



**VCU**Health™

## Using Remote Desktop Protocol (RDP) for Remote Access

## About this document

This document is intended to provide an overview of using Remote Desktop Protocol (RDP) for Remote Access. This document is intended for VCU Health employees only. For questions about the document, issues with the instructions, or guidance on how to follow the steps, please reach out to the VCU Health Service Desk at (804) 828-6447.

## Document information

Company: VCU Health

Authors: Cory Swartz, Michael Pankowski, Jeff Gump, Zeb Elliott

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## Pre-requisites

In order to use Remote Desktop Protocol (RDP) to connect to your VCU Health device remotely as if you were on-site, you will need to connect to the network using the **GlobalProtect Client** application.

Before going off-site, you will need to:

- Register with our **DUO Two-Factor Authentication** system
- Get your **VCU Health computer name**
- Have your User Account added to the **Remote Desktop Users** group.

From your personal computer or other device that you will use to connect via RDP:

- Install the **GlobalProtect Client**

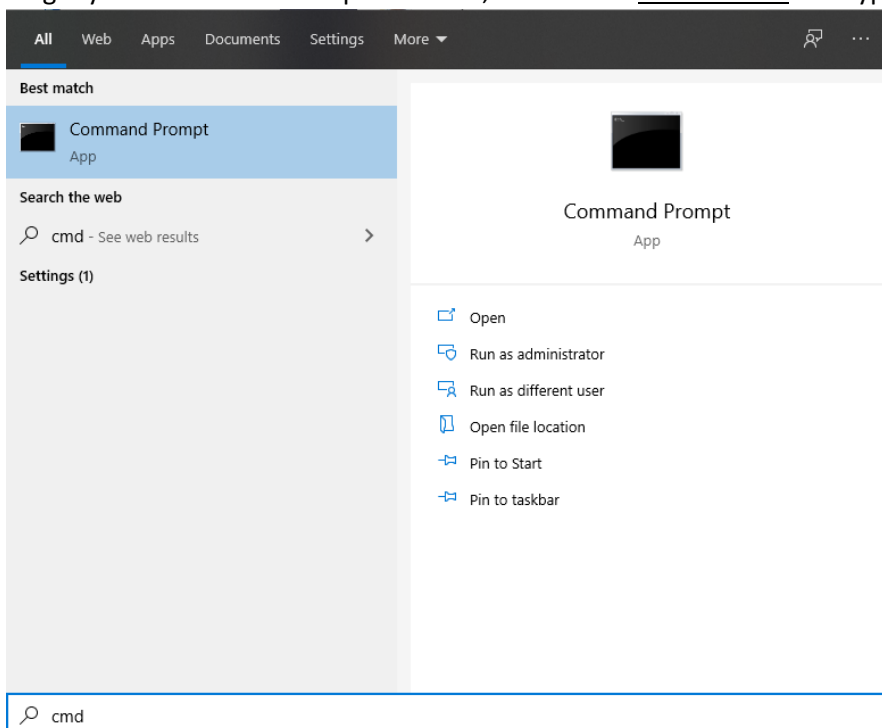
## Register with our DUO Two-Factor Authentication system

Registering with the DUO Two-Factor Authentication system requires you to be on the VCU Health Network. You cannot register with DUO from home or any network other than VCU Health.

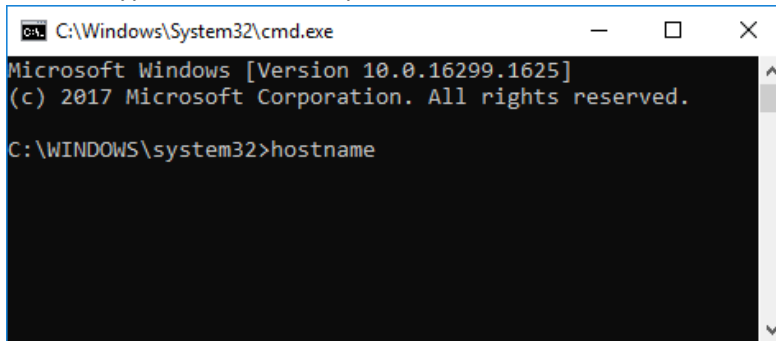
- Visit <https://duo.vcuhealth.org> to register with the DUO system.

