

Remote Desktop Connection - Mac Users

Set-up the VPN

1. Visit the website vpn.byu.edu (If a log-in is required, use your BYU credentials)
2. Download the proper software for your computer. For macs, there will only be one option.



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

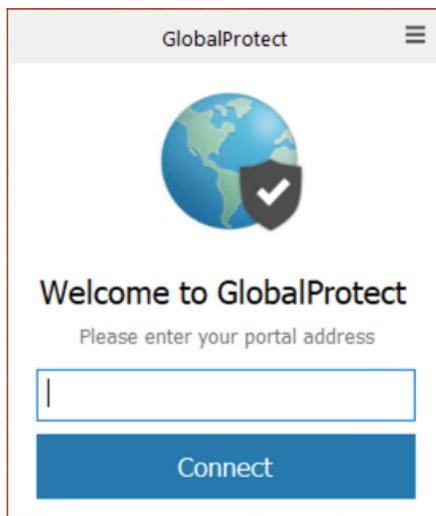
[Download Mac 32/64 bit GlobalProtect agent](#)

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

3. Open the file and go through the whole installation process until it finishes.
4. After the installation process finishes, the Welcome to GlobalProtect window should appear the top-right portion of your screen.



Note: If it does not appear, click the globe icon on the top-right portion of your screen.



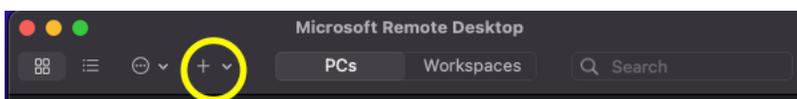
5. Once it asks you for a portal address, type in “vpn.byu.edu” (without the quotation marks) and press connect.
6. The VPN will open up a window asking to log-in using your BYU credentials. After you log-in it will show that the VPN is now connected.

Remoting from a Mac to any machine

1. Download Microsoft Remote Desktop from Self-Service or from cloudapps.byu.edu



2. Open up the Microsoft RDP application.
3. Click the “+” sign on the upper-left portion of the application’s screen to add the computer. Click Add PC.



- Under PC name, type in the name of the computer you are going to remote into (for example: A-123456-TEST.byu.edu)
Note: Do not forget to add “.byu.edu” after the name of the computer

Add PC

PC name: A-123456-TEST.byu.edu

User account: Ask when required

General Display Devices & Audio Folders

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

Cancel Add

- Click the drop-down box next to User Account and click Add a User Account. Fill this in with your BYU credentials. Add “BYU\” before your netID for the username.

Add PC

PC name: A-123456-TEST.byu.edu

User account: Ask when required

General Display Devices & Audio Folders

Add a User Account

Username: BYU\netID

Password: yourbyupassword

Show password

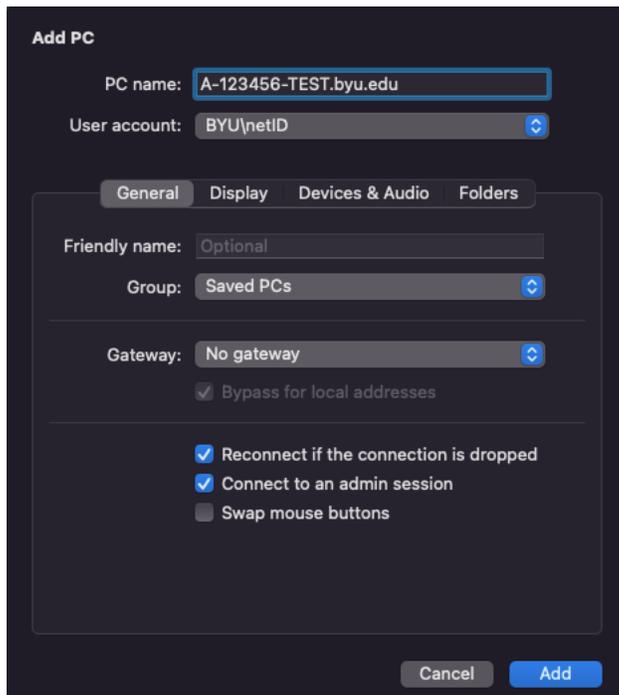
Friendly name: Optional

Cancel Add

Swap mouse buttons

Cancel Add

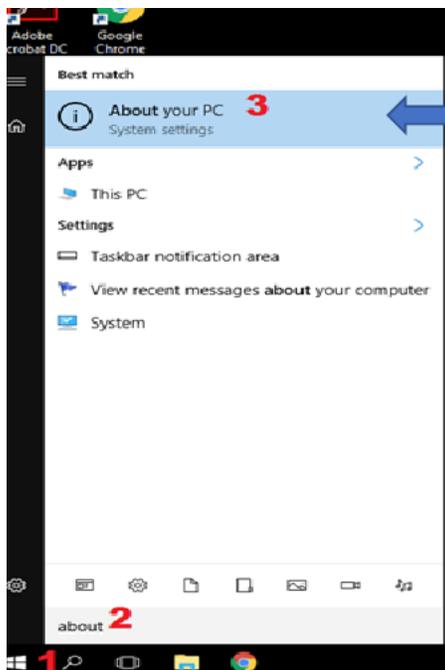
6. After the steps above, it should look like the window below. Click “Add”.



