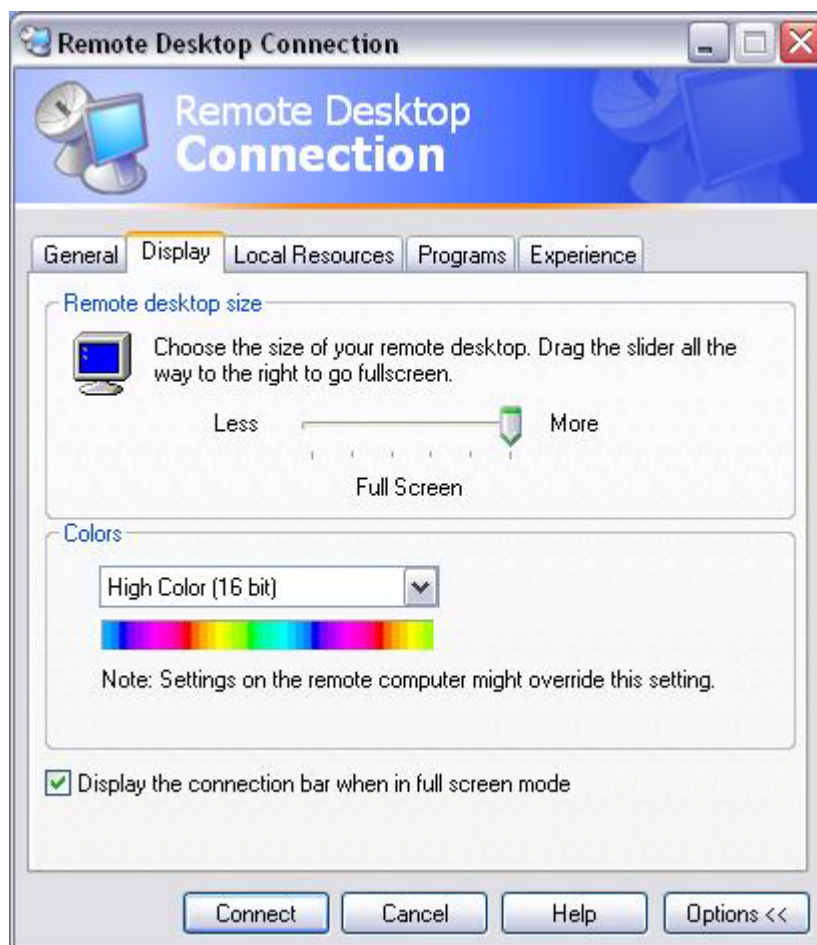
Once you install and launch the Remote Desktop Client you will see the following screen:



Type rd2007.gre.ac.uk in the Computer box.

**Important:** - Before clicking Connect, click on the Options button to modify the connection settings. These settings can be saved for future sessions. You will only need to follow these instructions the first time you connect.

Under "Options" Click on the "Display" tab. You will see the following screen.



Set Colors to at least 16 bit; if you set this too low the Screen colours will not be correct.

Click on the Local Resources tab.

What you see now will depend on the version of the Remote Desktop Connection that you are using

If your screen looks like the one below, then proceed to instruction set [A](#).

**Image A** (you have an "Advanced" tab.)

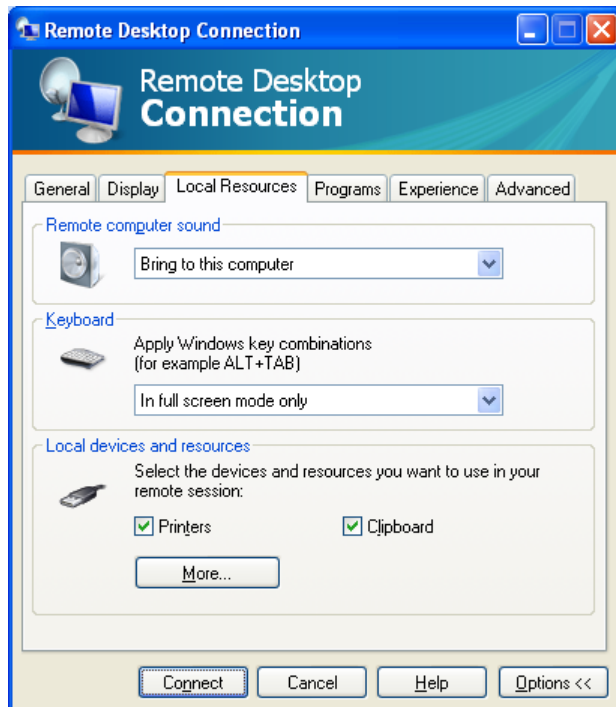


Otherwise, if your screen looks like the one below, then proceed to instruction set [B](#).

