

How to Access Remote Desktop from a Mac

***Note:** You will need the hostname of your work computer to be able to access it through Remote Desktop. To find out your work computer's hostname, please consult our "How to find your computer's host name" guide located on the ECS website.

If you already have the Microsoft Remote Desktop application downloaded and installed on your Mac, please skip to set 10 to configure your Remote Desktop session.

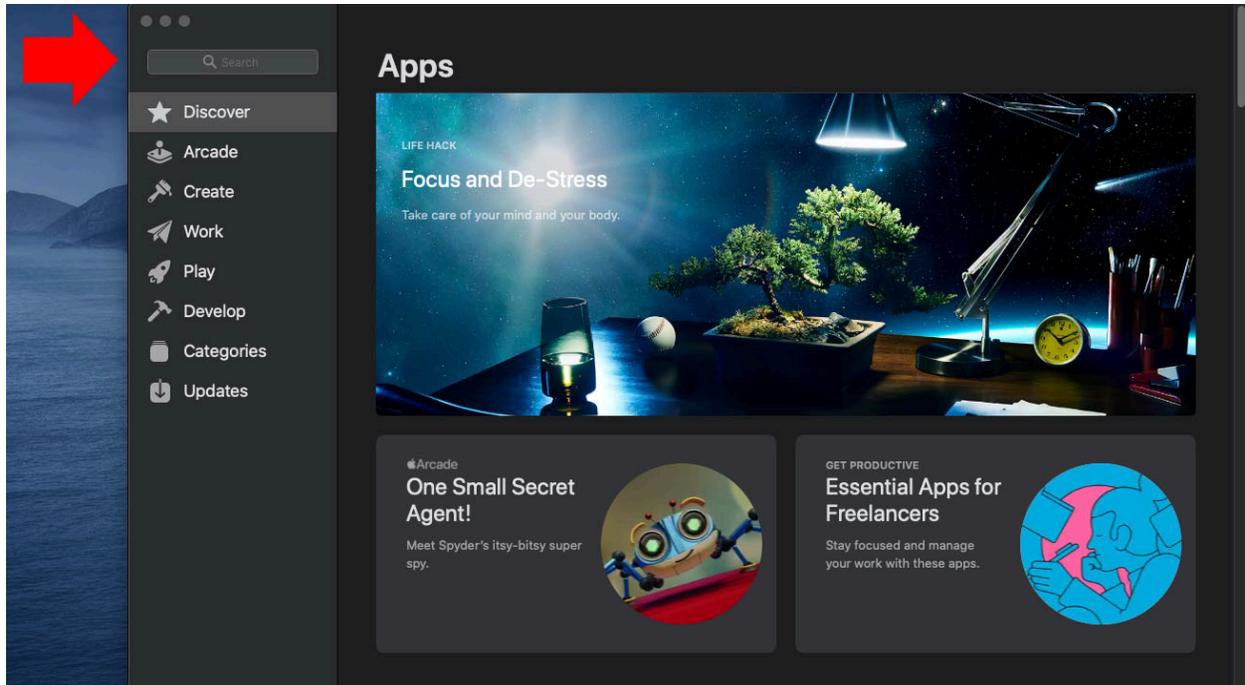
Step 1 – Download the Microsoft Remote Desktop 10 app

If you have never accessed a computer through Remote Desktop before, the first step is to download the Microsoft Remote Desktop 10 App from Apple's App Store. To open the App Store, either click on the App Store icon in your Dock or click the Finder Icon in the upper right hand corner and type App Store.



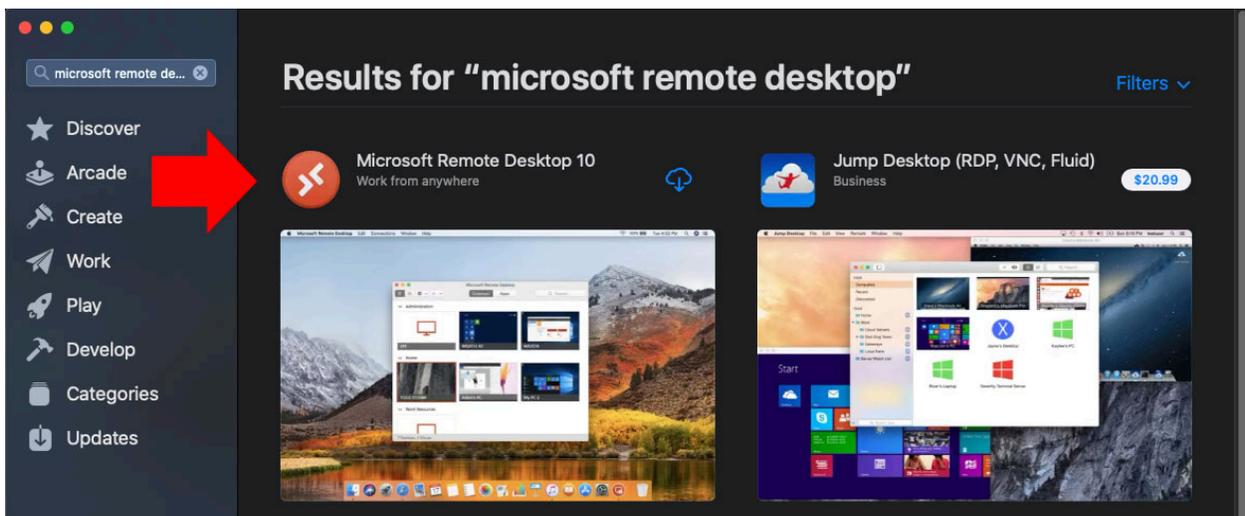
Step 2 – Find the Microsoft Remote Desktop 10 app in the App Store

To find the Microsoft Remote Desktop app in the App Store, click on the search box and type Microsoft Remote Desktop.



