

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

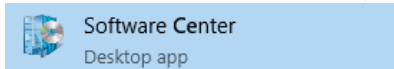
OPTION A: Remote into your desktop computer

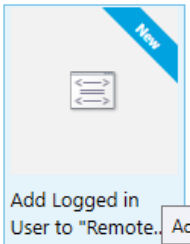
Step 1) Install 'Remote Desktop' App

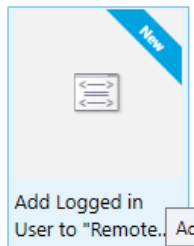
If you have not connected to Remote Desktop before, install the app on your primary desktop computer, first:

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

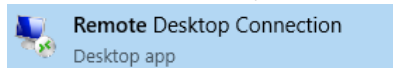
On your secondary device (laptop/personal computer):

- 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**'



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 UMNNetID and password
3. Click on 'Edit Call Forward' and enter in your Mobile Phone #

NOTE: VIDEO CONFERNING

- 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 UMNNetID 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 UMNNetID and password
 - Click on 'Edit Call Forward' and enter in your Mobile Phone #