## Get your VCU Health computer name

- For RDP access, you will need to know your VCU Health computer name. You will need to do this from the computer that you want to remotely connect to.
- To get your VCU Health computer name, click on the **Start Button** and type CMD.



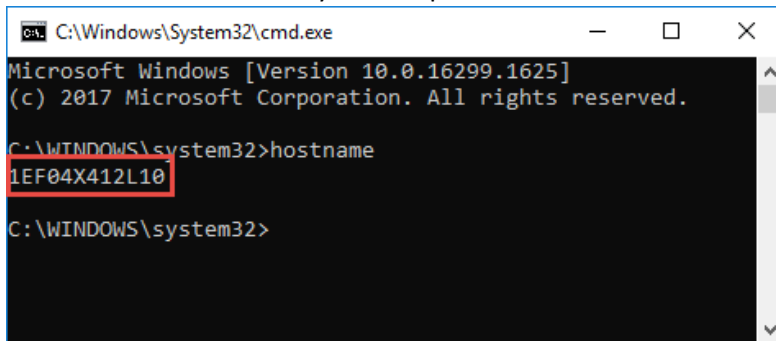
- Click on the Command Prompt App and you will get a console style window. In this console style window type hostname and press enter.



```
C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.16299.1625]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>hostname
```

- This command will return your computer name. You will need this to connect via RDP.



```
C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.16299.1625]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>hostname
1EF04X412L10

C:\WINDOWS\system32>
```

### Have your User Account added to the Remote Desktop Users group:

Please email your VCU Health Computer name and your VCU network username to:

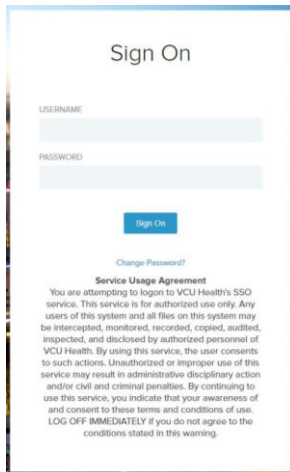
[RemoteDesktopRequest@vcuhealth.org](mailto:RemoteDesktopRequest@vcuhealth.org) when complete, you'll receive a confirmation email.

### Install the GlobalProtect VPN Client

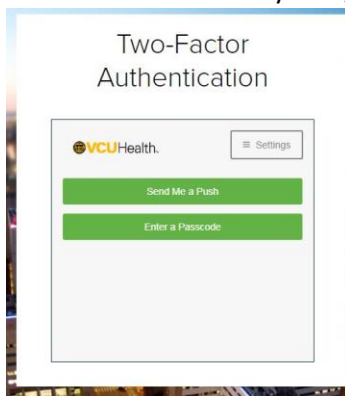
To connect to GlobalProtect VPN, you will need to install the client.

- Go to <https://gateway.vcuhealth.org>

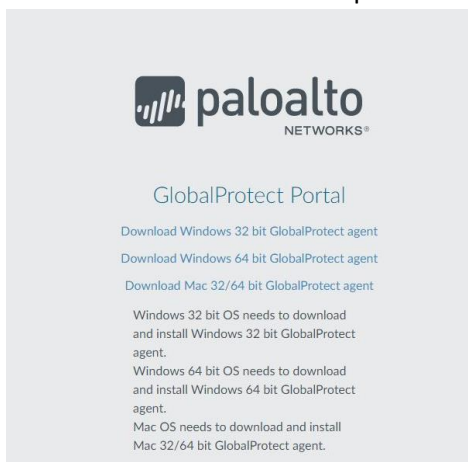
- In the Sign On window, use your **email address** and network password to log in



