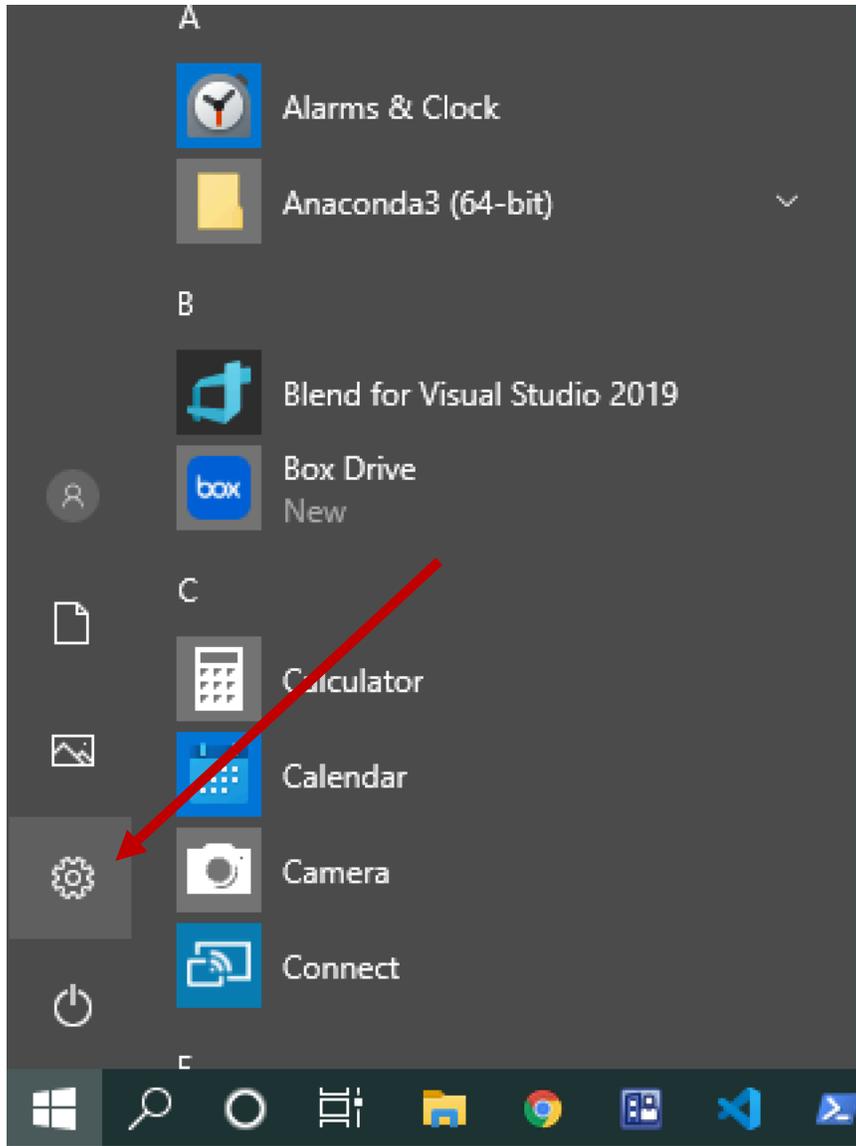
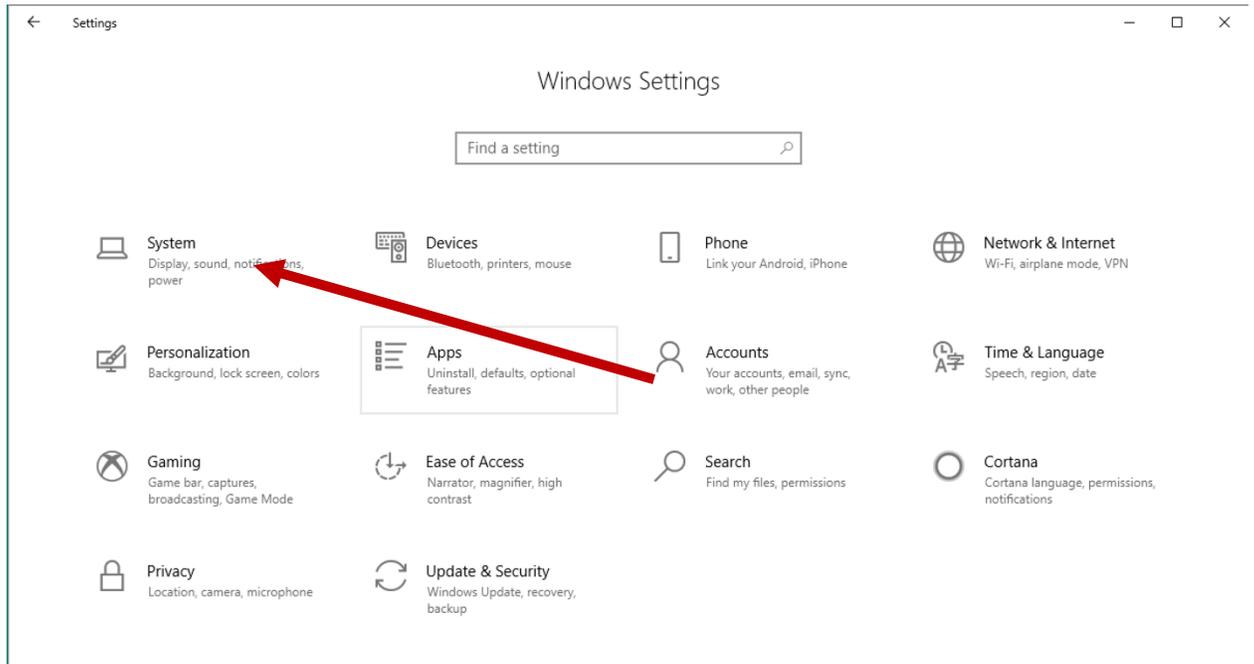


