RCIT

RIVERSIDE COUNTY INFORMATION TECHNOLOGY

All Agencies

Remote Desktop Connection
Instructions for a County Issued Device

SHORT DESCRIPTION:	Guide on how to use RDP
DEPT or DIVISION AFFECTED:	All Agencies

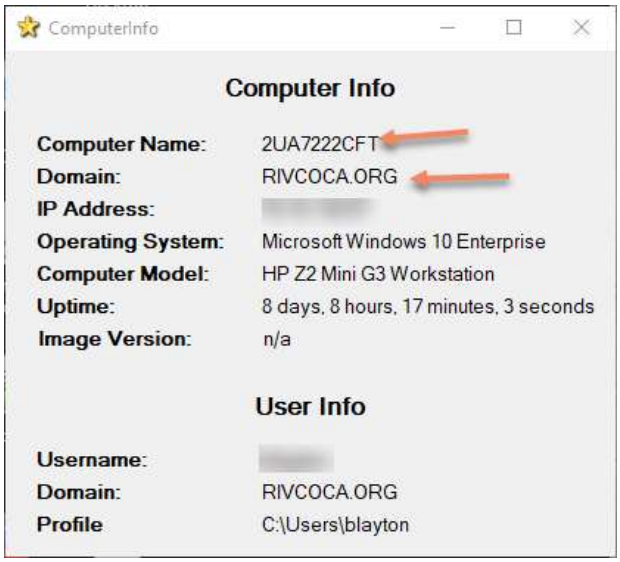
Note: It is recommended that you are using a hardline connection when working from home to help with network connectivity and speed. If you are unable to then you can connect to a wireless network.

If you are using GlobalProtect VPN please allow 60 seconds to pass before trying to remote connect to a system in the office. This time is needed due security measures that are in place and need to run before GlobalProtect is fully connected.

Getting Your Office Computer Information

- **Step 1**: On your system located in the office look for the Computer Info (Gold Star) icon on your desktop.

- **Step 2**: Once it is opened write down Computer Name and the Domain name in case it is needed.

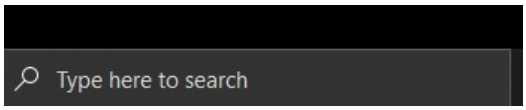


- **Step 3: Make sure to leave your office computer turned on. If you shut it down, you will not be able to remote into it.**

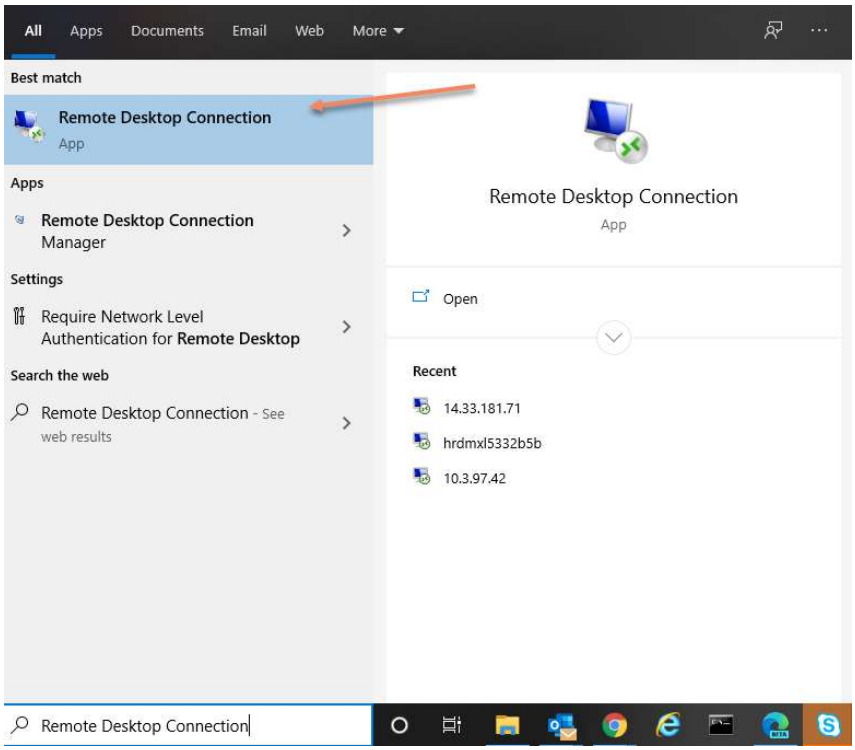
Accessing Your Office Computer from Home