- If it is not automatically sent, choose the DUO Two-Factor method you'd like to use



- Respond to the Two-Factor prompt on your DUO registered device
- The GlobalProtect download portal will now be displayed. Select the appropriate version to download:

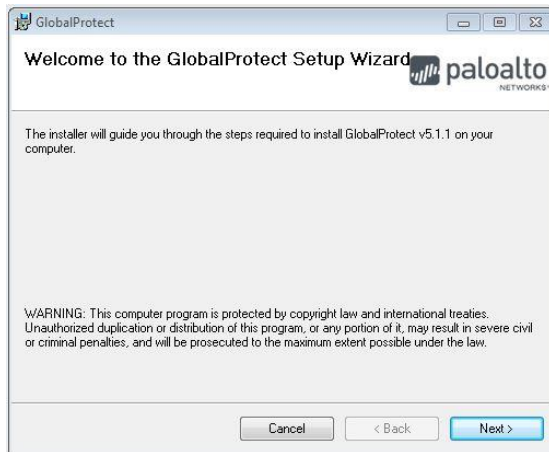


- Most Windows 10 installs are 64 bit. Older Windows 7 are 32 bit. If you do not know whether you have 64 bit or a 32 bit Operating system, see Appendix A at the bottom of this document.

- Open the .msi file from your download location and **double-click** the file to begin



- Click **Next**



- Click **Next**



- Click **Next**



- Installation will begin and you will see the progress bar

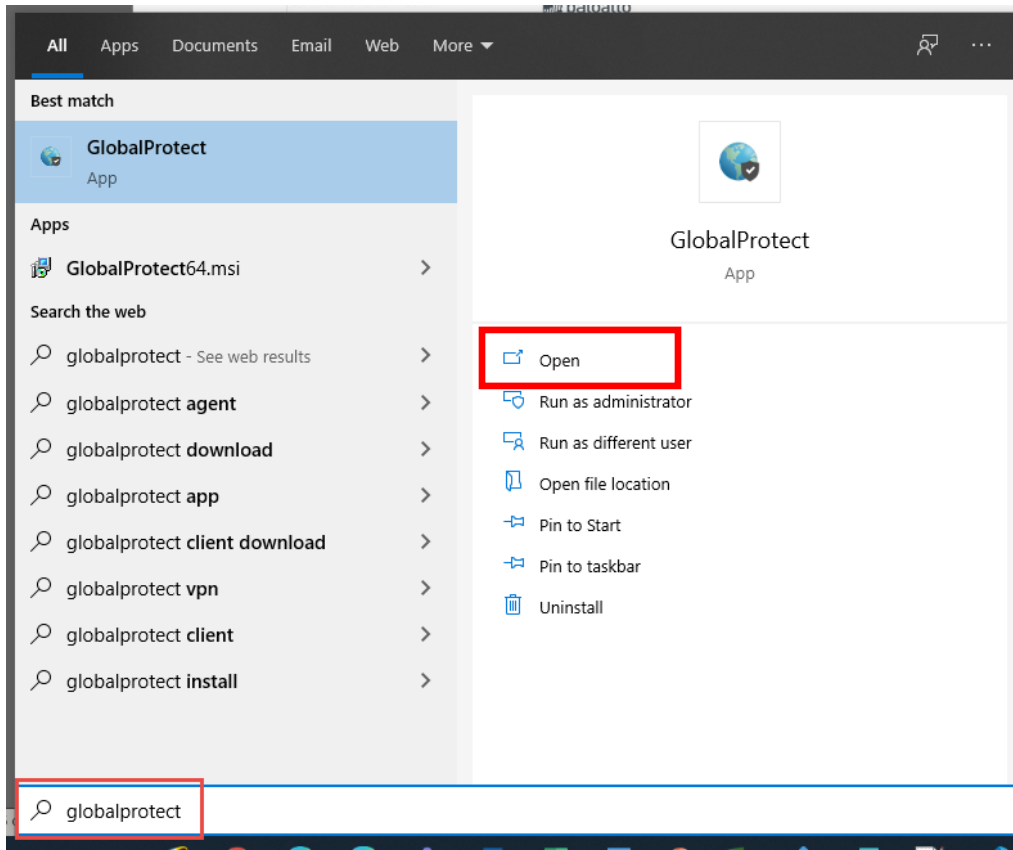


- Once installation is complete, click **Close**



## Launching GlobalProtect VPN \*(Start here for subsequent connection instructions)\*

- If the application does not launch automatically, press the **Windows key** and then type in **GlobalProtect** to find the app