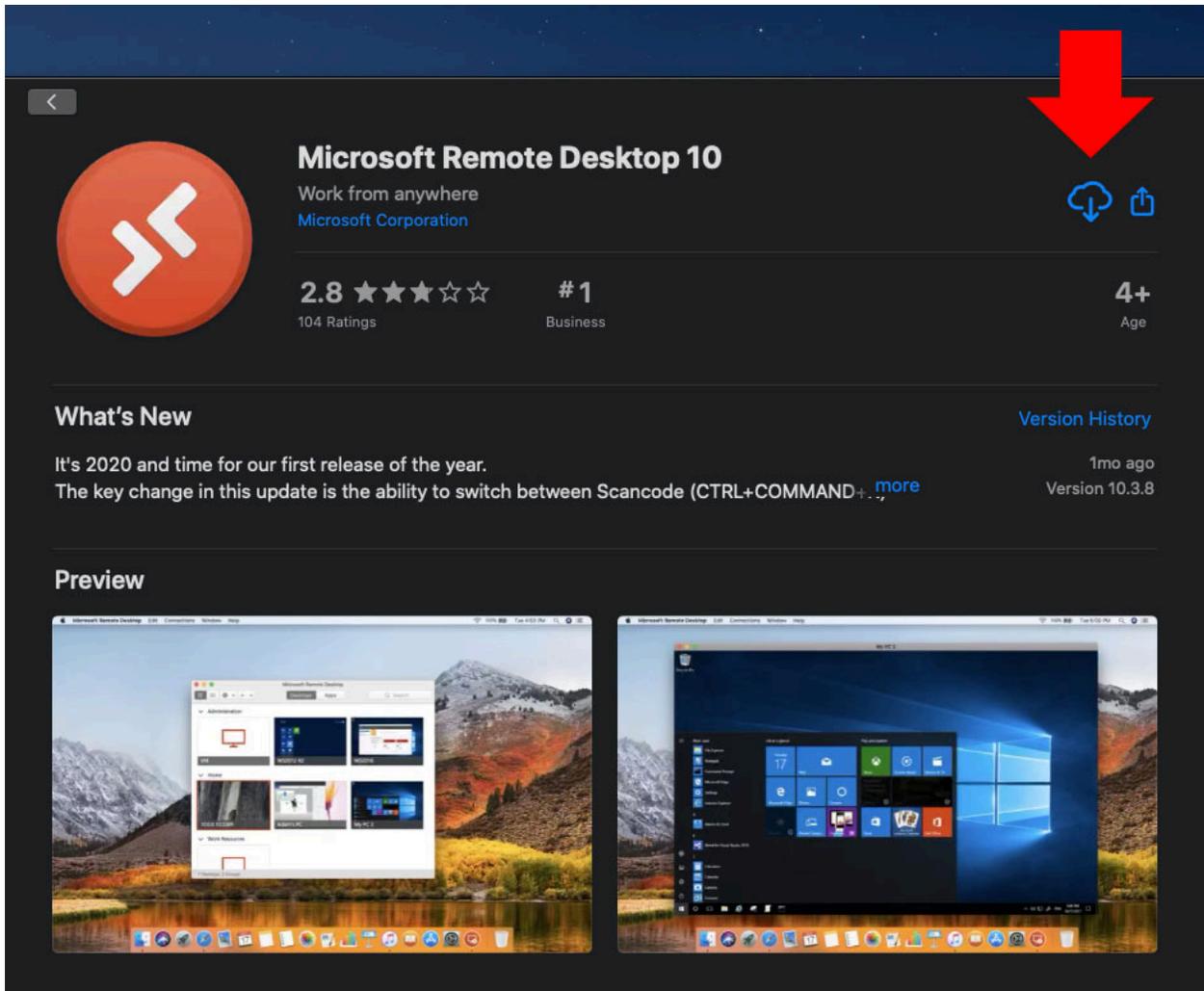
Step 3 – Select the Microsoft Remote Desktop 10 app to download

To download the Microsoft Remote Desktop 10 app, click on the Microsoft Remote Desktop 10 app from Apple's App store search results.



Step 4 – Download the Microsoft Remote Desktop 10 app

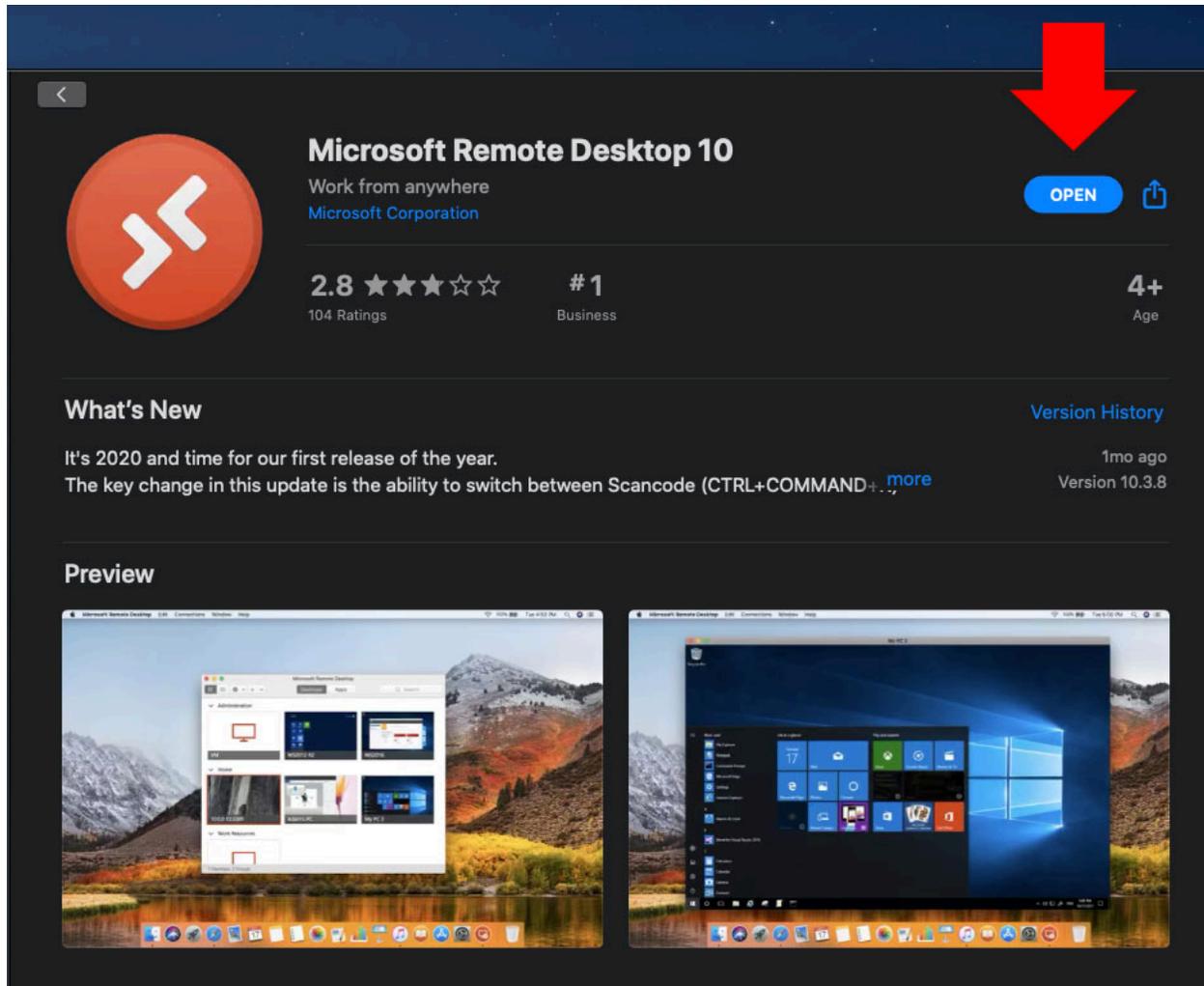
Click on the download link to download and install the Microsoft Remote Desktop 10 app onto your computer. You may need your Apple credentials to download the app. This is a free application.