**Image B** (you do not have an "Advanced" tab.)



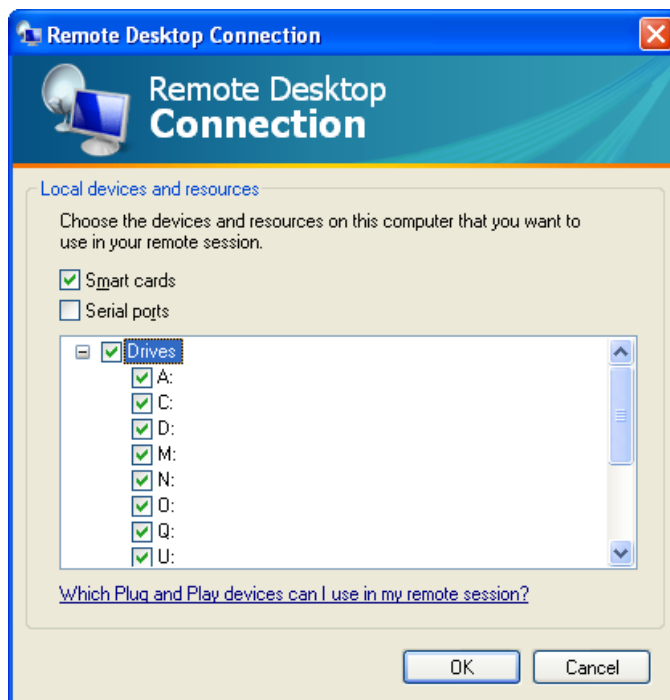
## Instruction set A



Tick the “Printers” box to print at home.

Tick the “Clipboard” box to copy and paste between your home computer and the Remote Desktop.

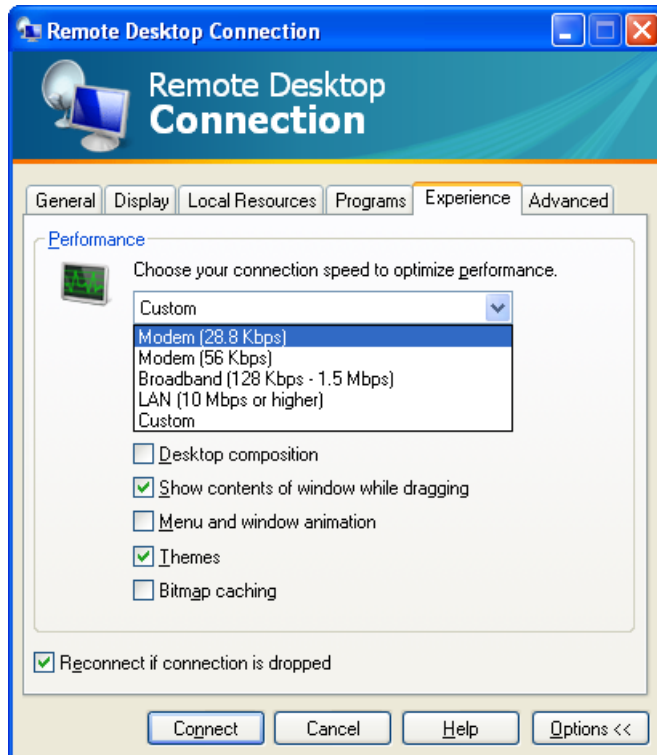
Click the “More” button to get the next screen.



The drive letters here are on your home computer (including USB memory sticks). When ticked, files can be copied between these and the drives in the Remote Desktop session.

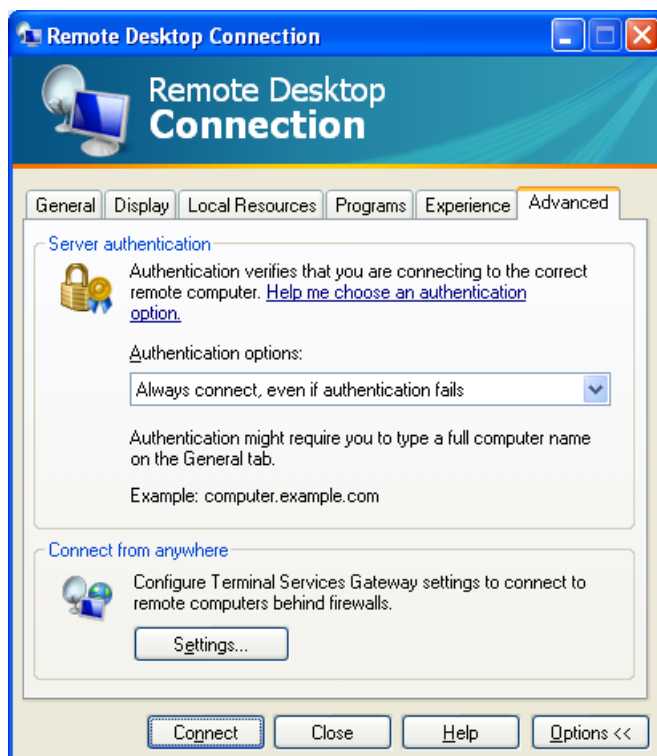
Click “OK”

Click on the “Experience” tab.