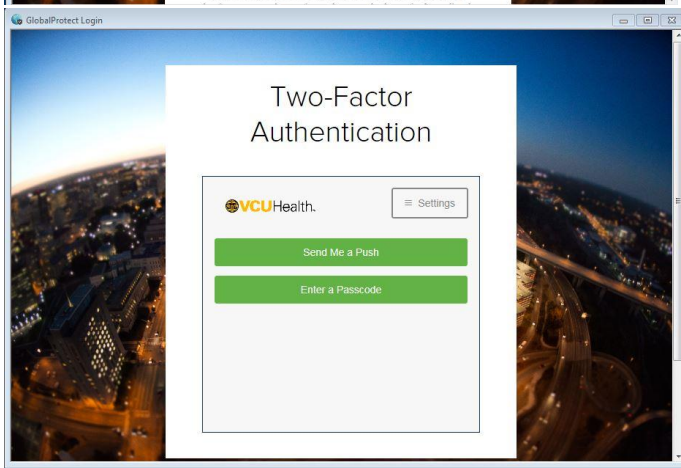
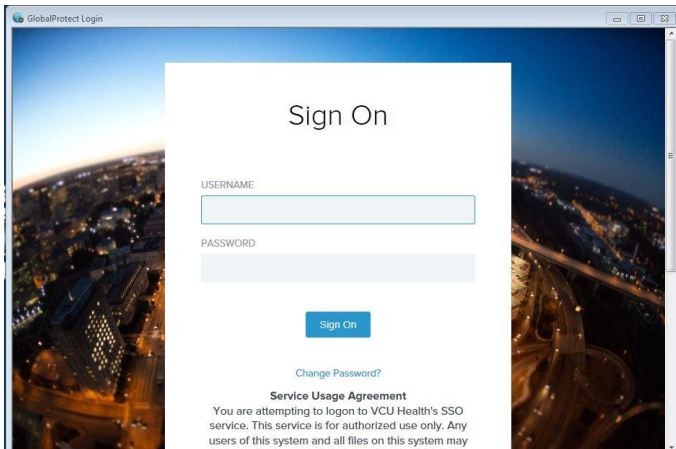


- In the GlobalProtect connection window, type in **gateway.vcuhealth.org**. You should only have to type this in during the first login. When you login each subsequent time you do not have to continue to type in gateway.vcuhealth.org.

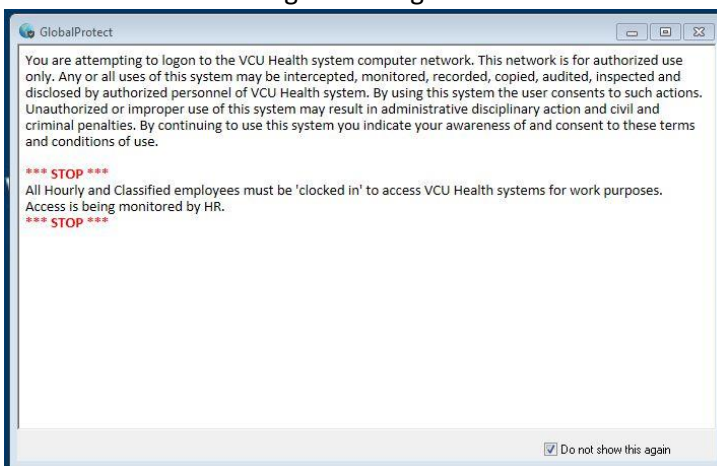




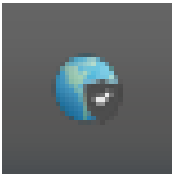
- Follow the same Two-Factor steps to authenticate to the GlobalProtect VPN