The screenshot shows the App Store page for the Microsoft Remote Desktop 10 app. The app icon is a red circle with a white double arrow. The title is "Microsoft Remote Desktop 10" with the tagline "Work from anywhere" and the developer "Microsoft Corporation". The app has a 2.8 star rating from 104 ratings and is ranked #1 in the Business category. The age rating is 4+. A red arrow points to the download button in the top right corner. The "What's New" section states: "It's 2020 and time for our first release of the year. The key change in this update is the ability to switch between Scancode (CTRL+COMMAND+. . .) more". The "Version History" section shows "Version 10.3.8" released "1mo ago". The "Preview" section shows two screenshots of the app's interface: one showing the "Microsoft Remote Desktop" settings window and another showing the Windows desktop environment.

Step 5 – Open the Microsoft Remote Desktop 10 app

Once the Microsoft Remote Desktop 10 app has downloaded and installed on your computer, click the OPEN button to open Microsoft Remote Desktop 10 application.



The screenshot shows the Mac App Store page for Microsoft Remote Desktop 10. The app icon is a red circle with a white double arrow. The title is "Microsoft Remote Desktop 10" with the subtitle "Work from anywhere" and the developer "Microsoft Corporation". A blue "OPEN" button is visible in the top right corner, with a red arrow pointing to it. Below the title, the app has a rating of 2.8 stars (104 ratings) and is ranked #1 in the Business category. The age rating is 4+.

What's New [Version History](#)

It's 2020 and time for our first release of the year.
The key change in this update is the ability to switch between Scancode (CTRL+COMMAND+...) [more](#)

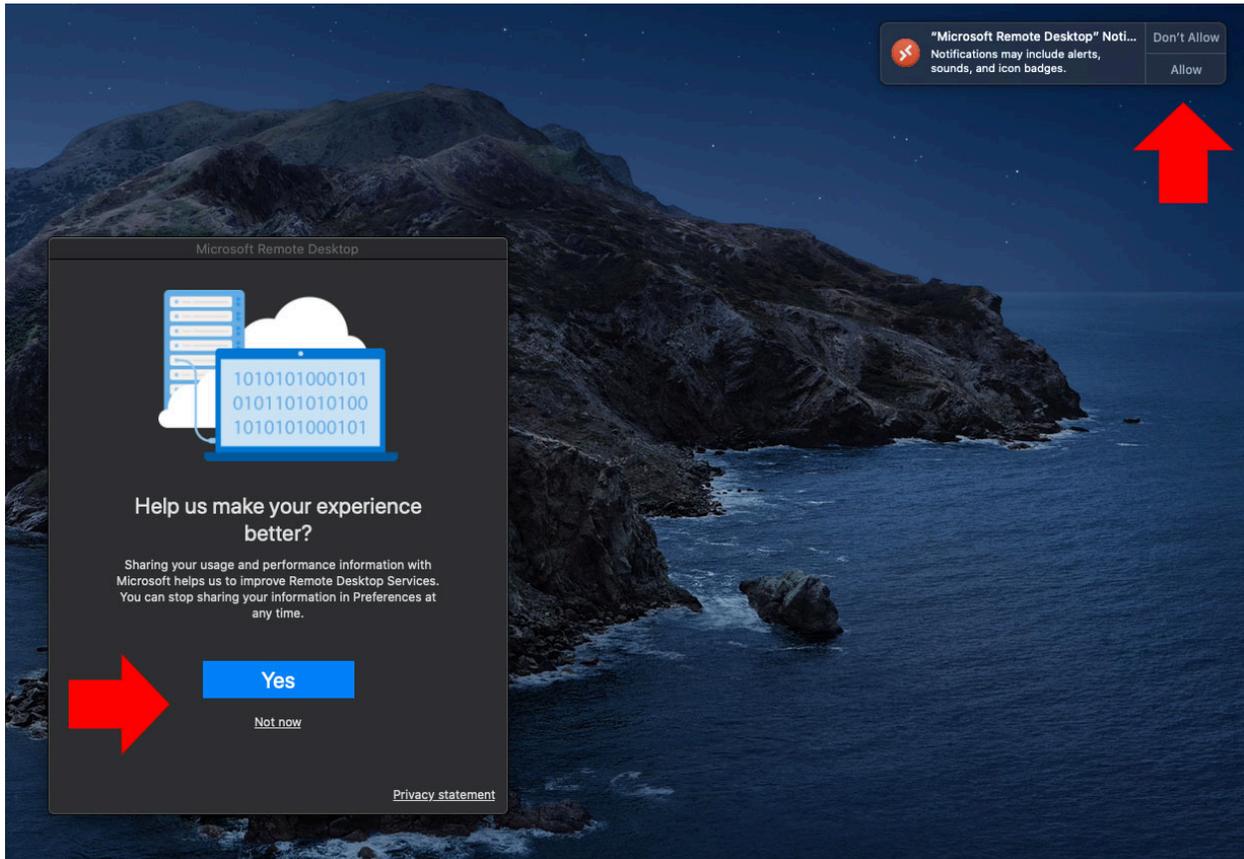
1mo ago
Version 10.3.8

Preview

The preview section shows two screenshots of the application. The left screenshot shows the application's main interface with a sidebar and a central pane displaying a remote desktop session. The right screenshot shows a Windows 10 desktop environment being accessed through the application, with the Windows Start menu and taskbar visible.