TO CONNECT TO YOUR WINDOWS COMPUTER REMOTELY:

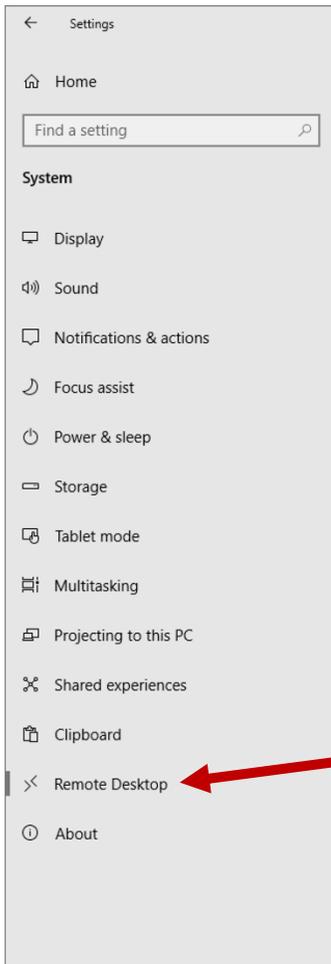
1. OPEN THE START MENU AND CLICK THE SETTINGS



## 2. CLICK SYSTEM



### 3. CLICK REMOTE DESKTOP



#### 4. CLICK ENABLE REMOTE DESKTOP

### Remote Desktop

Remote Desktop lets you connect to and control this PC from a remote device by using a Remote Desktop client (available for Windows, Android, iOS and macOS). You'll be able to work from another device as if you were working directly on this PC.

