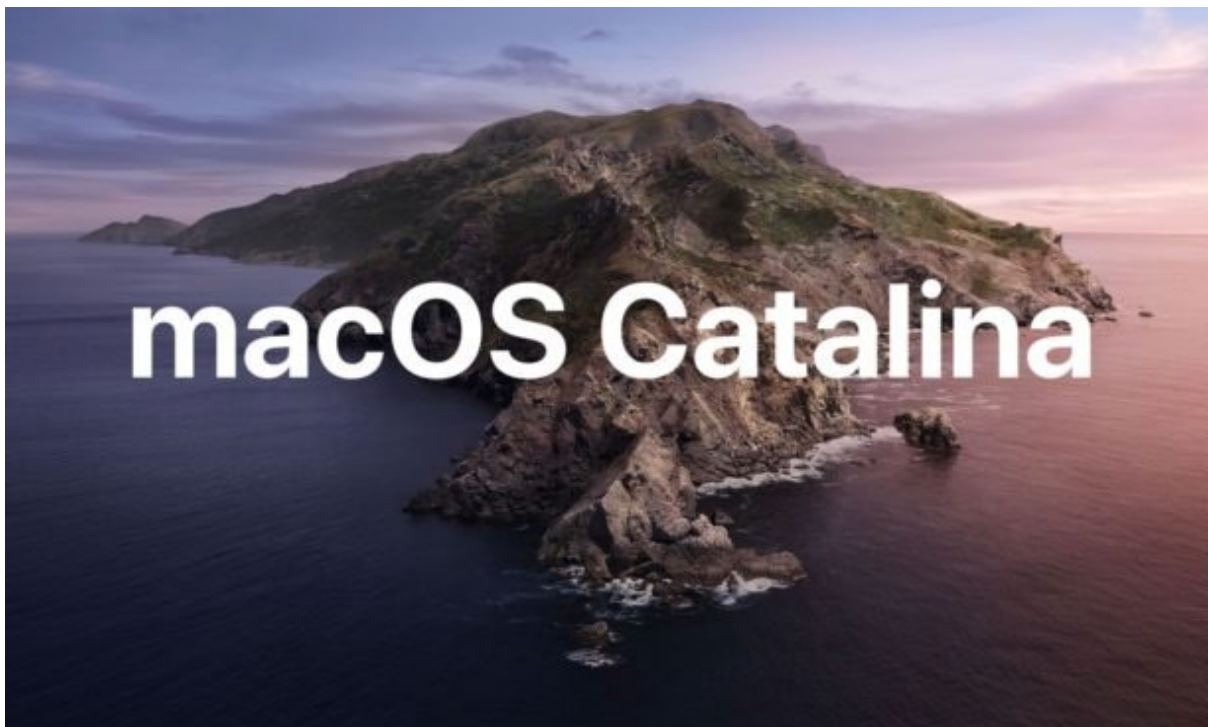# From Home PC (macOS Catalina) to Office PC (Windows 10)

# Remote Desktop Connection

# Setup Guide

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)