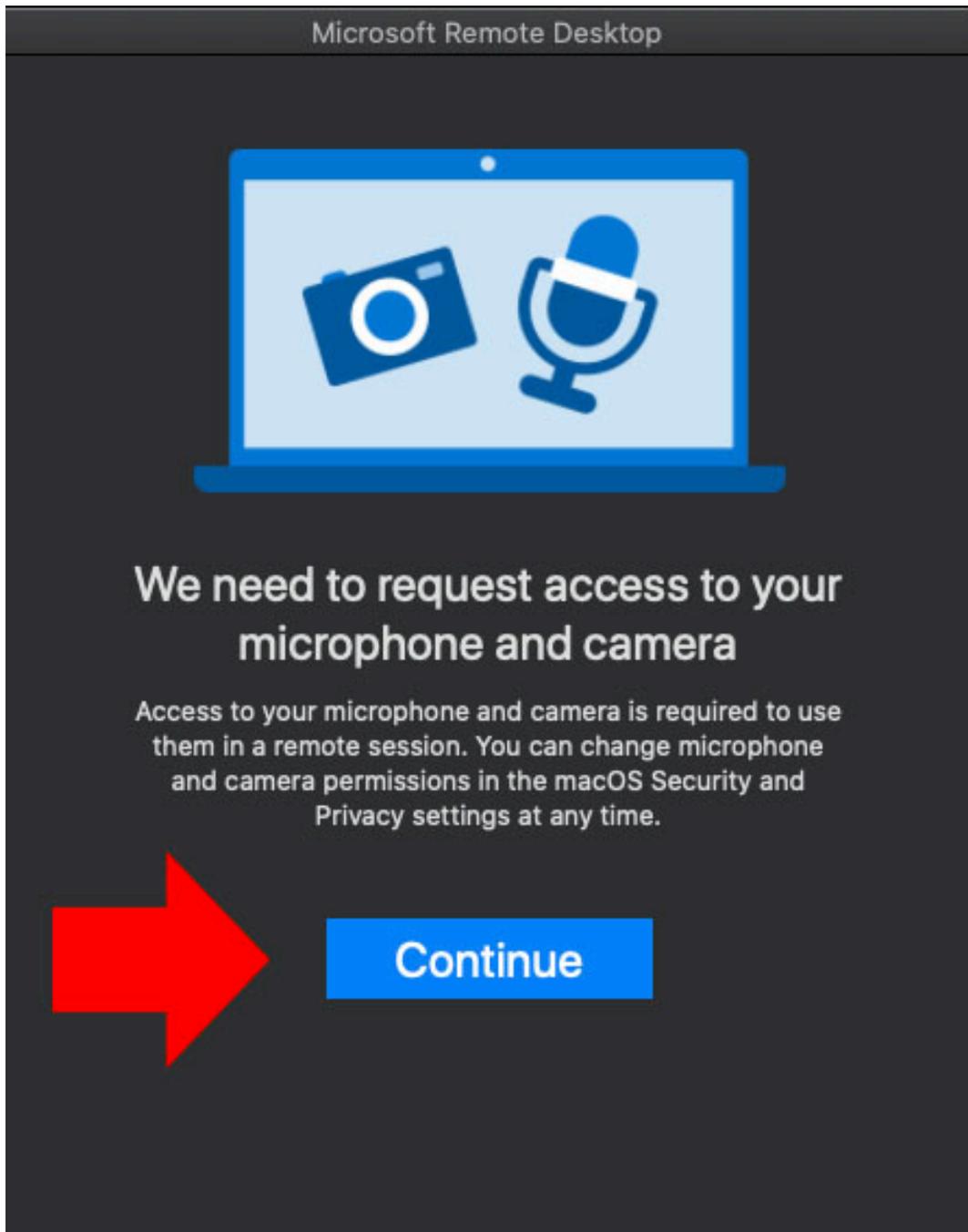
Step 6 – Notification and Sharing Settings

The first time you open Microsoft Remote Desktop 10 you will be prompted to either Allow or Don't Allow notification by the Mac Notification Center. You will also be asked if you want to share your usage and performance information with Microsoft. Both these options are personal preference and have no impact on using Microsoft Remote Desktop 10 application.



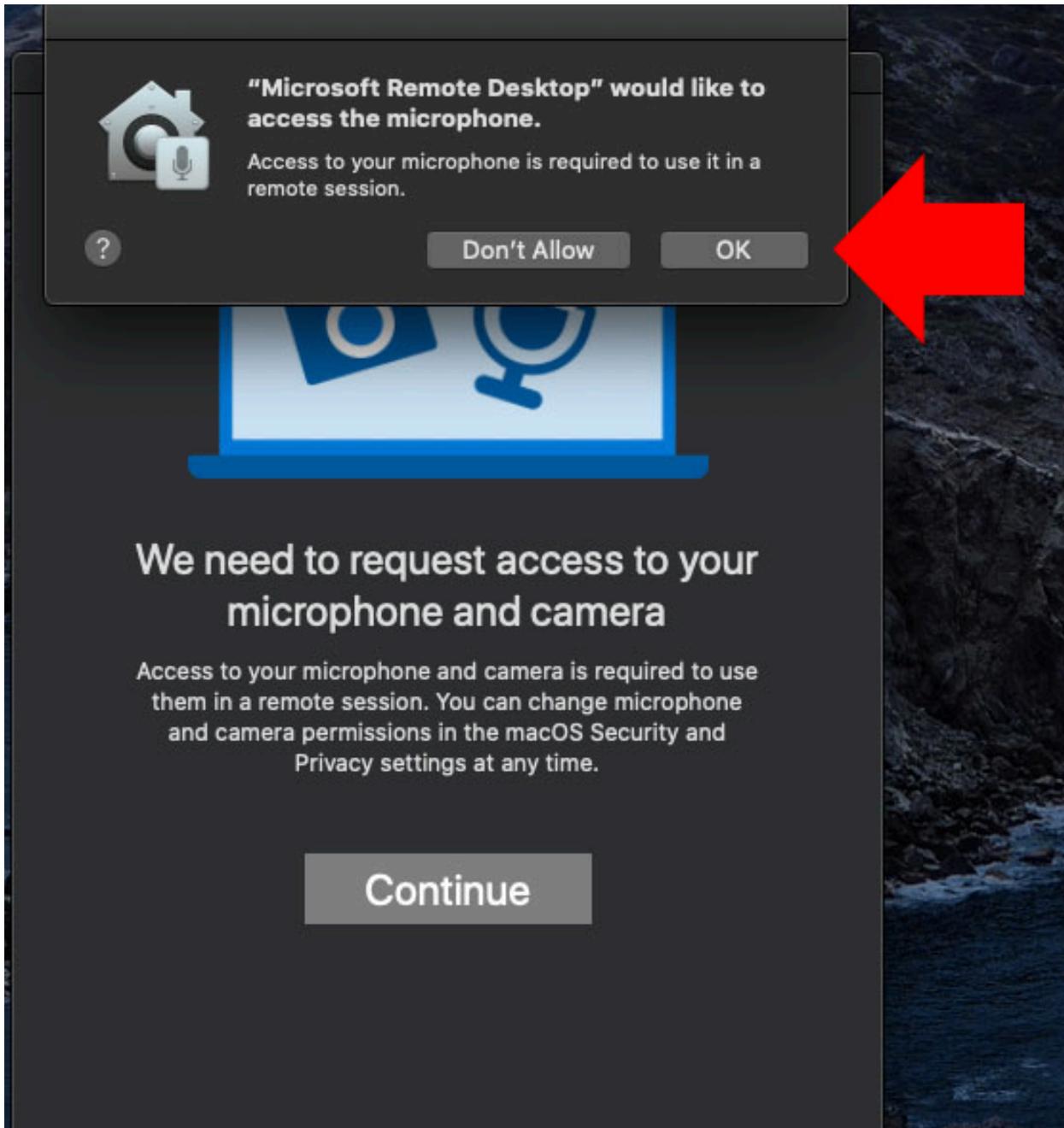
Step 7 – Allowing Microsoft Remote Desktop 10 to have access to your Camera and Microphone

In order to use Microsoft Remote Desktop, the application needs access to your Mac's camera and microphone. Having access to the camera and microphone will allow them to both be accessible during a Remote Desktop session. Click continue on to enable the Microsoft Remote Desktop 10 app to have access to your microphone and camera.



