MAC OS X & REMOTE DESKTOP NEW 2018

![Lehigh Valley Health Network logo]

These steps apply if a user's Mac is already configured to use Pulse Secure to access our network remotely to connect to a machine on our network. *If they need to access a Citrix environment, please refer to that documentation*.

1. If they don't have a remote desktop application installed on their Mac, walk them through the following steps to install one from the App Store. Have them search for Microsoft Remote Desktop in the App Store. (Newest version, 10, is the second, round one.)
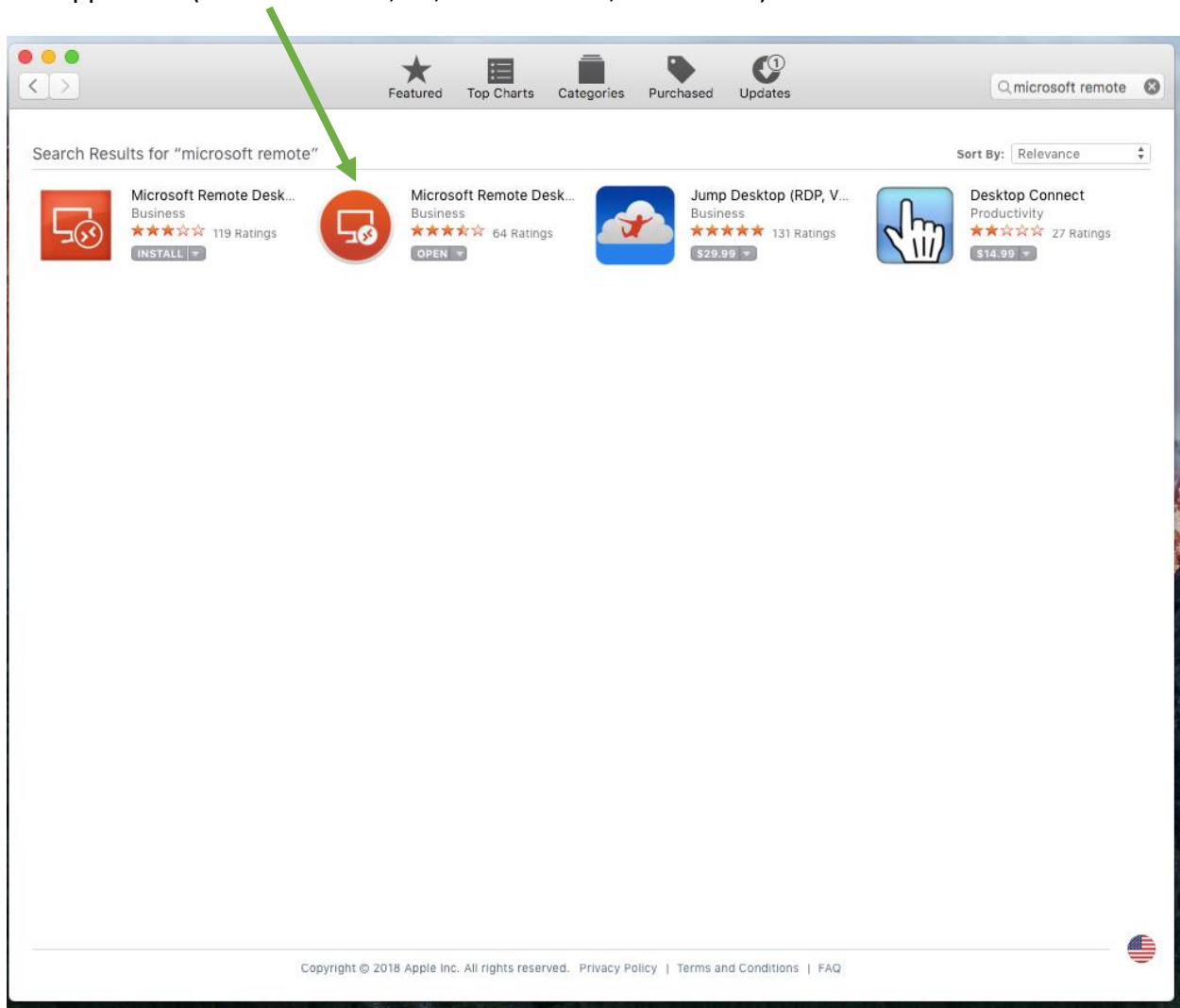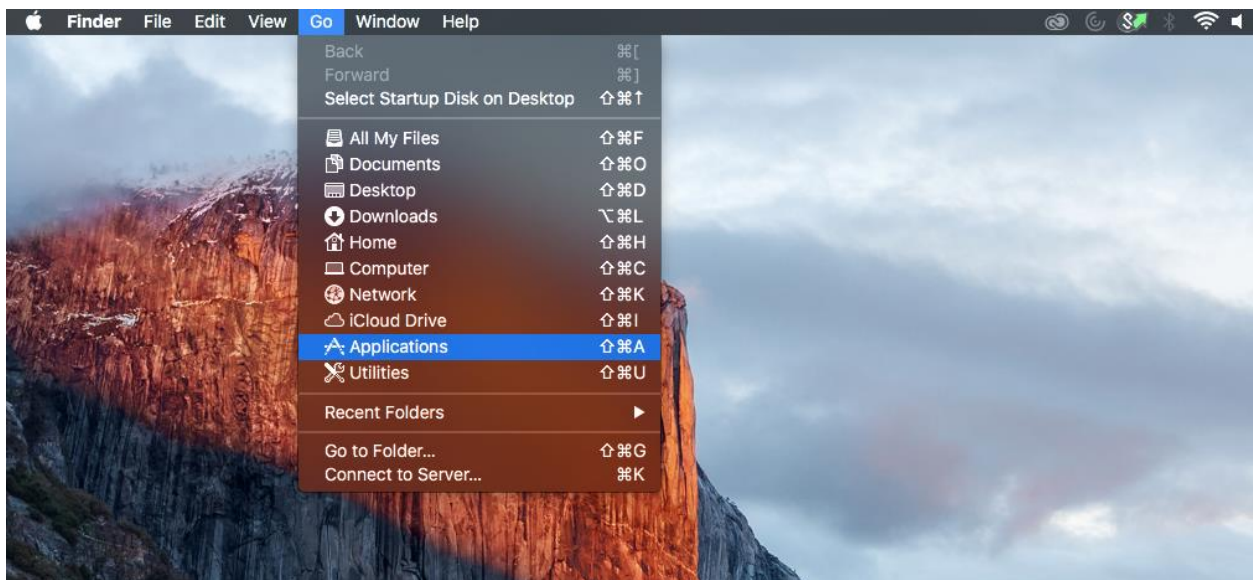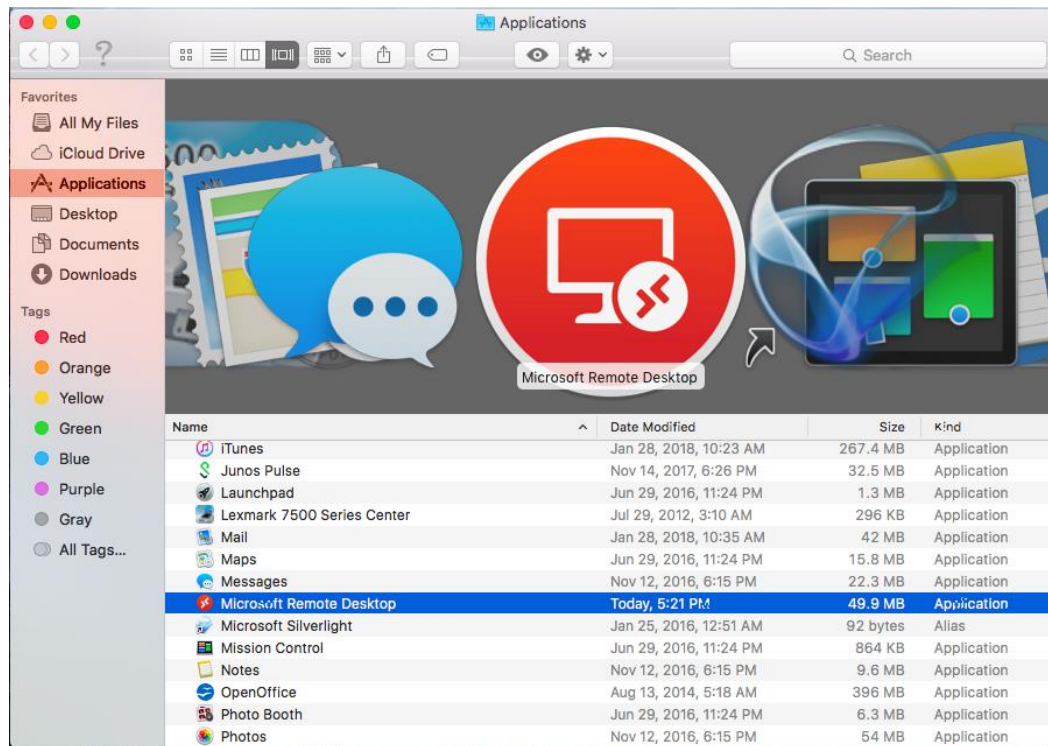
2. Advise them to click the Get button to install it. (Open, if already installed)
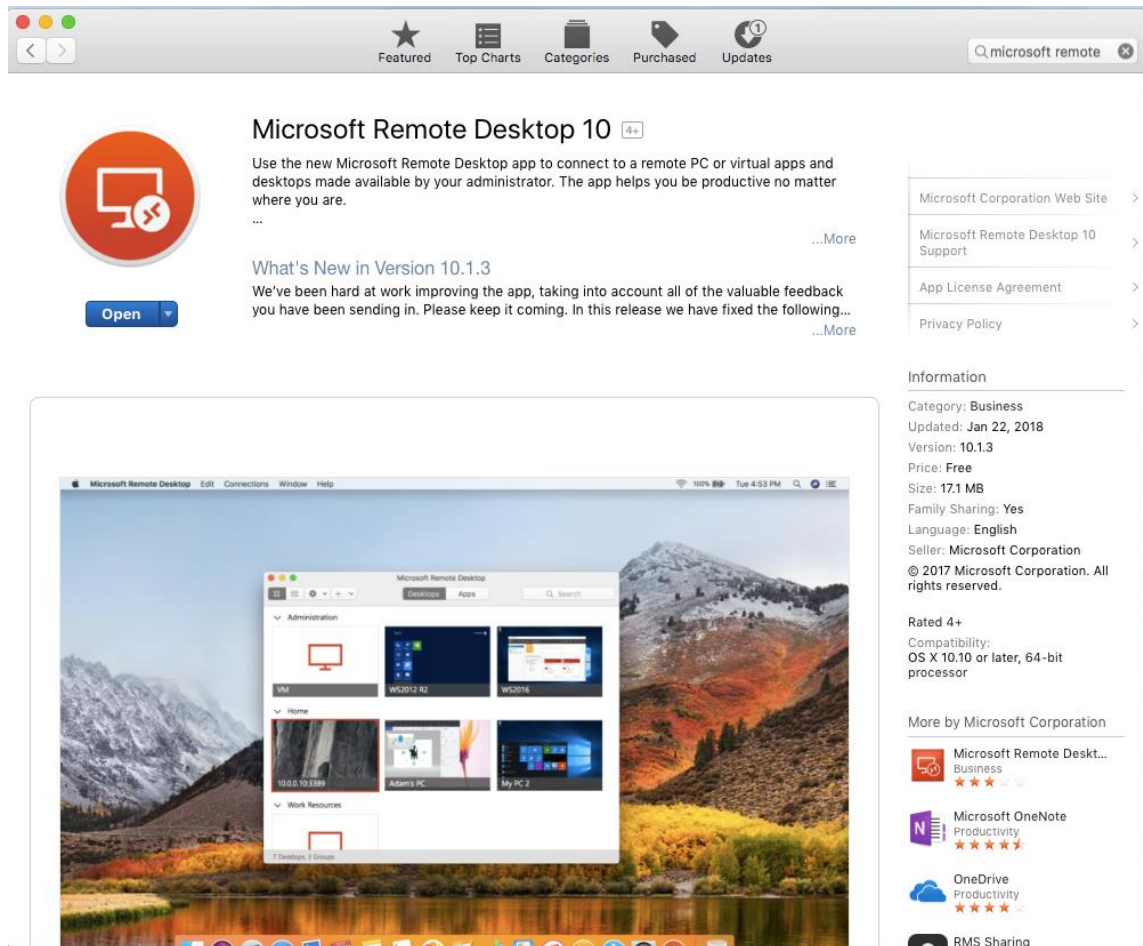

