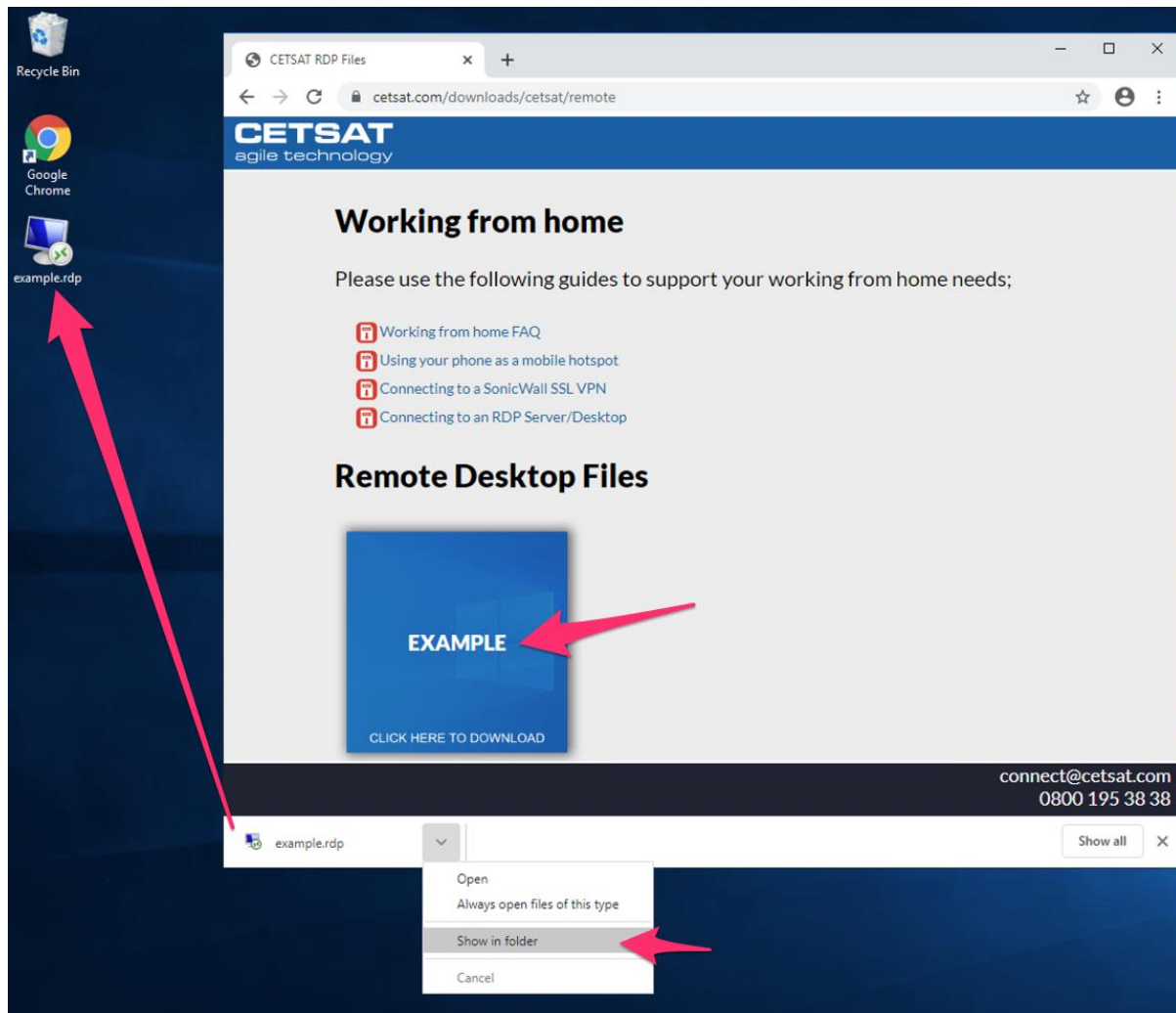


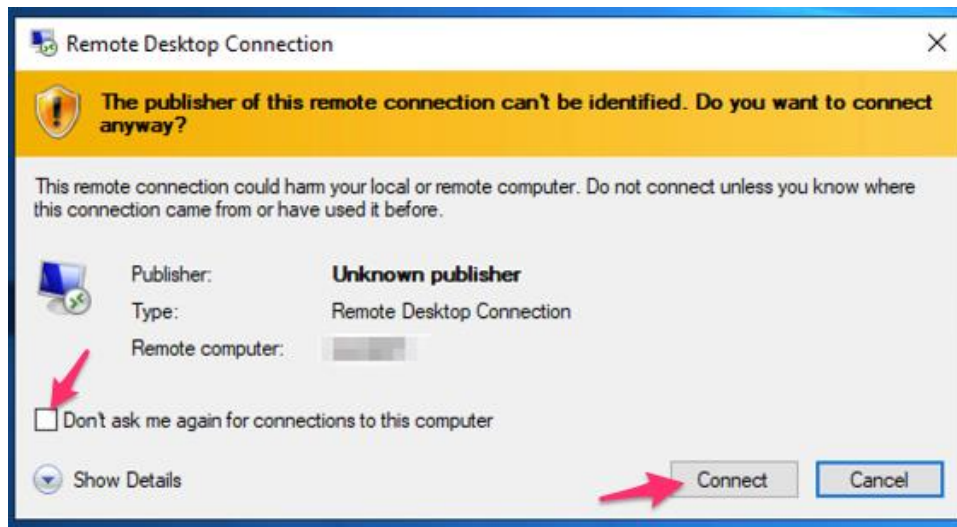
Connecting from a Windows Machine

If you do not already have the RDP Shortcut on your desktop please download it from the link that will be provided to you from your employer. (we recommend you use Google Chrome or Edge instead of Internet Explorer)