1. 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**.
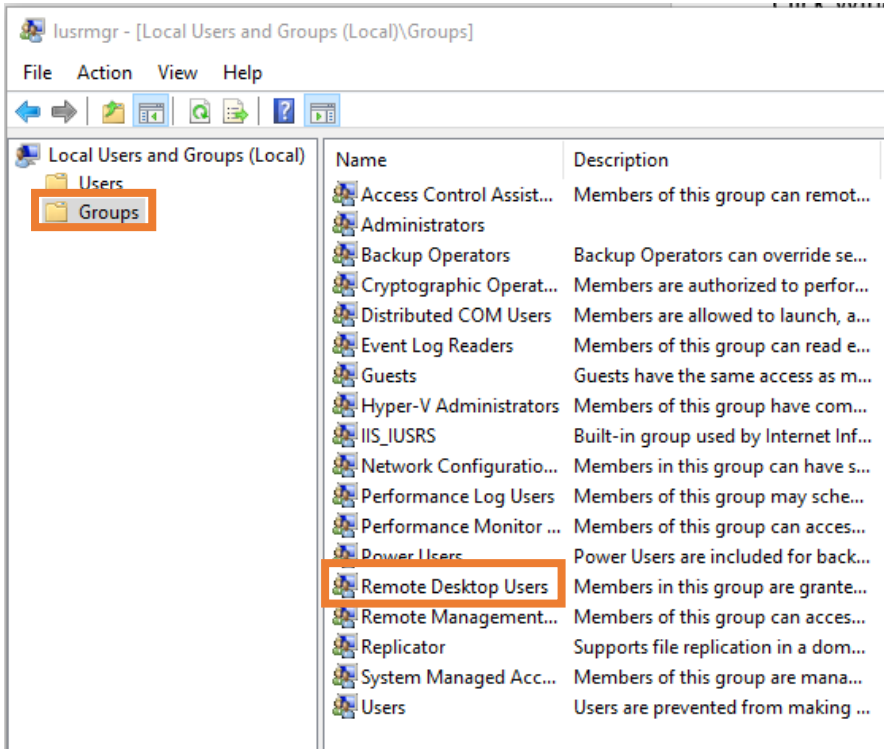   For **PC without EPM**, please proceed to **step 3**.
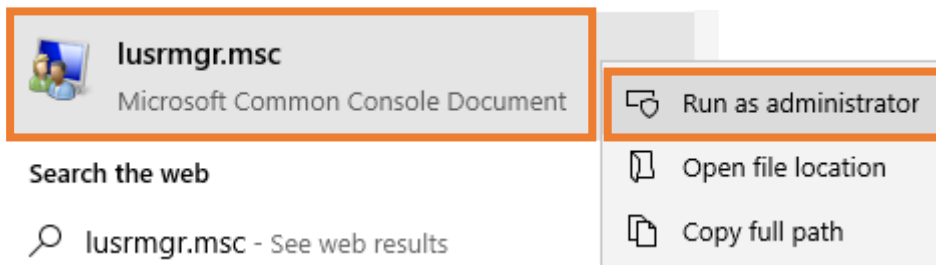
2. Enter your justification for running this task and click OK.
   Our admin will respond to you via email within one business day.
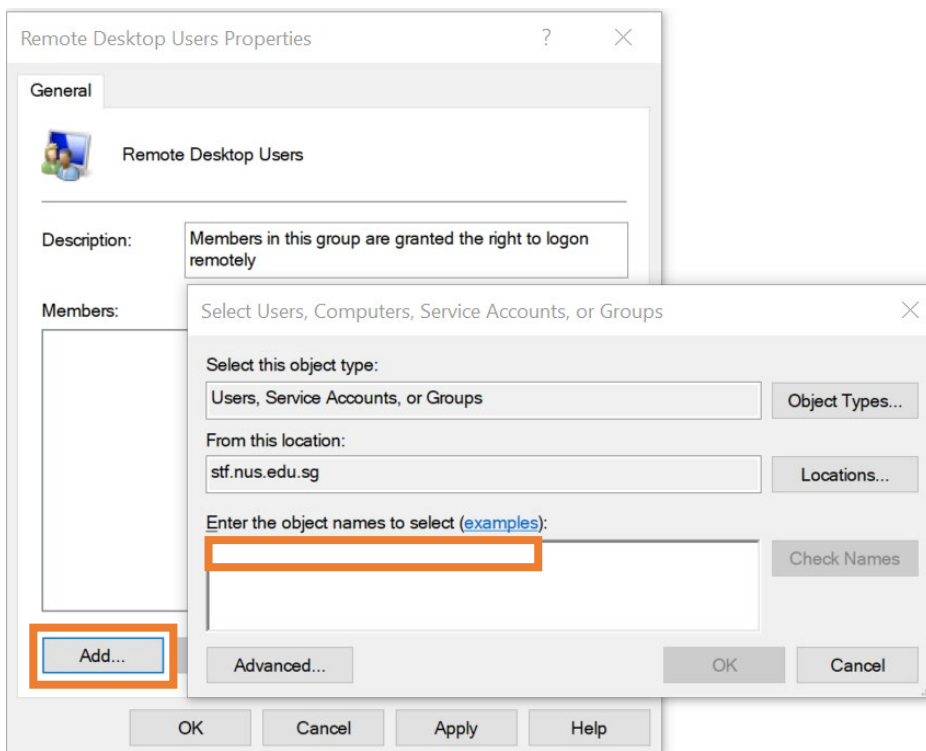   Once admin rights is granted, you can restart from **step 1** and **skip this step**.
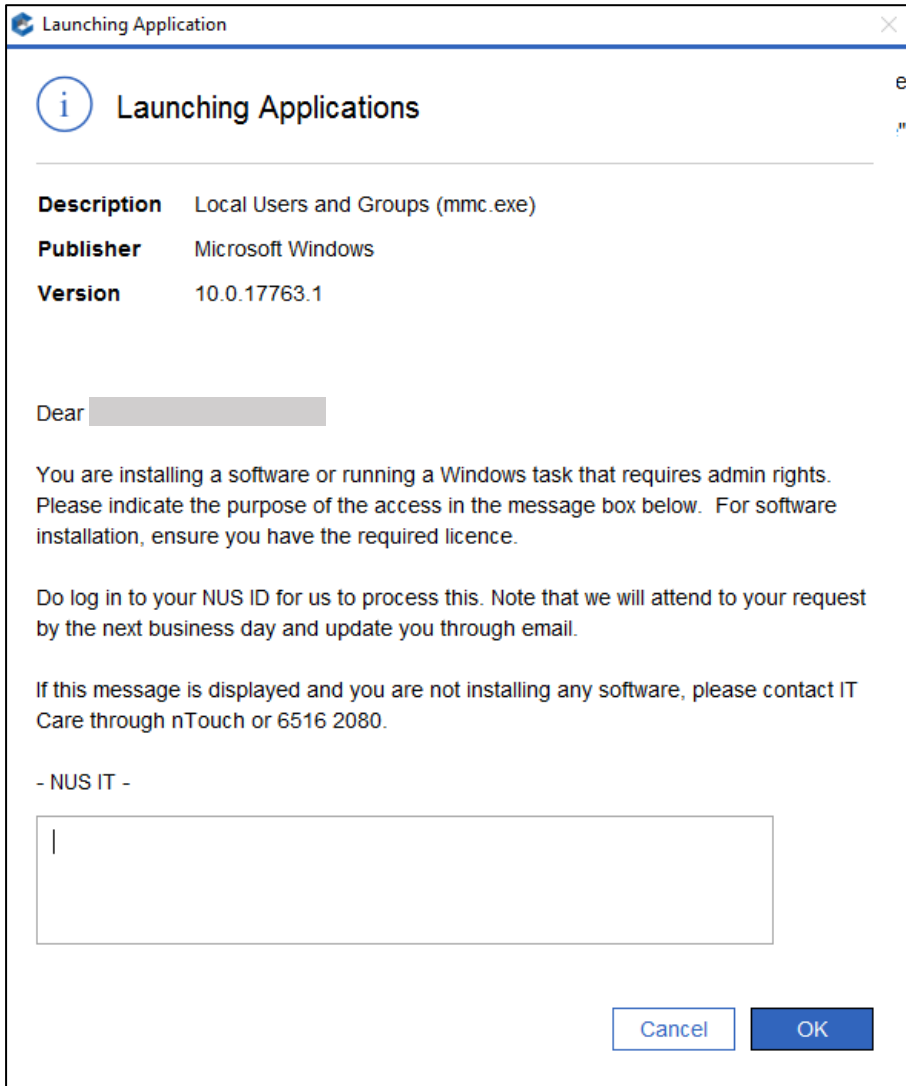