3. They will need to log in with their iTunes/Apple ID account to install it. (Note: The application is free.)
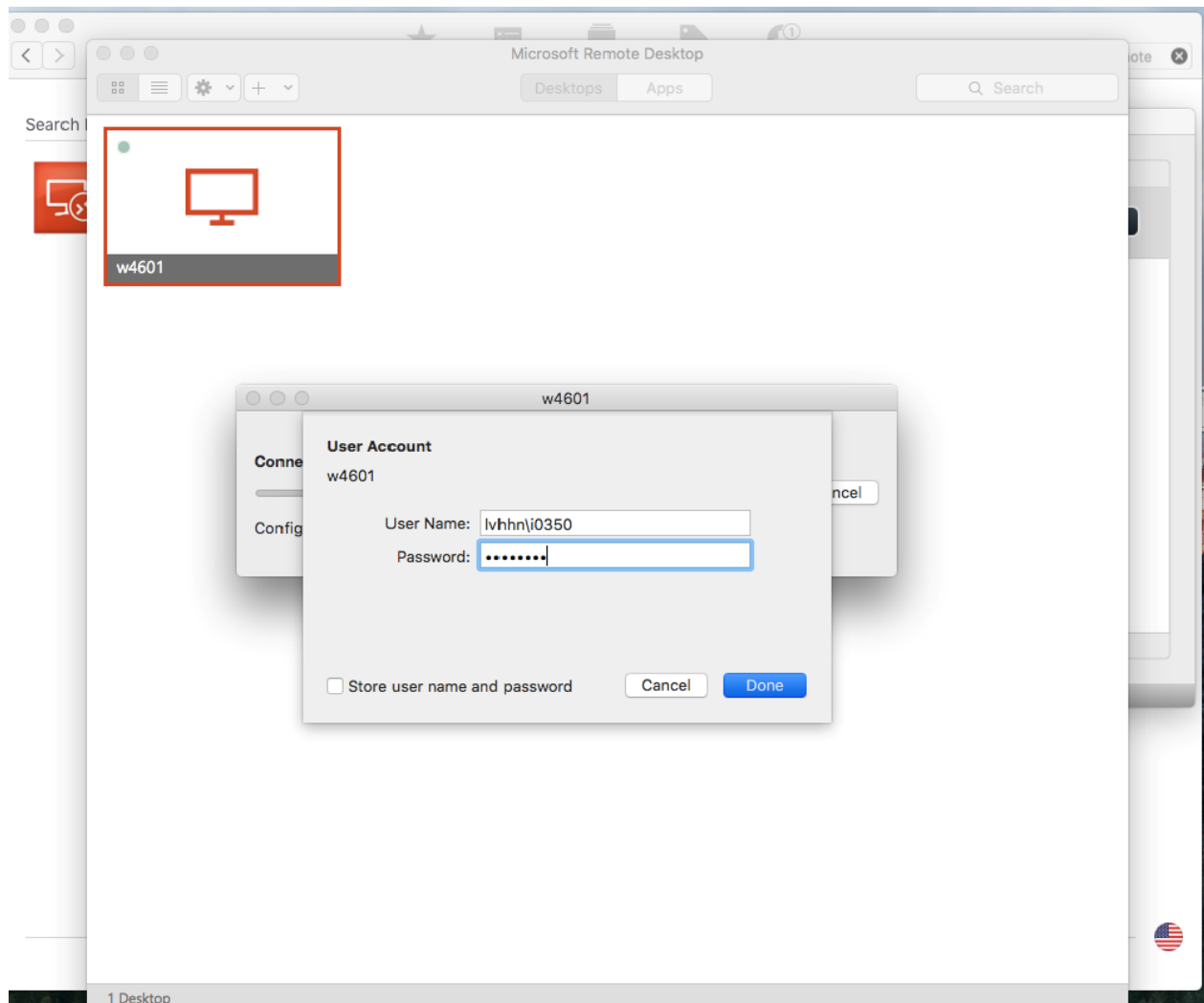
4. Once installed, they can find the Microsoft Remote Desktop application within their Applications folder. Finder > Go > Applications

5. When the app is open, they must click **Add desktop** to create connection. Enter W# of machine and then leave default of User Account: Ask me every time. Click **Save**.