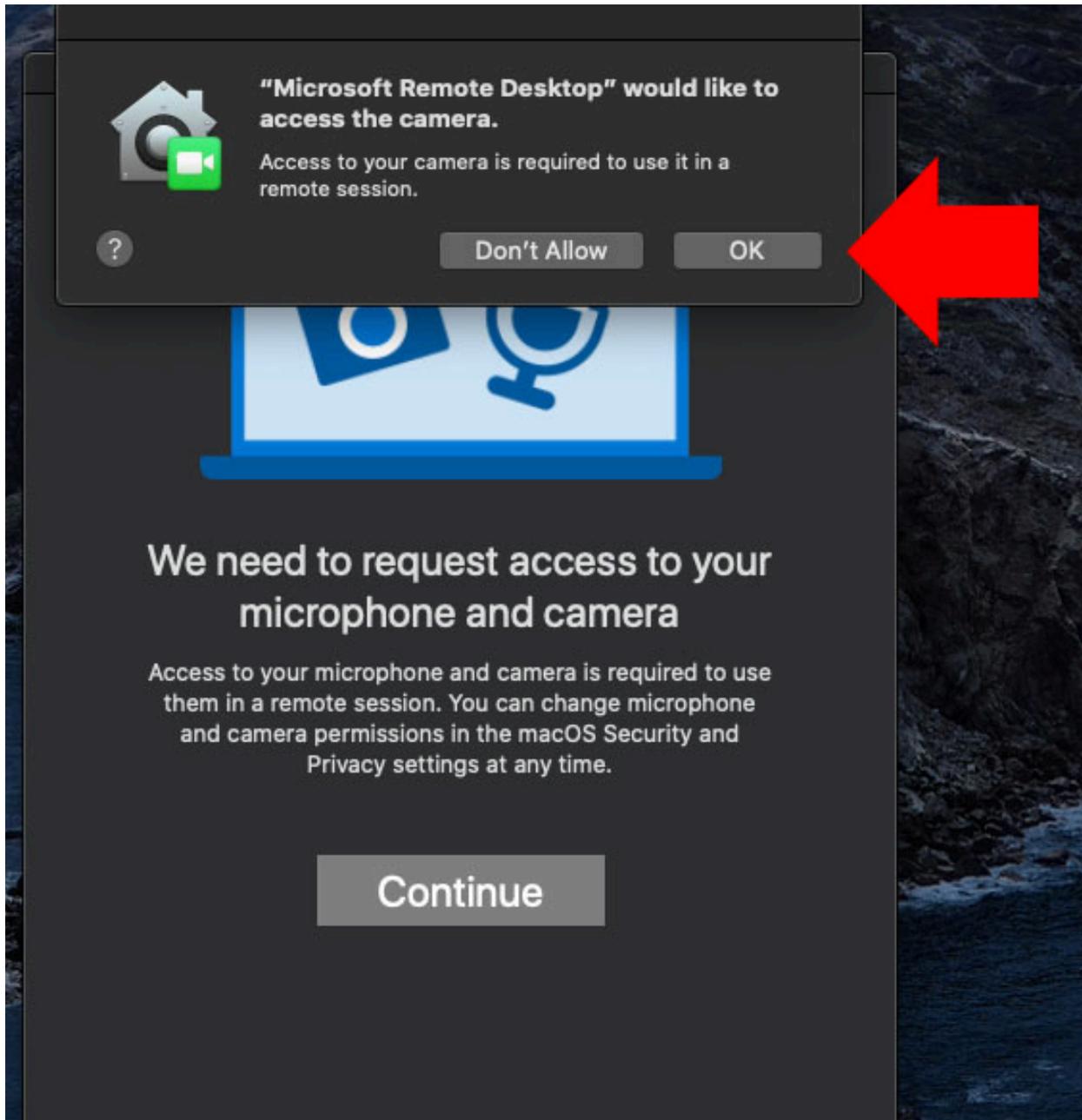
Step 8 – Allowing Microsoft Remote Desktop 10 to access your microphone

Click OK to allow Microsoft Remote Desktop 10 to have access to your microphone.