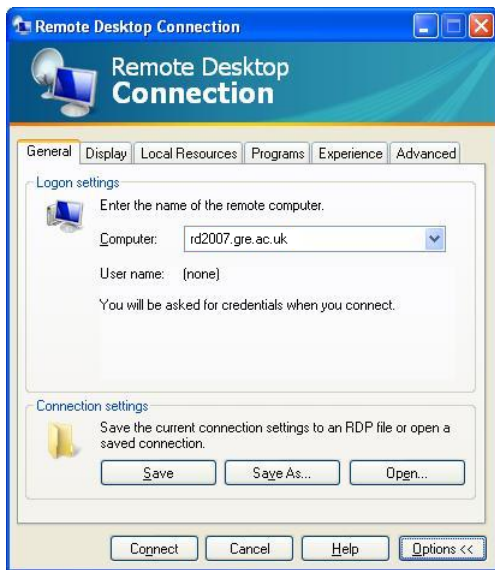
Set the connection speed. If you have a dial-up (not broadband) connection - set it to 56 Kbps.

Click on the “Advanced” tab.



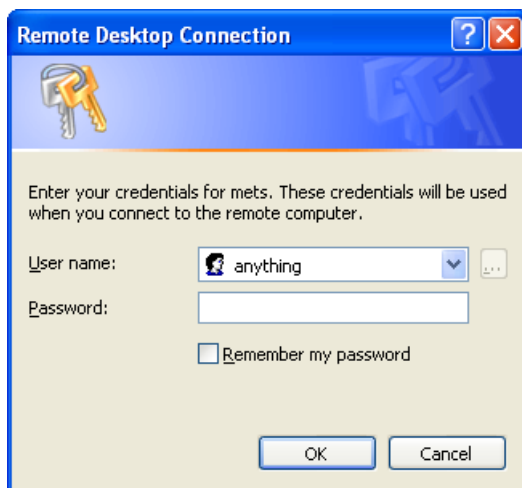
The Authentication option **must** be set to “Always connect, even if authentication fails”.

Click on the “General” tab.



Click “Save” to use these settings next time you connect.

Click “Connect” to get to the next stage.



The “User name” field must have a value, but it is not used by our servers. A password is not needed here.

Click on “OK”

You will be able to print to your home printer IF your printer type has been installed on the server. Contact the HelpDesk if your printer is not available.

Proceed to the “[Logging in and out](#)” section of this document.

## Instruction set B

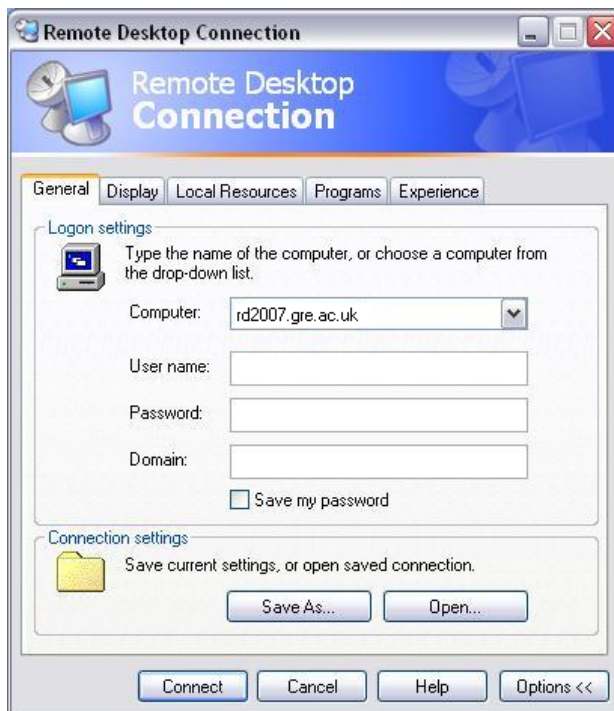


Ensure the “Disk drives” and “Printers” options are ticked.



Set the connection speed. If you have a dial-up (not broadband) connection - set it to 56 Kbps.

Click on the “General” tab.



Click “Save As” to save your setting for future use. When you are ready click on “Connect”.

You will be able to print to your home printer IF your printer type has been installed on the server. Contact the HelpDesk if your printer is not available.

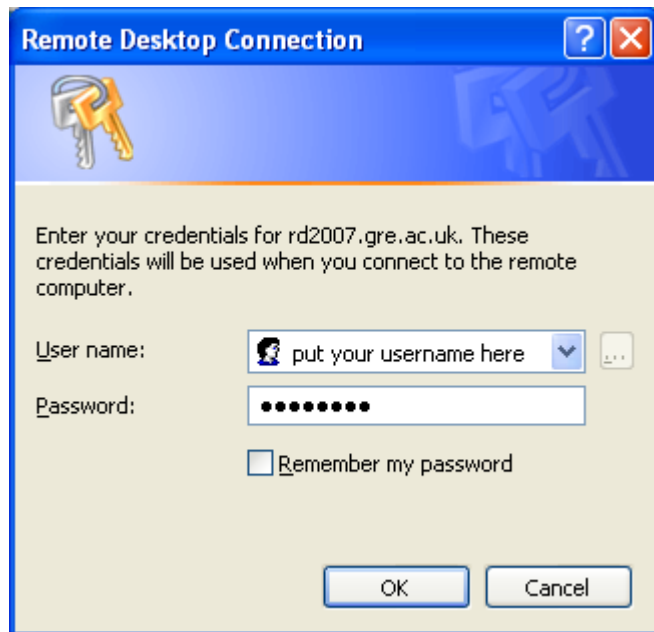
Proceed to the “[Logging in and out](#)” section of this document.

