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Microsoft Remote Desktop not opening

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

- 1. Go to the following site in a browser:
 - 1. <u>https://remoteapps.rit.edu/RDWeb</u>
- 2. Login using your RIT credentials

Be sure to put <u>MAIN</u> before your RIT username

			RD Web Acces
RemoteApp and Desktop Connection	of Technolog	y	
			Help
	Domain\user name: Password:	MAIN\abcd1234	
	Security Warning: By logging in to that this computer compl security policy.	this web page, you confirm ies with your organization's	
		Sign in	
	To protect against unauth Access session will autom of inactivity. If your sessi and sign in again.	norized access, your RD Web natically time out after a period on ends, refresh your browser	
Windows Server 2016			Microsoft

1. Download "EMS Campus Prod"

	💀 RD Web Access
RemoteApp and Desktop Connection	
RemoteApp and Desktops	Help Sign out
Current folder: / EMS Campus DEV EMS Campus FROD EMS Campus TEST	
Windows Server 2016	Microsoft

1. When download is complete, the app can be opened from your downloads folder and pinned to your dock

To pin the app to your dock, right click on the app icon, hover over "Options" in the menu and select "Keep in Dock"

1. Make sure that the Gateway settings have the user's credentials. This can be found in "Preferences".