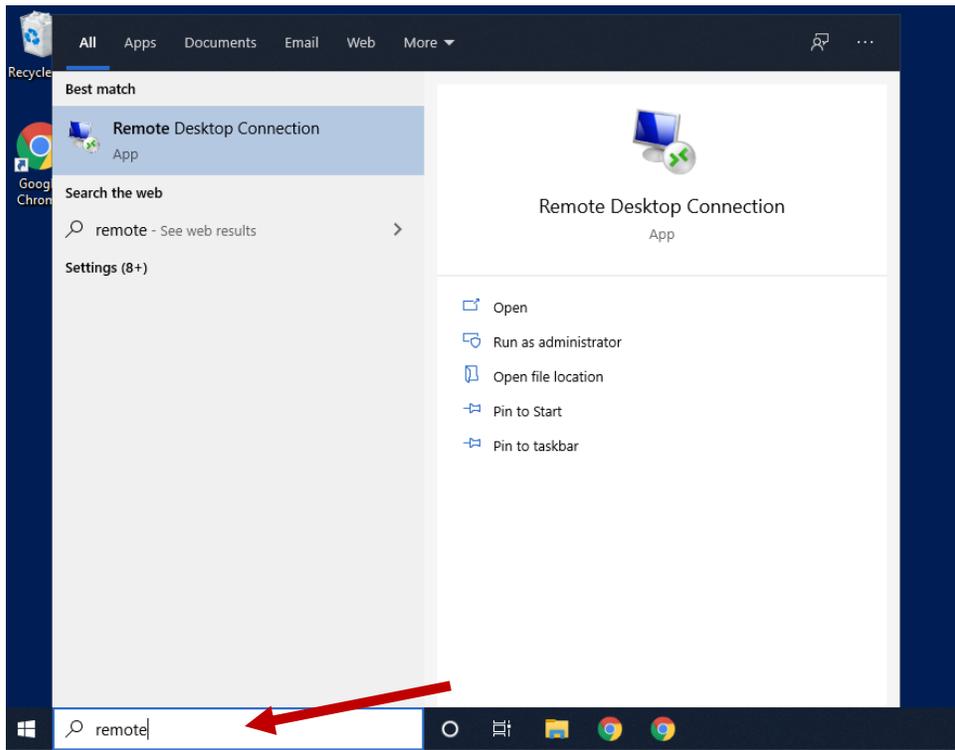
#### Enable Remote Desktop

On

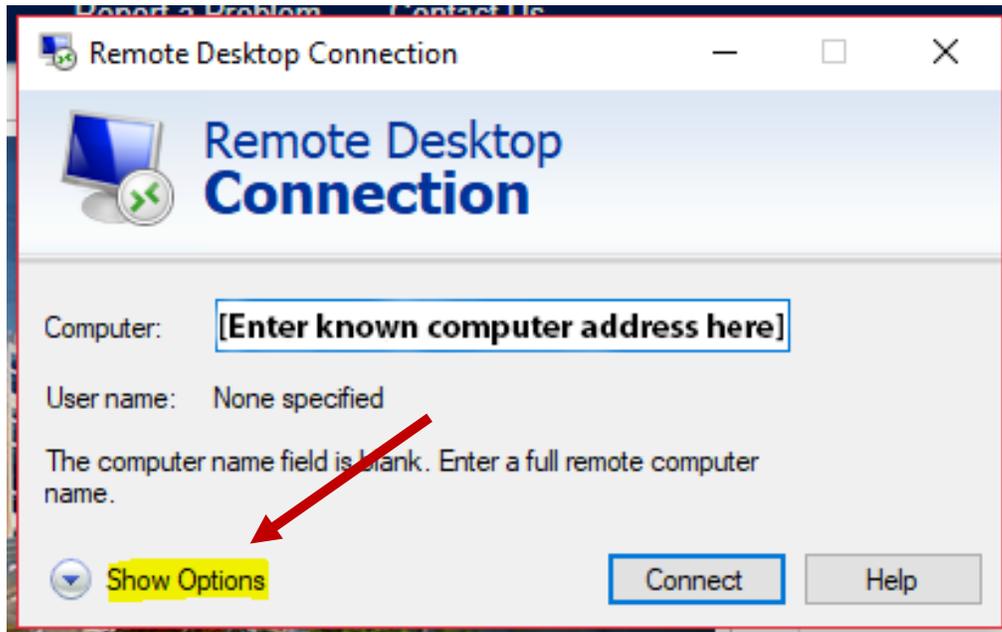
Keep PC awake for connections when it is plugged in [Show settings](#)

Make my PC discoverable on private and domain networks to enable automatic connection from a remote device [Show settings](#)