## Logging in and out

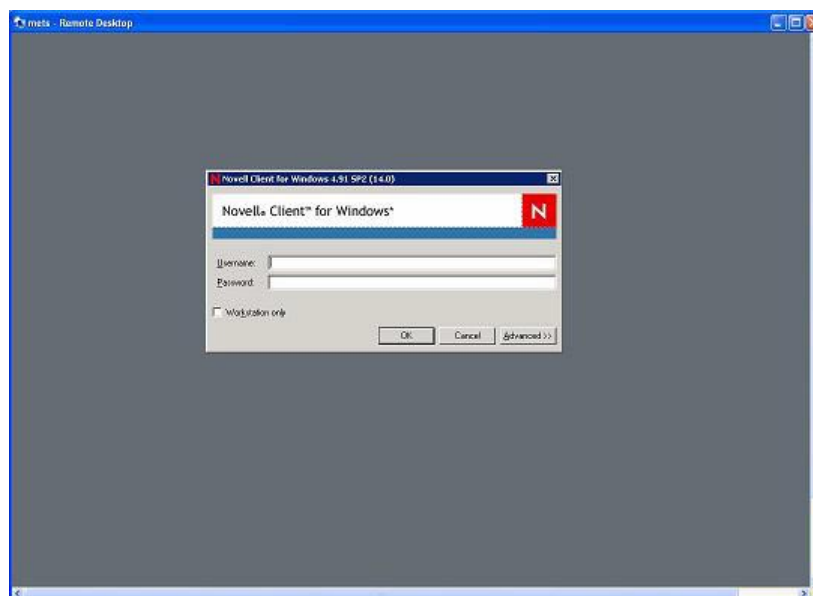
Once you have configured the Remote Desktop Connection under options, click the Connect button.

Login by entering your username and password in the dialog box as illustrated below.

**Important:** - **DO NOT** tick Remember my password **for security reasons.**



If you have an older version of the Remote Desktop Client or if password is incorrectly entered, you will be presented with the Novell login screen (below).



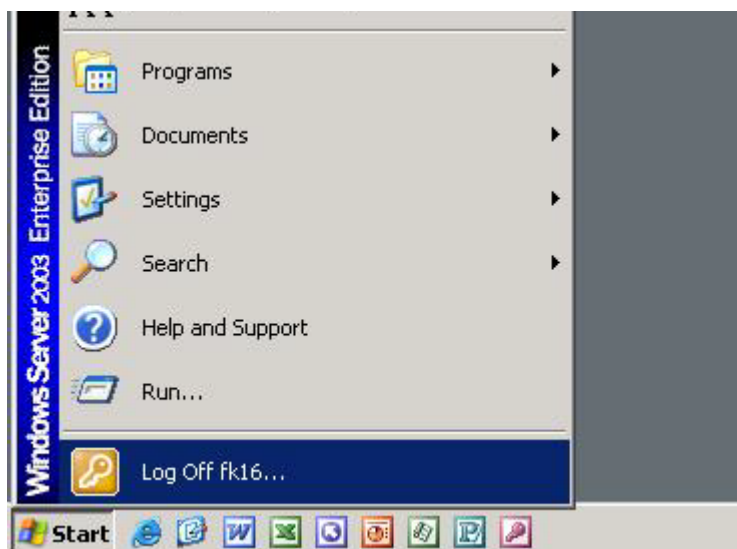
Login as you usually would (do not check the Workstation only box).

You are now able to access the system.

**Important** - Do not save files on the C: drive of the Remote Desktop as you may lose them. Save your files on the G: drive or shared areas accessed through the Remote Desktop session. You can also save files to a USB stick or any other drive on your local computer.