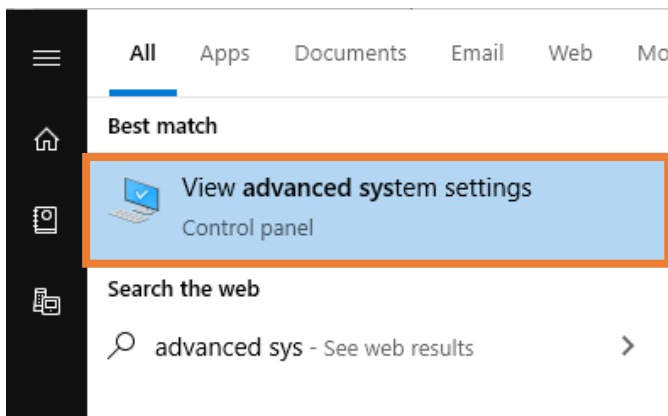3. You should see the following window.
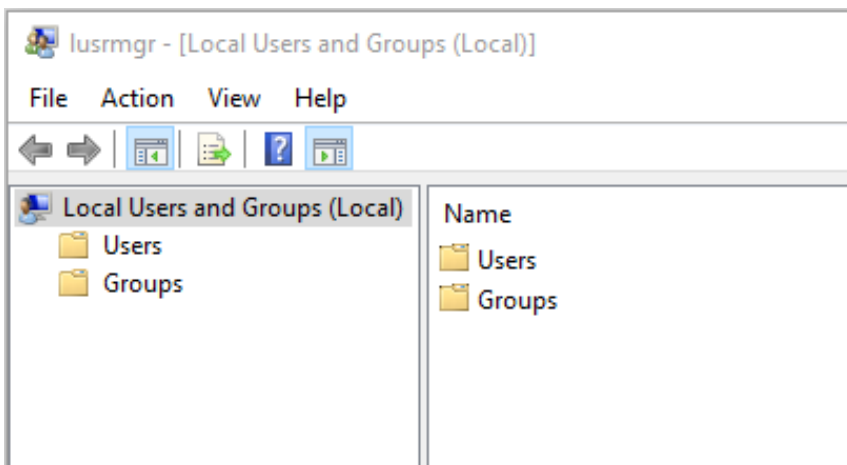
4. Click on **Groups** and double-click **Remote Desktop Users**.



5. Click **Add** button and **type your NUS User ID** in the box. Click **OK** to close.
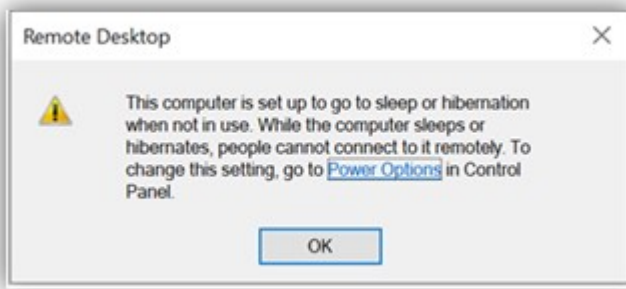
6. Click Windows Start ⊞ button and type **advanced sys**.
   Click **View advanced system settings**.



