WORK FROM HOME SET-UP

For ALL IST matters, contact Service Desk
servicedesk@umanitoba.ca
204-474-8600
Hours of Operation: Mon – Fri, 8:00am to 8:00pm

OPTION A: Remote into your desktop computer

Step 1) Install ‘Remote Desktop’ App

If you have not connected to Remote Desktop before, install the app on your primary desktop computer, first:

On your office desktop computer:

1. In the bottom left ‘search bar’, search for ‘Software Center’ and open the app.

2. Click and install ‘Add Logged in User to “Remote Desktop Users Group”’. 

If/After the Remote Desktop App is installed, on your office desktop computer:

1. Click on the bottom left ‘Start’ button
2. Click on the ‘Settings’ button (gear icon)
3. Click on ‘About’ (may have to scroll around to find ‘About’)
4. Write down your ‘Device Name’ (e.g. HG268-NUR0844)
5. **DO NOT** shut down your desktop computer – you cannot remote in if your desktop is powered off (Logout & Reset is okay, but DO NOT shut down).
Step 2) Connect to VPN Pulse Secure

On your secondary device (laptop/personal computer):

- If you have VPN (Pulse Secure) installed on your secondary device, simply login and connect.
  - If you have trouble, click HERE and scroll through the ‘VPN Client Software and Configuration Steps’

- If you do not have VPN (Pulse Secure) installed on your secondary device:
  - Click HERE and follow the ‘VPN Client Software and Configuration Steps’

Step 3) Enable Remote Desktop Connection

On your secondary device (laptop/personal computer):

1. In the bottom left search bar, search for ‘Remote Desktop Connection’

   ![Remote Desktop Connection](Desktop_app)

   **Note**: if you have a Mac computer, you need to download the Remote Desktop Connection app on your Mac device.

2. Into ‘Computer:’ - enter your **Device Name** (you wrote this down in step 1)

   **Note**: If it does not connect, try adding .AD.umanitoba.ca to the end of your Device Name (e.g. HG268-NUR0844.AD.umanitoba.ca)

3. Enter in your office desktop username and password

   **Note**: if your username is not working, try:
   - Typing the username as follows: ad\YourUsername. → enter your password → a security dialogue box will pop up → Check off ‘Do not show this message again’ → Click ‘Yes’.
   - Typing the username as your e-mail address.

Step 4) Connect Office Phone to Mobile Device:

If you have a Cisco desk phone:

1. Click the ‘Fwd All’ button on the desk phone and enter in mobile phone number.

If you do not have a Cisco desk phone:

1. Click HERE
2. Login with your UMNetID and password
3. Click on ‘Edit Call Forward’ and enter in your Mobile Phone #

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NOTE: VIDEO CONFERENCING

- If you are connected by Remote Desktop, and need to connect to a video conference meeting (Webex/Zoom/BlueJeans, etc.), you need to MINIMIZE your remote desktop screen and connect to the video conference link on the physical secondary computer screen (not on your remote desktop screen).

- If you try to connect on your Remote Desktop, it will connect to your desktop computer camera and mic (others will not be able to hear or see you).

OPTION B: Web Mail & VPN

Step 1) Access Umanitoba e-mail through the Web:
- Click HERE to access Web Mail
- Login with your UMNetID and Password

Step 2) Access to Shared Drive:
- If you have VPN (Pulse Secure) installed on your computer, simply login and connect.

- If you do not have VPN (Pulse Secure) installed on your computer:
  - Click HERE and follow the ‘VPN Client Software and Configuration Steps’
  - After installing VPN, follow the steps for map drives:
    - Click HERE if you have Mac OS
    - Click HERE if you have Windows

- If you have issues with VPN installation, you can use the VPN Gateway (much slower)
  - Click HERE to access VPN Gateway

Step 3) Desk Phone # to Mobile:
- If you have a Cisco desk phone:
  - Click the ‘Fwd All’ button on the desk phone and enter in mobile phone number.

- If you do not have a Cisco desk phone:
  - Click HERE
  - Login with your UMNetID and password
  - Click on ‘Edit Call Forward’ and enter in your Mobile Phone #