Remote Desktop - from Mac OS to Windows

Before attempting to remote desktop to your PC ensure it is setup to allow remote access. Also note that to remote connect to your on-campus PC you will need to use the VPN service if connecting from off campus or from campus wireless.

Obtaining & installing Microsoft remote desktop for OS X

Microsoft’s remote desktop is available as a free download from the App store. Launch the App store and then search for "Microsoft remote desktop" or use the following link https://itunes.apple.com/ca/app/microsoft-remote-desktop/id715768417?mt=12.

Mac App Store Preview

Microsoft Remote Desktop
By Microsoft Corporation
Open the Mac App store to buy and download apps.

Description
With the Microsoft Remote Desktop app, you can connect to a remote PC and your work resources from almost anywhere. Experience the power of Windows with Remote Desktop, a Remote Desktop client designed to help you get your work done wherever you are.

What's New in Version 8.0.36
We’ve fixed the following in this release:
- An issue where you got a “Connection reset by peer” error message when you connected over a Remote Desktop Gateway.

Screenshots

a. Click on the “View in Mac App Store” button.
   You will need to log in to the App store with your Apple account.

b. Click on the “Install” button. You will need to sign in to your Mac account.
c. Once it is installed, you can find it in your LaunchPad or in your applications folder as "Microsoft Remote Desktop"
d. After launching it, you will see the following screen:
Add your PC to the list of workstations by clicking on the "New" button. This will add the group "My Desktops" to the main Remote Desktop window.

a. Open up the Edit Remote Desktops dialog.
a. Fill in the appropriate data:
   i. For the connection name, put in something that will help you identify the PC such as "My office PC"
   ii. For the PC name it is best to put in the name of the pc, not the IP address as for a number of PCs on campus the IP may change from time to time.
   iii. For the User name, enter the userid you sign onto the PC with. Note for PCs on campus you most likely need to provide the domain of nexus\.

   If you are not able to connect to Remote Desktop using your machine name (e.g. ist12345), try connecting using ist12345.nexus.uwaterloo.ca.
iv. Enter the Password for the userid specified above.

b. When completed, click the "Close window" button; you should see your connection in the Remote Desktop window.

c. You are now ready to connect to the PC; double click on the name of the PC you wish to connect to. Note, if an error occurs you can select the PC configuration and click the Edit button which will allow you to fix any issues.

d. If you see the following dialog window click the "Continue" button if you are sure you are connecting to the correct PC.

e. You should now see your PC's Login window and can now start remotely using your PC.
f. When done, "Log out" or click the "Disconnect" button at upper-right corner of the application window. Note, if you don't log out of your PC, overnight installs will not be able to occur.

You can access documentation for Remote Desktop by selecting Help -> Documentation.

Related articles

- Install the VPN client on Windows OS - applies to IE, Edge, Firefox, and Chrome
- Move Office 365 Email on MacOS Outlook
- Move Office 365 Email on Windows Outlook
- Install the VPN client on Mac OS
- Move Office 365 Email on MacOS Mail

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