

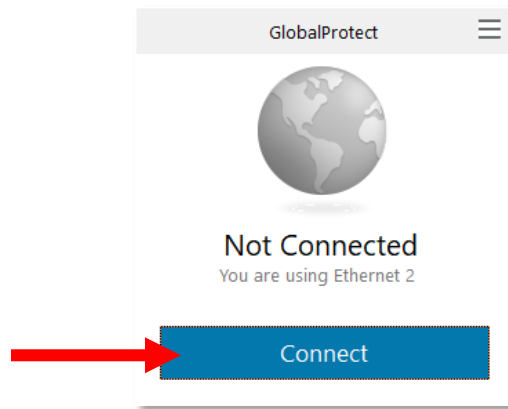


Remote Desktop Connection Instructions (Mac to Windows)


Remote Desktop can be used to access your on campus Windows computer from an SP2 supported Mac computer. If this is the first time using Remote Desktop, please first contact SP2 Information Services so the service can be enabled.

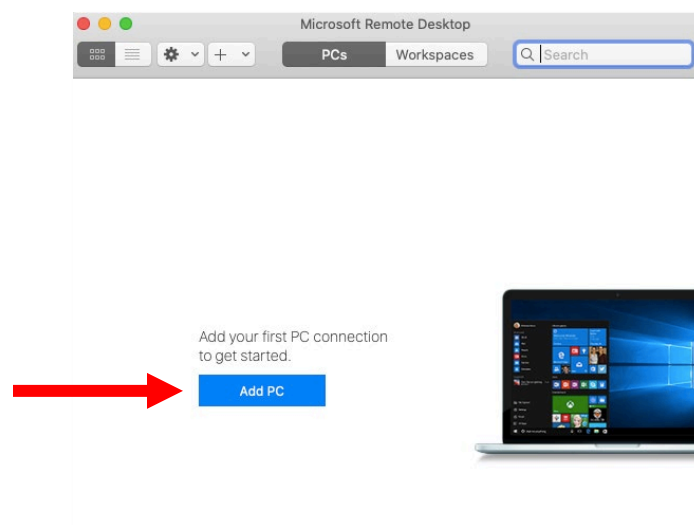
CONNECT TO THE PENN VPN

1. **Launch the GlobalProtect VPN app.** (If you do not have the GlobalProtect app, go to <https://www.isc.upenn.edu/how-to/university-vpn-getting-started-guide#MacOS> for instructions on installing it).
2. **Click “CONNECT” and then Login using your Pennkey credentials.**



REMOTE DESKTOP APP

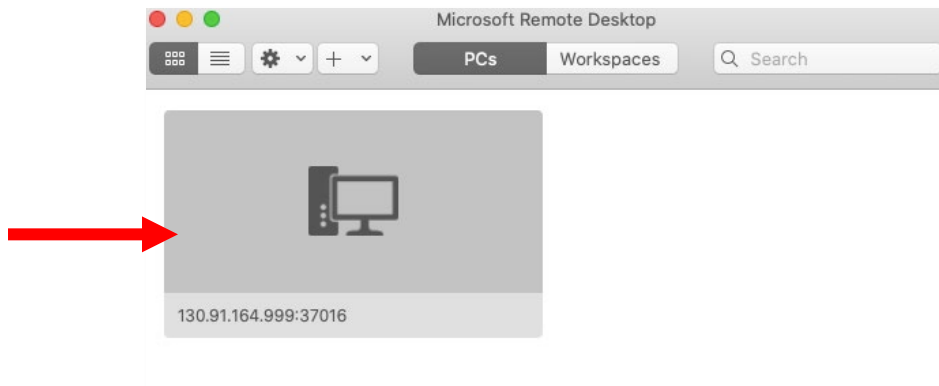
3. **Open  Microsoft Remote Desktop** (If you do not have the app, just search for “Microsoft Remote Desktop” in the App store.)
4. With the application open, click the “Add PC” button to setup your connection profile.



5. For the “PC name” field: Enter your work computer’s IP address.
- Please see the figure below and replace the x’s with your IP address but make sure to leave the :37016. (You can obtain your IP address by contacting SP2 Information Services, sp2help@sp2.upenn.edu or 215-898-5750.)
 - Click “ADD” to save the remote configuration.

The image shows a Windows 'Add PC' dialog box. The 'PC name' field is highlighted with a red box and a red arrow pointing to it from the right. The text in the field is 'xxx.xx.xxx.xxx:37016'. Below this, the 'User account' dropdown is set to 'Ask when required'. There are tabs for 'General', 'Display', 'Devices & Audio', and 'Folders', with 'General' selected. Under 'General', there is a 'Friendly name' field with 'Optional', a 'Group' dropdown set to 'Saved PCs', and a 'Gateway' dropdown set to 'No gateway'. A checkbox 'Bypass for local addresses' is checked. At the bottom, there are three checkboxes: 'Reconnect if the connection is dropped' (checked), 'Connect to an admin session' (unchecked), and 'Swap mouse buttons' (unchecked). At the bottom right, there are 'Cancel' and 'Add' buttons, with the 'Add' button circled in red.

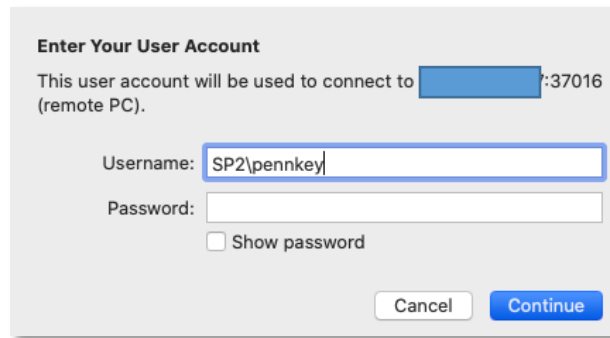
6. Double Click the config icon to connect to your SP2 work PC (see below).



7. **Login** using your SP2 credentials.

Username: SP2\pennkey (where “Pennkey” is your Pennkey username.)

Password: Your SP2 computer password.



Enter Your User Account

This user account will be used to connect to [redacted]:37016 (remote PC).

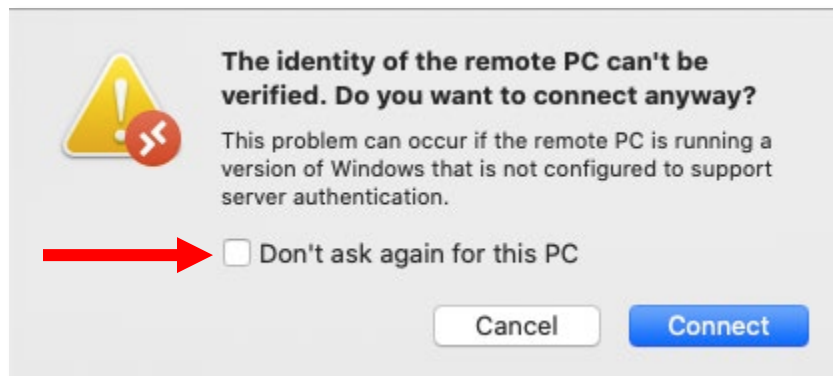
Username: SP2\pennkey


Password: [redacted]

Show password

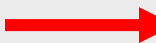
Cancel Continue

8. If you see the warning message below, you can simply check the box that says “Don’t ask again for this PC” and click **Connect**.



 **The identity of the remote PC can't be verified. Do you want to connect anyway?**

This problem can occur if the remote PC is running a version of Windows that is not configured to support server authentication.

 Don't ask again for this PC

Cancel Connect