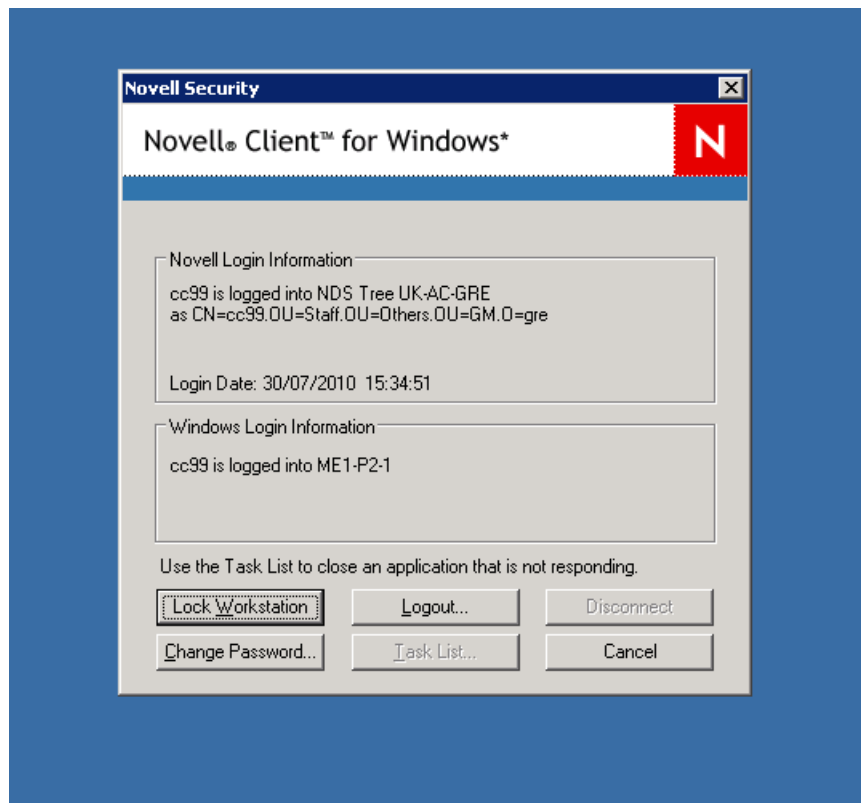
## Logging out

When you have finished using the Remote Desktop connection it is vital that you log out correctly. Make sure you log out via the Remote Desktop “Start” menu. See the illustration below:



## Changing Your Password

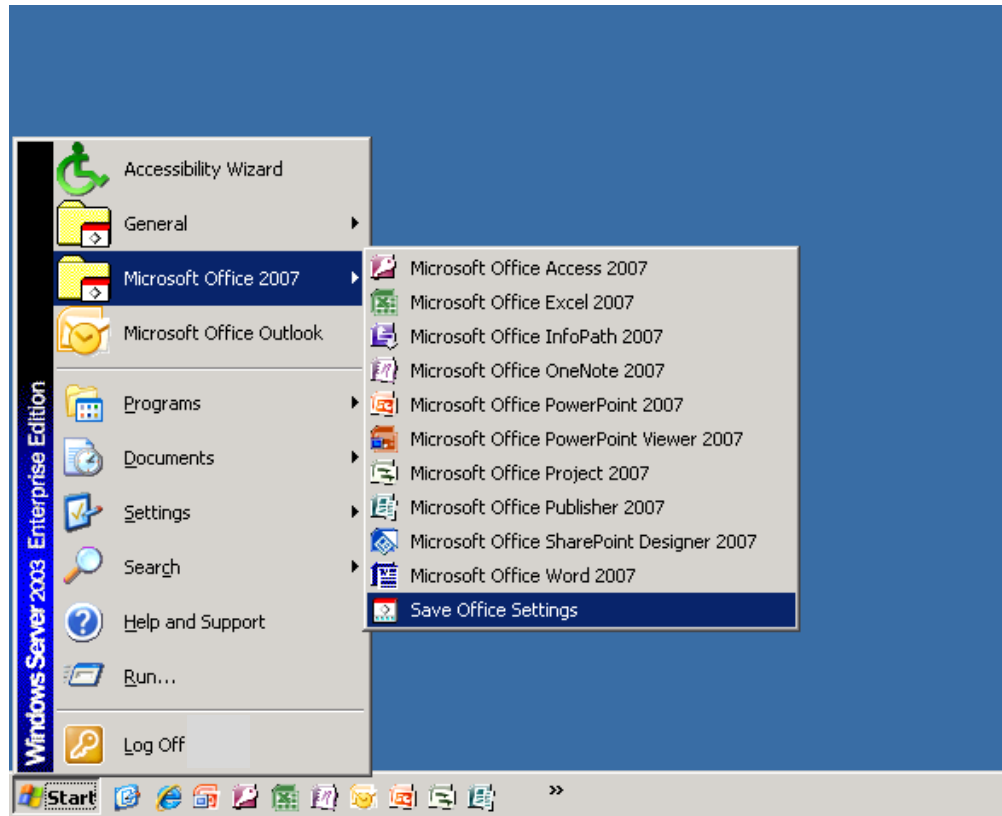
To open the "Change Password" box press the **Ctrl Alt and End keys** at the same time whilst viewing the main desktop.



Click "Change Password" to reset your password to another value.

## Accessing Microsoft Office Programs

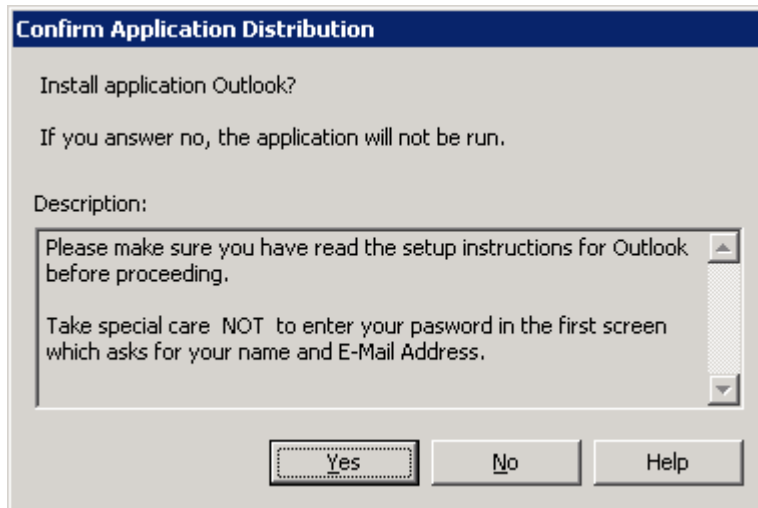
Office 2007 programs are accessed through a menu item as illustrated below. This menu group will not appear until the login process has fully completed (around 30 seconds after logging in).



