

How to access Remote Desktop on Windows PCs

Updated 20/03/2020

This guide will show you how to connect to college services remotely from home. This will give you a virtual desktop that will look familiar to your computer at college, giving you access to certain applications that you may need.

Caveats and Warnings

1. Speed

Please bear in mind that this service has limited processing power aimed as it was originally at the limited number of staff working at the Suffolk Rural Campus who needed access to EBS.

Although we have added capacity by adding more systems, we will expect speed/responsiveness to decrease, as more staff use the system concurrently, so please be aware that we only recommend that staff make use of Remote Desktop for these key functions:

- Pro-Achieve
- EBS (note this is the full version used by F&P and Curriculum Admins – EBS Portal in contrast will work directly from the staff intranet on a home PC)
- Q Drive (see later note)
- TeamSpirit (for HR only)
- Financial Reports (for Finance only)

2. Daily Reboots

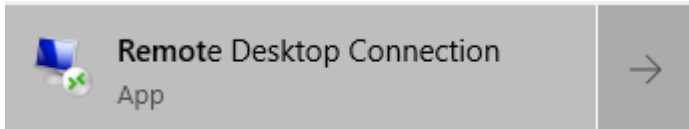
These systems will be shutdown and restarted at around 3.00am each morning.

3. Log off Correctly!

Make sure you logoff correctly. Please note when you are finished with Remote Desktop, please LOG OUT or SIGN OUT via the Start Menu and not by clicking the “X” on the blue bar at the top or ‘disconnecting’. Not logging out correctly will consume resources on the systems and will cause issues for all users.

Instructions

On your computer open the Start Menu and search for “Remote desktop connection” and open it

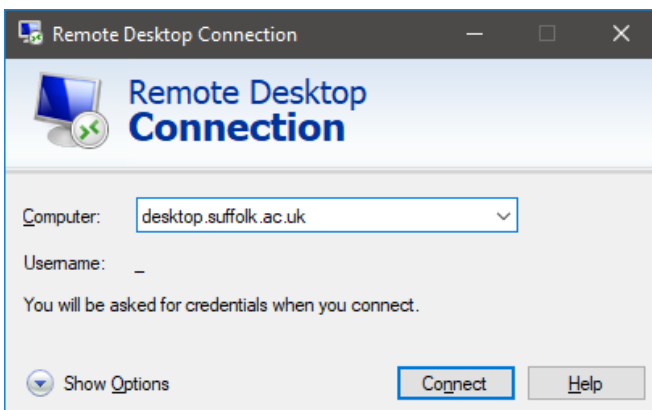


When it opens, where it says “Computer” please refer to the following table to obtain the value of ‘Computer’ which you will need to type in on the window below. We have created multiple Remote Desktop systems with the intention that we can spread out the load across these systems:

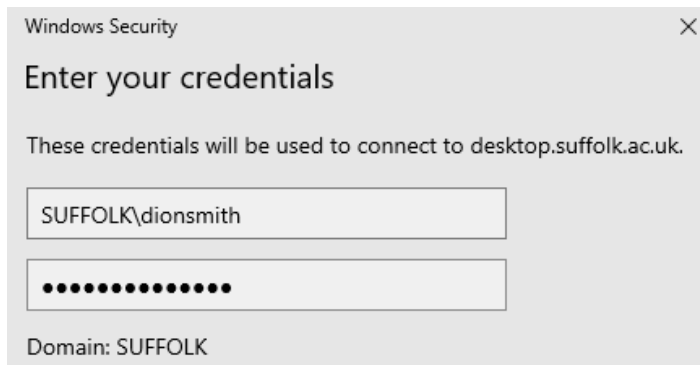
Department / Area	Remote Desktop System to use:
Staff based at Suffolk Rural	Desktop.suffolk.ac.uk
College Executive, P.A.s and HR	Desktop2.suffolk.ac.uk
Finance and Student Support	Desktop3.suffolk.ac.uk
Funding and Performance and Curriculum Admins	Desktop4.suffolk.ac.uk
Curriculum Directors and Heads in North Cluster	Desktop5.suffolk.ac.uk
Curriculum Directors and Heads in South Cluster	Desktop6.suffolk.ac.uk
Remaining North Cluster staff	Desktop7.suffolk.ac.uk
Remaining South Cluster staff	Desktop8.suffolk.ac.uk

Staff should NO LONGER use the older mydesktop.suffolk.ac.uk system.

Once you have the name of the remote desktop system to use enter it into the ‘Computer’ field as shown below (in place of the example of desktop.suffolk.ac.uk shown).



You will be asked to enter a username and password, this will need to be your Suffolk New College username and password. However in front of your username you will need to add "SUFFOLK\" as shown in this example



Once you have entered your username and password a window should open and show you logging in to the remote desktop where you can access college software and files.

You might see a black screen while logging on, this can sometime take a few minutes to clear, please be patient.