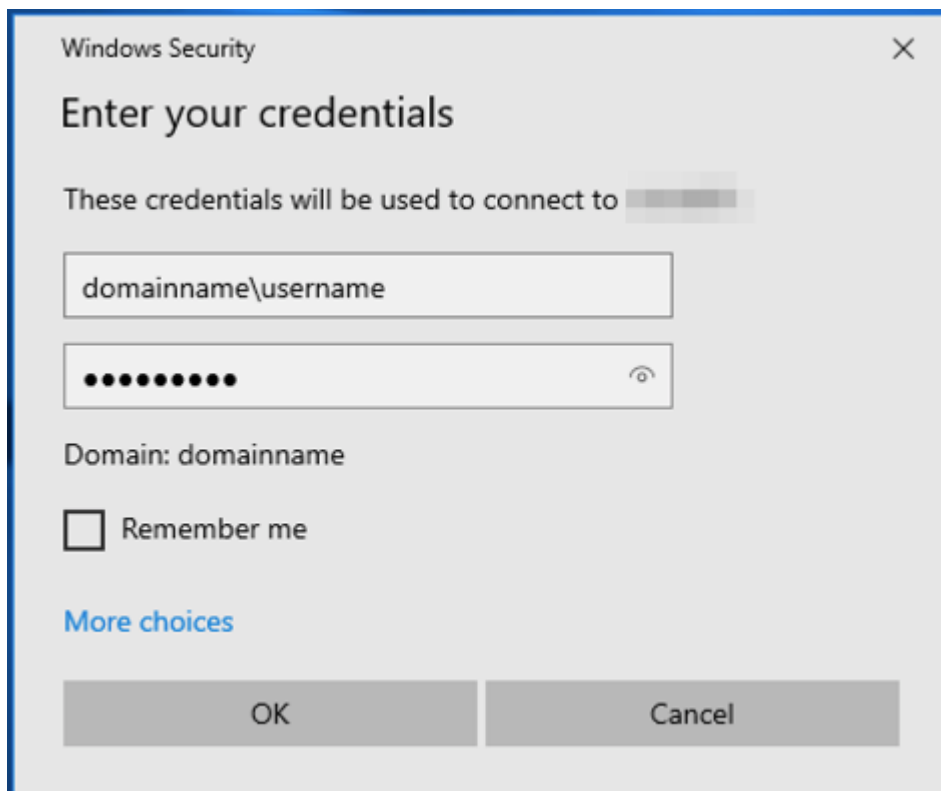
Once downloaded can choose to “Show in Folder” to see the RDP file and drag this link to your desktop so it is easier to find later on. On Chrome you can also simply click and drag this file from the downloads bar in the bottom of Chrome straight to your Desktop.