A menu item unique to a Remote Desktop session is “Save Office Settings”. Clicking on this will save changes made to settings in all Office programs, including Outlook.

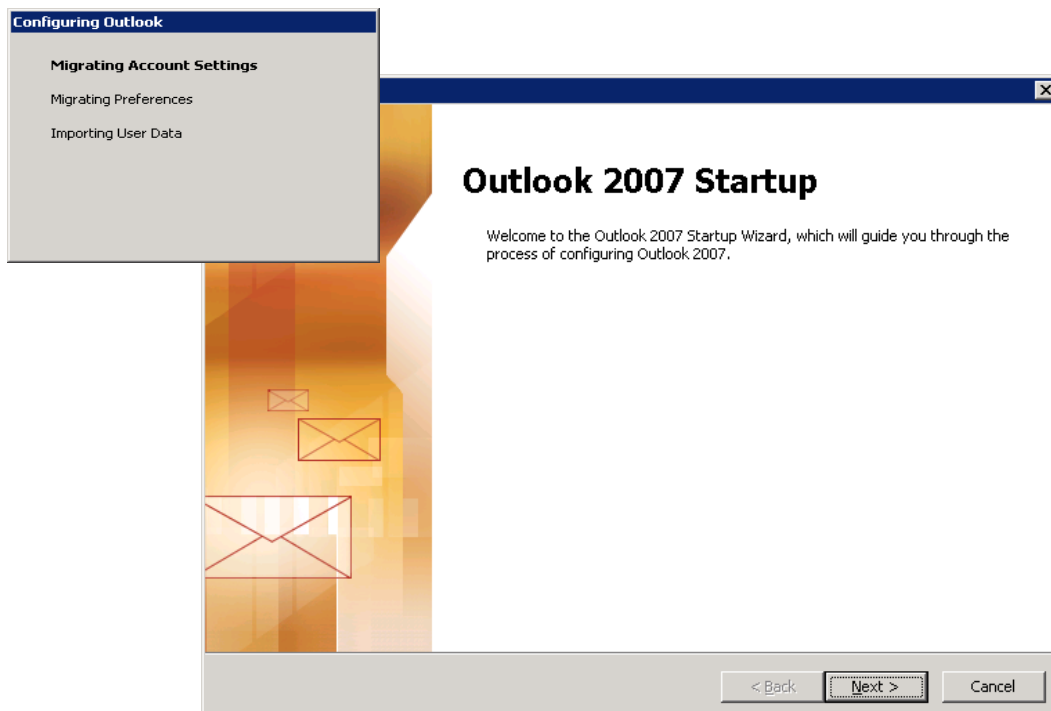
## Configuring Outlook on the Remote Desktop

Your email account details need to be entered when Outlook is first opened from the start menu or taskbar in a Remote Desktop connection. Any subsequent sessions should not require any configuration.

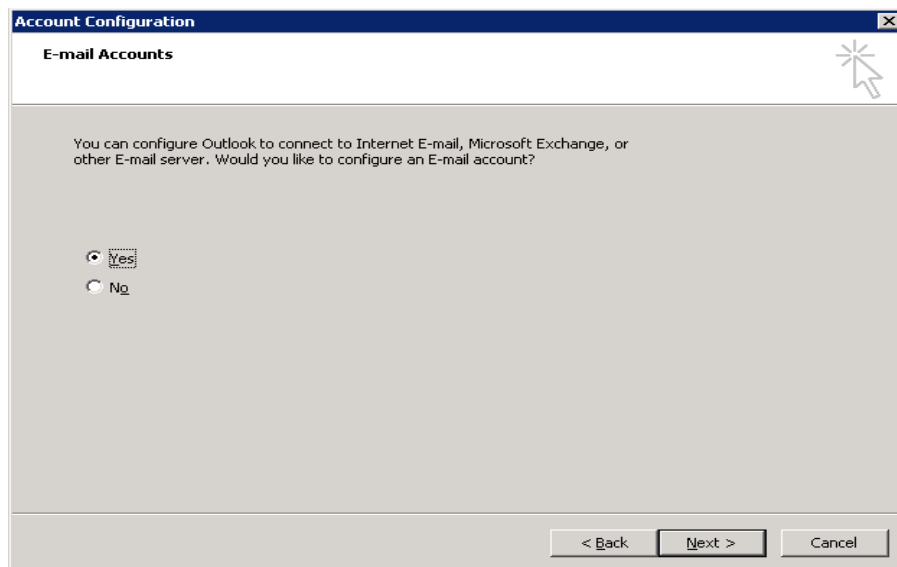


After clicking Yes to Confirm Application Distribution follow the instructions below carefully. They indicate the details to be entered as well as those to be omitted. Unless otherwise shown, accept the default settings.