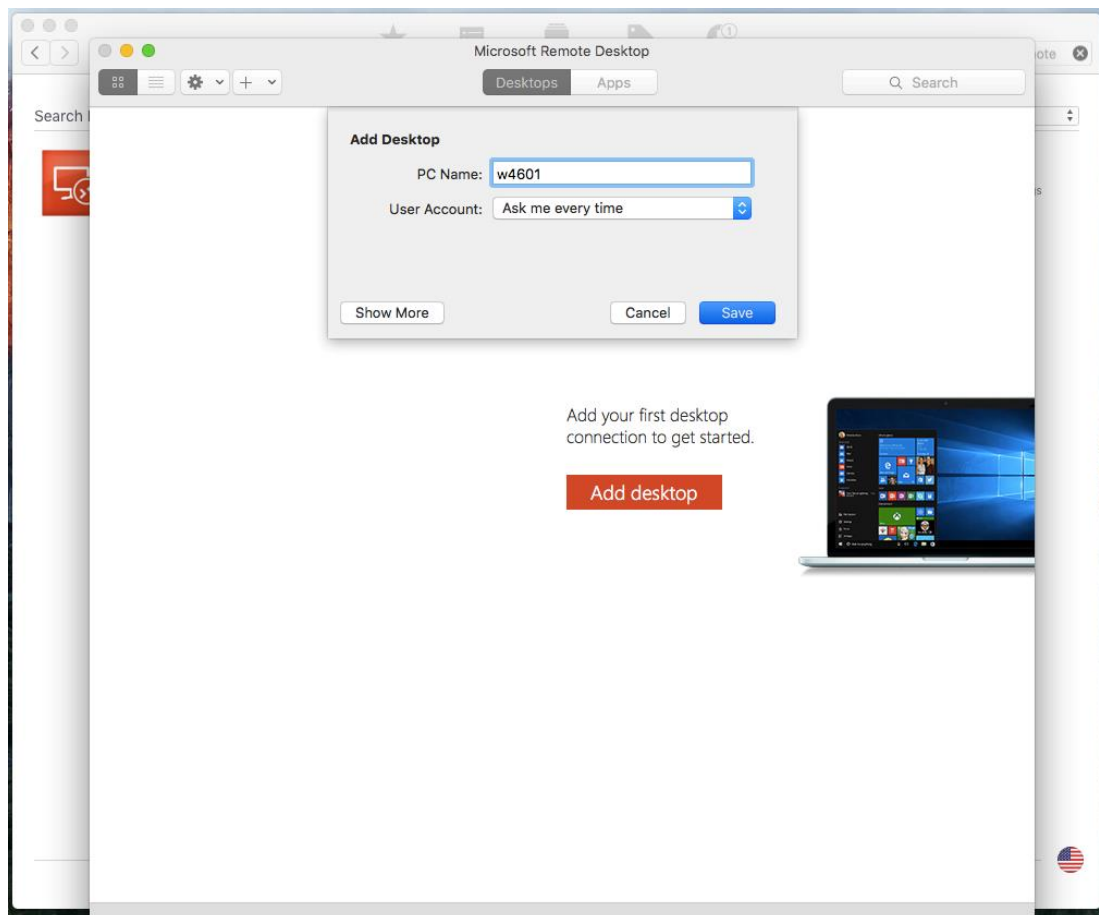
6. Have them click the box with the W# in it and a log on screen will appear. They will need to enter **lvhhn\SUI** and network password. If they wish, they can choose Store user name and password at bottom left. Click **Done.**

7. A security prompt like below will appear "You are connecting to RDP host "w____". The certificate couldn't be verified back to a root certificate. Your connection may not be secure. Do you want to continue?" Choose **Continue**.