Now you simply double click on this icon and follow these instructions to open a remote desktop session on your device. (You may need to connect to your SSL VPN so you are on your works network to connect to your RDP File. If you are unsure on this please ask)



If this popup occurs please tick the “Don’t ask me again.....” box and then press Connect to start your session

You will then be asked to provide your username and password. This username and password will be the same as you use to log into your machine when in the office. If you are unsure of this please raise a ticket with our support team.



Once you have provided credentials please only tick REMEMBER ME if you are on a machine that only you have access to. If it is a shared machine saving your details poses a security risk as anyone else that uses this machine will have access to your works environment.

Once you press OK on the credentials screen, you may see the next popup. If you do please tick the box and then press YES

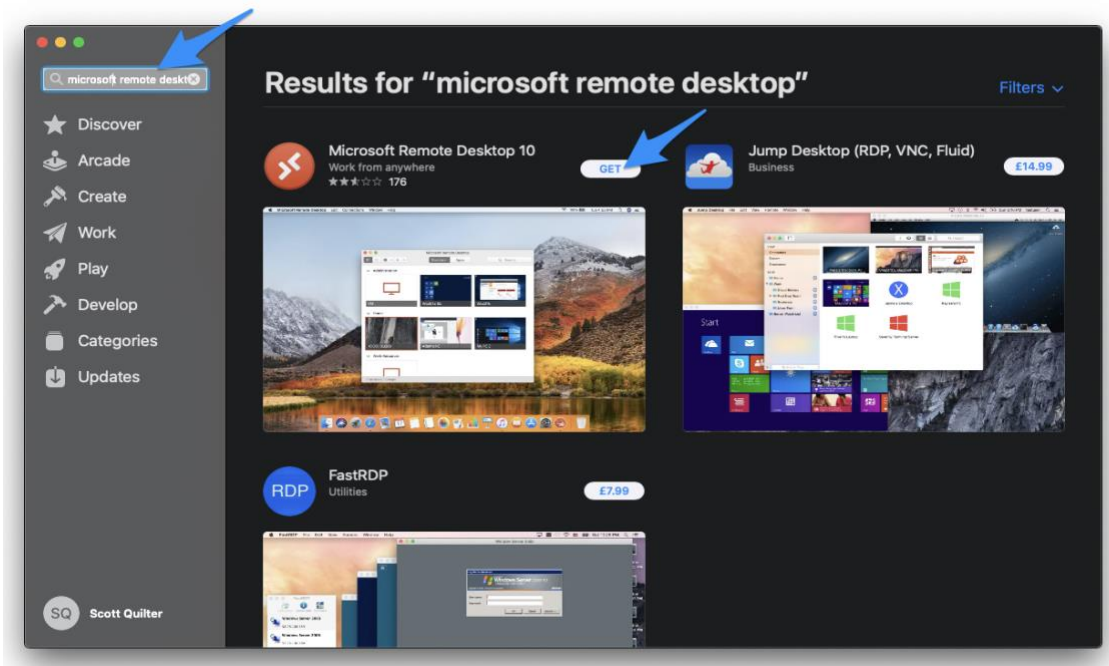


Your machine should now connect to your Remote Desktop Session and you will be able to work as if you are in your office.

Connecting from an Apple Mac Device

As a prerequisite you need to download **Microsoft Remote Desktop 10** from the App Store on your Mac, this is available here;

