Remote Desktop from Windows to Windows

The remote desktop feature in Windows allows you to control your computer from another office or from home. Remote Desktop allows you to use the applications on your office computer, and access your data without being in your office.

There is a risk that technologies that allow you to access your desktop may be exploited by others. Be careful to properly secure your desktop to minimize this risk.

Allowing Remote access on your office PC

In order to connect, your userid must be on the list of allowed remote desktop users.

1. Right click This PC, select Properties.
2. Select Remote settings.
3. Enter your Administrator credentials.
   a. If you don’t have admin rights on your PC, contact your IT administrator or send a request to request@uwaterloo.ca.
4. Under Remote Desktop, ensure Allow remote connections to this computer is selected.
5. If your userid is not listed, click on Select Users....
6. Click on Add....
7. Enter your WatIAM userid as nexus/userid.
8. Select Check Names, If everything looks correct click OK.
9. Click OK to close the open settings windows

Remote Desktop Connection Steps

Note: You will need to be connected through the Virtual Private Network (VPN) on your home computer before you can use Remote Desktop.

The remote computer must be powered on.

1. Click on the Start button, point to All Programs, point to Accessories, and then click on Remote Desktop Connection. Or just search for Remote Connection.
2. In the Computer field, type the computer name for your office computer
   a. If you don’t know your computer name, you will need to find out at work. On your office computer, double-click on the Control Panel, then click on the Computer Name tab. You will see an entry for Full Computer Name.

   If you are not able to connect to Remote Desktop using your machine name (e.g. ist12345), try connecting using ist12345.nexus.uwaterloo.ca.

3. Click Connect
4. The Log on to Windows dialog box appears
5. Log in with:
   a. Username: nexus/WatIAM username
   b. Password: WatIAM password

This one time, you will also see a dialog warning that Remote Desktop Connection cannot find a trusted certificate for the remote PC. Select “Don’t ask me again for connections to this computer” and then click OK.

Remote connection will be established.

Related articles

- Remote Desktop - from Mac OS to Windows
- Remote Desktop from Windows to Windows
- Using BeyondTrust for Remote Help
- Setup email certificate for Windows (Outlook)
- BeyondTrust support on Catalina

Need Help?
Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.