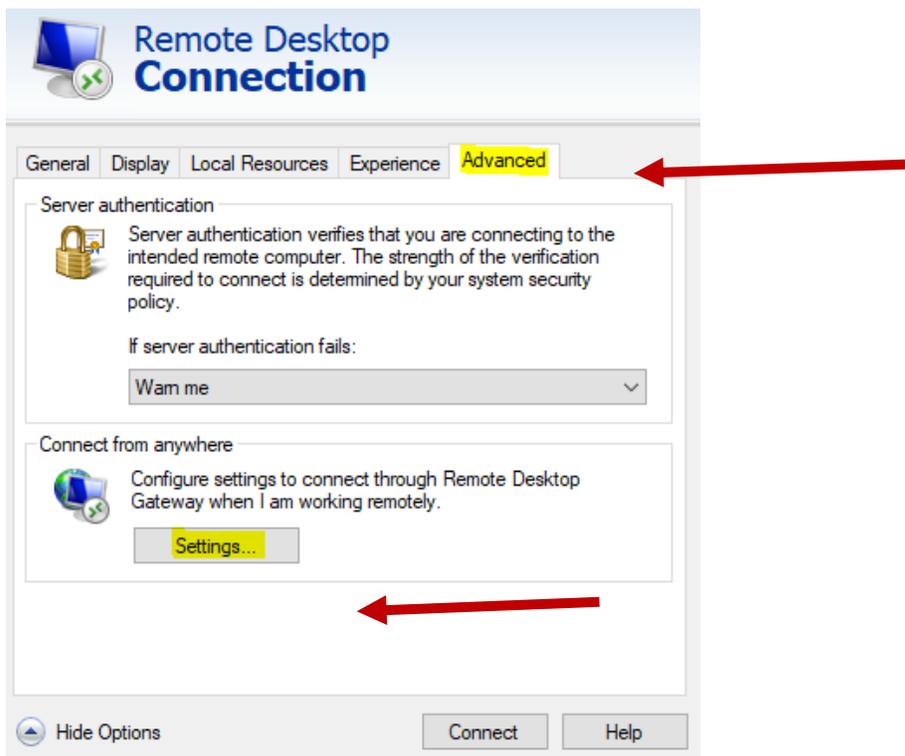
#### 5. Open Remote Desktop by going Start menu and type Remote desktop



