## MAC OS X & REMOTE DESKTOP NEW 2018



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*.

 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.)

< >		Featured Top Charts Categories Purc	hased Updates	Q microsoft remote
Search Resu	ults for "microsoft remote"			Sort By: Relevance
50	Microsoft Remote Desk Business ****** 119 Ratings	Microsoft Remote Desk Business ***********************************	Jump Desktop (RDP, V Business ***** 131 Ratings \$29,99	Desktop Connect Productivity 本本会会会 27 Ratings (\$14.90 ~
	Copyright © 2	018 Apple Inc. All rights reserved. Privacy Policy	Terms and Conditions   FAQ	

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



Applications						
$\langle \rangle ?$			Q. Search			
Favorites All My Files Cloud Drive Applications Desktop Documents Downloads Tags Red Orange Yellow		Microsoft Remote Desktop				
Green	Name	Date Modified	Size Kind			
Dive	(1) iTunes	Jan 28, 2018, 10:23 AM	267.4 MB Application			
Blue	S Junos Pulse	Nov 14, 2017, 6:26 PM	32.5 MB Application			
Purple	💰 Launchpad	Jun 29, 2016, 11:24 PM	1.3 MB Application			
Gray	Lexmark 7500 Series Center	Jul 29, 2012, 3:10 AM	296 KB Application			
All Torro	🖪 Mail	Jan 28, 2018, 10:35 AM	42 MB Application			
All Tags	🔊 Maps	Jun 29, 2016, 11:24 PM	15.8 MB Application			
	Co Messages	Nov 12, 2016, 6:15 PM	22.3 MB Application			
	Microsoft Remote Desktop	Today, 5:21 PM	49.9 MB Application			
	Microsoft Silverlight	Jan 25, 2016, 12:51 AM	92 bytes Alias			
	Mission Control	Jun 29, 2016, 11:24 PM	864 KB Application			
	🔽 Notes	Nov 12, 2016, 6:15 PM	9.6 MB Application			
	OpenOffice	Aug 13, 2014, 5:18 AM	396 MB Application			
	🔹 Photo Booth	Jun 29, 2016, 11:24 PM	6.3 MB Application			
	Photos	Nov 12, 2016, 6:15 PM	54 MB Application			

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**.

Microsoft Remote Desktop	ote 🔇
Desktops Apps	Q Search
Add Desktop PC Name: w4601 User Account: Ask me every time	s t
Show More Cancel Sav	e
Add your first desktop connection to get started Add desktop	
	Microsoft Remote Desktop Desktops Apps Add Desktop PC Name: w4601 User Account: Ask me every time Show More Cancel Sev Add your first desktop connection to get started Add desktop

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Config	User Name: Ivhhn\i0350 Password: •••••••	
	Store user name and password Cancel Done	
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 Have them click the box with the W# in it and a log on screen will appear. They will need to enter Ivhhn\SUI and network password. If they wish, they can choose Store user name and password at bottom left. Click Done. 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.