If you have any problems trying to do any of this please contact IT Services via email at ithelpdesk.suffolk.ac.uk

Mac Remote Desktop Guide

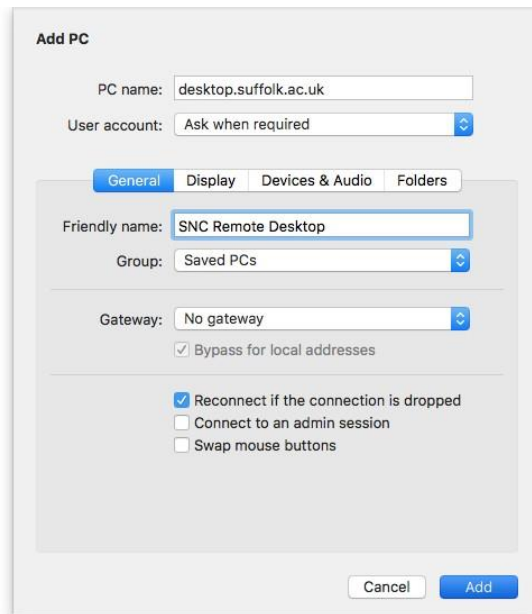
The Microsoft Remote Desktop Client for Apple Mac is available from the App store:

Install the Microsoft Remote Desktop Client for Mac from <https://apps.apple.com/us/app/microsoft-remote-desktop-10/id1295203466?mt=12>

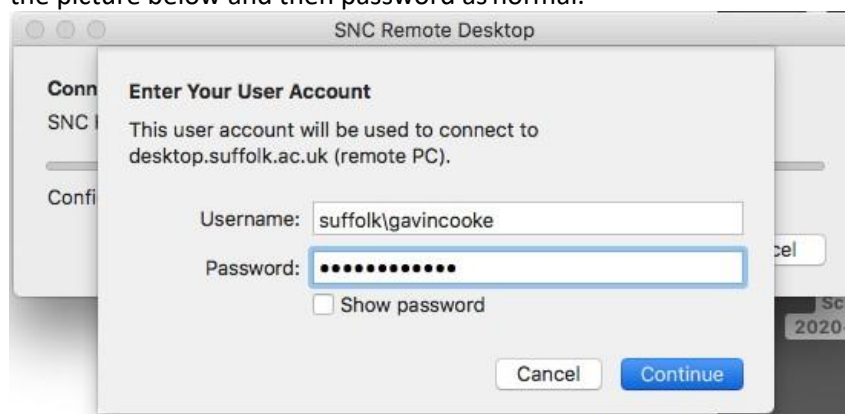
Open the Microsoft Remote Desktop program, and then click **ADD PC** in the window.

Configure the RDP Connection with the settings as shown in the screenshot below (please refer to the table in the PC instructions to get the name of the system to connect to):

Example PC name: desktop.suffolk.ac.uk



Double click the new connection, and enter your college username starting with "Suffolk\" as shown in the picture below and then password as normal.



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iPad / Android Remote Desktop Guide

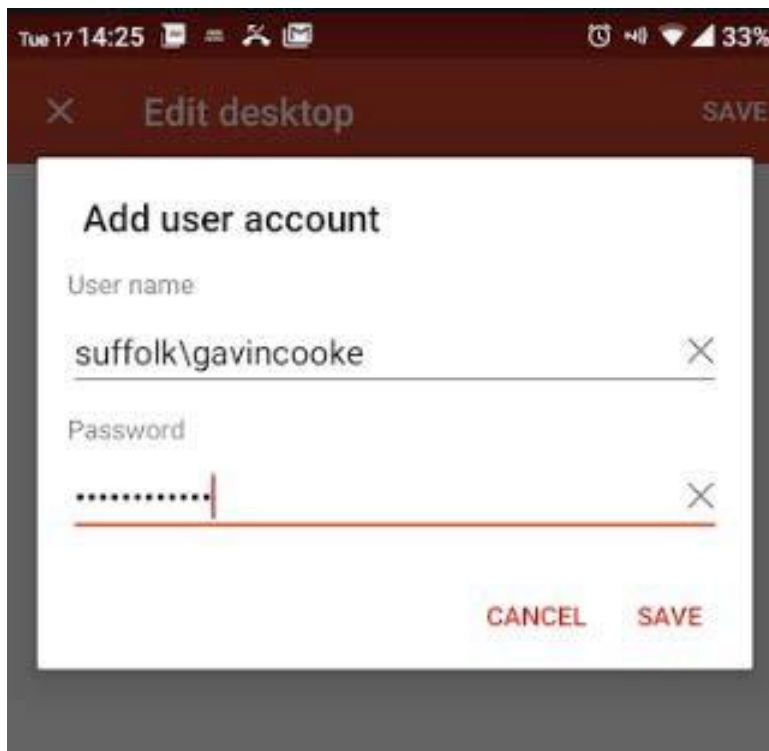
The Apple App Store and Google Play Store can both be used to obtain a Remote Desktop Client app for iOS and Android devices. Please search for “Microsoft Remote Desktop” and install the app. Launch the Microsoft Remote Desktop app. Click the + sign in the top right of the screen to add a new connection.

Select **Desktop**.

Configure the setting PC name using the same table as supplied for Windows users at the top of this guide.

Example PC name **desktop.suffolk.ac.uk**

If you choose you can save you username here by clicking **Add user account** and enter your college username starting with “Suffolk\” as shown in the picture below and then password as normal and then click save.



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