- Review and close the logon message box



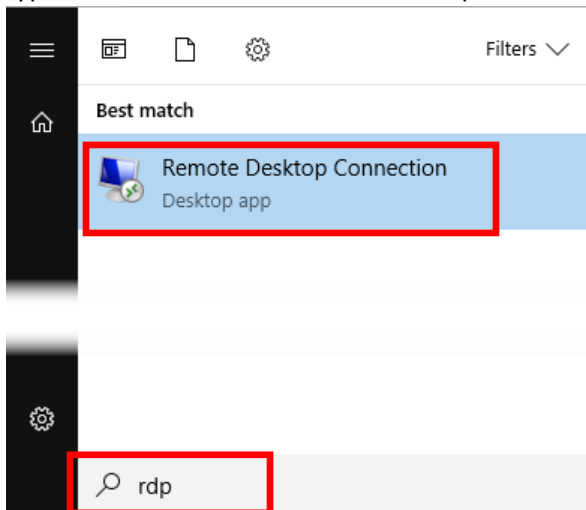
- The client icon will show as connected in the System Tray



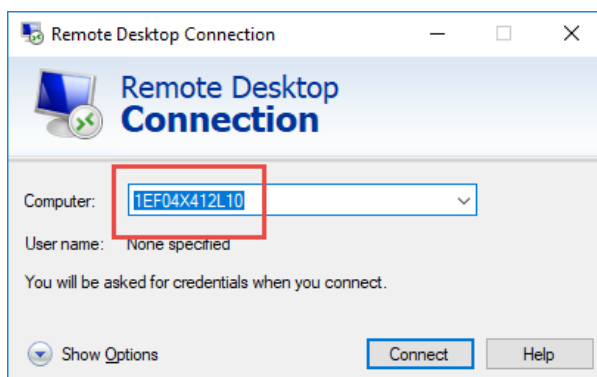
## Using Remote Desktop Protocol (RDP) for Remote Access

You can leverage RDP from the VCU Health network (for example, you are on a VCU Health device that is not yours and are at a VCU Health location) or you can leverage RDP from a non VCU Health device. Using RDP from a non VCU Health device requires the use of the Global Protect VPN connection you established above. Once you are connected to Global Protect VPN, you can then use the following instructions.

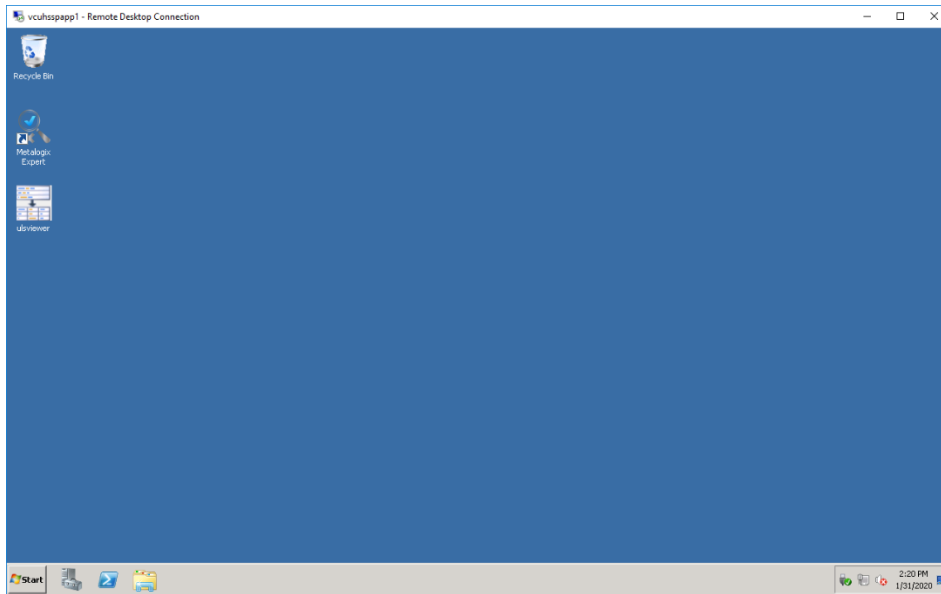
- On the computer you where you just established the Global Protect VPN connection, click on Start and type RDP. Then select Remote Desktop Connection.



