

Microsoft Remote Desktop not opening

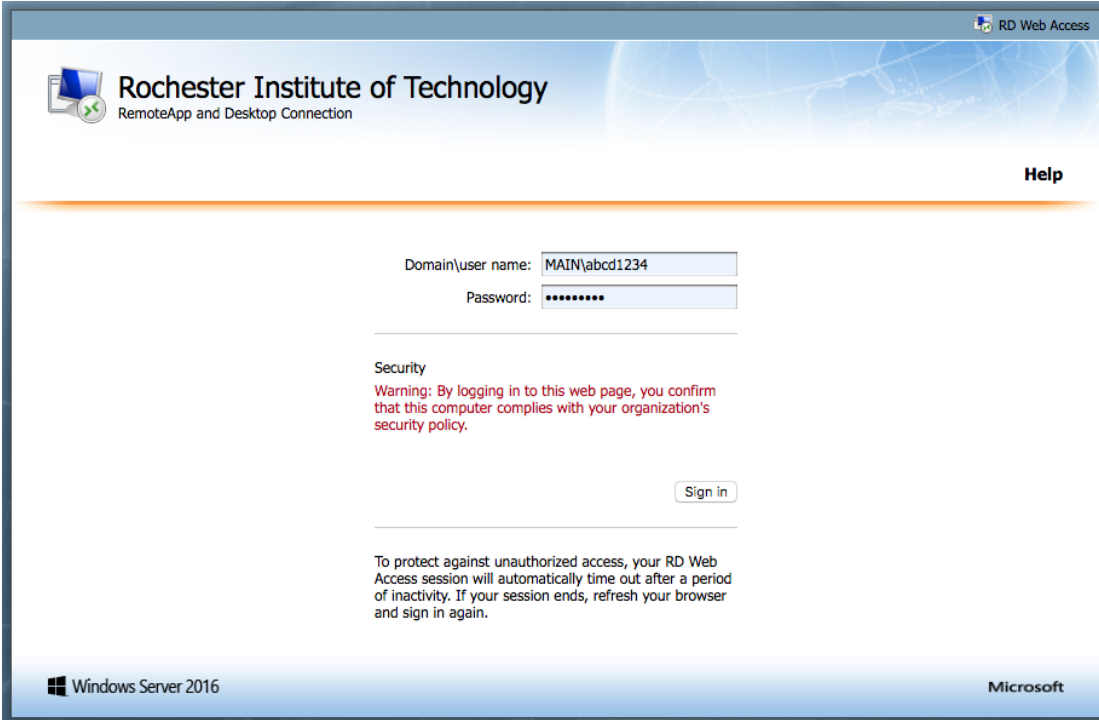
CADTech Student Employee - 2022-04-14 - [Troubleshooting Guides](#)

1. Go to the following site in a browser:

1. <https://remoteapps.rit.edu/RDWeb>

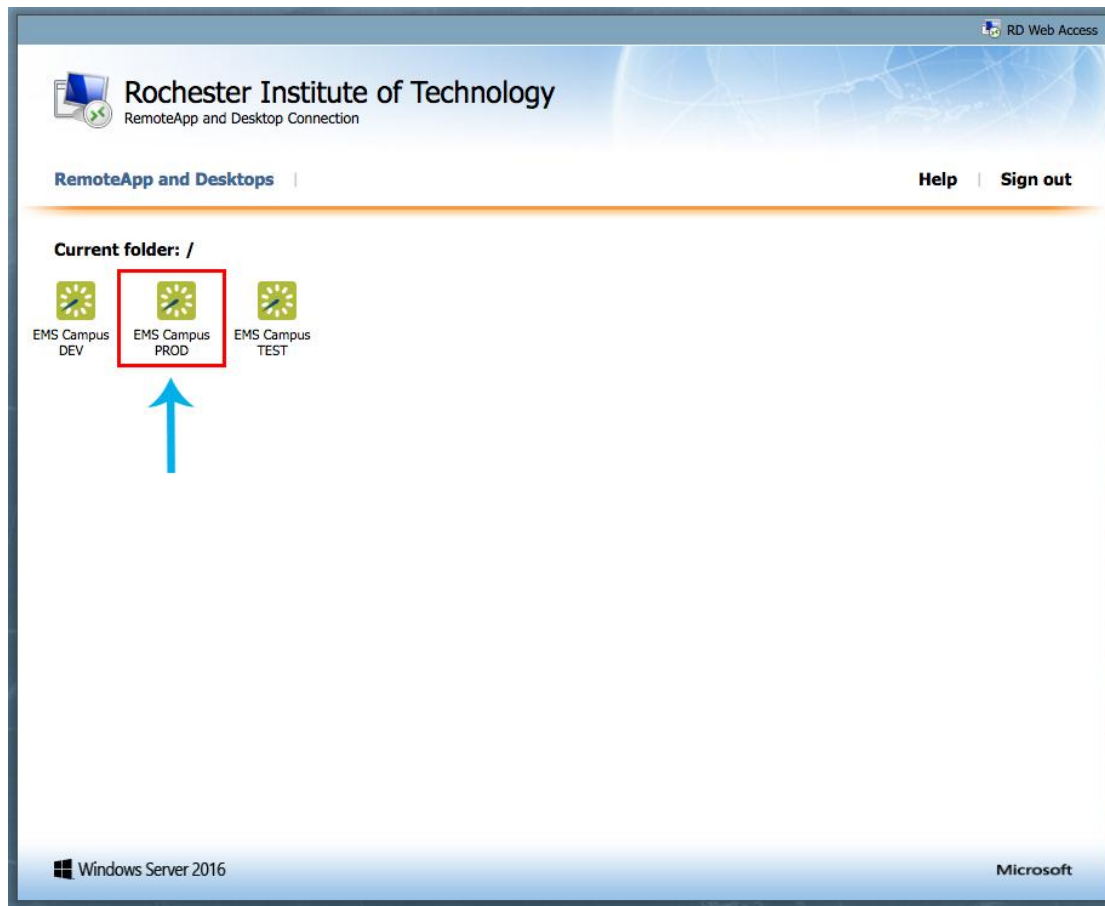
2. Login using your RIT credentials

Be sure to put MAIN\ before your RIT username



The screenshot shows the login interface for the Rochester Institute of Technology's RemoteApp and Desktop Connection. The page has a blue header with the RIT logo and the text "Rochester Institute of Technology RemoteApp and Desktop Connection". A "Help" link is in the top right. The main content area contains a login form with two input fields: "Domain\user name:" with the value "MAIN\abcd1234" and "Password:" with masked characters. Below the form is a "Sign in" button. A security warning is displayed in red text: "Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy." At the bottom, there is a note about session timeout: "To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again." The footer includes the Windows Server 2016 logo and the Microsoft logo.

1. Download "EMS Campus Prod"



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".