

## Remote Desktop Connection - Windows Users

### Set-up the VPN

1. Visit the website [vpn.byu.edu](http://vpn.byu.edu) (If a log-in is required, use your BYU credentials)
2. Download the proper software for your computer. For most users, it would be the second option.



#### GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

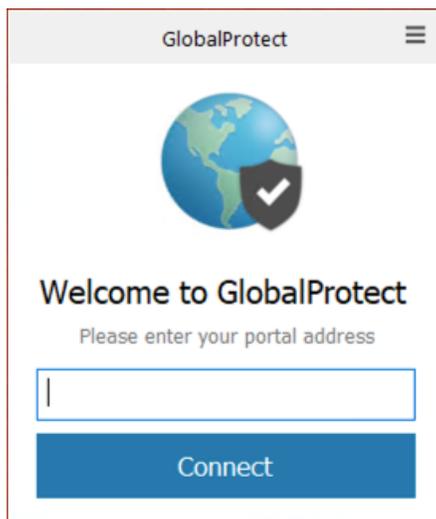
[Download Mac 32/64 bit GlobalProtect agent](#)

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

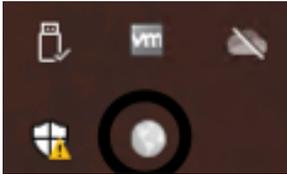
Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

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 bottom-right portion of your screen.



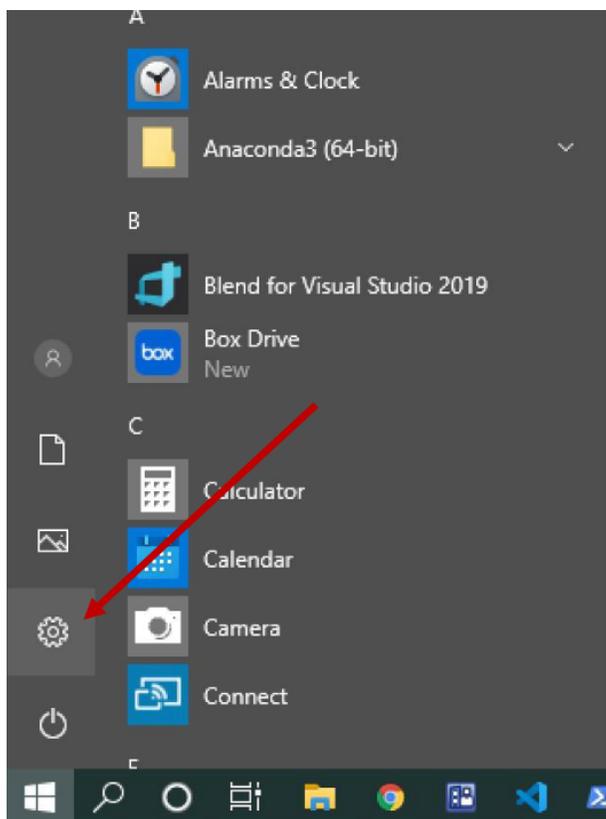
Note: If it does not appear, click the “^” sign on the bottom-right portion of the screen, and press the globe icon