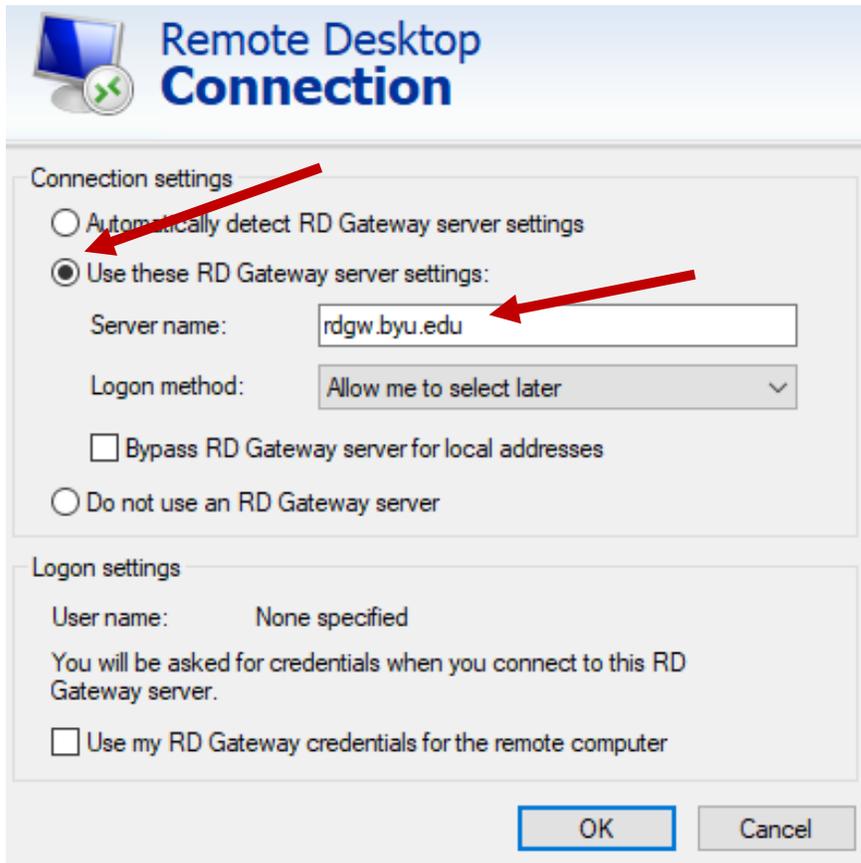
It will look like this



6. Click Show options and then select Advanced and then Settings



7. Then, select Use these RD Gateway server settings and then set the **Server name** to **rdgw.byu.edu**



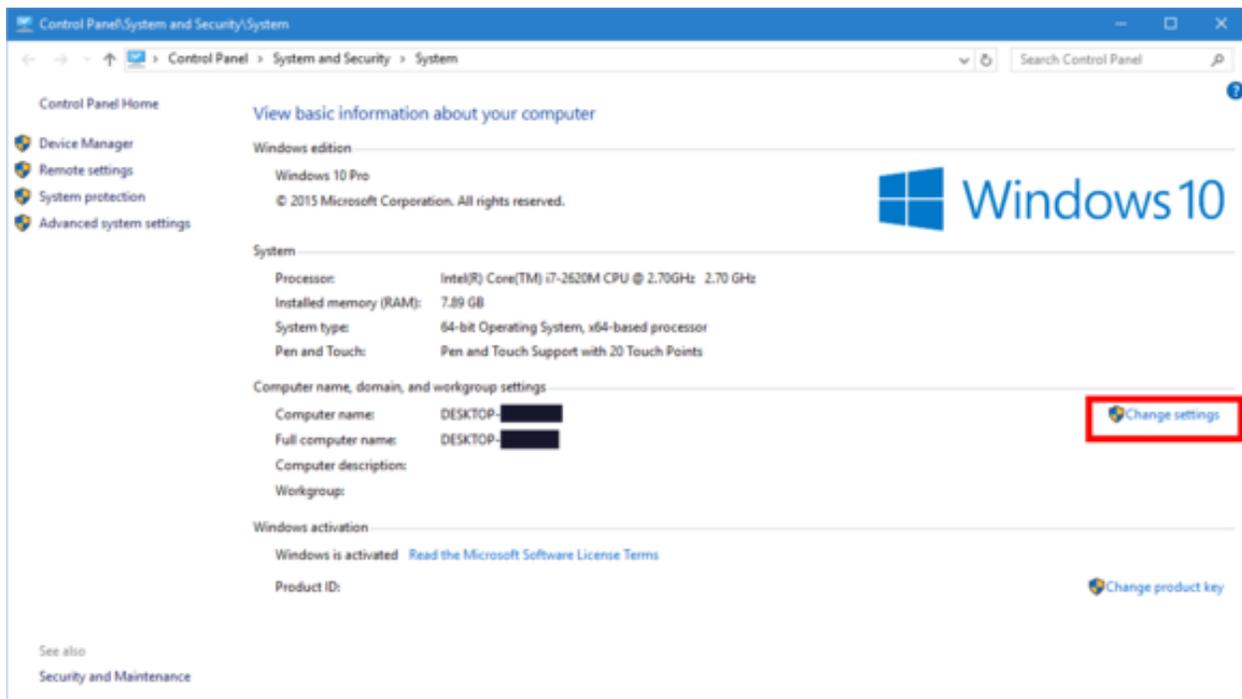
8. Click "OK" and then go back to the "General" tab.
9. Enter the specific computer address that you want to connect to. Do NOT use the default address.

## To Remote from PC to PC

1. Ensure that steps 1-4 from the previous section are completed both on the computer you are remoting FROM as well as the computer to are remoting TO.
2. Open up Remote Desktop Connection as in previous steps and enter the computer name (with or without “.byu.edu” appendage is ok) you want to remote into.

If you do not know the name of the remote computer, find it by opening Control Panel > System and Security > System.

On the View basic information about your computer page, see the Full computer name under the section Computer name, domain, and workgroup settings.



You can also remote using the ip address of your computer. To find the IP address on Windows 10, without using the command prompt:

Click the Start icon and select Settings.

Click the Network & Internet icon.

To view the IP address of a wired connection, select Ethernet on the left menu pane and select your network connection, your IP address will appear next to "IPv4 Address".

To view the IP address of a wireless connection, select WiFi on the left menu pane and click Advanced Options, your IP address will appear next to "IPv4 Address".