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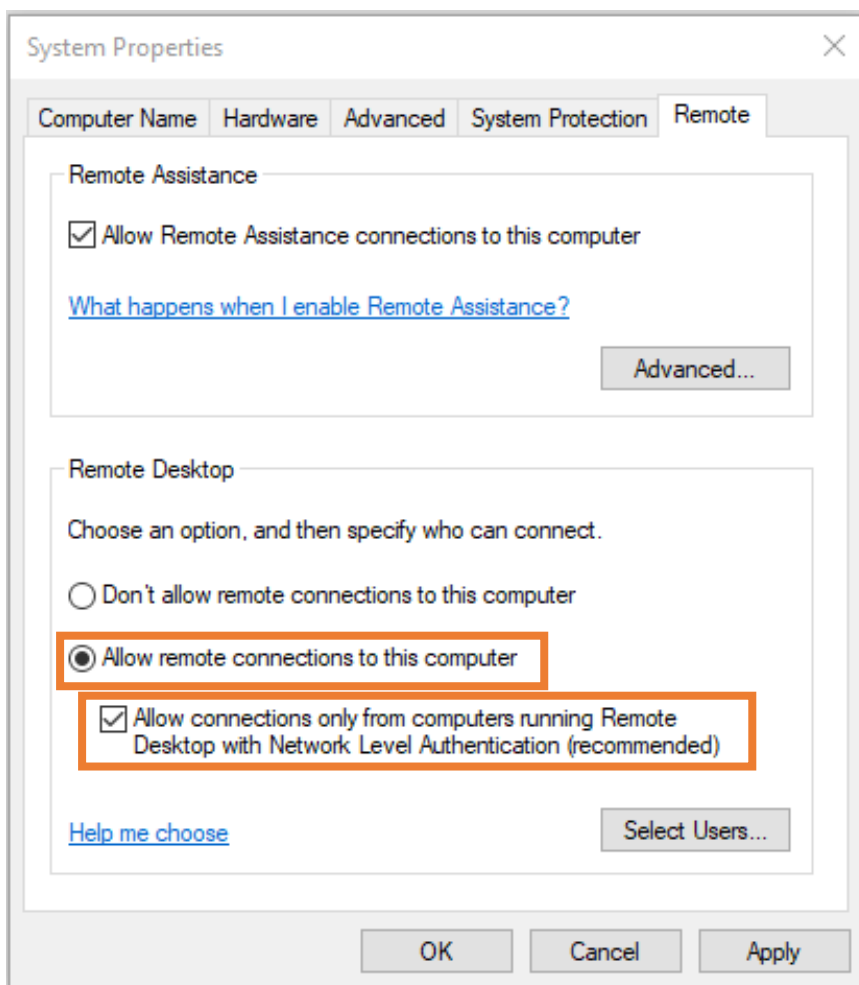
You might get the following pop-up message. Refer to next step.



8.  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 [icon] button and select **System**.
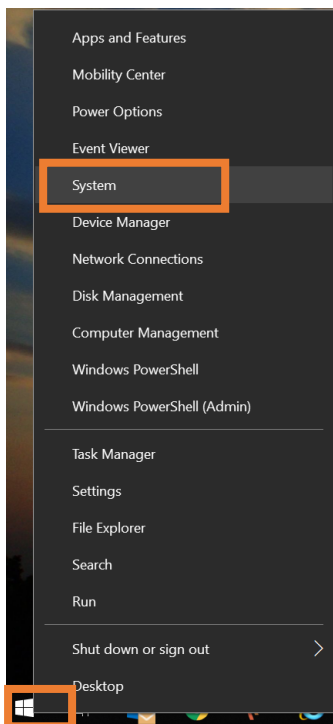
10. Note down the **Device name** or equivalent (e.g.: PC Name) as you will need this name to connect to Office PC.
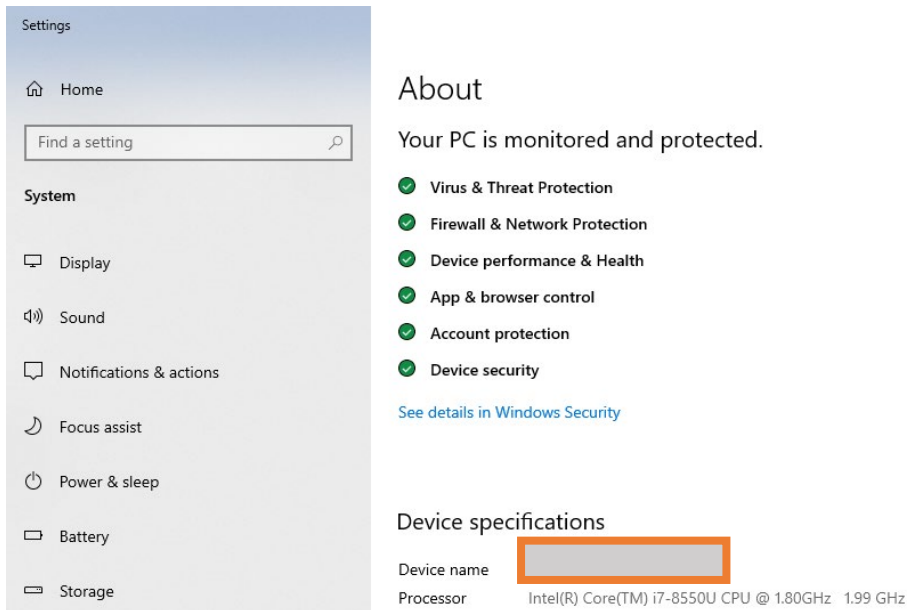