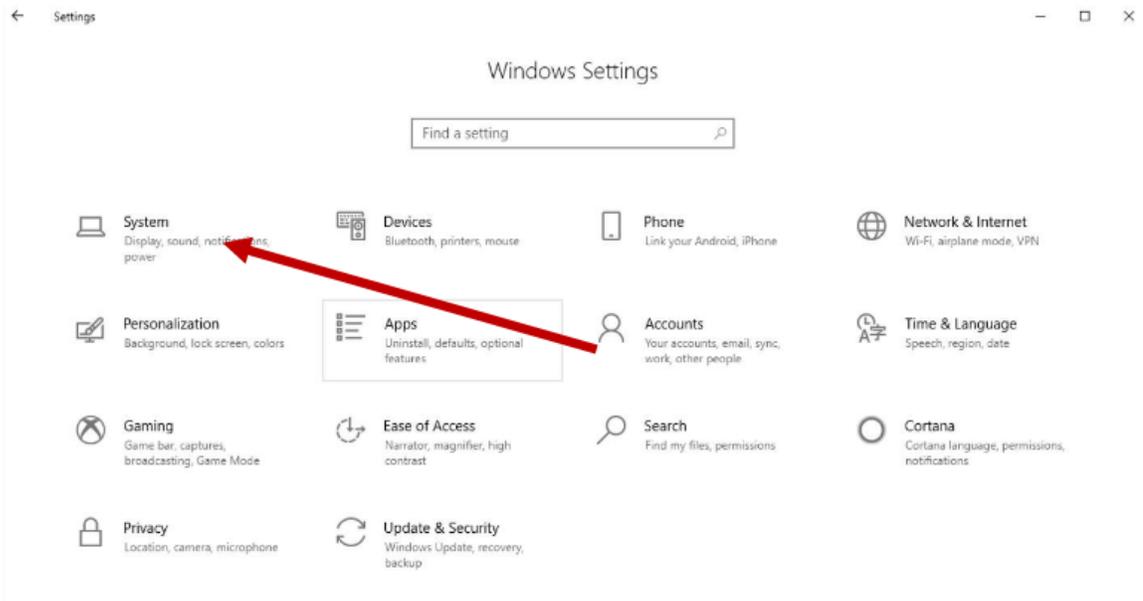
5. Once it asks you for a portal address, type in “vpn.byu.edu” (without the quotation marks) and press connect.
6. The VPN will open up a window asking to log-in using your BYU credentials. After you log-in it will show that the VPN is now connected.

### Remoting from a Windows machine to a Windows machine

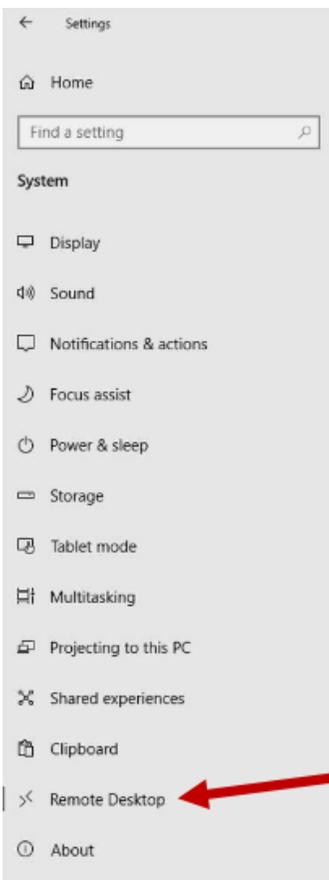
1. Open the Start Menu and click on Settings



