Remote Desktop Service
(Mac OS™ 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/offices/ILS/ict/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 Mac OS

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

To access the Remote Desktop Servers Securely an application can be used called Microsoft Remote Desktop

This can be downloaded from the iTunes/Apps store.

Once installed launch the Microsoft Remote Desktop Application

Select “New”

Under General

Connection name: UoG-RemoteDesktop
PC name: remotedesktop.gre.ac.uk
Username: STAFF\Your username
Select
<No Gateway Configured> or
Add Gateway

Gateway name: RDGateway

Server: rdgateway.gre.ac.uk

User name: STAFF\Your Username

Close the dialogue when completed

You should now see a bookmark

Click on the Bookmark 'UoG-RemoteDesktop'

Enter your Credentials

Select ‘Logon’

You will then be connected to the Remote Desktop Service
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 e-mail: helpdesk@greenwich.ac.uk.