11. Click the Windows Start ⊞ button and type **Command Prompt** then press Enter.
    In the window, type the command **ipconfig** and press enter.
    Take note of the **IPv4 Address**. (e.g.192.168.100.123)
    This IP address is dynamic (except those using Fixed IP) and is assigned when your PC connects to the network therefore it may change over time.
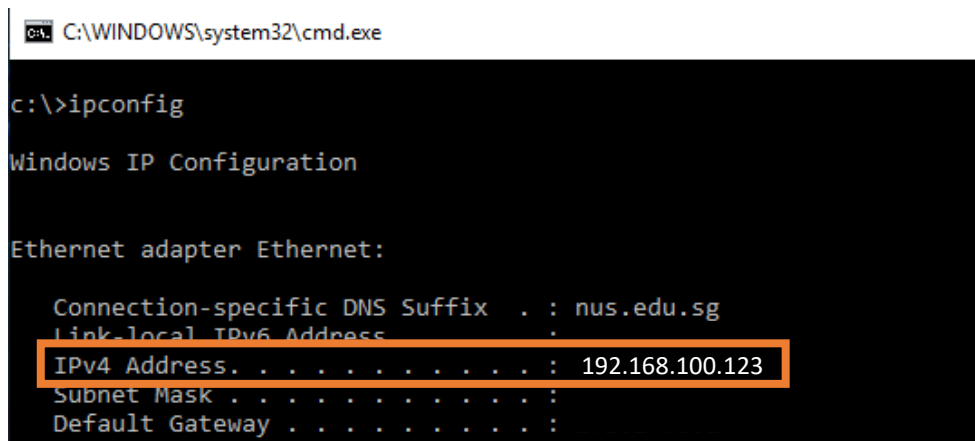


12. If you are using your Office PC to generate security code for 2FA, you need to change the 2FA token to a mobile device so that you can access 2FA from home.  You need to make this change from your Office PC.  Sign into VIP Self Service Portal and follow the on-screen instructions.

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

## 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 here. Follow the guide here to setup a new connection.

    b.  Your Office PC is turned on

2.  Search for **Microsoft Remote Desktop** client and select it.
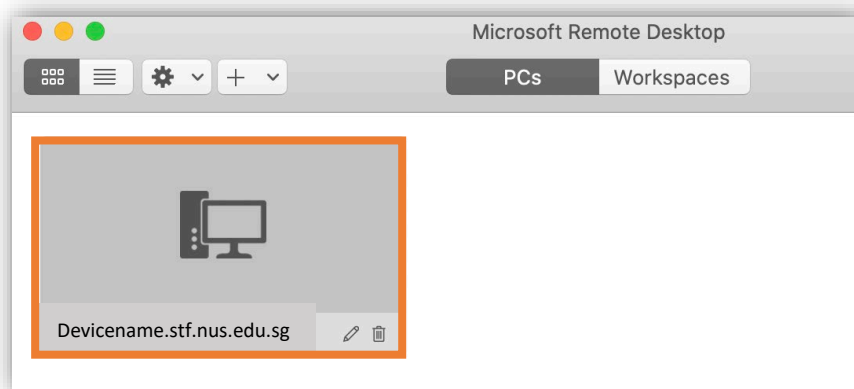    If not installed, it is available from the Apps Store.
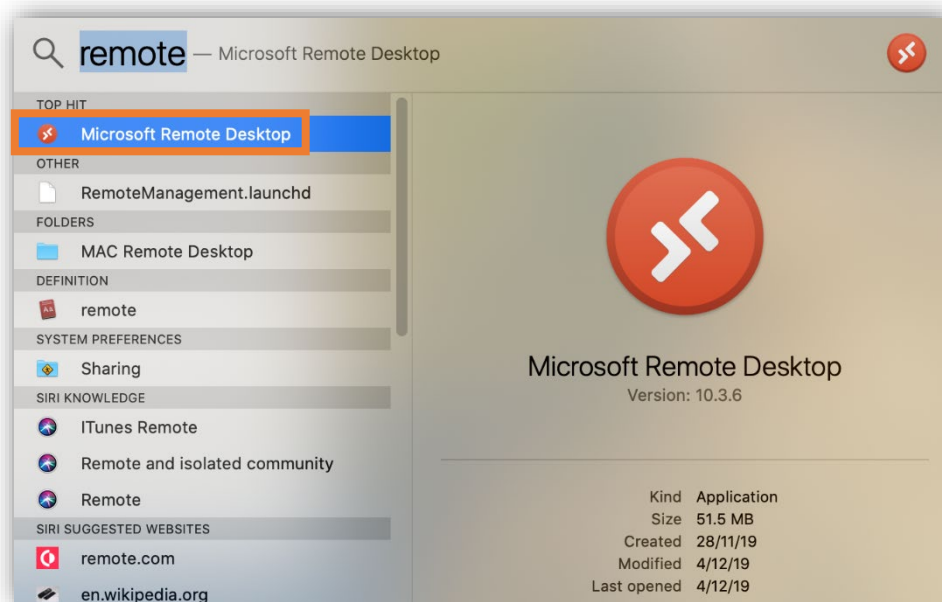

