
Remote Desktop Instructions

July 18, 2011

TS Gateway Overview

TS Gateway is a Remote-Desktop solution that allows authorized remote users to connect to PC's and virtual resources on an internal network from a Internet-connected device. It uses Remote Desktop Protocol (RDP) over HTTPS to establish a secure, encrypted connection between remote users on the Internet and the office computer resources on which their productivity applications run. This will allow you direct access to your computer on campus. No files or data are ever transferred between your home computer and your office computer. In essence, the only data passing between the two is the video on the screen and the keyboard/mouse movements. This ensures that home computers that may not be adequately protected cannot infect Division of Finance computing resources with viruses or malware.

System Requirements

- TS Gateway is supported by the following operating systems:
 - Windows 7
 - Windows Vista with Service Pack 1 or 2 (SP1 or SP2)
 - Windows XP with Service Pack 3 (SP3)

- TS Gateway Web Access will not work with these operating systems:
 - Microsoft Windows ME or earlier
 - All Macintosh Operating Systems
 - All Linux based Operating Systems

Access Essentials

There are several requirements for accessing TS Gateway and the on-campus computer:

- Internet Explorer Web Browser.
- Computer Name or IP address of the on-campus computer to which you want to remotely connect.
- The on-campus computer must be turned on and operating in a non-hibernating or high performance mode. All Division of Finance computers are by default set to not sleep or hibernate.

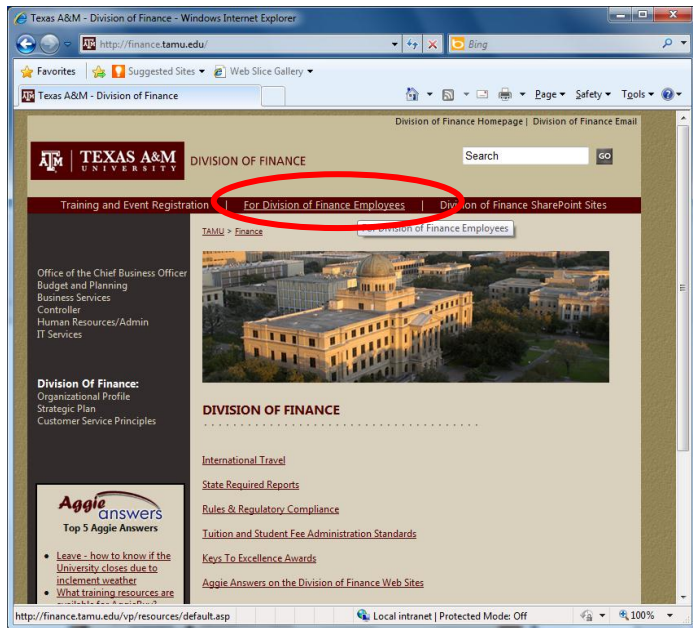
How to Obtain your IP Address and Computer Name

You will need to know the IP address **or** Computer Name of your office computer in order to use Remote Desktop. You can obtain this information while on your office computer, going to the IT Resources page – <http://finance.tamu.edu/its/resources.asp> and clicking on the “Obtain Computer Name/IP Address link”. This application will retrieve your IP Address and Computer Name and e-mail it to you.

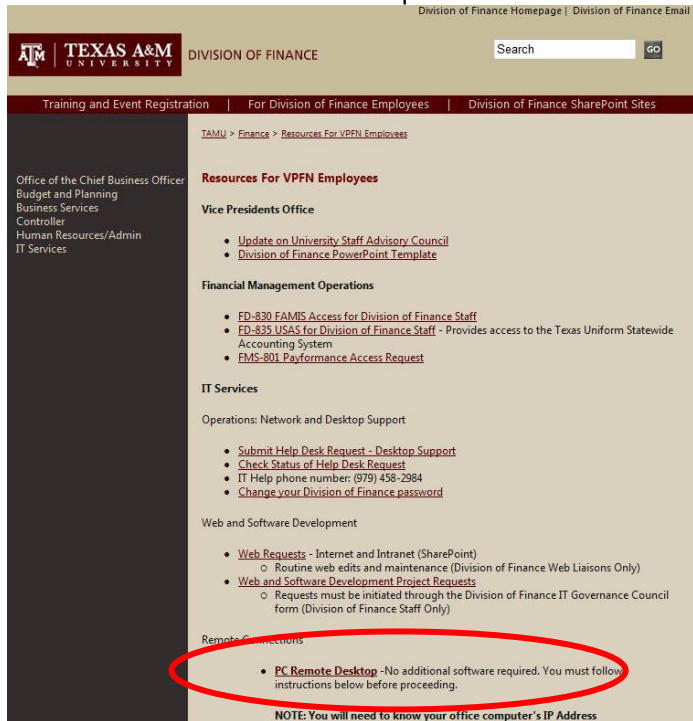
How to open the Remote Desktop connection on your home computer:

Open a web browser and go the Division of Finance Home page: <http://finance.tamu.edu>

