

## **All Agencies**

Remote Desktop Connection Instructions for a County Issued Device

	RIVERSIDE COUNTY INFORMATION TECHNOLOGY			
	All Agencies – Remote Desktop Connection Instructions			
	VERSION: 1.1	DATE: 11/12/2020	FILENAME: RemtoeDesktopGuide.docx	

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.



-	🛠 Computerinfo	- 🗆 🗙
	C	computer Info
	Computer Name:	2UA7222CFT
	Domain:	RIVCOCA.ORG
	IP Address:	
	Operating System:	Microsoft Windows 10 Enterprise
	Computer Model:	HP Z2 Mini G3 Workstation
	Uptime:	8 days, 8 hours, 17 minutes, 3 seconds
	Image Version:	n/a
		User Info
	Username:	
	Domain:	RIVCOCA.ORG
	Profile	C:\Users\blayton

• 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.



All Apps Documents Email W	eb Mor	e <b>▼</b> &
Best match		
Remote Desktop Connection	-	<b>N</b>
Apps Remote Desktop Connection Manager	>	Remote Desktop Connection
Settings		
H Require Network Level Authentication for <b>Remote Desktop</b>	>	Den (V)
Search the web		Recent
Remote Desktop Connection - See web results	>	<ul> <li>14.33.181.71</li> <li>hrdmxl5332b5b</li> <li>10.3.97.42</li> </ul>
		0 # 🛤 🤹 🧿 🤗 📼 🔝 🔕

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)

🐻 Remote Desktop Connection		- 19 <u>-</u> 19	171	$\times$
<b>S</b>	Remote Desktop Connection			
Computer: User name: You will be a	ITD80264Q2.rivcoca.org None specified sked for credentials when you conr	∼		
Show Q	ptions	Connect	He	p

	RIVERSIDE COUNTY INFORMATION TECHNOLOGY			
RCIT	All Agencies – Remote Desktop Connection Instructions			
	VERSION: 1.1	DATE: 11/12/2020	FILENAME: RemtoeDesktopGuide.docx	

• **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.

Windows Security	×
Enter your credentials	
These credentials will be used to connect to ITD80264Q2.rivcoca.org.	
User name	
Password	

• **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.

H 🛱 .ill ITD80264Q2.rivcoca.org	1997	8	x	/
The main and the second				1