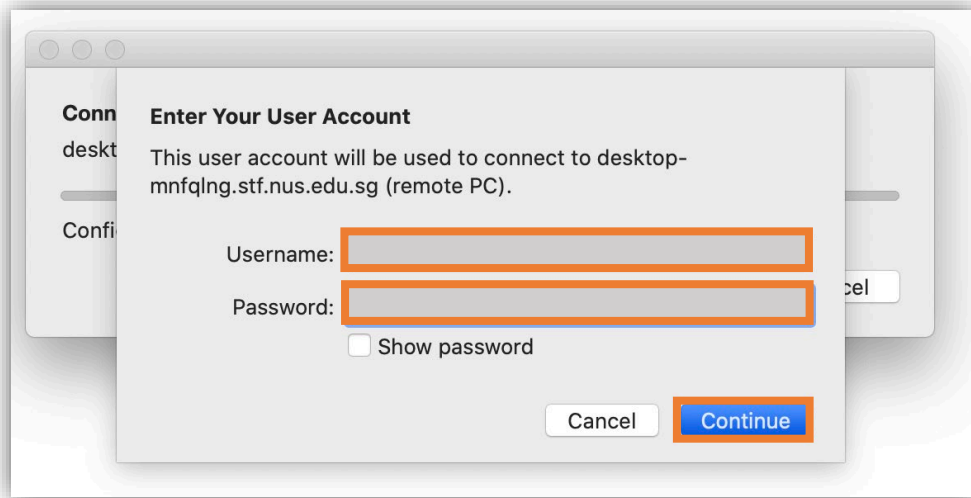
3.  Click on **Add Desktop** button.
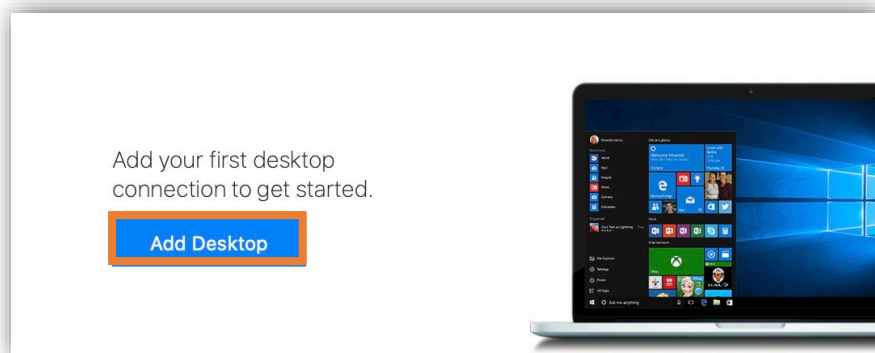
4.   In the PC name field, type your **Office PC Name** in the format
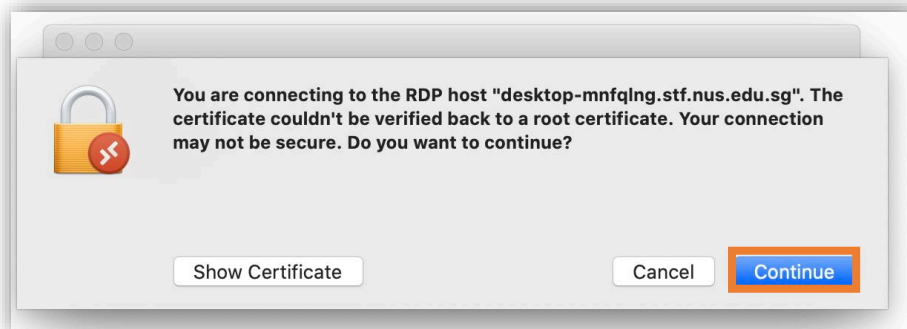     **Devicename.stf.nus.edu.sg**.
     Click the **Add** button.
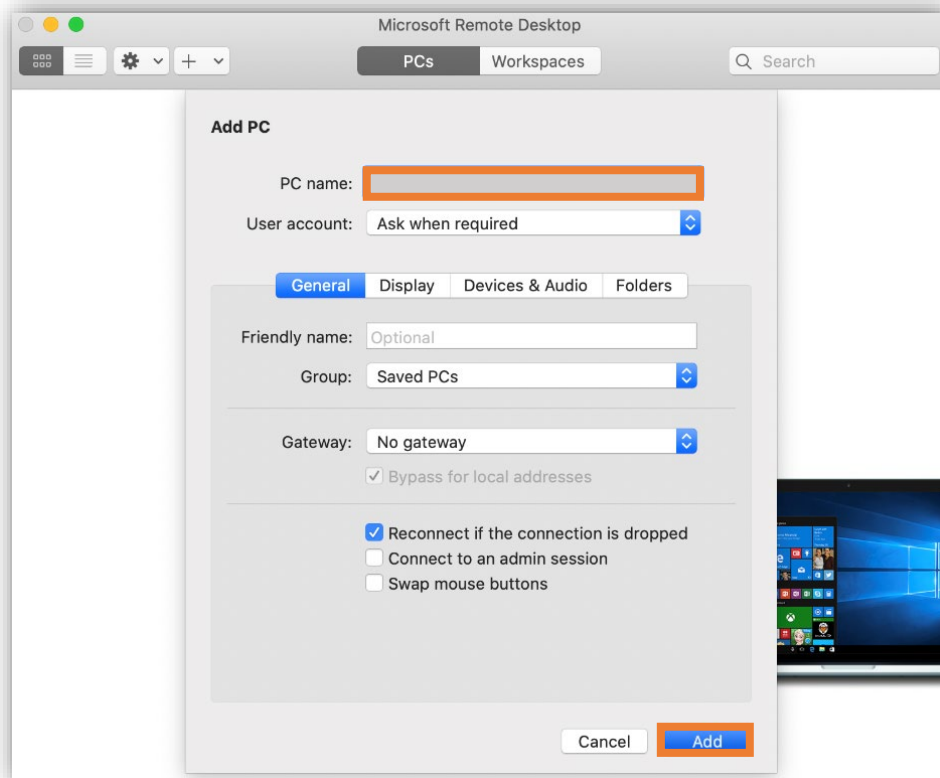


