

Mobile: Setting up Remote desktop app

You can request the **Remote Desktop service** with the corresponding form. After your request is processed, you can operate your own desktop at the university from any PC, Mac or even tablets and smartphones.

This manual describes the configuration of Remote Desktop App (free) for Windows10, iOS, Android. Separate manuals are available for Mac (OSX) and older Windows versions.

Look up computer name

To contact the workplace PC at the university, you have to know the computer name of your workplace PC. You can look up this name as follows:

1. Open the Windows Start menu and in the right column choose Computer. This opens the standard file explorer.
2. In the bottom left of the explorer window you find a computer-symbol and the name of the computer. This name starts with a W, followed by a number, for example W0065241. Write down this name, so you have it at hand during the next steps in this manual

Installation

You can use the remote desktop service via your Windows10, iOS or Android device with the free Microsoft Remote Desktop application:

1. With your pc, tablet or smartphone visit the Windows Store (W10) , App store (iOS) or Play Store (Android) and search for **Remote Desktop**
2. Several Apps are displayed. Select the app from Microsoft and install it.

Configuration

Find the Remote Desktop app that you just installed and open it. The configuration for Windows10, iOS and Android is different on minor details. On all platforms, you enter the the same data, such as a gateway server, your own account credentials and the name of your desktop PC.

1. The Gateway server is the computer that allows you to log in on the university network. The gateway server is:
rds.campus.leidenuniv.nl
2. Just as on your workplace PC, you also enter your own user name and password, with one small difference: put vuw\
before your user name.
Example: The user name jansenj would become:
vuw\jansenj
3. The computer name, you noted in the first step of this manual is also needed. Behind that name, you add:
vuw.leidenuniv.nl.
Example: the full computer name for W0065241 is
W0065241.vuw.leidenuniv.nl

After entering these data and saving them, you can easily connect to your workplace desktop by clicking its name. Your user name and password may be requested once again. Always add vuw\
before your normal user name.

NOTE: It may take several minutes before you get a first reaction from the desktop on your work place. Reason for this is, that the university desktops are shut down automatically after a period of inactivity. When you contact your desktop at the university via Remote Desktop Connection, it is restarted automatically. During the automatic restart, a message appears, telling you that the desktop cannot be found.