

From Home PC (macOS Catalina) to Office PC (Windows 10)

Remote Desktop Connection

Setup Guide



Windows 10

Remote Desktop is a Windows OS feature that allows you to connect to your Office PC from home. You will be able to access your Office PC as though you are sitting in front of it. Hence, this method is suitable for you if you have work data or software installed on your Office PC that you need to use.

This document describes two steps that you need to do:

- 1. Set up Office PC for Remote Desktop Access (one-time setup)
- 2. Connect from Home PC to Office PC

Important Note: For PC with EPM, it will take up to one business day to be granted admin rights to setup Remote Desktop Access.

Do note that this document is based on Windows 10 and macOS Catalina so the user interface will differ for other Windows OS or macOS version.

Set up Office PC for Remote Desktop Access (one-time setup)

 Click Windows Start button and type lusrmgr.msc. Right click on lusrmgr.msc and select Run as administrator. For PC with EPM, please proceed to step 2. For PC without EPM, please proceed to step 3.

	lusrmgr.msc		
	Microsoft Common Console Document	5	Run as administrator
Search the web			Open file location
✓ lusrmgr.msc - See web results		D	Copy full path

Enter your justification for running this task and click OK.
 Our admin will respond to you via email within one business day.
 Once admin rights is granted, you can restart from step 1 and skip this step.

💈 Launching Application 🛛 🕹					
i Laur	ching Applications	e ",			
Description	Local Users and Groups (mmc.exe)				
Publisher	Microsoft Windows				
Version	10.0.17763.1				
Dear You are installing a software or running a Windows task that requires admin rights. Please indicate the purpose of the access in the message box below. For software installation, ensure you have the required licence. Do log in to your NUS ID for us to process this. Note that we will attend to your request by the next business day and update you through email. If this message is displayed and you are not installing any software, please contact IT					
Care infought	1100c11 01 65 16 2080.				
- NUS IT -					
	Cancel OK				

3. You should see the following window.



🜆 Iusrmgr - [Local Users and Grou	ps (Local)\Groups]	
File Action View Help		
🗢 🄿 🙇 📰 🧔 🔂 🛛		
Local Users and Groups (Local)	Name Access Control Assist Administrators Backup Operators Cryptographic Operat Distributed COM Users Event Log Readers Guests Hyper-V Administrators Hyper-V Administrators HIS_IUSRS Network Configuratio Performance Log Users	Description Members of this group can remot Backup Operators can override se Members are authorized to perfor Members are allowed to launch, a Members of this group can read e Guests have the same access as m Members of this group have com Built-in group used by Internet Inf Members in this group can have s Members of this group may sche
	 Performance Monitor Power Users Remote Desktop Users Remote Management Replicator System Managed Acc Users 	Members of this group can acces Power Users are included for back Members in this group are grante Members of this group can acces Supports file replication in a dom Members of this group are mana Users are prevented from making

4. Click on **Groups** and double-click **Remote Desktop Users**.

5. Click Add button and type your NUS User ID in the box. Click OK to close.

eneral	ote Desktop Users	
Description:	Members in this group are granted the right to logon remotely	
Members:	Select Users, Computers, Service Accounts, or Groups	
	Select this object type:	
	Users, Service Accounts, or Groups	Object Types
	From this location:	
	stf.nus.edu.sg	Locations
	Enter the object names to select (<u>examples</u>):	
		Check Names
Add	Advanced	Cancel

Click Windows Start 🖽 button and type **advanced sys**. 6. Click View advanced system settings.



7. Click on Remote tab. Select Allow remote connections to this computer and Allow connections only from computers running Remote Desktop with Network Level Authentication (recommended). Click **OK** to close.



You might get the following pop-up message. Refer to next step.

4	This computer is set up to go to sleep or hibernation	
-	when not in use. While the computer sleeps or	
	hibernates, people cannot connect to it remotely. To	
	change this setting, go to Power Options in Control	
	Panel.	

- You will need to disable the sleep/hibernation mode because the Office PC must not be in sleep/hibernation mode when you connect to it.
 Refer to the Appendix on page 11 for instructions to turn off Sleep mode on your PC regardless if you received the pop-up message.
- 9. **Right-Click** Windows Start 🖽 button and select **System**.



10. Note down the **Device name** or equivalent (e.g.: PC Name) as you will need this name to connect to Office PC.

Settings			
命 Home	About		
Find a setting ρ	Your PC is monitored and protected.		
System	 Virus & Threat Protection Firewall & Network Protection 		
🖵 Display	Oevice performance & Health		
句》 Sound	App & browser controlAccount protection		
Notifications & actions	Oevice security		
() Power & sleep			
🗁 Battery	Device specifications		
📼 Storage	Device name Intel(R) Core(TM) i7-8550U CPU @ 1.80GHz 1.99 GHz		

11. Click the Windows Start 🖽 button and type **Command Prompt** then press Enter. In the window, type the command **ipconfig** and press enter. Take note of the **IPv4 Address**. (e.g. 192.168.100.123)

This IP address is dynamic (except those using Fixed IP) and is assigned when your PC connects to the network therefore it may change over time.