5.   Click the icon created by Microsoft Remote Desktop.

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



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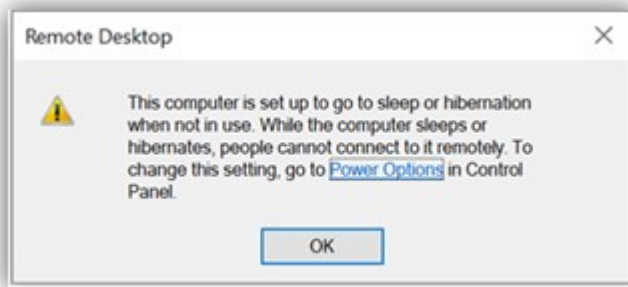   You should be able to access your Office Windows 10 PC remotely.



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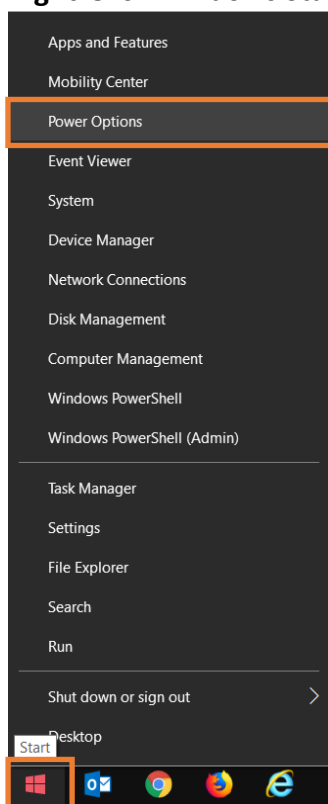
## Appendix

## 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.
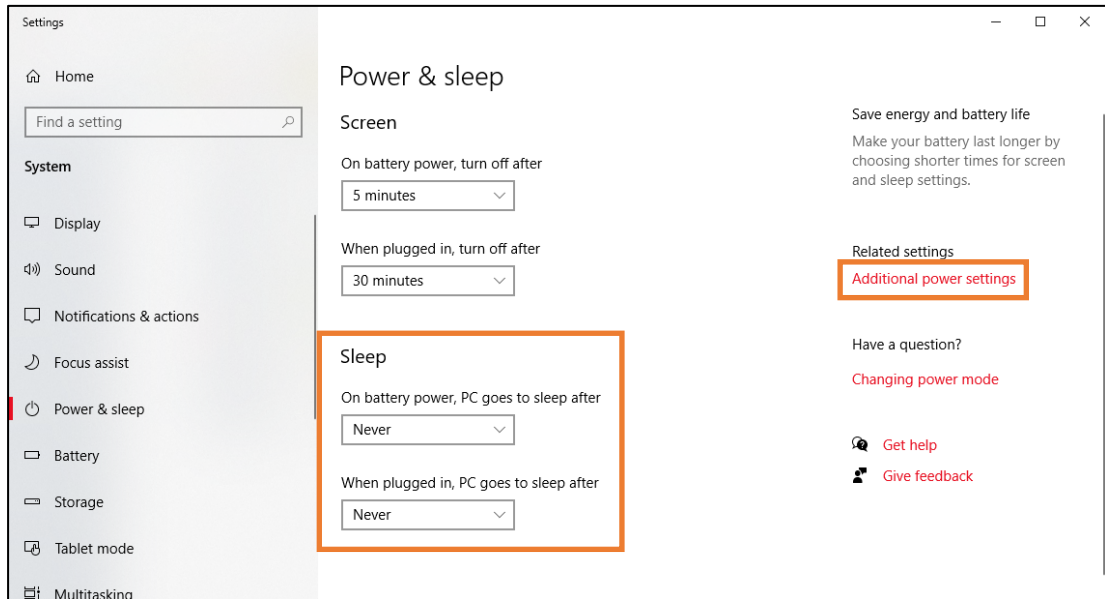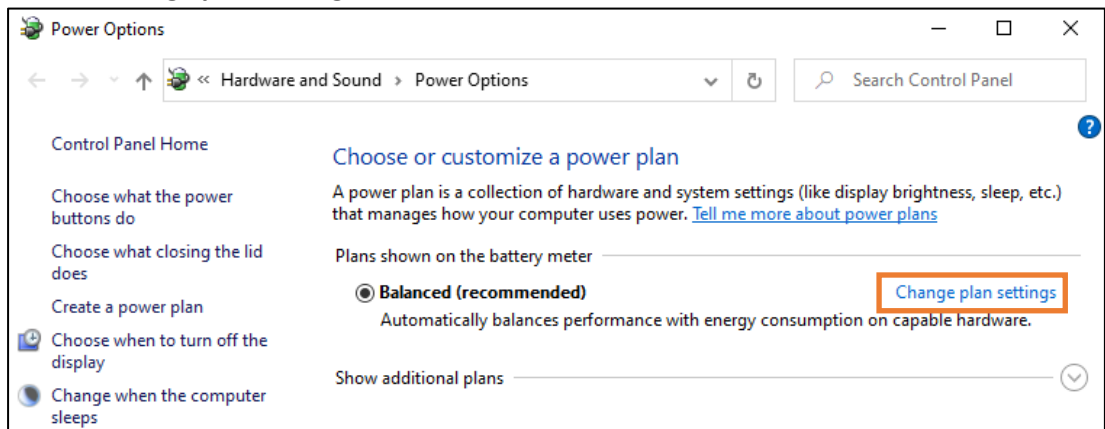