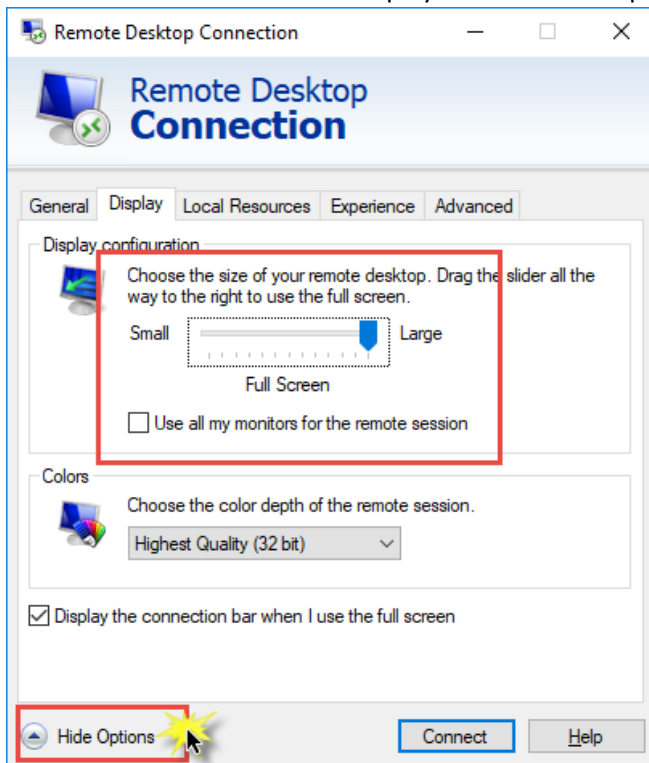
- In the Remote Desktop Connection window, enter the name of the computer you wish to connect to that you discovered in the instructions at the beginning of this document, also known as the “hostname” you found on your VCU Health device that is located at your VCU Health office location. Then click Connect. It will prompt you for your VCU Health network credentials. Use your VCU Health user name and password that you normally use to login to your desktop or laptop computer at your VCU Health office location. **DO NOT** use your email address.



- You will then see the desktop of your VCU Health device.



- Note: You do have some display options to expand the window. Clicking on the Show/Hide Options button in the bottom left of the Remote Desktop Connection window (before you connect) will show additional tabs. Click on the Display tab to see the options for screen sizes.



If you receive an error that you cannot connect and you have not previously sent an email to request access to the remote desktop users group, please follow the instructions below and retry your connection.

### Have your User Account added to the Remote Desktop Users group:

Please email your VCU Health Computer name and your VCU network username to:

[RemoteDesktopRequest@vcuhealth.org](mailto:RemoteDesktopRequest@vcuhealth.org) when complete, you'll receive a confirmation email.

### How to connect after initial setup and first-time connection and use:

Refer to page 8 of this document and repeat the steps. You should not have to type in gateway.vcuhealth.org as it should already be saved in the dialogue box. Additionally, you must ensure you ALWAYS connect to the Global Protect VPN prior to trying to connect to your remote PC. If the Global Protect VPN is not active or does not have this icon