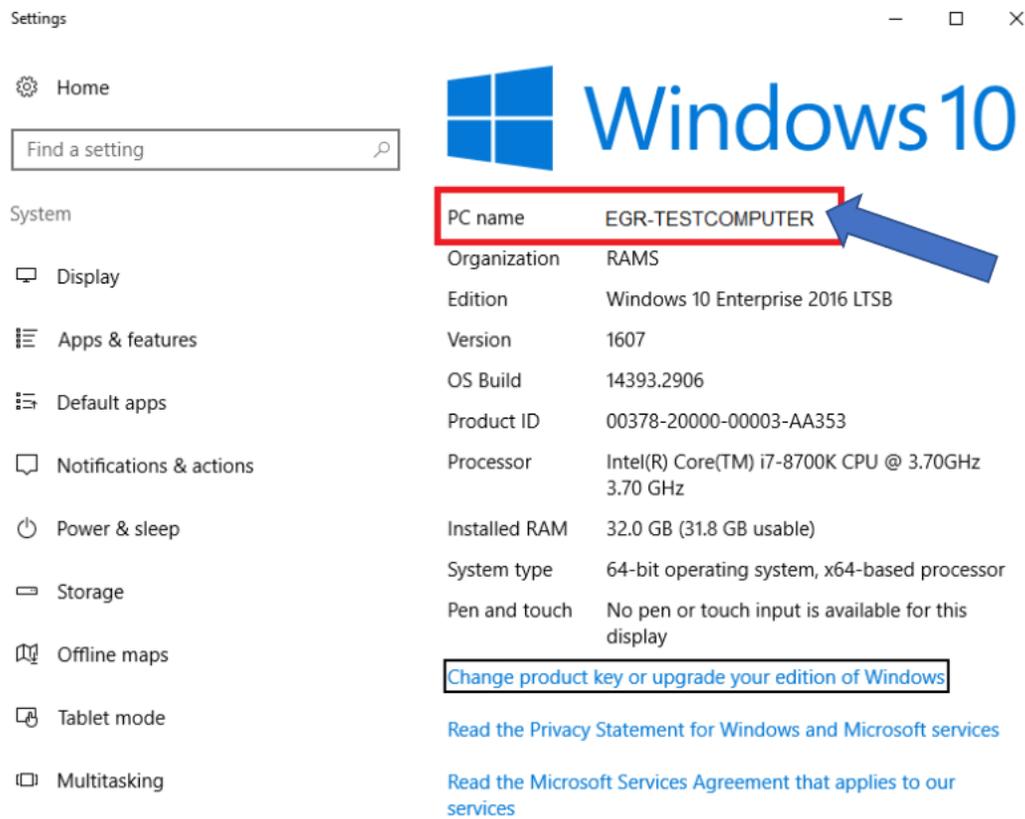
7. Double-click on the newly added PC, and it should remote into it.

How to Find the Computer Name

1. Go to the search bar on the lower-left part of the screen and type “About your PC”



2. A window will appear with your PC information. Your computer name will be the one beside the words PC Name



The screenshot shows the Windows 10 Settings application. The left sidebar contains navigation options: Home, System, Display, Apps & features, Default apps, Notifications & actions, Power & sleep, Storage, Offline maps, Tablet mode, and Multitasking. The main content area displays the Windows 10 logo and a list of system information. The 'PC name' is highlighted with a red box and a blue arrow pointing to it. Below the system information, there are three links: 'Change product key or upgrade your edition of Windows', 'Read the Privacy Statement for Windows and Microsoft services', and 'Read the Microsoft Services Agreement that applies to our services'.

PC name	EGR-TESTCOMPUTER
Organization	RAMS
Edition	Windows 10 Enterprise 2016 LTSB
Version	1607
OS Build	14393.2906
Product ID	00378-20000-00003-AA353
Processor	Intel(R) Core(TM) i7-8700K CPU @ 3.70GHz 3.70 GHz
Installed RAM	32.0 GB (31.8 GB usable)
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

[Change product key or upgrade your edition of Windows](#)

[Read the Privacy Statement for Windows and Microsoft services](#)

[Read the Microsoft Services Agreement that applies to our services](#)