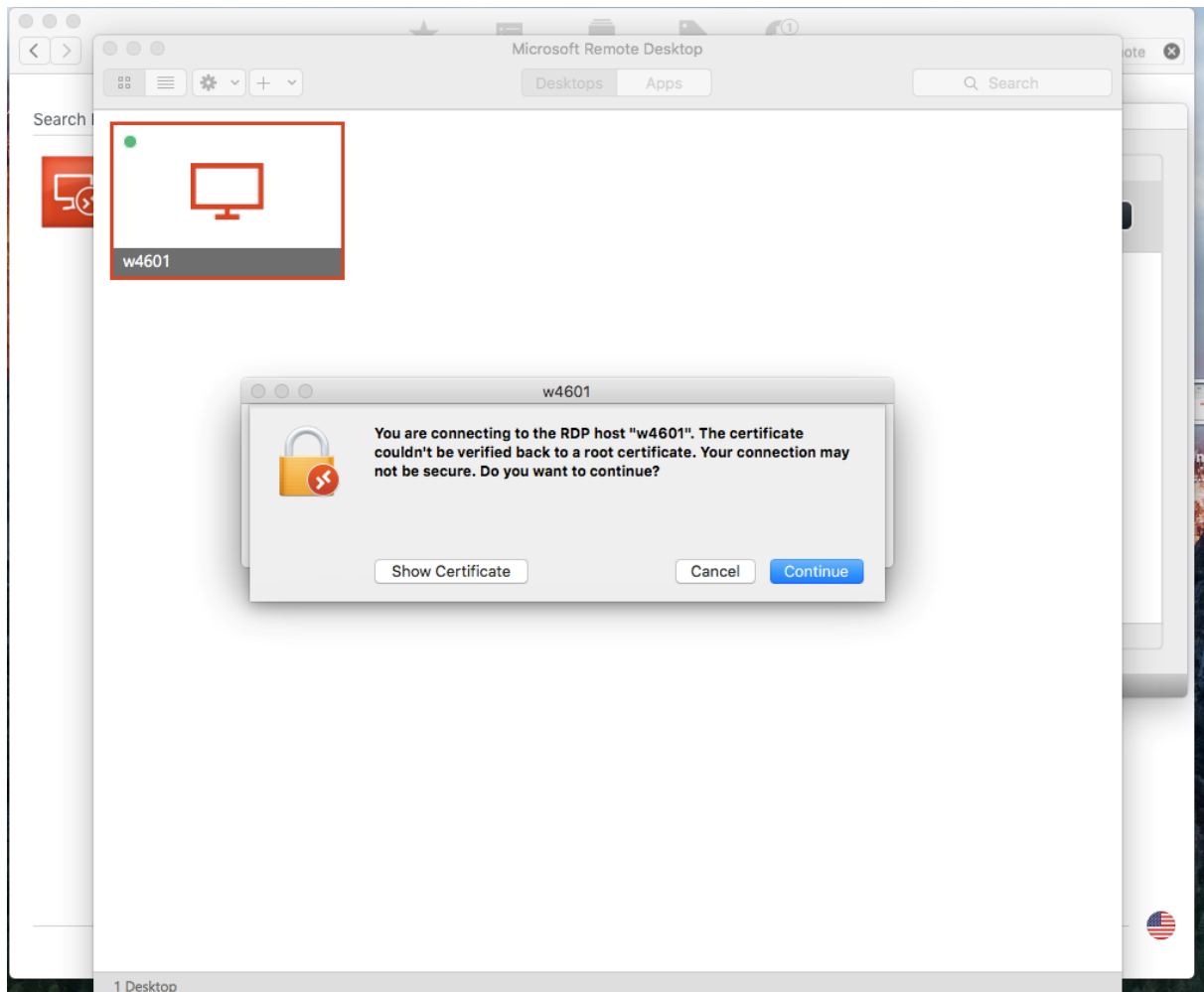

8. If all goes well, they should be in the machine on the network via a RDP session. The Welcome screen will appear and they can log into machine like normal.

9. They can keep the Microsoft Remote Desktop application in the dock by clicking the application and selecting "Keep In Dock".