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

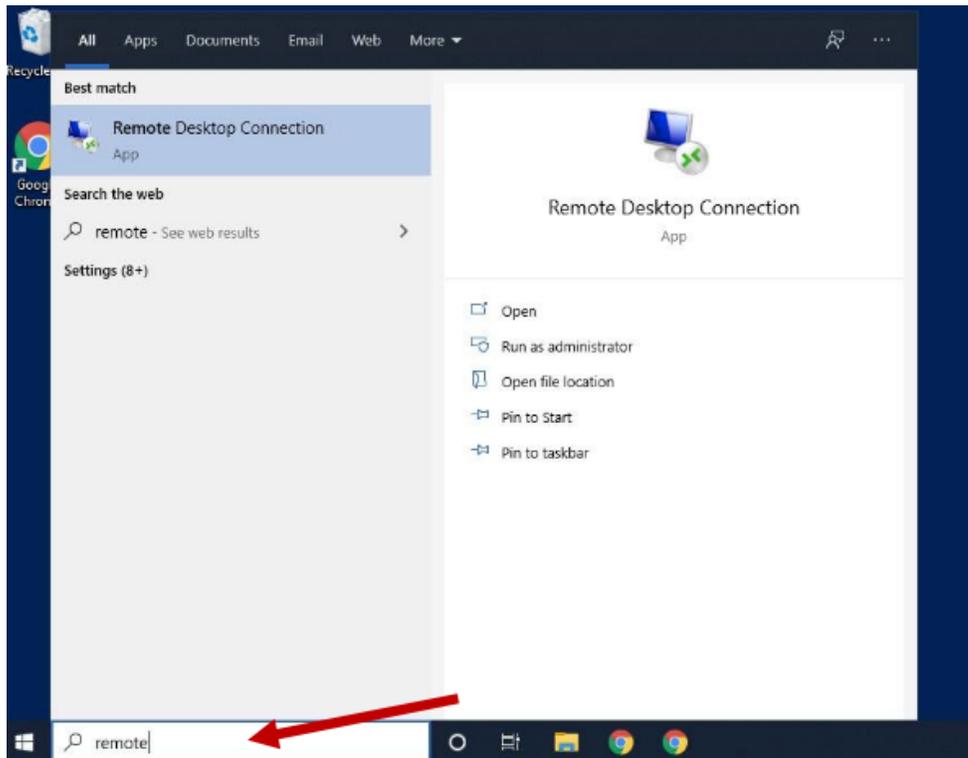
On

Keep my 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](#)

Note: Steps 1-4 need to be done to both computers (the one that you are using and the one you are trying to access). Once those have been done correctly, proceed to steps 5 - 9

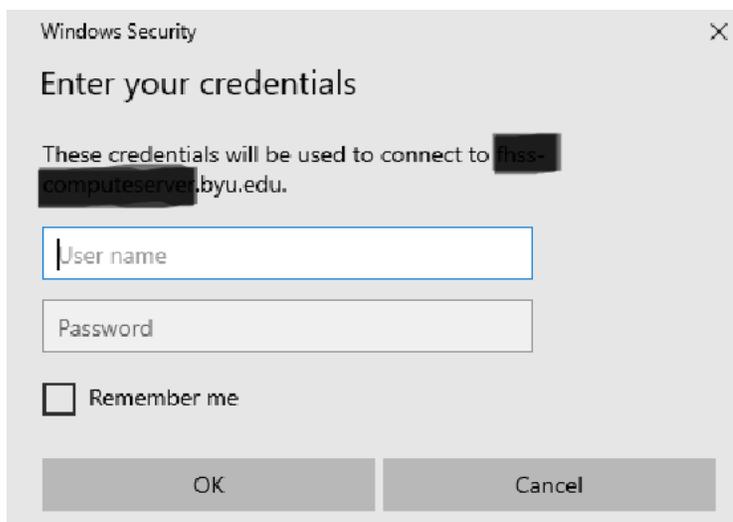
#### 5. Open Remote Desktop by going Start menu and type Remote desktop



- Once opened, type in the computer's name in the text box. For example (N-123456-SAMPLE)

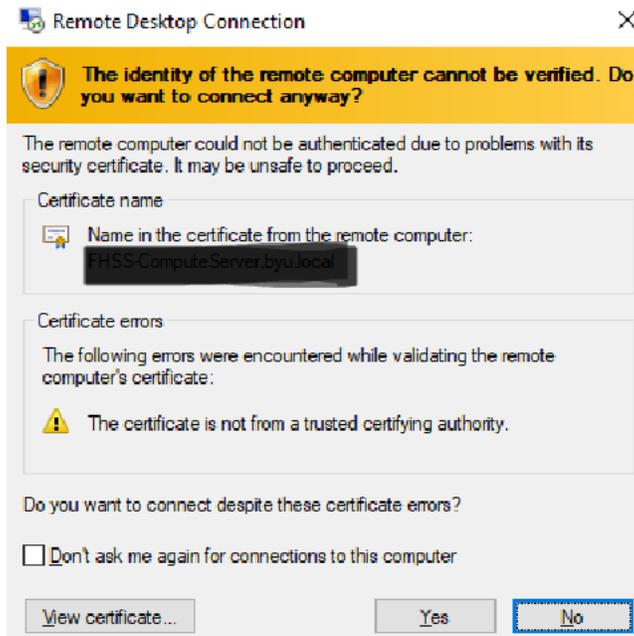


- It will prompt asking you for the credentials. Enter your netID@byu.edu at the username box and your BYU password at the Password box and click OK.



