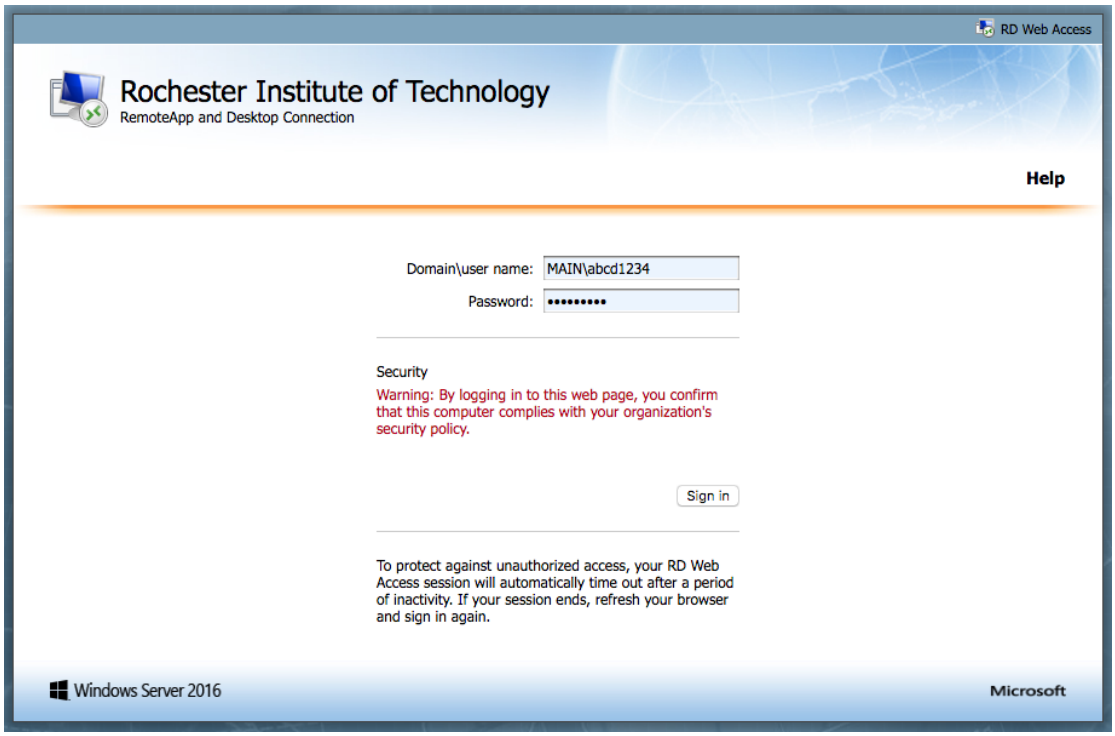
Microsoft Remote Desktop not opening

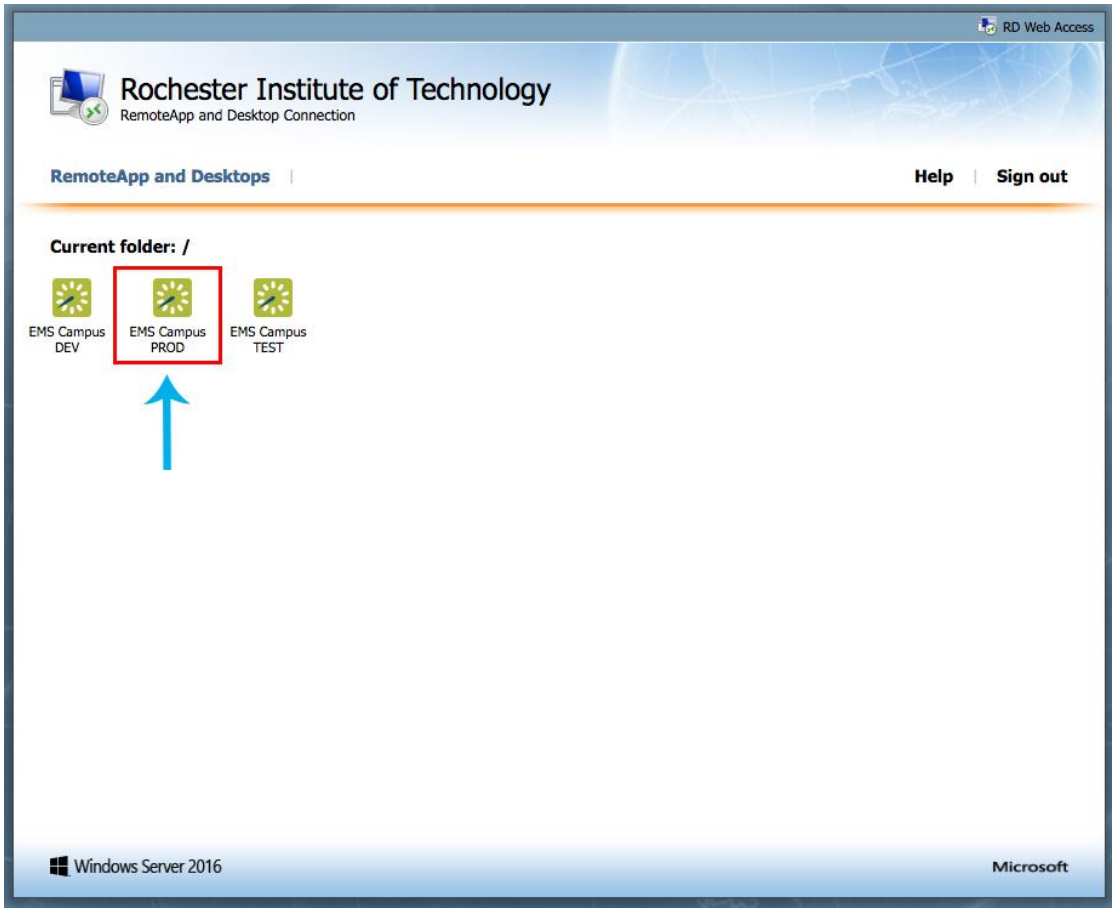
CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

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".