

Secure Remote Desktop Access (for CGA Employees)

OVERVIEW

As CGA employees, you can securely access the computers that you use within the CGA network using the Remote Desktop technology built into your home or other computers.

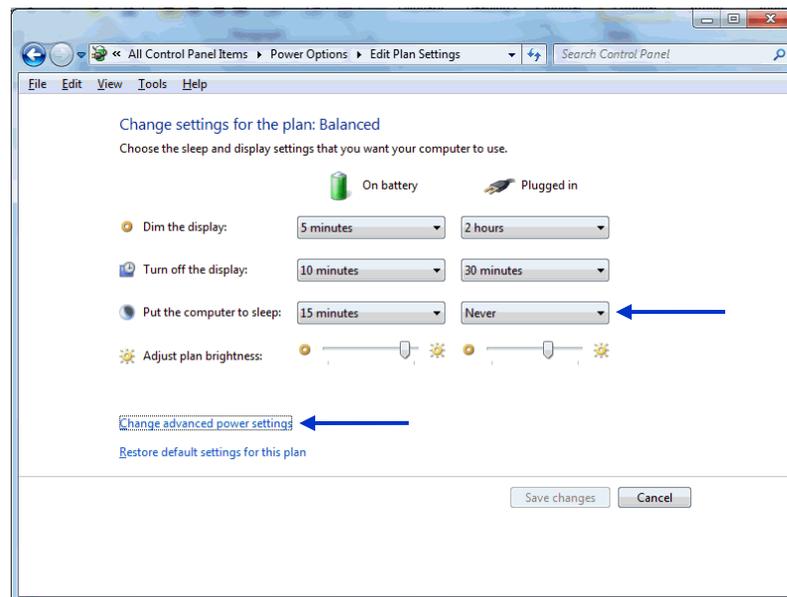
IMPORTANT REMINDERS!

CGA Computer

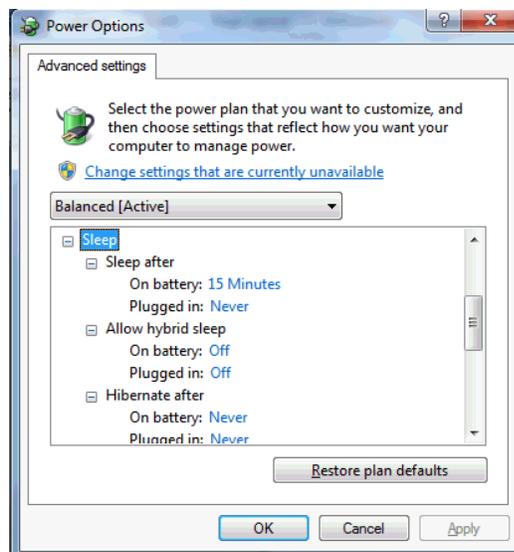
The CGA computer you want to connect to remotely:

- Must be powered on
- Can be logged in, locked, or logged off
- Cannot go into hibernation or sleep mode

To check if your computer is set for hibernation or sleep mode, click Start, Control Panel, and double-click Power Options. Click Change when the Computer sleeps. In the Edit Plan Settings window, verify that the Put the computer to sleep option is set as indicated below.

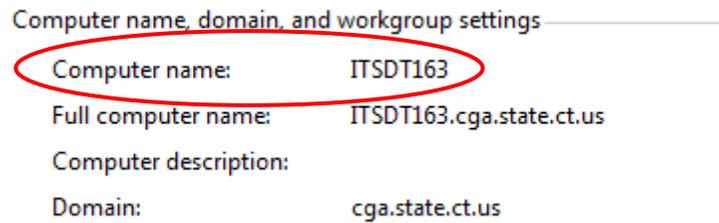


Click Change advanced power settings and verify the following settings for sleep and hibernate.



You must know your CGA Computer Name (i.e., ITSDT163).

To check your Computer Name, log on to your CGA computer. Click the **Start** menu, right-click the **Computer** option and click **Properties**.



Computer name, domain, and workgroup settings

Computer name:	ITSDT163
Full computer name:	ITSDT163.cga.state.ct.us
Computer description:	
Domain:	cga.state.ct.us

The screenshot shows the 'Computer name, domain, and workgroup settings' window. The 'Computer name' field is circled in red and contains the text 'ITSDT163'. Other fields include 'Full computer name' (ITSDT163.cga.state.ct.us), 'Computer description' (empty), and 'Domain' (cga.state.ct.us).