Then, using one of those two options, click “Connect” in the Remote Desktop Connection dialogue window:

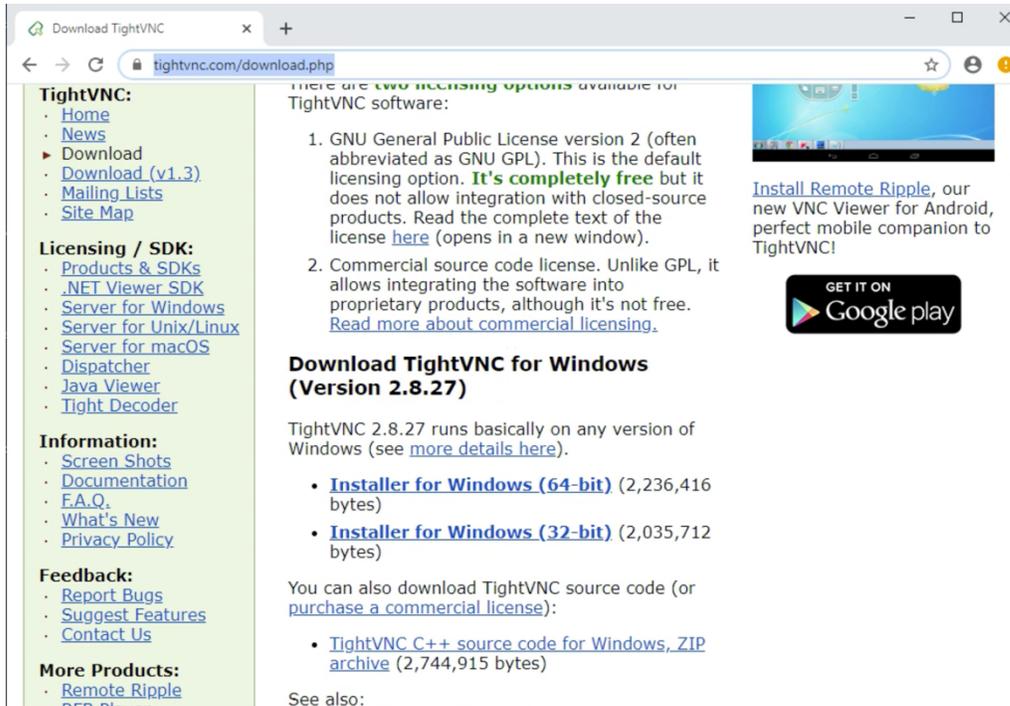


You will then be prompted to enter your credentials (these will be your netID and password most likely. If it is prompting you to enter a username, prepend “BYU\” to your netID like “BYU\myetid1”).

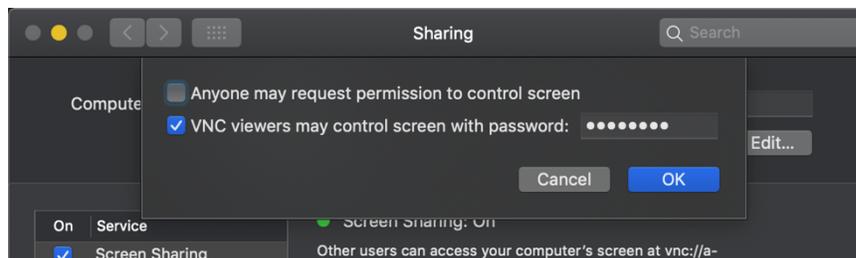
You should now have a remote desktop connection!

