

Access Remote Desktop from a Mac Computer

The following instructions are for remoting into PMACS managed Windows computers. It is advised to test these instructions out before you need to remote. If you have followed the instructions below are unable to remote [please contact your LSP](#).

Prerequisites:

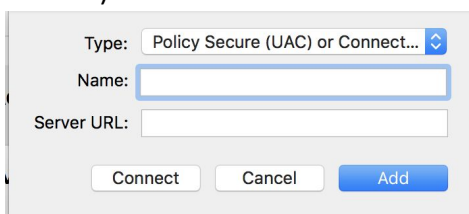
1. Work Computer name or IP address (ex: DEP-GROUP-001.pmacs.upenn.edu)
2. Pulse Secure (instructions below)
3. Microsoft Remote Desktop Manager (instructions below)

Install Pulse

1. Visit the site: vpn.pmacs.upenn.edu
2. Login with your PMACS Login credentials (**UPENN Two Step Authentication required**)
3. There is a small link at the bottom of the page that says “Click Here” – Click it to avoid the wait time.
4. Download Pulse Secure for Mac:



5. Install Pulse Secure
6. Open Pulse Secure
7. Click the “+” sign (bottom left)

A screenshot of the Pulse Secure 'Add' dialog box. It has a 'Type' dropdown menu set to 'Policy Secure (UAC) or Connect...'. Below it are three input fields: 'Name:', 'Server URL:', and 'Add'. At the bottom are three buttons: 'Connect', 'Cancel', and 'Add'.

8. Under Name: PMACS
9. Under Server URL: vpn.pmacs.upenn.edu
10. Click Add
11. Click Connect
12. Login with your PMACS credentials
13. Be sure to enter the correct secondary passcode for UPENN Two Factor Authentication. You must have UPENN Two Factor Authentication setup before you can login to Pulse Secure:
 - a. Verify your identity with your preferred two-factor authentication method by typing one of the options below in the **Secondary Password** field. Example selections are below.

- Mobile DUO push – Type “push”
- Call Phone 1 – Type “phone1”
- Call Phone 2 – Type “phone2”
- Text phone – Type “sms” (When choosing this option you will be sent passcodes to enter in the secondary password field. Please login again and type a passcode instead of sms.)

Install Desktop Client

Download: Microsoft Remote Desktop Manager from the App Store:

<https://apps.apple.com/us/app/microsoft-remote-desktop-10/id1295203466?mt=12>

Create New Desktop Connection:

1. Open Microsoft Remote Desktop
2. Click + and “Add PC”.
3. Enter the following
 - a. PC Name: enter your computer name
 - b. Gateway: No Gateway

The screenshot shows the 'Add PC' dialog box with the following configuration:

- PC name: Host name or IP address
- User account: Ask when required
- General tab selected
- Friendly name: Optional
- Group: Saved PCs
- Gateway: No gateway
- Bypass for local addresses
- Reconnect if the connection is dropped
- Connect to an admin session
- Swap mouse buttons
- Buttons: Cancel, Add

4. Click Add

Connect

1. Your desktop will now appear on the main page of the Microsoft Remote Desktop Manager
2. Ensure you are logged into Pulse
3. Double Click the Desktop you created
4. Login with your PMACS credentials again.
5. Remote Desktop is active

Access Remote Desktop from a Windows Computer

The following instructions are for remoting into PMACS managed Windows computers. It is advised to try these instructions out before you need to remote. If you have followed the instructions below are unable to remote [please contact your LSP](#).

Prerequisites:

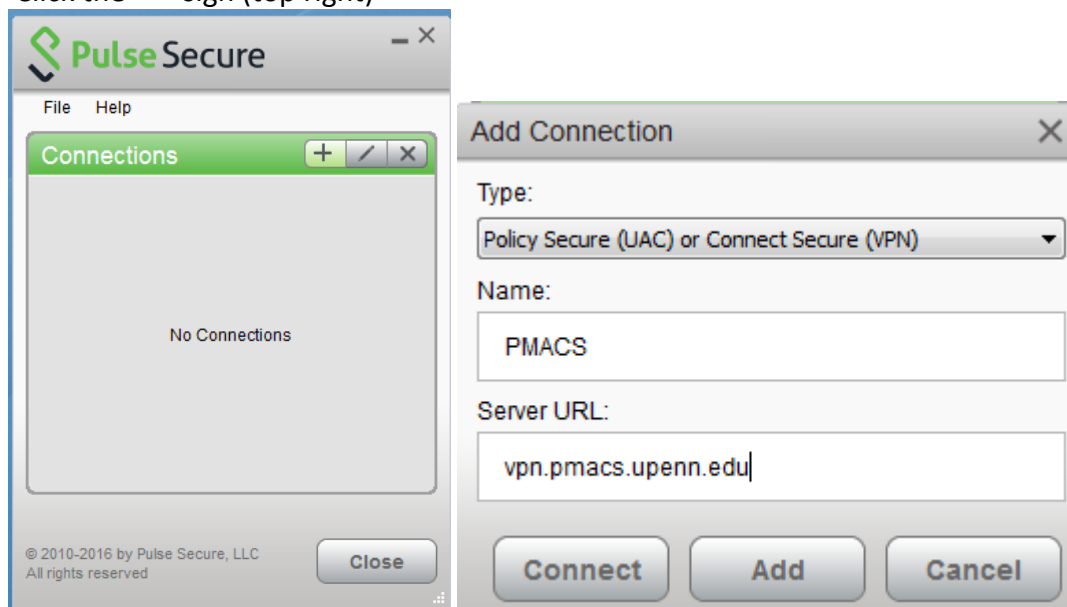
1. Work Computer name or IP address (ex: DEP-GROUP-001.pmacs.upenn.edu)
2. Pulse Secure (instructions below)

Install Pulse

1. Visit the site: **vpn.pmacs.upenn.edu**
2. Login with your PMACS Login credentials (**UPENN Two Step Authentication Required**)
3. There is a small link at the bottom of the page that says “Click Here” – Click it to avoid the wait time.
4. Download Pulse Secure for your applicable system (Windows 64 Bit = x64; Windows 32 Bit = x86):



5. Install Pulse Secure
6. Open Pulse Secure
7. Click the “+” sign (top right)

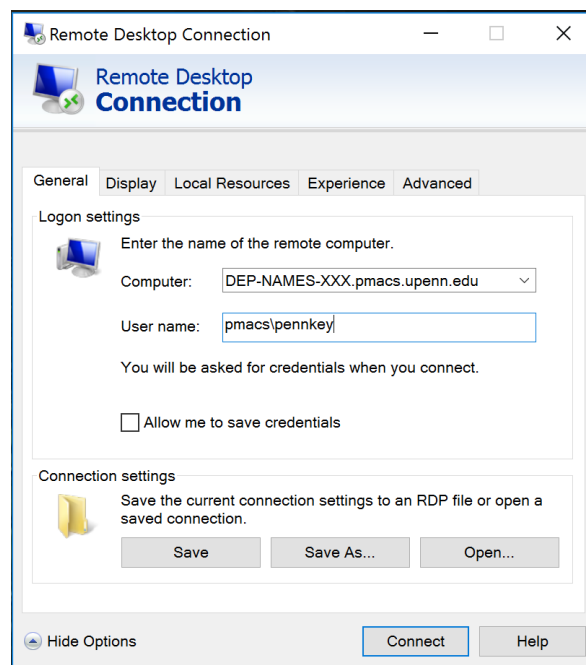


8. Under Name: PMACS

9. Under Server URL: vpn.pmacs.upenn.edu
10. Click Add
11. Click Connect
12. Login with your PMACS credentials
13. Be sure to enter the correct secondary passcode for UPENN Two Factor Authentication. You must have UPENN Two Factor Authentication setup before you can login to Pulse Secure:
 - a. Verify your identity with your preferred two-factor authentication method by typing one of the options below in the **Secondary Password** field. Example selections are below.
 - Mobile DUO push – Type “push”
 - Call Phone 1 – Type “phone1”
 - Call Phone 2 – Type “phone2”
 - Text phone – Type “sms” (When choosing this option you will be sent passcodes to enter in the secondary password field. Please login again and type a passcode instead of sms.)

Open Desktop Client

1. Start Menu
2. Type “Remote Desktop Connection”



3. Click the arrow at the bottom of the new window.
4. Under Computer enter the computer name of your work computer. (if unable to access your work computer please contact your LSP)
 - a. (On your work computer) Right click on the Start Menu.
 - b. Click System.
 - c. Computer Name or Device Name will be displayed.

5. User Name, enter pmacs**your pennkey**
6. Click **Connect**
7. Two Different Windows will open up. Click Continue or Yes to both
8. You will be asked to login again with the same credentials you use to login to your computer at work