**The configuration screen below will appear when Outlook is opened for the first time. Click Next to begin the process.**

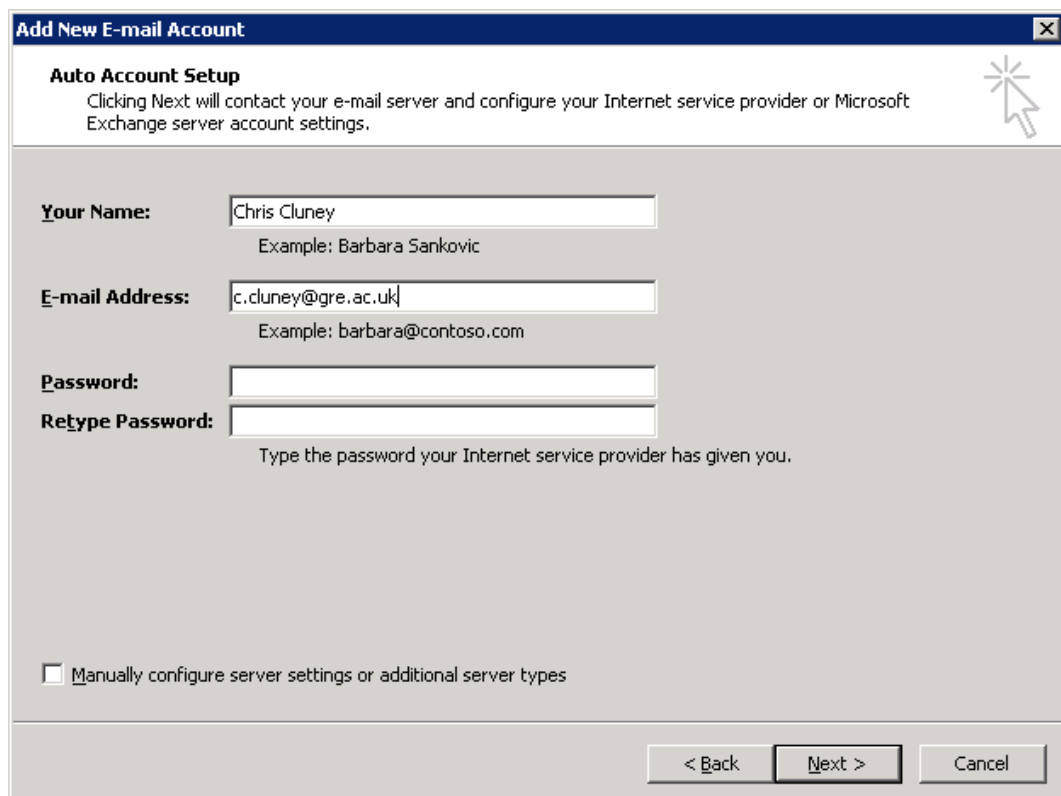


## Leave the Yes button ticked and click Next



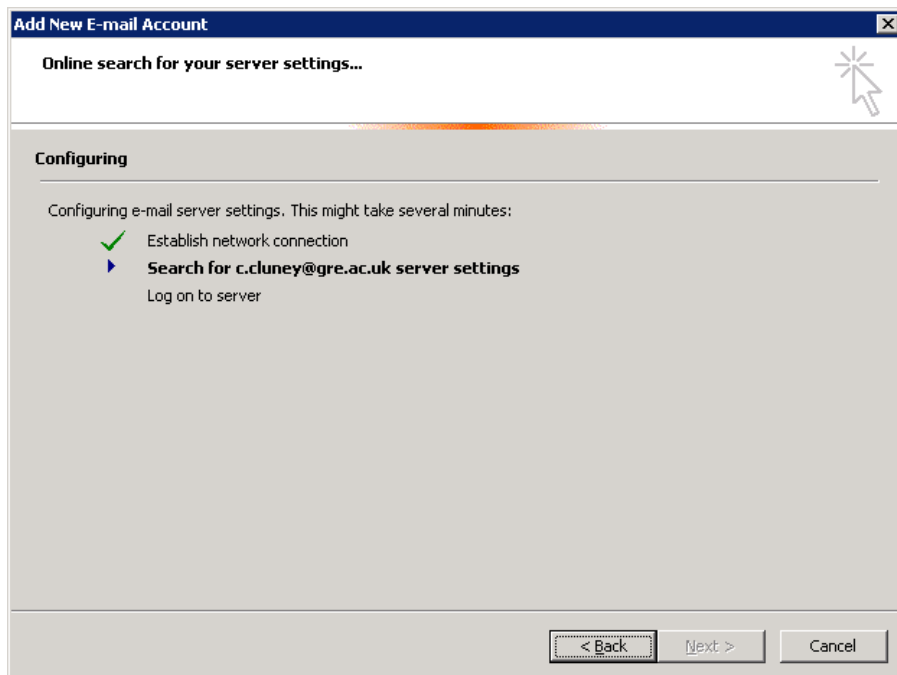
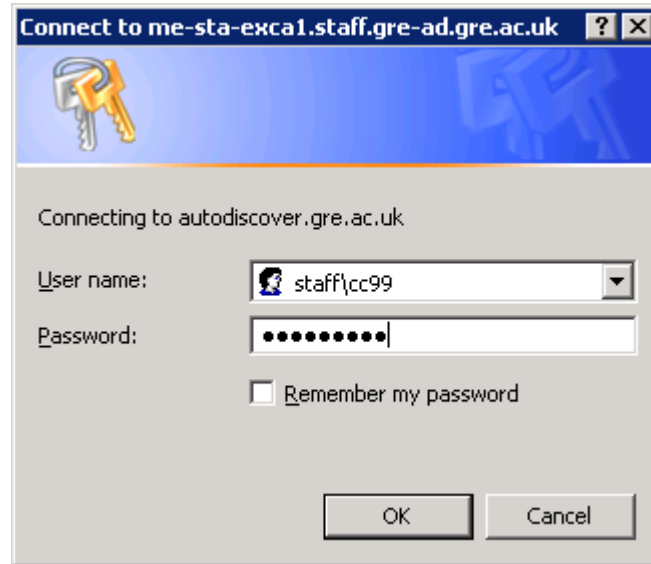
## Enter your name and email address (not your username)