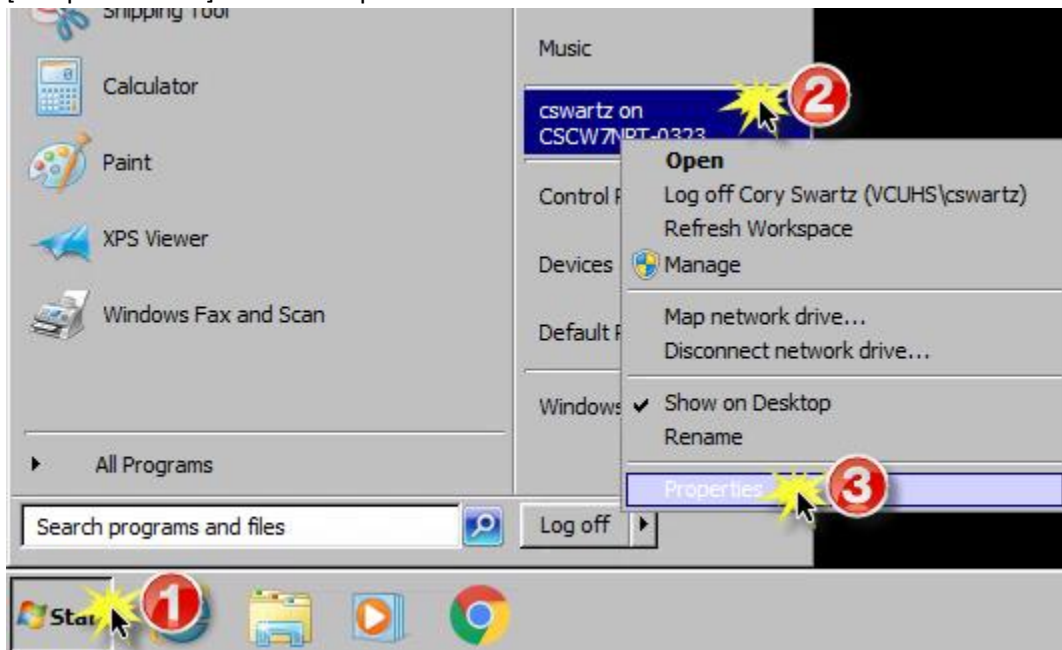


Next to your clock in the bottom right hand corner of your screen then you will not be able to establish a connection to your remote PC. If you have any questions please contact our service desk at 804-828-6447.

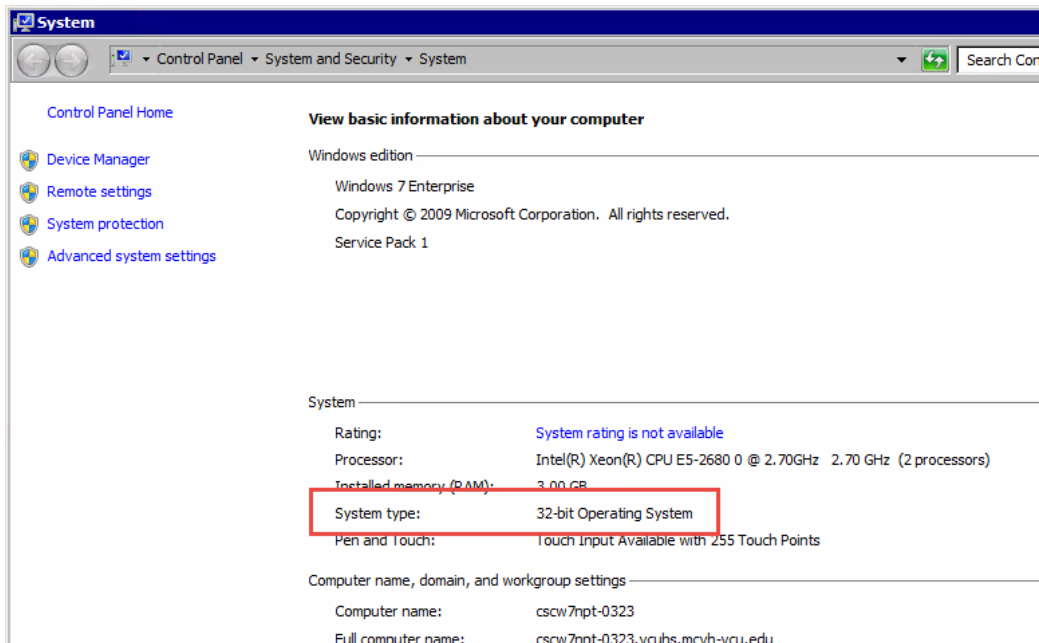
## Appendix A

## Checking the bit version of Windows 7

- Click the Start button (bottom left corner of your screen) → Right-click on your [username] on [computer name] → Click Properties