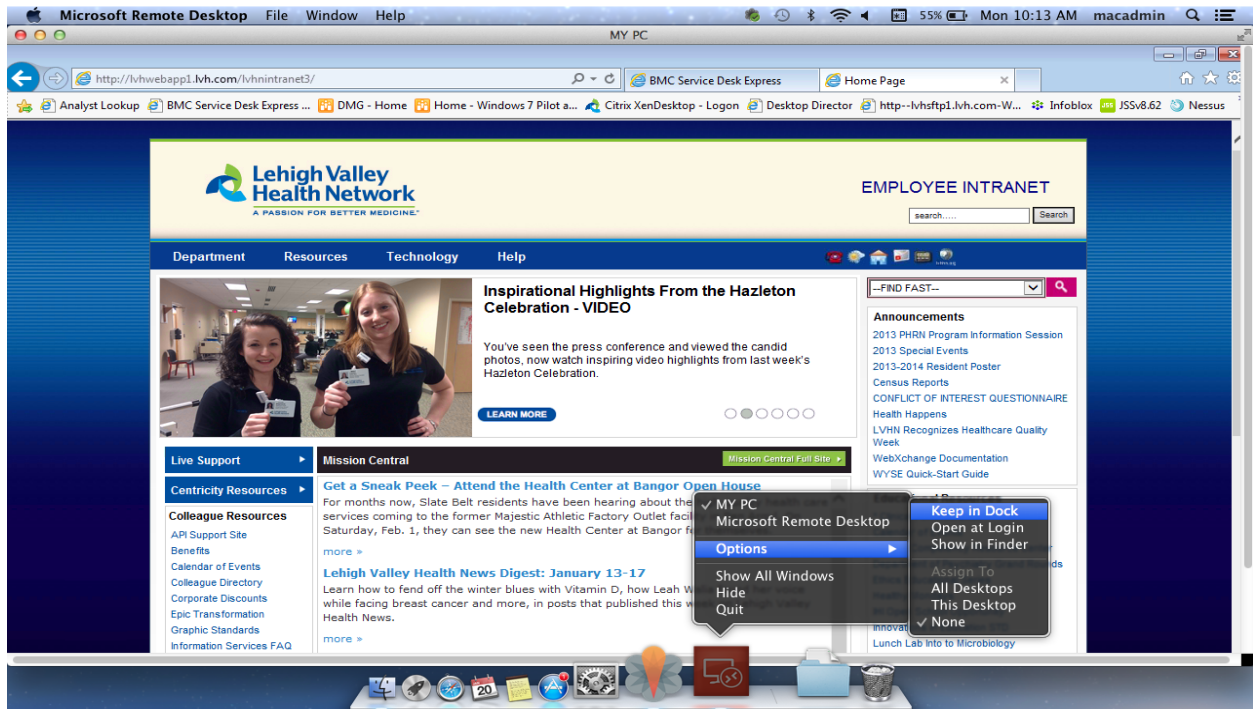
10. To quit their remote session, they can disconnect from the Windows machine and it will disconnect them. ***They must disconnect within Pulse Secure as well when they are done with their remote session***.
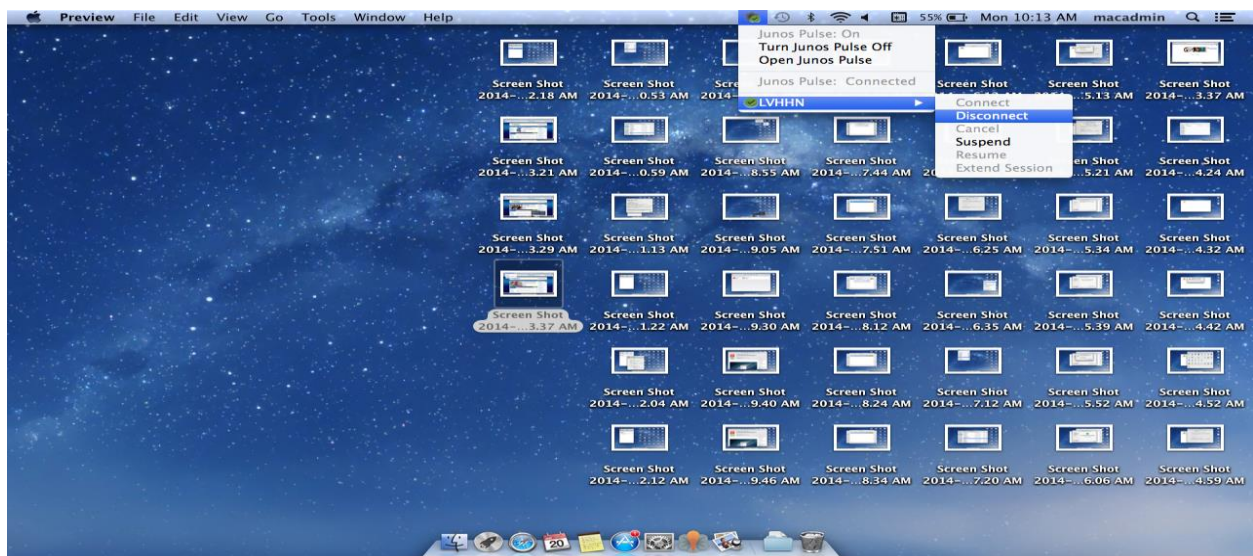
11. When they are fully disconnected, the options will change from Disconnect/Suspend to Connect.