**Do not enter your password at this stage and do not tick the box to Manually configure.**

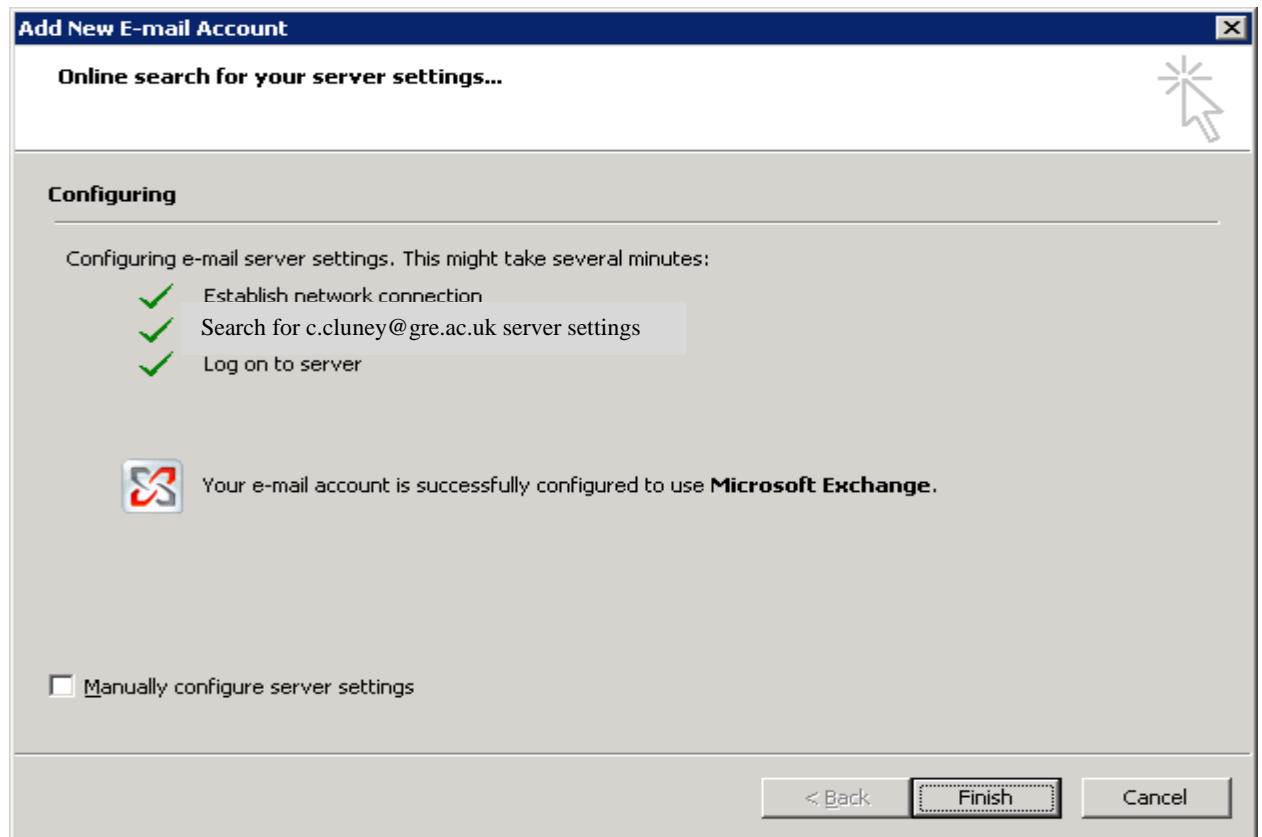


**Click Next when configuring e-mail server settings completes  
(the Next button will be greyed out until then)**

Enter your username preceded by staff\ in the User name



Do not tick the box **Manually configure server settings**.



**Click Finish when the button is available**

**Outlook will now open**

After completing the setup of Microsoft Outlook you will be able to access your University of Greenwich email account.

Should you have questions regarding the process of connecting to the Remote Desktop service or using the available applications please contact the ILS Help Desk on Ext: 7555 [helpdesk@greenwich.ac.uk](mailto:helpdesk@greenwich.ac.uk).