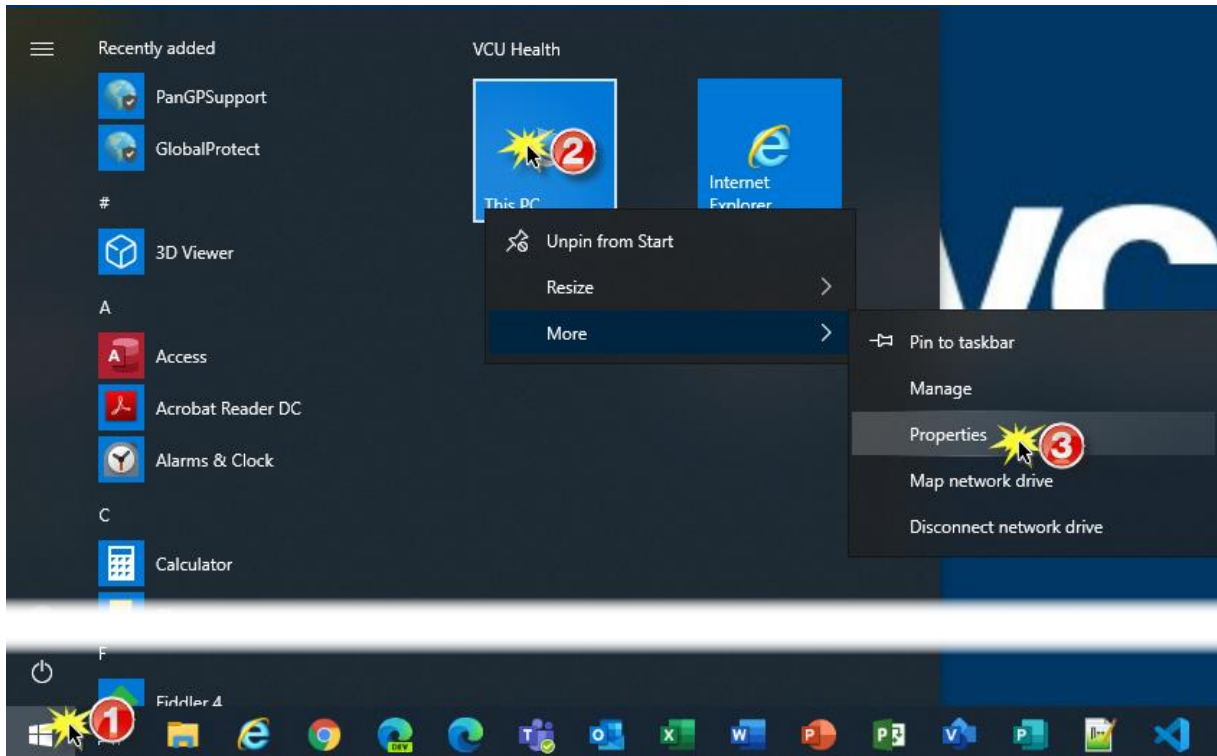


- Under System you will see the System type as shown in the red box below. Select the version of the Global Connect VPN client that matches the system type of the machine where you are installing the Global Protect VPN.



## Checking the bit version of Windows 10

- Click the Start button (bottom left corner of your screen) → Right-click **This PC** → More → Click Properties



Under System you will see the System type as shown in the red box below. Select the version of the Global Connect VPN client that matches the system type of the machine where you are installing the Global Protect VPN.

