

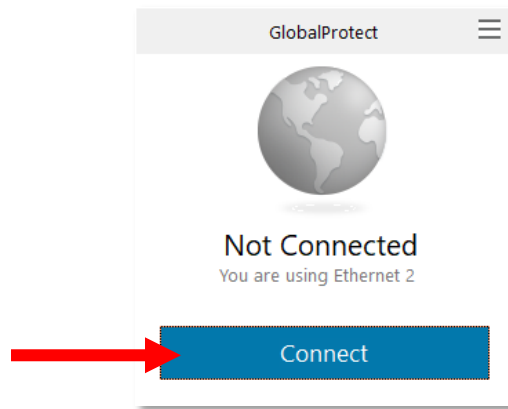


Remote Desktop Connection Instructions (Mac to Windows)

*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.*

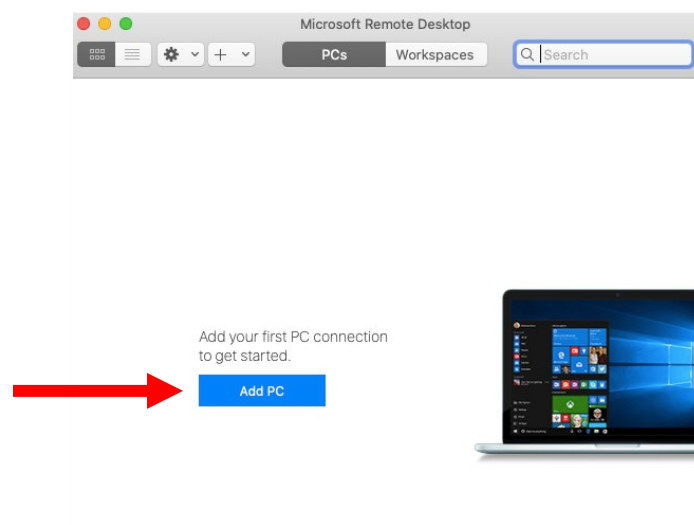
CONNECT TO THE PENN VPN

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.

Add PC

PC name: xxx.xx.xxx.xxx:37016

User account: Ask when required

General Display Devices & Audio Folders

Friendly name: Optional

Group: Saved PCs

Gateway: No gateway

☒ Bypass for local addresses

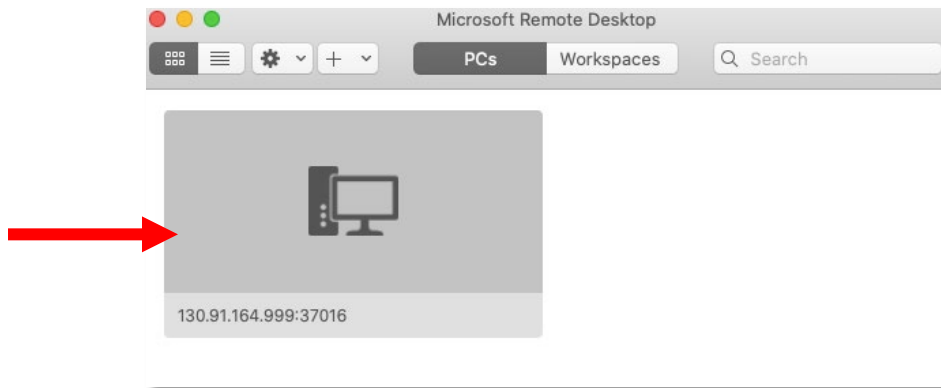
☒ Reconnect if the connection is dropped

☐ Connect to an admin session

☐ Swap mouse buttons

Cancel Add

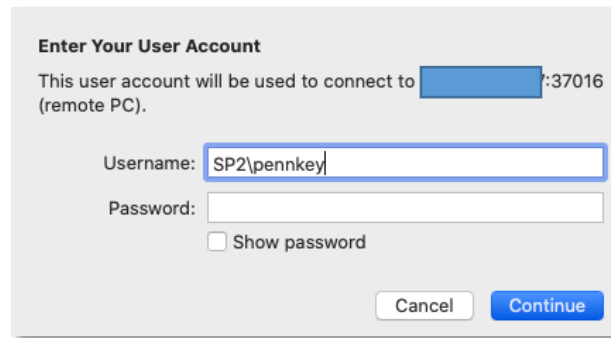
6. Double Click the config icon to connect to your SP2 work PC (see below).



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

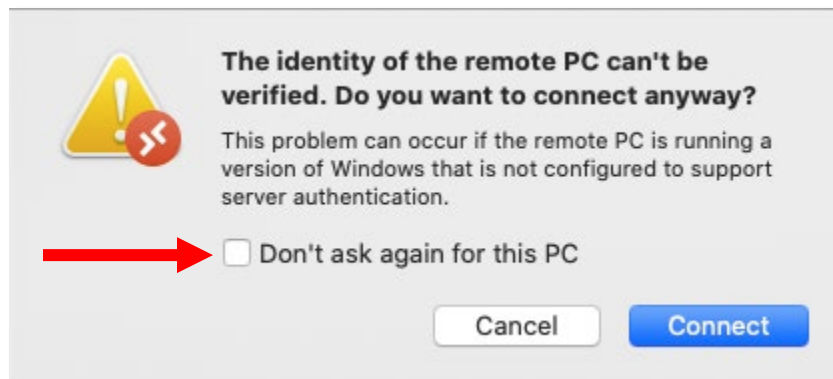
Username: SP2\pennkey (where “Pennkey” is your Pennkey username.)

Password: Your SP2 computer password.



The dialog box is titled "Enter Your User Account". It contains the text "This user account will be used to connect to [redacted]:37016 (remote PC)." Below this, there is a "Username:" label followed by a text box containing "SP2\pennkey". Below that is a "Password:" label followed by a text box. A checkbox labeled "Show password" is located below the password box. At the bottom right, there are two buttons: "Cancel" and "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 dialog box has a yellow warning triangle icon with an exclamation mark and a red "X" on the left. The main text reads: "The identity of the remote PC can't be verified. Do you want to connect anyway?". Below this, a smaller text block explains: "This problem can occur if the remote PC is running a version of Windows that is not configured to support server authentication." At the bottom left, there is a checkbox labeled "Don't ask again for this PC" with a red arrow pointing to it. At the bottom right, there are two buttons: "Cancel" and "Connect".