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

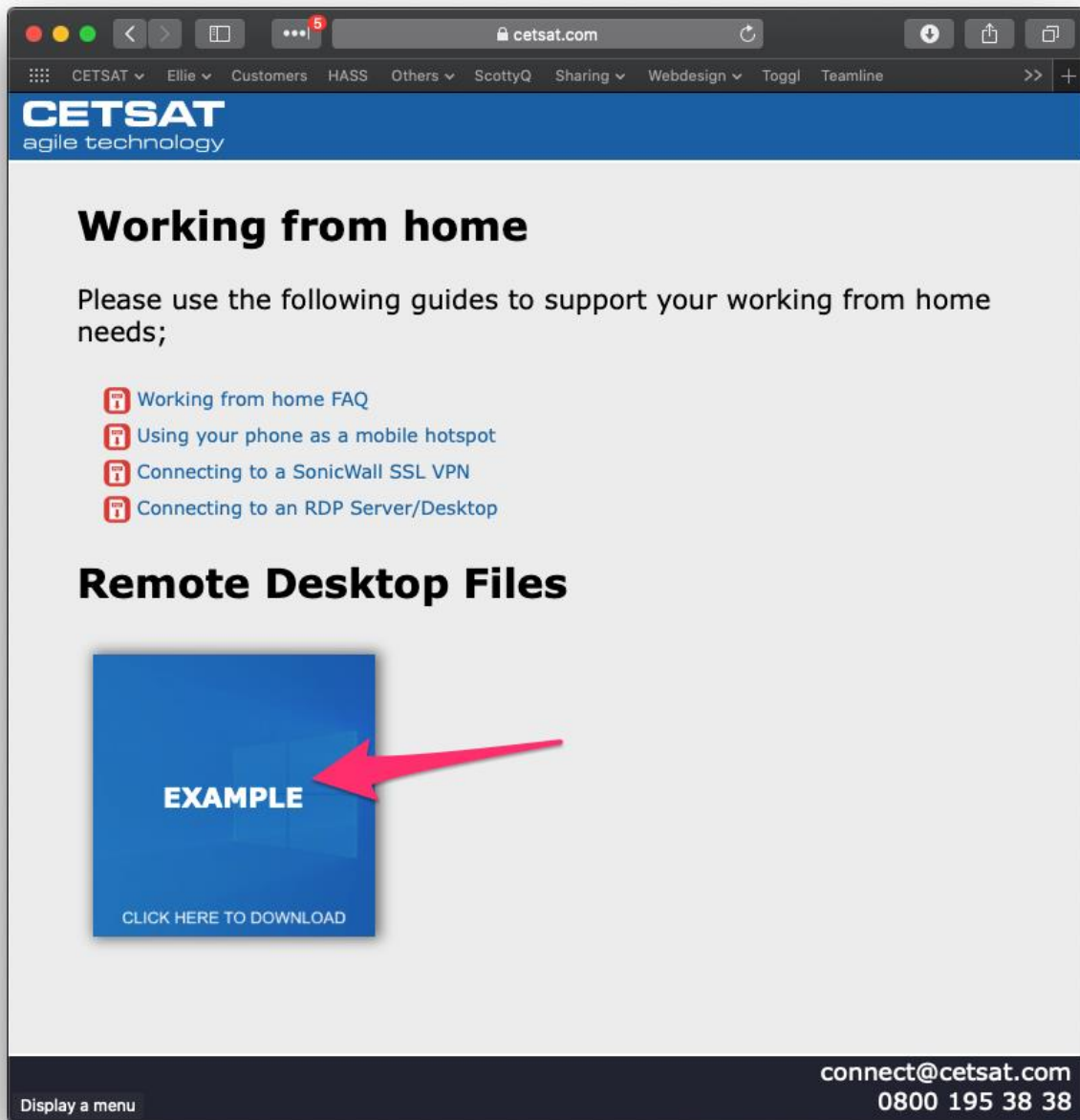


If you do not know your Apple Username or Password to download apps from the App Store there is a BETA Version of the Remote Desktop App available directly from Microsoft that has a Blue Icon instead of red but has all the same features. This is available here;