## To Remote from PC to Mac

1. Download TightVNC onto the PC you want to connect FROM

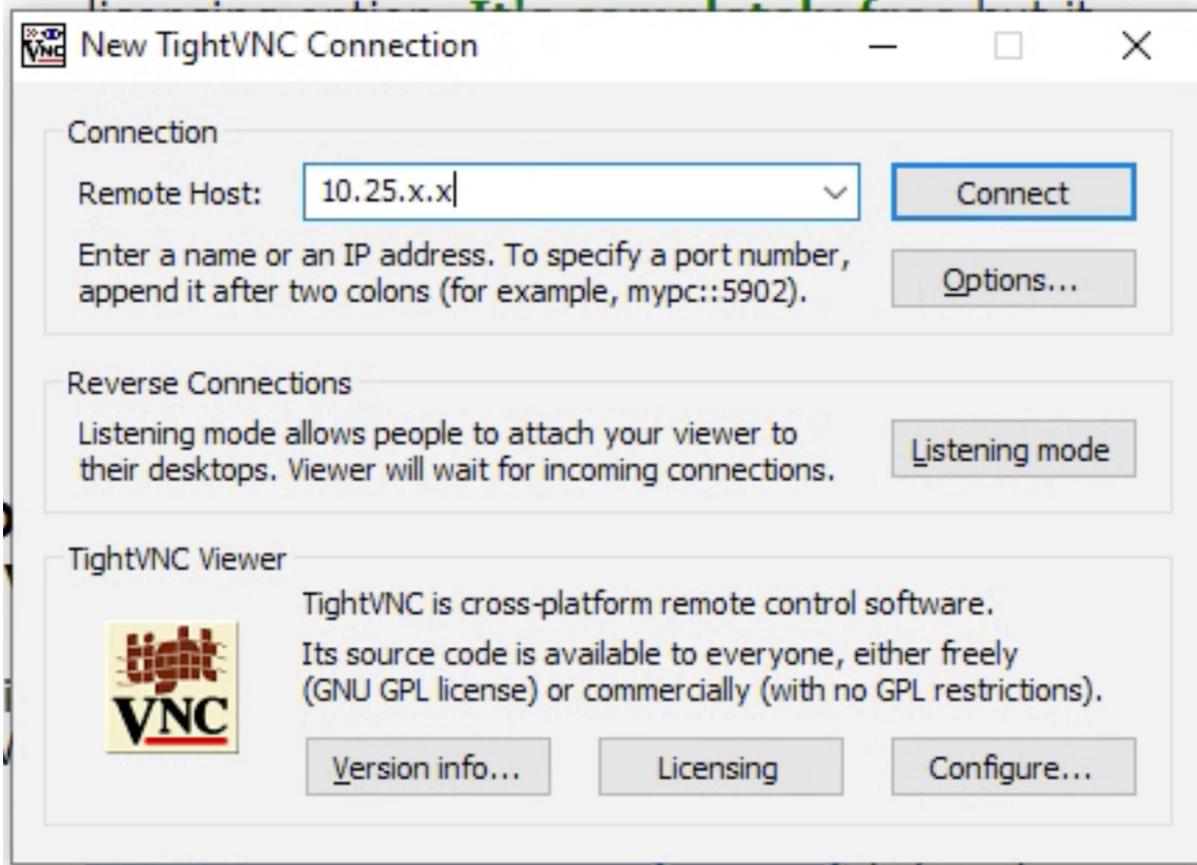


2. On your Mac (the computer you want to connect TO), open System Preferences > Sharing > Computer Settings



Click the checkbox next to “VNC viewers may control screen with password.” Enter a simple password (it will not allow you to enter a long one).