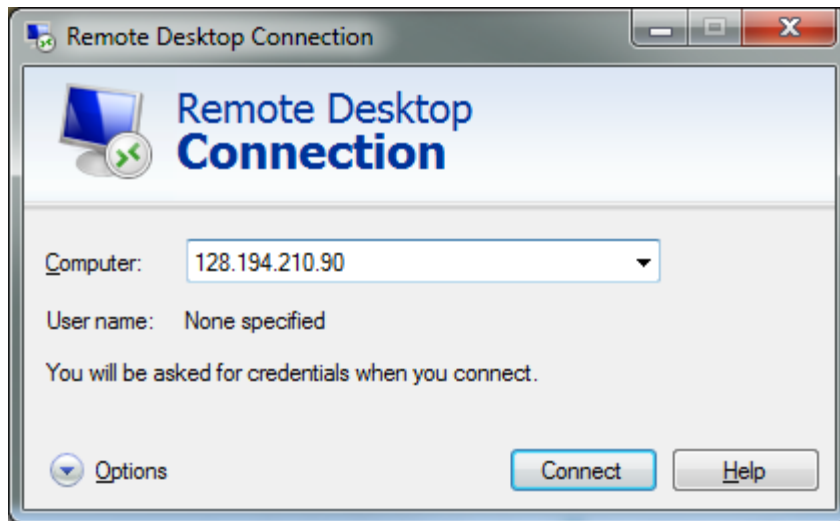
Select the link at the top “For Division of Finance Employees”



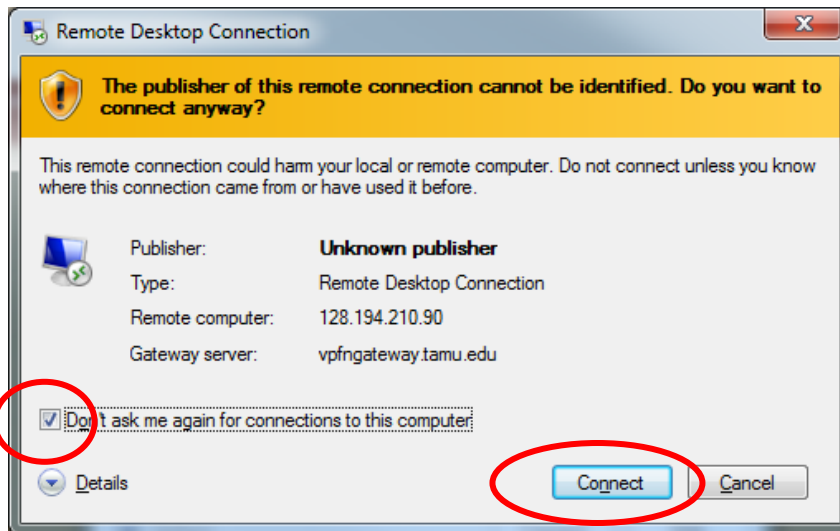
Click the link “PC Remote Desktop”.



- (1) This will initiate the Remote Desktop connection.
- (2) In the base Remote Desktop Connection window type in either your **Computer Name** or **IP Address** of your work computer that you gathered in the first section of this document. Click the Connect button.



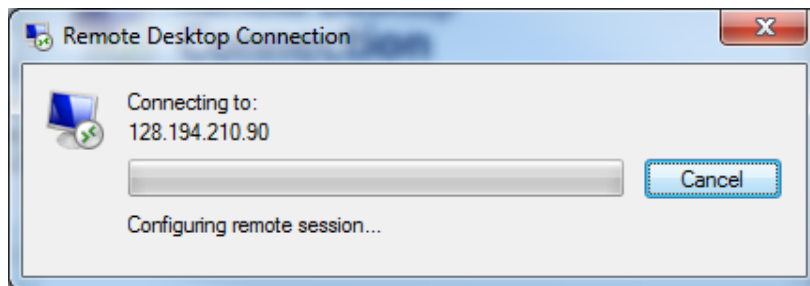
- (3) If you get the following pop up screen you may select the “Don’t ask me again..” check box and select the Connect button.



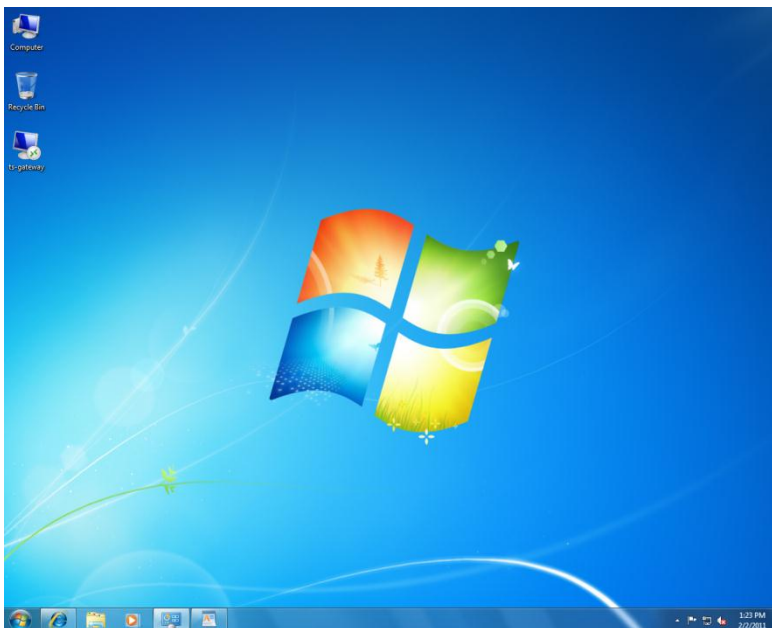
- (4) You will be asked for your work computer credentials in order to log into the Gateway. Type in **tamuds**userid and the password that you use to log into your computer every day. It is very important you place the **tamuds** in front of your userid.



- (5) You will then see this connection window while your home computer makes a connection to your work computer.



- (6) Once a successful connection has been made you will see your work computer desktop as you normally do. You are connected as if you were sitting at your desk with all shared drives, email, and printers available to you.



- (7) When you are finished, simply 'Log Off' your computer on-campus just like you would if you were sitting there. This will log you off the computer and close the Remote Desktop Connection.