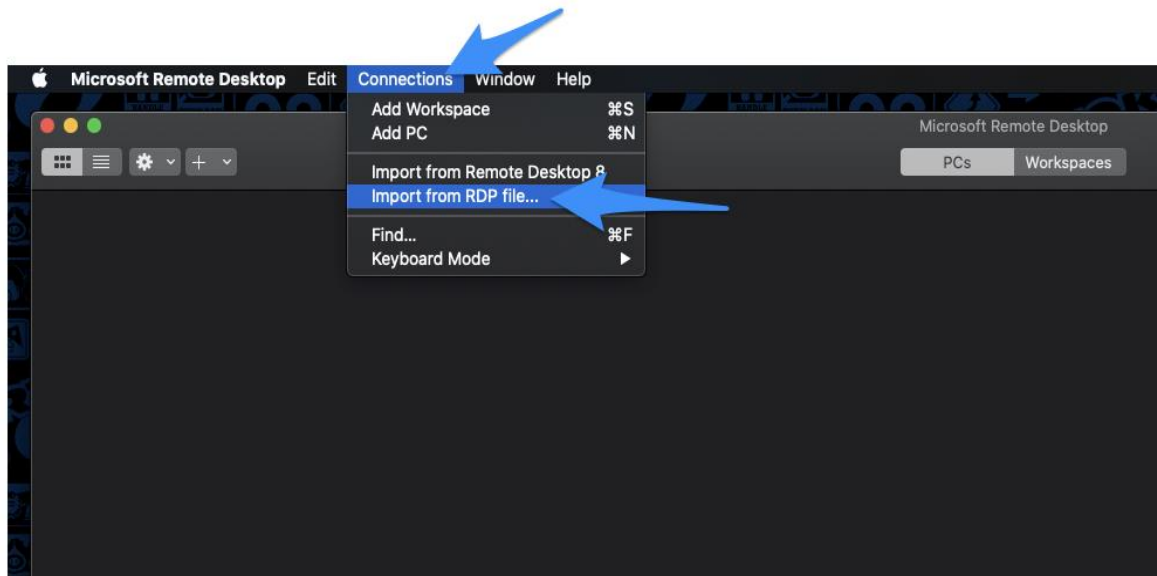
- <https://aka.ms/rdmacbeta>

Once downloaded please move the application to your Applications folder. If you install the app from the App Store it will already appear in your Applications Folder.

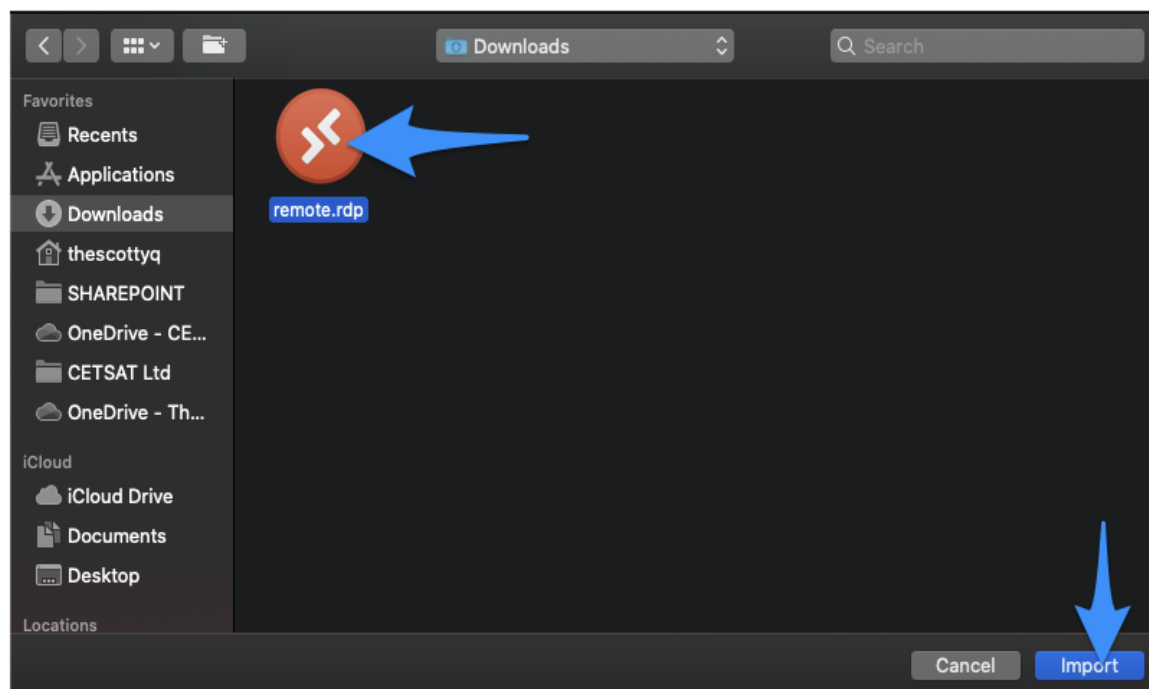
Once you have the app you will need to download your RDP File from the link provided to you by your employer.