3. Back on the PC, open from the start menu the application “TightVNC Connection”



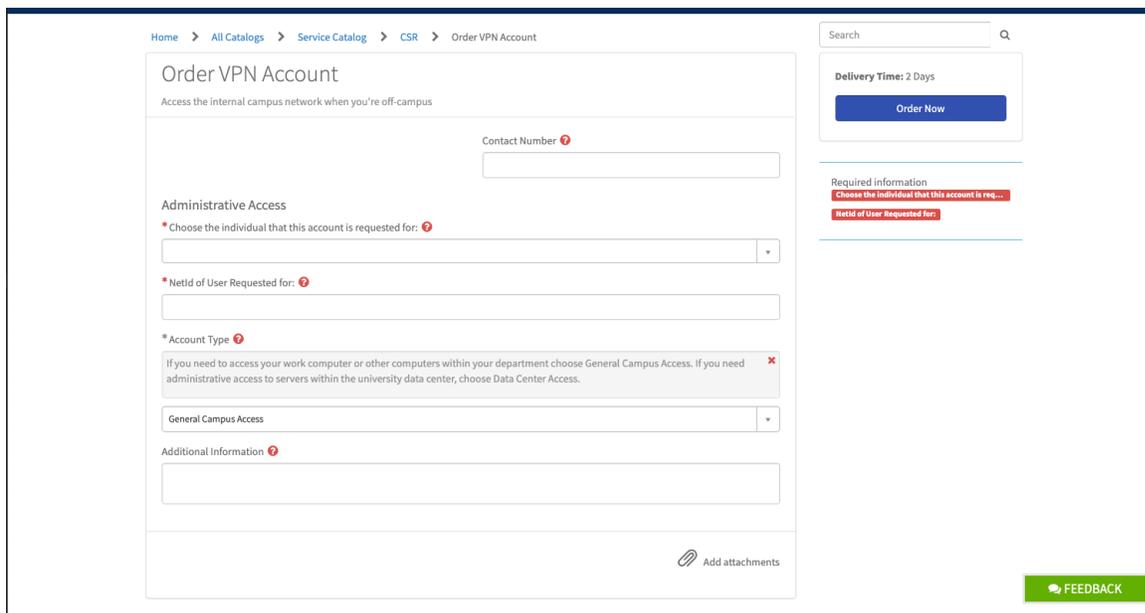
NOTE: this connection is only going to work if you have VPN. A VPN allows you to get onto the internal network. See the next section on how to request set up a VPN, then come back to this step.

Now that you have a VPN and are connected via GlobalProtect, click “Connect” on the TightVNC Connection window. This should create a remote connection to your mac. Sometimes the display is a little out of whack. If this is the case, zoom out/in and use scroll bars. If it looks like the screen is frozen, give it a second to think. Also, this connection will bring you to the login screen of your computer. Then, after you log in, it will allow you to view a mirror image of your mac computer from the PC.

# Requesting a VPN

Faculty, students, and employees have a few options to connect to campus resources using a VPN.

- You need first to order a VPN Account.
  1. Go to [https://it.byu.edu/it?id=sc\\_cat\\_item&sys\\_id=8bb11a740a0a3c0e28efe64283cf7a8f](https://it.byu.edu/it?id=sc_cat_item&sys_id=8bb11a740a0a3c0e28efe64283cf7a8f)
  2. Log in with your netID and password
  3. After you log in it should look like this

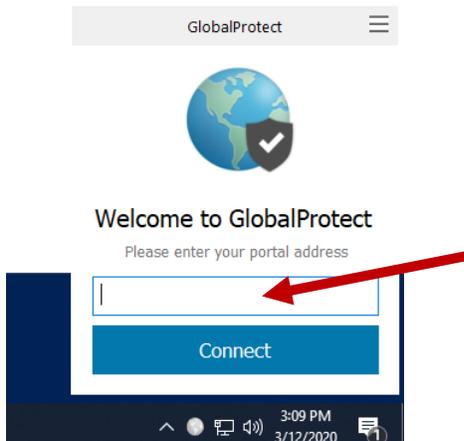


The screenshot shows a web form titled "Order VPN Account" with the subtitle "Access the internal campus network when you're off-campus". The breadcrumb navigation is "Home > All Catalogs > Service Catalog > CSR > Order VPN Account". On the right, there is a search bar and a "Delivery Time: 2 Days" section with an "Order Now" button. The main form area includes a "Contact Number" field, an "Administrative Access" section with a dropdown menu, a "Netid of User Requested for" field, an "Account Type" dropdown menu with a tooltip that reads "If you need to access your work computer or other computers within your department choose General Campus Access. If you need administrative access to servers within the university data center, choose Data Center Access.", and an "Additional Information" field. At the bottom right of the form is an "Add attachments" link. A green "FEEDBACK" button is located at the bottom right of the page.

4. Fill up the information and if you need more information click the ? and it will provide more information for you. After you are done filling up the information click "Order Now".
- Then you need to go to <https://gp-cmps.byu.edu/global-protect/getsoftwarepage.esp> and download the software that it will allow you to connect using the VPN.



3. After the download is completed you will see this on the side of your screen



5. At the blank bar enter [gp-cmps.byu.edu](http://gp-cmps.byu.edu)

**Student employees** need a full-time employee to sponsor their VPN access and then need to call BYU IT Support (801-422-4000) to download the software. Client software for most 32 and 64-bit operating systems is available, including:

- MAC
- Windows