This information is also located on the white label on your CGA computer. **NOTE!** You **MUST** know this information before you can proceed to **STEP 1: Connect Remotely**.

Software Needed

You can only connect to a CGA computer remotely if the computer you are using at home or from another location is running a version of Windows that supports Remote Desktop. This includes:

- **Windows 8**
- **Windows 7**
- **Windows Vista**
- **Windows XP** (excluding Home and Starter editions)

You must use the Remote Desktop feature that is included with Windows. If you do not know its location, you can find it using the Windows search function or via the Search charm for Window 8.

For Assistance

If you need assistance connecting to your Remote Desktop, please call the Help Desk at 860-240-0000.

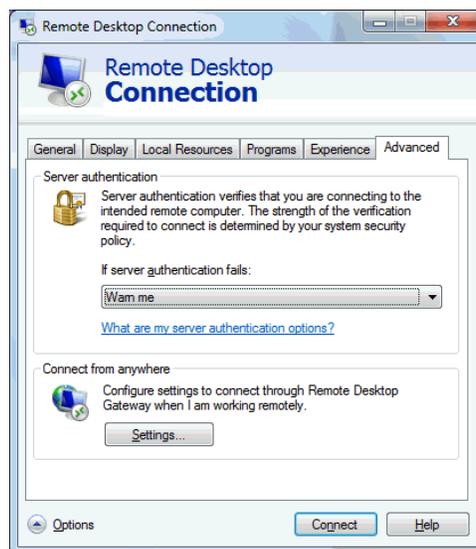
STEP 1: Connect Remotely

From your Remote Computer:

1. Using Windows 7, Vista, or XP, click the **Start** button, and click **Remote Desktop Connection**.
Note: If you do not know its location, type **remote desktop connection** in the search box and select it. For Window 8, you can locate Remote Desktop Connection via the Search charm.
2. In the Computer text box, type your CGA **Computer name** (i.e., ITSDT163).



3. Click the **Options** button.
4. Click the **Advanced** tab.

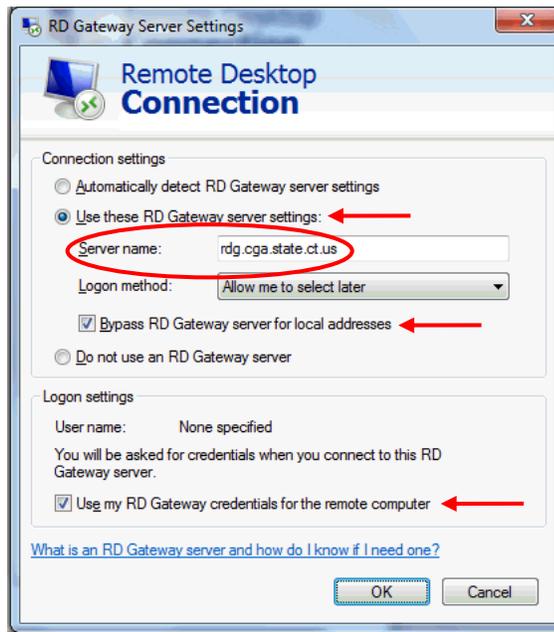


5. Click the **Settings** button.

Verify the following options are selected:

- **Use these RD Gateway server settings**
- **Bypass RD Gateway server for local addresses**
- **Use my RD Gateway credentials for the remote computer**

In the **Server name** field, type **rdg.cga.state.ct.us**



6. Click **OK**. The **Advanced** tab displays.
7. Click **Connect**.

STEP 2: Authenticate Credentials

1. From the **Windows Security** dialog box, enter your log on information, and click **OK**. **NOTE:** If necessary, enter **GENERAL\username** for your **Username** and enter your **Password**.



Your log in is authenticated, and you will be connected to your Desktop.

The Remote Desktop Connection bar displays at the top of the screen. It shows the computer name you are remotely connected to.



2. To disconnect your remote session, click the **X** at the end of the Remote Desktop Connection bar.

A message box displays to confirm. Click **OK**.