Alternatively, you can also go to Power Options by:

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

2. 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.)
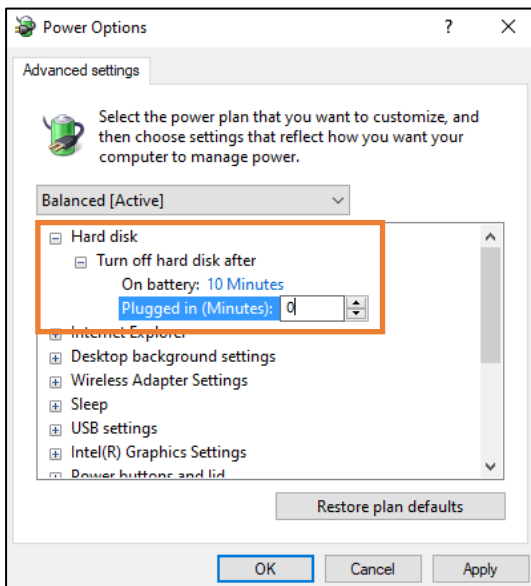


3. Click on **Change plan settings**.

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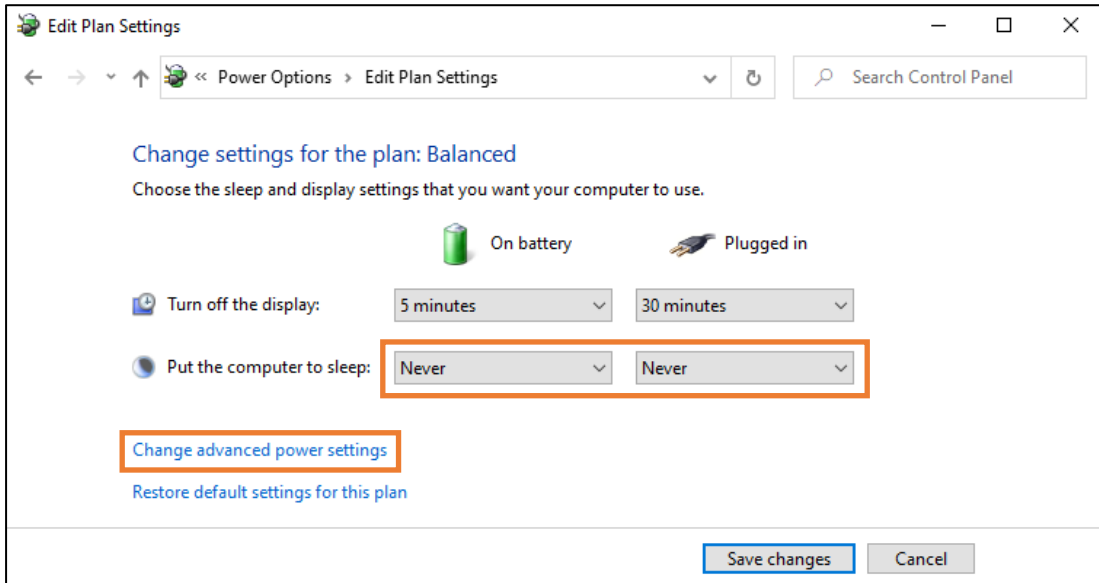


5. If you see an option for **Hard disk**, perform this step. Else, you can skip this step. Expand **Hard disk** > **Turn off hard disk after**, and change the setting for **Plugged in (Minutes):** to **0**.



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.