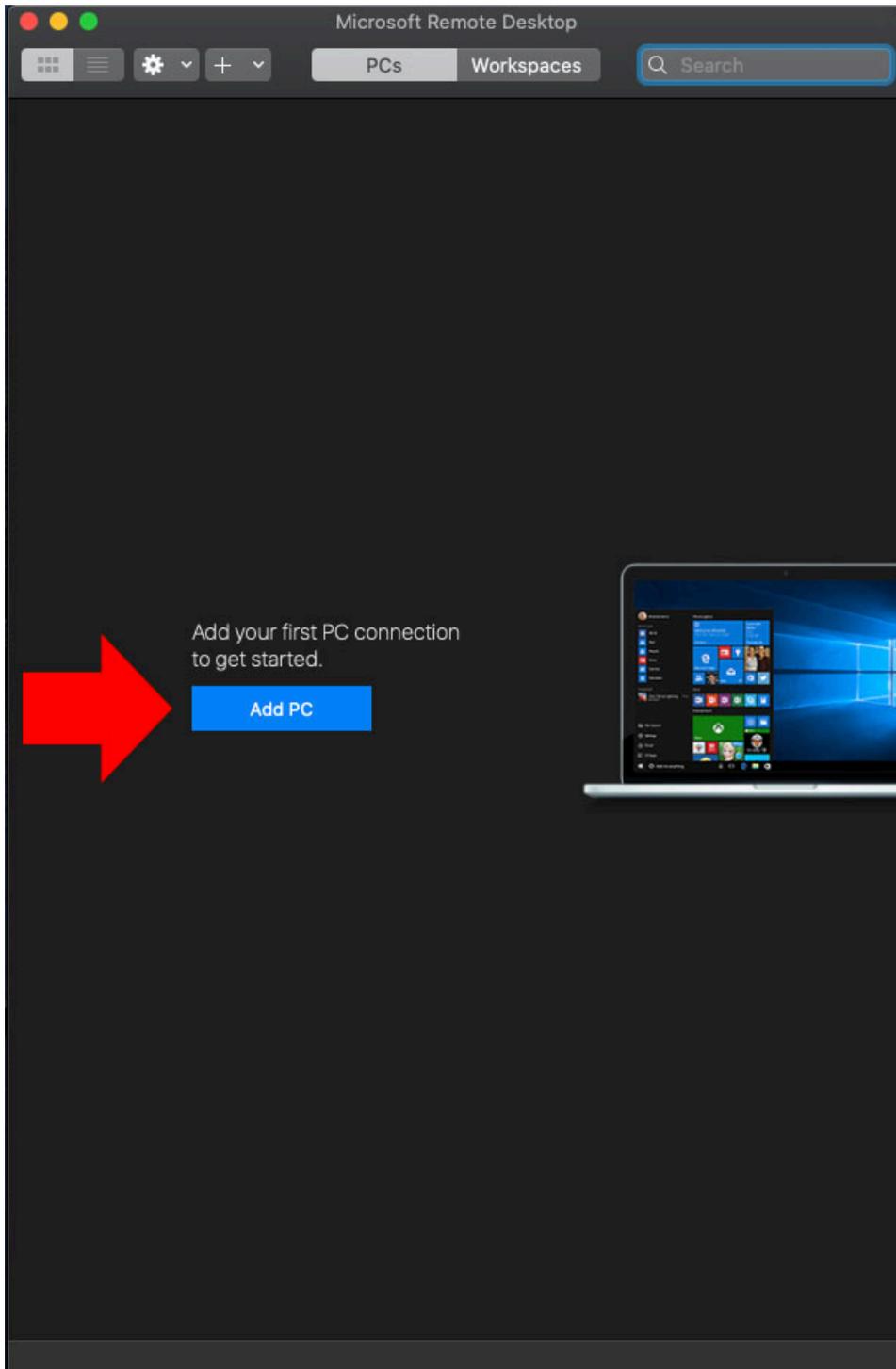
Step 9 – Allowing Microsoft Remote Desktop 10 to access your camera

Click OK to allow Microsoft Remote Desktop 10 to have access to your camera.



Step 10 – Configuring your Remote Desktop connection

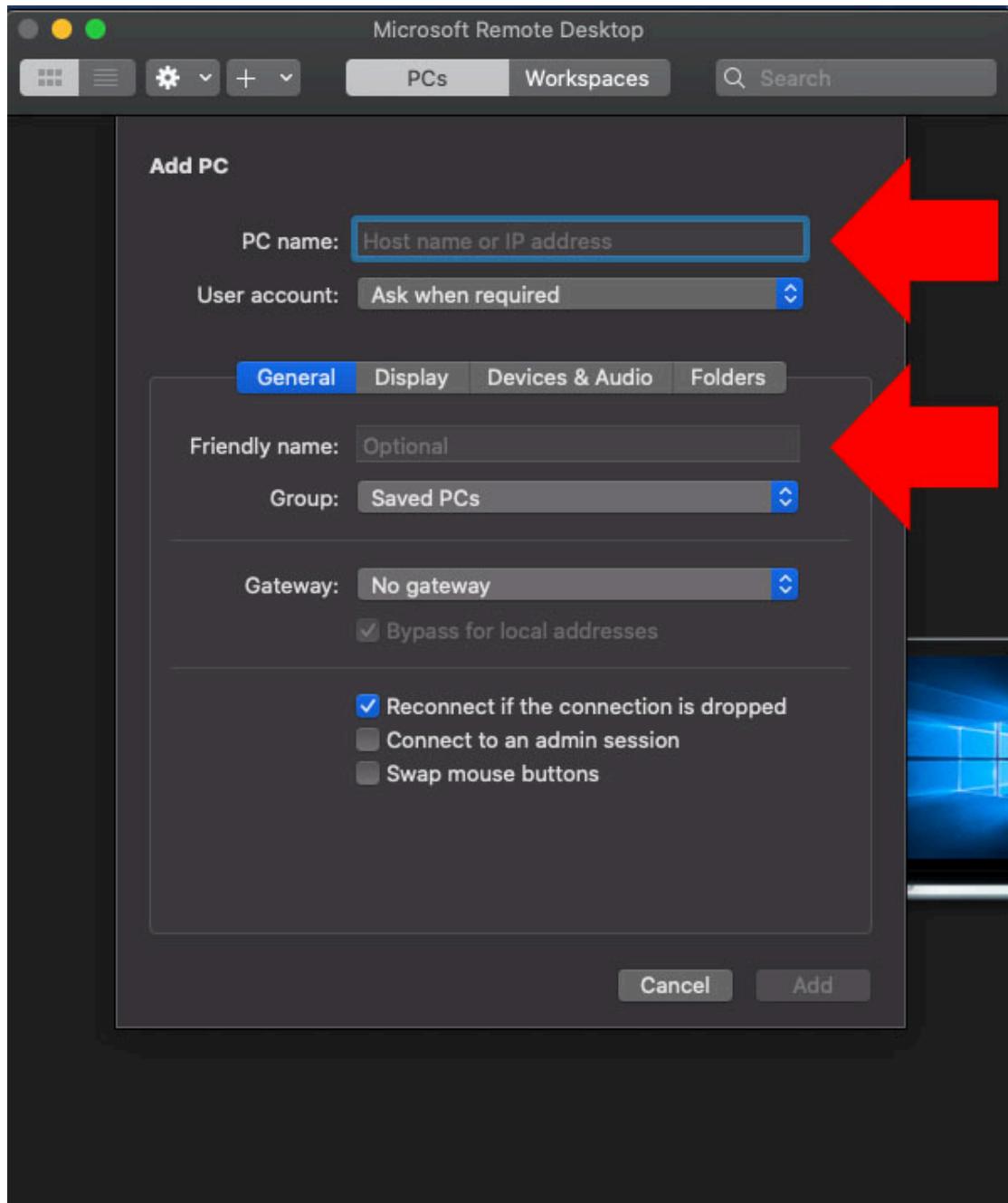
Click on Add PC button to start configuring your remote desktop connection.