- **Step 1**: Once you are home and logged into the VPN (i.e. Cisco AnyConnect or Global Protect) **Please see VPN Connection Instructions**

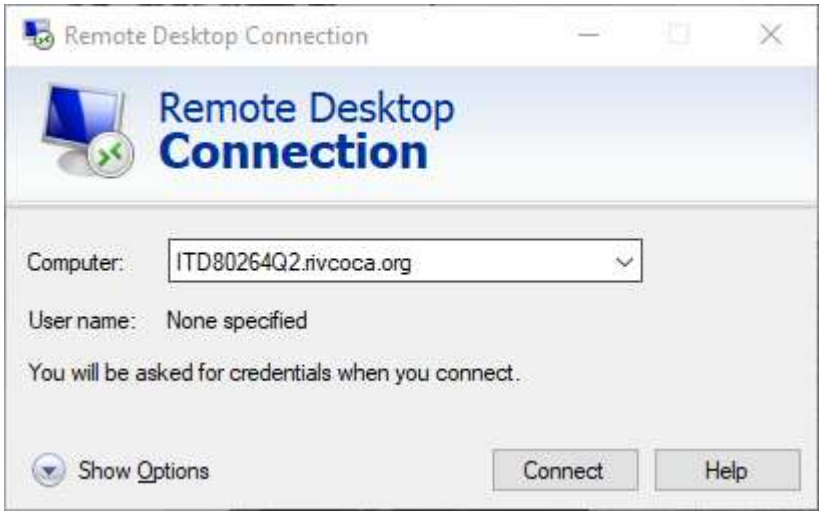
- **Step 2**: Now click in the search bar in the lower left corner of your screen.



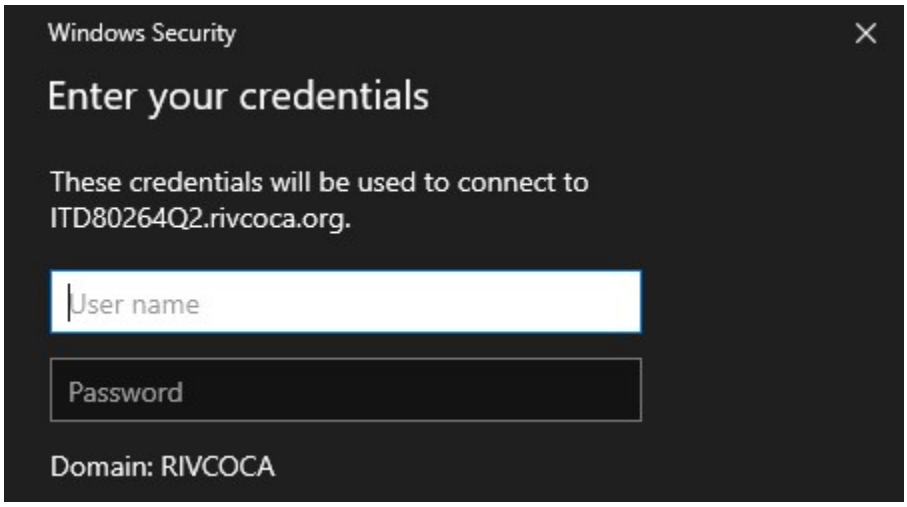
- **Step 3**: Type Remote Desktop Connection in the search bar. Now click on Remote Desktop Connection from the menu.



- **Step 4**: A window should now come up where can enter the name of your office computer. You may have to type the computer name followed by the domain name. **Example: ITD80264Q2.RIVCOCA.ORG (Your domain name may not be Rivcoca.org)**



- **Step 4**: Once you have entered your computer information click connect. You should now have a pop up asking for you to enter your credentials. Enter your username and password then click OK.



- **Step 5**: You should now be connected your computer located in the office. You can determine this by the blue bar located at the top of the screen that will have your computer name displayed on it.