- You will receive a DUO notification. Click yes to allow access to the computer.

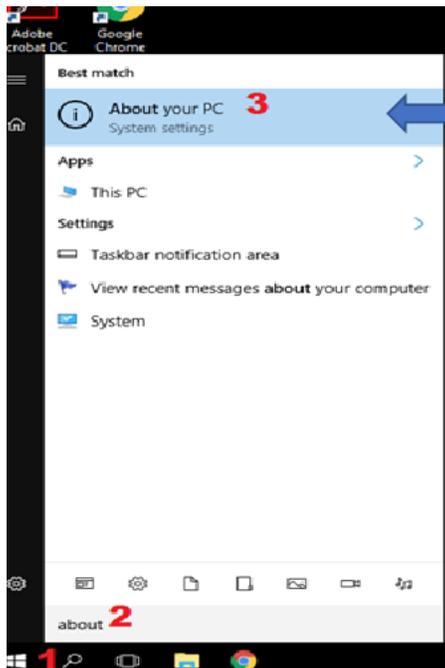
9. If you see something like this:



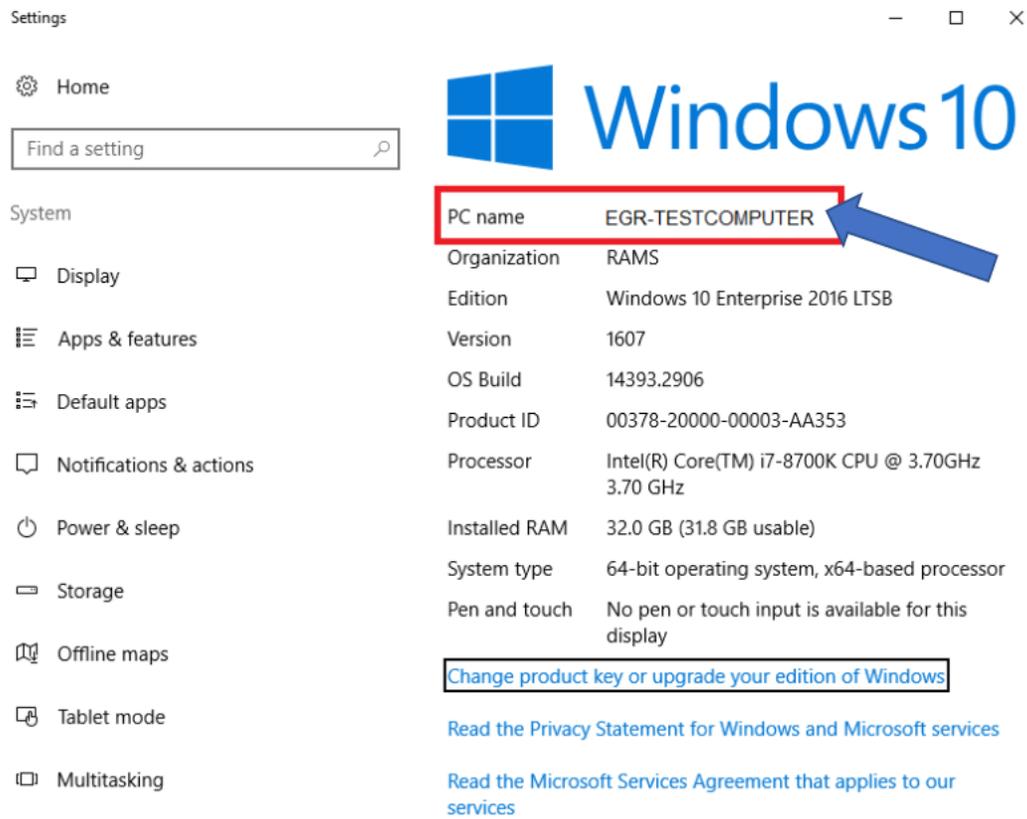
Check the box “Don’t ask me again for connections to this computer and click “Yes”

## 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 links for '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](#)