Step 11 – Entering the Host Name and Friendly Name of your work computer

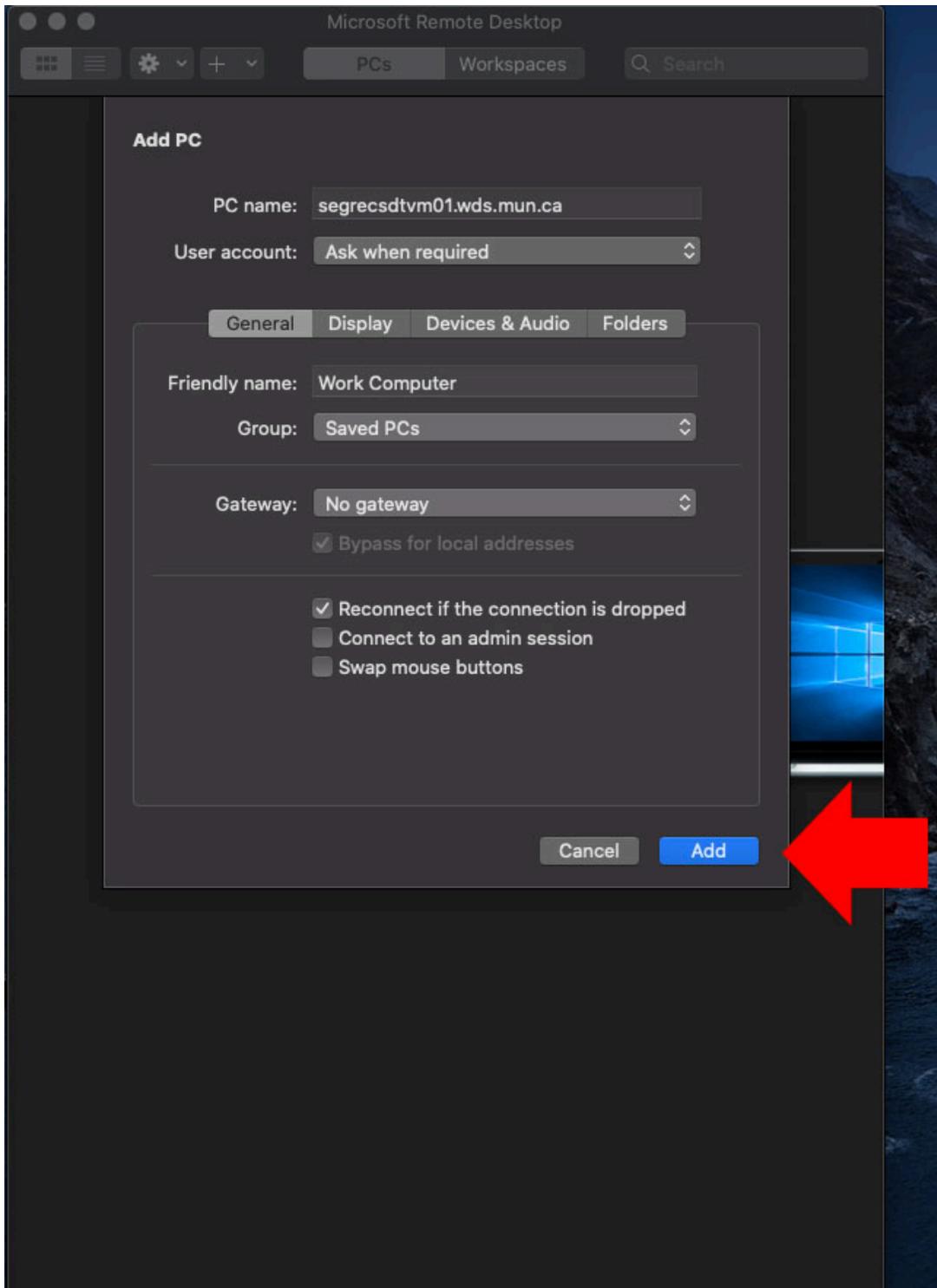
Enter the host name of your computer followed by **.wds.mun.ca** in the PC name field. Your hostname should look similar to **segrecsdt001.wds.mun.ca** when entered correctly. If don't know your hostname of your computer, please refer to the "How to find your computer's host name" guide located on the ECS website.

Optionally, you can also enter a friendly name for the computer in the Friendly name. This can be helpful if multiple computers will be configured for Remote Desktop access from this pc.



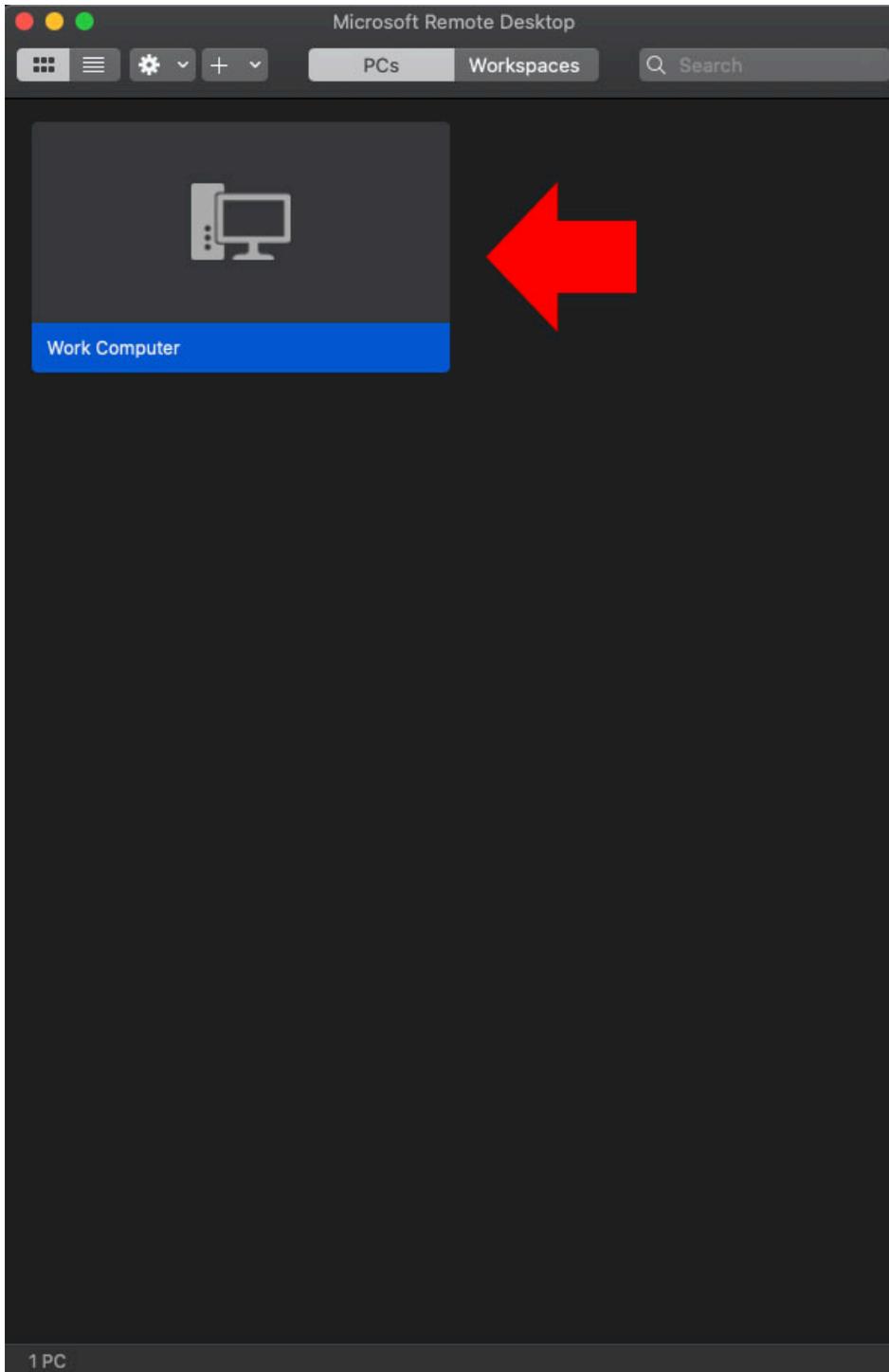
Step 12 – Saving your Remote Desktop configuration