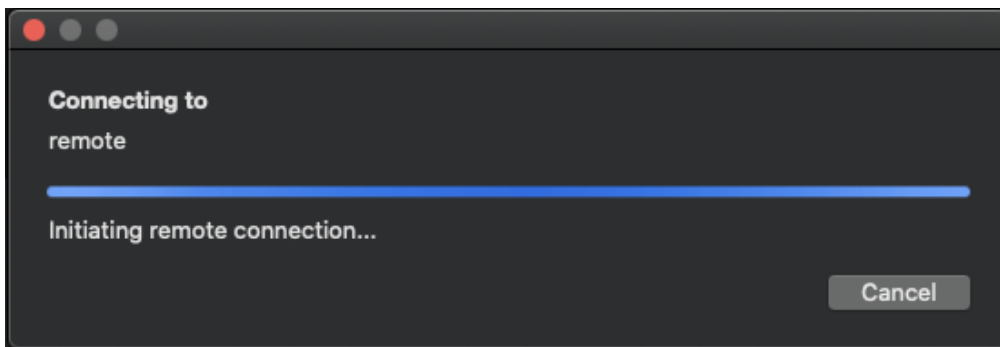
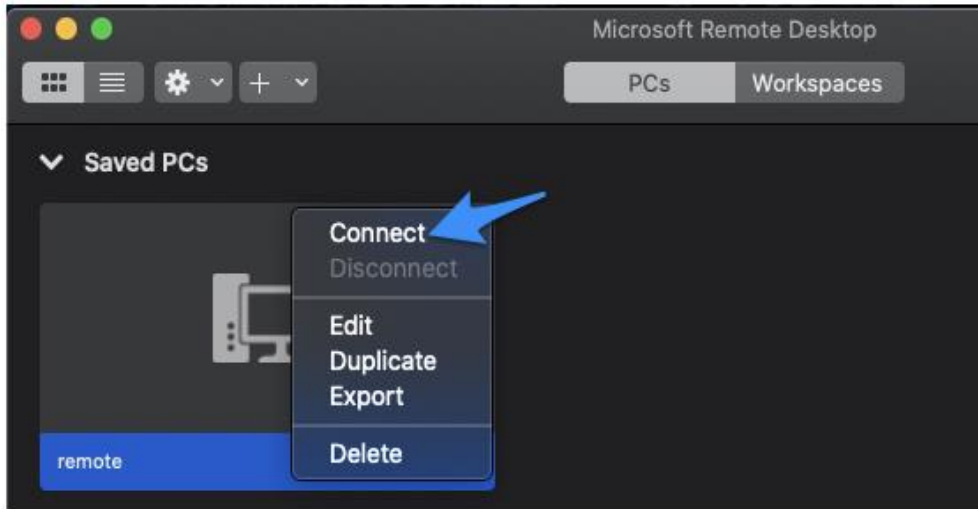
Once you have downloaded the file please open your **Microsoft Remote Desktop** App and navigate to **Connections** and then **Import from RDP File**



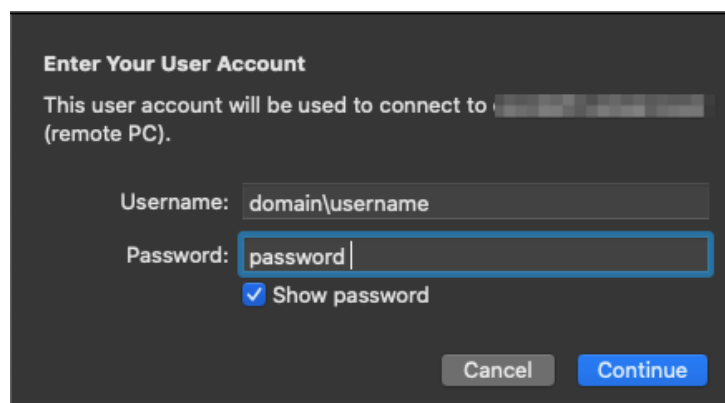
Browse to the downloaded RDP File and click Import



Once the file is imported you simple **double click** it, or **right click** and click **CONNECT**



You will then be asked to provide your username and password. This username and password will be the same as you use to log into your machine when in the office. If you are unsure of this please raise a ticket with our support team.



