Remote Desktop Service

(Windows 7™ Edition)

Regulations

Before connecting to the network, you must familiarise yourself with the regulations for computing use at the University of Greenwich. You are reminded that when using the computing facilities you are bound by the Regulations for the Use of Computing Facilities at your home institution.

The full set of regulations can be viewed at http://www.gre.ac.uk/it-and-library/about/policies-and-procedures/it-policies

The Janet Acceptable Use Policy at: https://community.ja.net/library/acceptable-use-policy

What is the Remote Desktop Service?

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, with its own start menu and other features of a normal desktop. You will have your G: and U: drive. You can open and save files from these drives as you would at work.

The remote desktop runs on Windows Server and has a similar look and feel to the Windows 7 desktop. The software available on the Remote Desktop includes Microsoft Office 2010 (Word, Excel, Outlook, etc.), Adobe Reader and various applications used on university desktops. Not all software is licensed or is able to run on the remote desktop servers.
How to connect to Remote Desktop Servers from Windows 7

To connect to the new remote desktop servers you must connect via gateway servers that encrypt your sessions.

Select the Windows ‘Orb’ button

Select ‘all programs’, ‘accessories’ and then ‘Remote Desktop Connection’.
(Alternatively type ‘mstsc’ in the ‘run’ or ‘search programs and files box’) and Press Enter

Next to Computer type: remotedesktop.gre.ac.uk.
Select the ‘Show Options’ Arrow then select the advanced tab.

Select the ‘Settings’ button
Select ‘Use these RD Gateway server settings:’ rdgateway.gre.ac.uk
Under logon settings tick ‘Use my RD gateway credentials for the remote computer’. Select ‘OK’.
Select the ‘Experience tab’, and select the appropriate speed from the drop down box. For many people at home ‘High-speed broadband (2Mbps – 10Mbps)’ will be the most appropriate.
Select back on the ‘General’ tab select the ‘Save As’ button,

Choose where you want to save the file, (in this case the desktop)
And type a memorable name example ‘UoG-RemoteDesktop’ and Select ‘Save’.

UoG-RemoteDesktop

Now to connect to the remote desktop servers ‘double Select the icon you previously created’

You may see a warning similar to the above. This warning can be ignored for this connection. It is safe to select ‘Connect’, as the connection has been created by you.

Select ‘Connect ‘If wish not to share ‘Drives, Printers and the Clipboard’ from your local machine Select ‘Show Details’ and ‘un-tick’ all which you do not wish to use
Type your username in the form ‘Staff\Username’ and then you will be connected

Frequently Asked Questions

1. The old remote desktop servers (rd2007) required less steps to set up a connection and didn’t need to be accessed via gateway servers – why the change?

The old service was accessible directly, however the remote desktop protocol isn’t the most secure of protocols, by using the gateway servers, remote connections are encrypted and are also validated by having a trusted certificate.

2. I cannot find an application I need to use on the server. Can it be installed?

Maybe, some applications have licenses that require them to only be installed on certain computers. Some applications simply will not work very well on a server that is running as a remote desktop session host. If several people are likely to need to use an application we will look at whether we might be able to install it on the remote desktop servers.

3. Can I print from the remote desktop servers?

Yes, you should be able to print to local installed printers on the PC you are connecting from however it is possible more advanced features of the printer will not work. You can also print to the MFDs e.g. GM-MFD which you would then have to collect at your nearest MFD. As all campus MFDs’ are available please select the MFD located on your campus.

Should you have questions regarding the process of connecting to the Remote Desktop Service or using the available applications please contact the IT Service desk on Ext: 7555 or email: helpdesk@greenwich.ac.uk.