Once you have the host name of your work computer entered, click the Add button. This will save your configuration and allow you to connect to your work computer remotely.



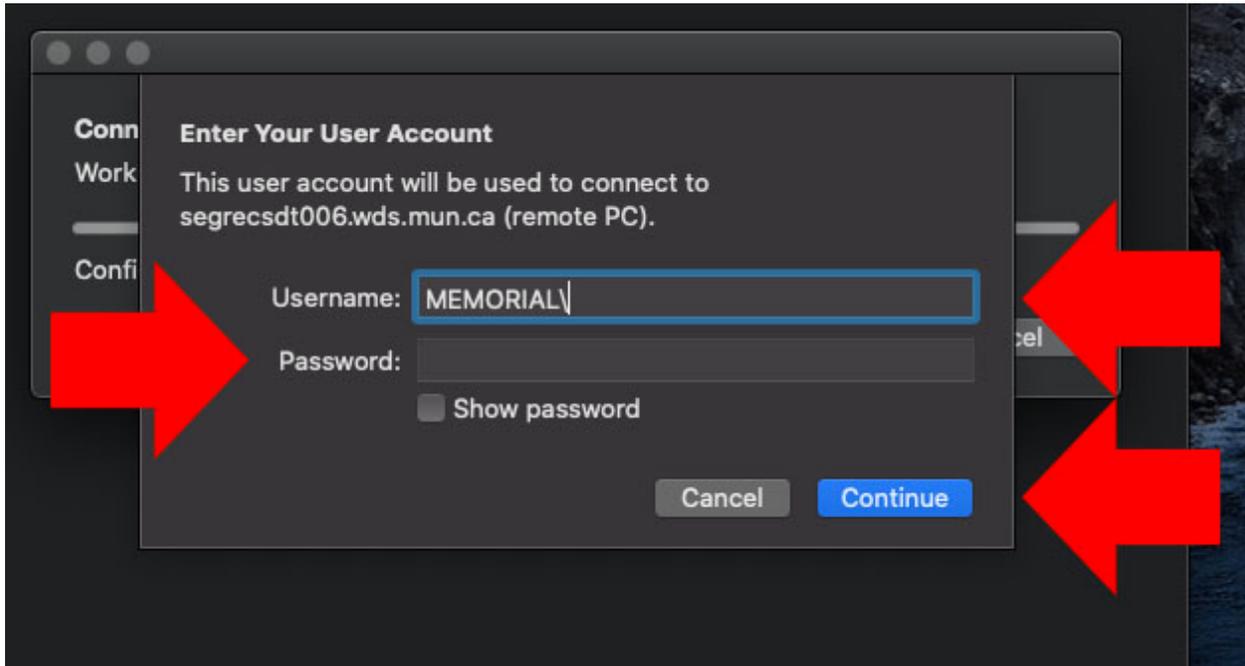
Step 13 – Starting your Remote Desktop session

To start your remote desktop session, double click on the computer configuration you saved from the previous step.



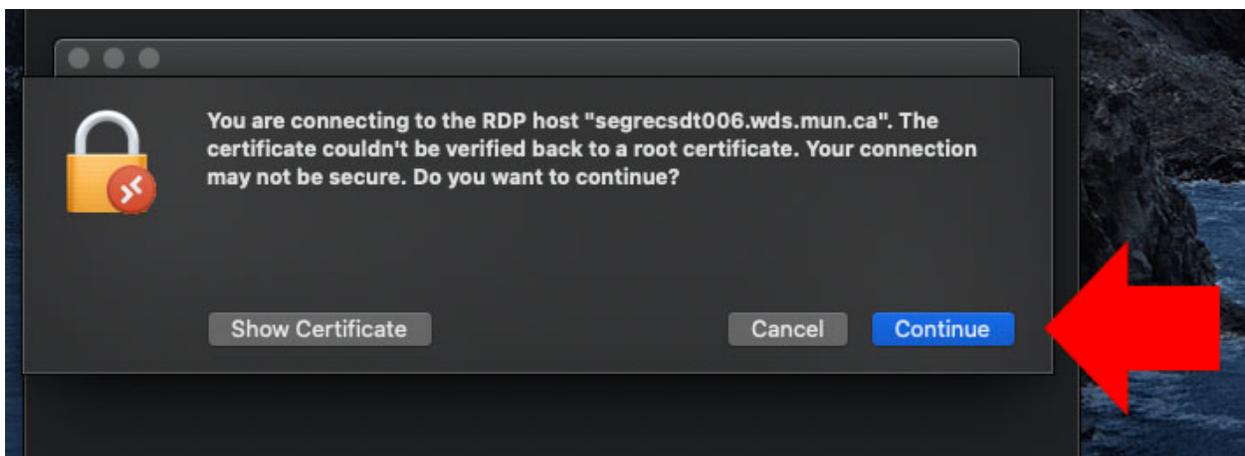
Step 14 – Entering your Memorial credentials

When you start your remote desktop session, you will need to enter your Memorial username and password. These are the same username and password you enter when sitting at your computer at work or when you access www.my.mun.ca. For your username, make sure you type **MEMORIAL** before your username. Once you have both your MEMORIAL\username and password entered, click the continue button.



Step 15 – Accepting the unverified certificate

This is a warning that can be ignored as your connection to your computer will be secure. Click Continue to start your Remote Desktop session.



Step 16 – Closing your Remote Desktop Session

To close your remote desktop session, move your mouse cursor to the top of the screen, click Microsoft Remote Desktop in the upper left hand corner and click Quit Remote Desktop.

Do not go Start – Power – Shutdown on Windows to close your remote desktop session. This will turn off your physical work computer and you will not be able to access a Remote Desktop session again until your work machine is powered back on.

