

iPad/iPhone/Mac Remote Desktop Setup Instructions (for CGA Employees)

1. Your office PC must be **on** and not in sleep or hibernate mode. You can be either logged off or logged in.
2. To download Microsoft Remote Desktop from the Capitol Complex, connect to the **CGA_User** wireless connection from your device. You may be asked for a username and password. For the username type in **general\username** (your username is last name first initial)
 - Settings
 - Wi-Fi
 - Choose a network. Select **CGA_User**
3. You can also download the Microsoft Remote Desktop app from your device carrier's network and home or other Wi-Fi connection
4. Go to the App Store and download **Microsoft Remote Desktop**



(the owner of the iOS device will need to enter a username and password to get this)

5. Once installed **Tap New Remote Desktop** to add a new connection
6. For the new connection input the following;
 - Connection Name – **give it a name** you would like, then tap save
 - PC Name - **computername.cga.state.ct.us** (computer name example is ITSDT001) then tap save
 - Username – **general\yourusername** then tap save
 - Password – enter your **password** then tap save
 - Gateway – Tap **add Gateway** enter server name **rdg.cga.state.ct.us** then tap save
 - Tap Save
 - Tap Remote Desktop
 - Tap Save

NOTE

- Do not save password on your iOS device.
 - If you lose your iPhone/iPad/Mac contact the ITS Helpdesk so we can reset your password
7. Tap the Remote Desktop Connection, to start the remote desktop session.
 8. If you are asked to verify the certificate for the remote PC, tap **Connect once**, or **Connect always** if you trust this remote PC.

Connection Bar



Connection name / Application name: The current connection name is displayed. **Tap the connection name** to display the utility bar.

Keyboard: The keyboard can be displayed, or hidden by tapping the keyboard icon. The pan control is displayed automatically when the keyboard is displayed.

Pan Control: The pan control enables the screen to be enlarged and moved around

- Enable / Disable the pan control: Tap the pan icon in the connection bar to display the pan control and zoom the screen. Tap the pan icon in the connection bar again to hide the control and return the screen to its original resolution.
- Use the pan control: Tap and hold the pan control and then drag in the direction you want to move the screen.
- Move the pan control: Double tap and hold the pan control to move the control on the screen.

Move the connection bar: Tap and hold the connection bar, and then drag and drop to a new location at the top of the screen.

Utility Bar



Tap the center of the connection bar to display the utility bar at the top of the screen. The utility bar enables switching between mouse modes, and disconnects the session.

Click the plug in the upper right corner to disconnect the remote desktop connection.

To switch between standard mouse mode and more traditional tablet mode you tap the icon in the upper left corner of the utility Bar. When you tap the  icon it switches to the standard mouse mode. When you tap the  icon it switches to the traditional tablet mode.

The application starts in the standard mouse mode. You position your finger on the pointer to navigate. The table below explains how to use the standard mouse mode.

Mouse mode	Mouse operation	Gesture
Direct Touch	Move pointer	Your finger is the pointer
Direct Touch	Left click	1 finger tap
Direct Touch	Left click and Drag	1 finger tap and drag
Direct Touch	Right click	1 finger tap and hold
Direct Touch	Right click and Drag	1 finger tap and hold, then drag
Direct Touch	Zoom	Use two fingers and pinch to zoom in or move fingers away from each other to zoom out
Mouse Pointer	Move pointer	1 finger tap and drag
Mouse Pointer	Left click	1 finger tap
Mouse Pointer	Left click and drag	1 finger double tap and hold, then drag
Mouse Pointer	Right click	2 finger tap
Mouse Pointer	Right click and drag	2 finger double tap and hold, then drag
Mouse Pointer	Mouse wheel	2 finger tap and hold, then drag up/down