Connecting from an iPhone or iPad

Please ensure you have managed to access using a desktop or laptop machine before you attempt to use remote desktop on a mobile device. This way you can ensure you have ironed out any bug/issues before you move over to a mobile device.

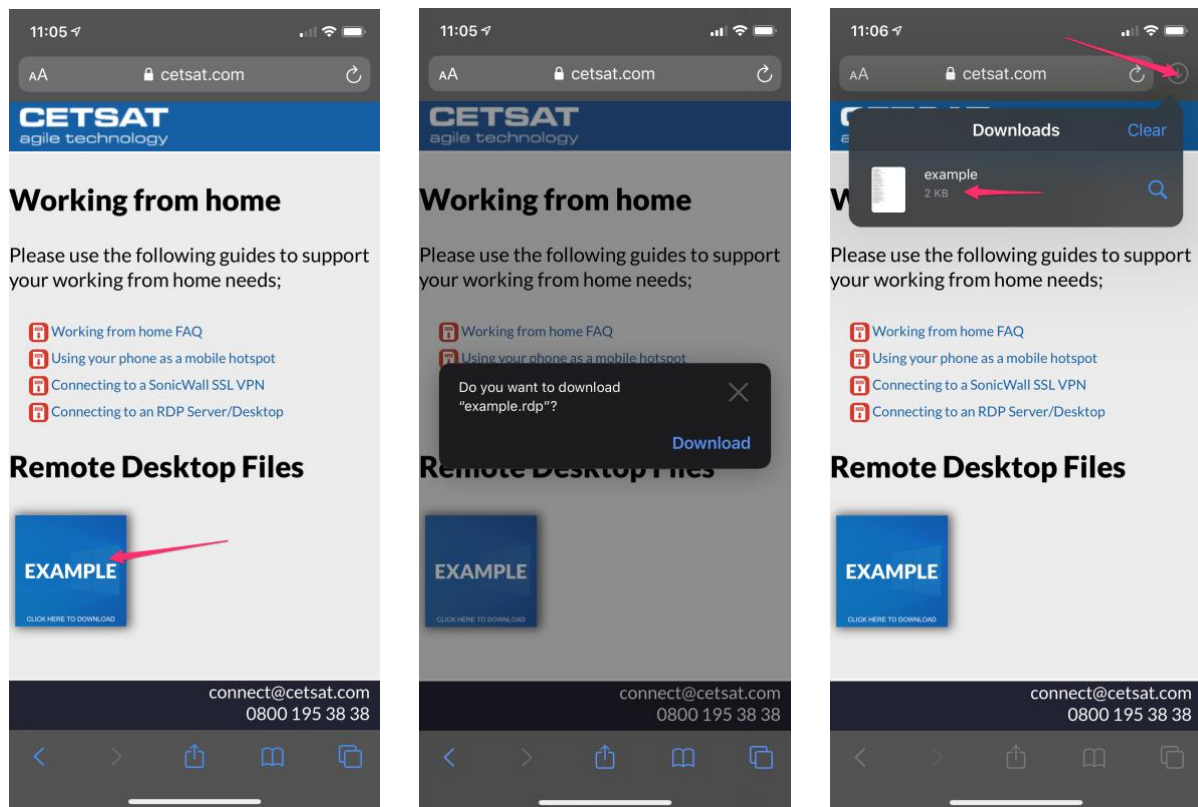
Download the Microsoft Remote Desktop App from the App Store, available here;

- <https://apps.apple.com/gb/app/microsoft-remote-desktop/id714464092>

Once downloaded you can run the app to do its first setup and press yes to allow Bluetooth, Camera and Microphone Access.