C:	C:\WINDOWS\system32\cmd.exe
c:	\>ipconfig
Wi	ndows IP Configuration
Et	hernet adapter Ethernet:
	Connection-specific DNS Suffix . : nus.edu.sg
	IPv4 Address
	Subnet Mask

12. If you are using your Office PC to generate security code for 2FA, you need to change the 2FA token to a mobile device so that you can access 2FA from home. You need to make this change from your Office PC. Sign into <u>VIP Self Service Portal</u> and follow the on-screen instructions.

You may ignore this step if you are currently using your mobile device to generate security code for 2FA.

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Connect from Home PC to Office PC

- 1. Before connecting to your Office PC remotely, ensure the following pre-requisites are met:
 - a. Your Home PC is connected to NUS network through VPN connection.
 - If you do not have Pulse Secure installed, download the installer <u>here</u>. Follow the guide <u>here</u> to setup a new connection.
 - b. Your Office PC is turned on
- 2. Search for **Microsoft Remote Desktop** client and select it. If not installed, it is available from the Apps Store.



3. Click on Add Desktop button.



 In the PC name field, type your Office PC Name in the format Devicename.stf.nus.edu.sg. Click the Add button.

	Microsoft Remote Desktop	
··· = ★ · + ·	PCs Workspaces	Q Search
Add PC		
PC name:		
User account:	Ask when required	
General	Display Devices & Audio Folders	
Friendly name:	Optional	
Group:	Saved PCs	
Gateway:	No gateway	
	 Reconnect if the connection is dropped Connect to an admin session Swap mouse buttons 	
	Cancel	d

5. Click the icon created by Microsoft Remote Desktop.

6. Enter your **NUS User ID** including the domain name in the username field. E.g. **NUSSTF\userID**

000		
Conn	Enter Your User Account	
deskt	This user account will be used to connect to desktop- mnfqlng.stf.nus.edu.sg (remote PC).	
Confi	Username:	
	Password:	cel
	Show password	
	Cancel	

Enter your current **password** and click **Continue**.

Click Continue when prompted the below message.
 You should be able to access your Office Windows 10 PC remotely.

You are connecting to the RDP hos certificate couldn't be verified bac may not be secure. Do you want to	st "desktop-mnfqlng.stf.nus.edu.sg". The ck to a root certificate. Your connection o continue?
Show Certificate	Cancel

Note: In case you cannot connect using the Device/PC name, type the IPv4 Address instead.

Appendix

Turn off Sleep mode in Windows 10

When you are setting up your Office PC for Remote Desktop access, you may be prompted with this pop-up message. You can click on **Power Options** to change your power options.

<u>^</u>	This computer is set up to go to sleep or hibernation when not in use. While the computer sleeps or hibernates, people cannot connect to it remotely. To change this setting, go to Power Options in Control Panel.	

Alternatively, you can also go to Power Options by:

1. **Right-Click** Windows Start 🖽 button and select **Power Options**.

 Change the Sleep options to "Never" then click on Additional power settings. (Additional power settings could be on the right or bottom of the window, depending on the window size.)

Settings		– 🗆 X
命 Home	Power & sleep	
Find a setting	Screen On battery power, turn off after	Save energy and battery life Make your battery last longer by choosing shorter times for screen and sleep settings.
Display Jisplay Sound Notifications & actions	When plugged in, turn off after 30 minutes	Related settings Additional power settings
 Focus assist Power & sleep 	Sleep On battery power, PC goes to sleep after Never ~	Have a question? Changing power mode
Battery Storage	When plugged in, PC goes to sleep after	 Get help Give feedback
교 Tablet mode		

3. Click on Change plan settings.

4. Check that **Put the computer to sleep:** is set to **Never**, and click on **Change advanced power settings**.

🗃 Edit Plan S	Settings – 🗆 🗙
$\leftarrow \rightarrow$ ~	↑ 🗟 « Power Options » Edit Plan Settings v 👌 🔎 Search Control Panel
	Change settings for the plan: Balanced
	Choose the sleep and display settings that you want your computer to use.
	On battery 🛷 Plugged in
	1 Turn off the display: 5 minutes
	9 Put the computer to sleep: Never
	Change advanced power settings
	Restore default settings for this plan
	Save changes Cancel

If you see an option for Hard disk, perform this step. Else, you can skip this step.
 Expand Hard disk > Turn off hard disk after, and change the setting for Plugged in (Minutes): to 0.

Power Options		×	
Advanced settings			
Select the power plan that you want to custom then choose settings that reflect how you want computer to manage power.	iize, and t your		
Balanced [Active]			
 Hard disk Turn off hard disk after On battery: 10 Minutes Plugged in (Minutes): 0 Internet Explore Desktop background settings Wireless Adapter Settings Sleep USB settings Intel(R) Graphics Settings Dewer buttons and lid 		~	
Restore plan defaults			
OK Cancel	Ap	ply	

The **Turn off hard disk after** setting in Power Options lets users set to have hard disks (HDD) power down after a specified time of HDD inactivity is detected. This setting will not affect a SSD (Solid State Drive) or NVMe.

6. Click **Ok** to apply settings and close this window.