

## 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*



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".