You can then visit the link from your employer to open the RDP File required on your iOS Device

Once downloaded you can open the file from your downloads and it will open in your Microsoft Remote Desktop App.



You will then be asked to provide your username and password. This username and password will be the same as you use to log into your machine when in the office. If you are unsure of this please raise a ticket with our support team.

Connecting from an Android Phone or Tablet

Please ensure you have managed to access using a desktop or laptop machine before you attempt to use remote desktop on a mobile device. This way you can ensure you have ironed out any bug/issues before you move over to a mobile device.

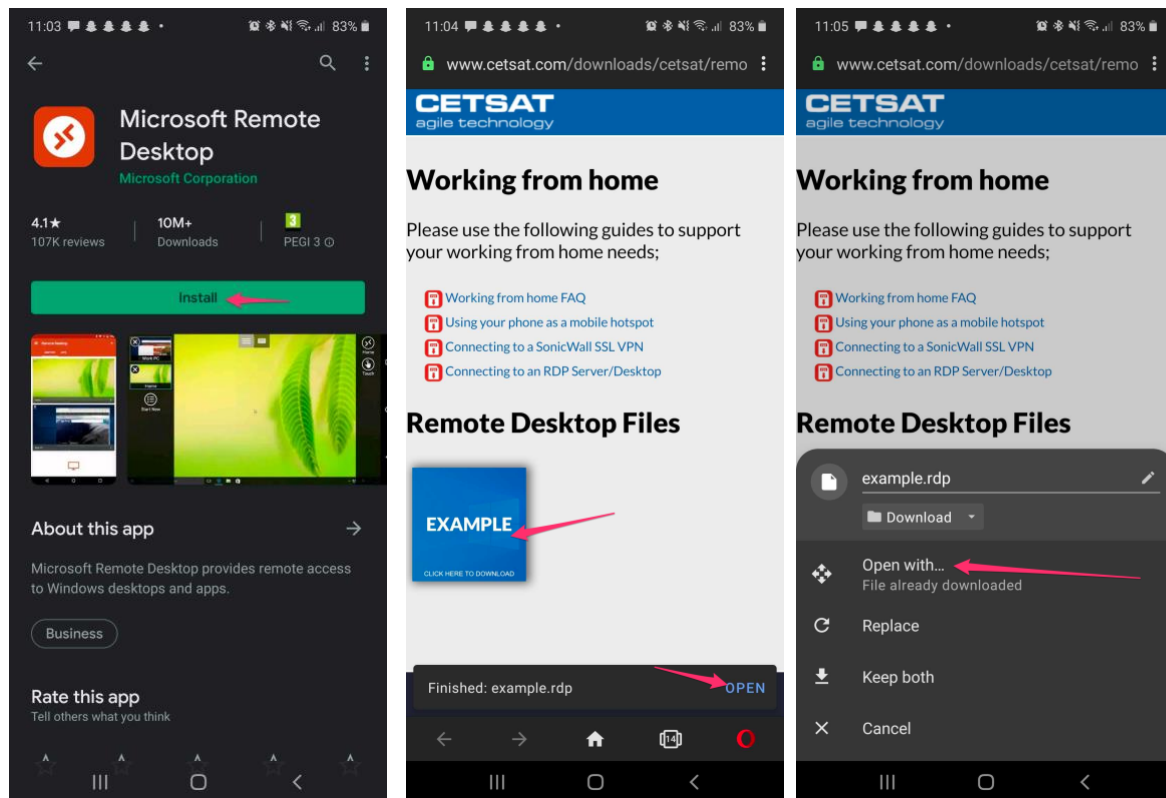
Download the Microsoft Remote Desktop App from the Google Play Store, available here;

- <https://play.google.com/store/apps/details?id=com.microsoft.rdc.android>

Once downloaded you can run the app to do its first setup and press yes to allow Bluetooth, Camera and Microphone Access if it asks.

You can then visit the link from your employer to open the RDP File required on your Android Device

Once downloaded you can open the file from your downloads and it will open in your Microsoft Remote Desktop App.



You will then be asked to provide your username and password. This username and password will be the same as you use to log into your machine when in the office. If you are unsure of this please raise a ticket with our support team.