ADC Remote Desktop Gateway Guide_{v9}

This document is intended for any employee wanting to access the terminal servers or their office PC remotely for home or mobile working.

This facility is available to any user who has been granted remote access and is an alternative to using the 'access.ashfield-dc.gov.uk' method.

The remote desktop method has 2 key advantages:
1. It is less problematic to setup/use
2. It works from mobile devices (ipad, android tablets) and Apple Mac, as well as Windows. It even works from iphones and android phones.

The following pages detail the steps for setting up remote desktop from your home PC (Windows and Mac), iPad/iPhone and Android. Most of the instructions are a one time setup to allow easy future remote access.

There is also a generic section at the end describing the touch screen methods of using the mouse (ie. Moving the mouse pointer on the screen or using pure touch)

Before you begin

There are 2 types of connection you can make to the Council

1. Terminal servers – there are 2 terminal servers you can use called node41 and node42. These give basic desktop access as well as access to common Council applications. Access to these is restricted as each user requires an additional license to use them and we only have a limited number of licenses.

2. Your work PC – If your PC is not booted up at work, you can remotely boot it up before connecting to it. From your personal email account (or the council one via OWA), send an email to the Council email address wakeup@ashfield-dc.gov.uk with the name of your PC in the subject line (eg. pcs-5-678) and your PC will be available to log into remotely a few minutes later. It is advisable to try this while you are at work to see if your PC is setup to be woken up remotely. If it doesn't work, contact the I.T. helpdesk and they can change the Council's PC settings to allow it to be woken up.

Things to note

- When you log into the Council you will have to enter your username in the form ashfield-dc\adxxxxx and complete the phonefactor/Azure 2 factor authentication process (You need to be registered for this in advance)
- Do NOT select to save your password on mobile devices
- Remote access is still bound by the Security Policy/Acceptable Use Policy

Accessing from a Windows PC

Although the following steps are the easiest way to setup a windows PC without the need for any additional software, there is also a remote desktop App available for Windows 8 & 10. If you want to install this App, just follow the instruction for the Apple/Android devices

Automated/simple way
Go to https://da.ashfield.gov.uk and click on the links to use the prebuilt connections for Remote Desktop (please note it says 'ashfield' and not 'ashfield-dc')
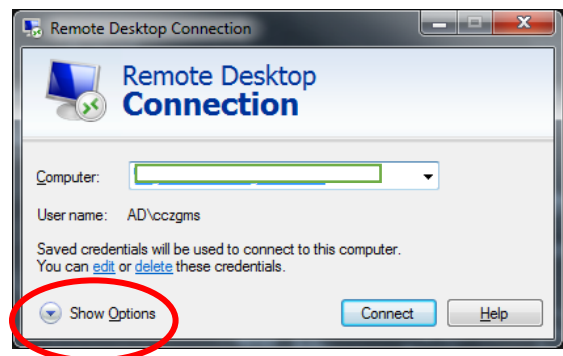
Manual setup

The following instructions are based on a Windows 7 home PC but the instructions should be very similar for Windows 8 and 10.

From the windows **Start** button, click on **All Programs**>**Accessories** and then select **Remote Desktop Connection**
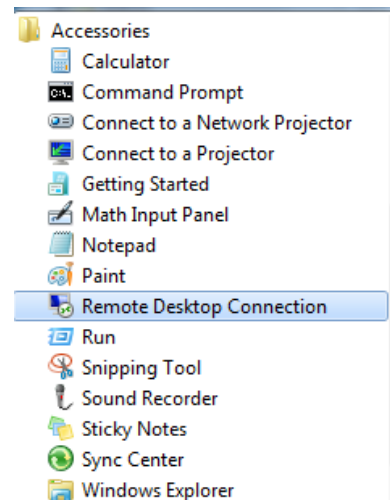
On the Remote Desktop Connection pop-up, click on **Show Options**

This will take you to a pop-up menu. Click on the **Advanced** tab and then select **Settings** in the **Connect from anywhere** section of the menu
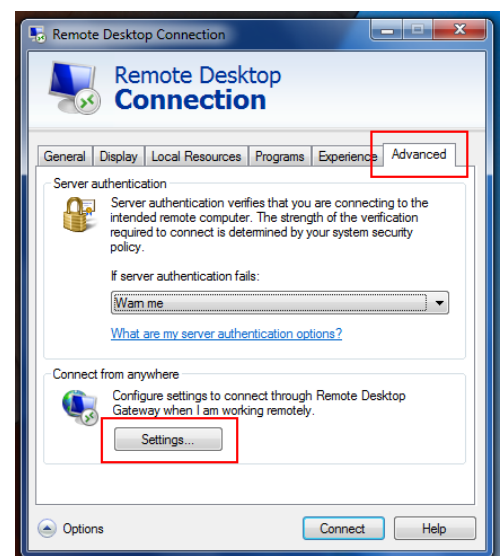
You will now get the screen shown opposite:

i. click on the radio button to **Use these RD Gateway server settings** (or TS Gateway if an older version of RDP is in use)
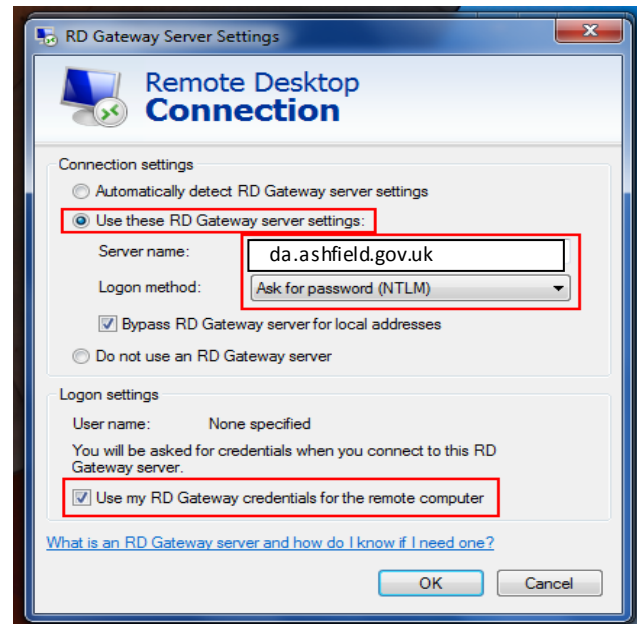
ii. enter the following server name:
da.ashfield.gov.uk
Note that it is ashfield.gov.uk and NOT ashfield-dc.gov.uk

iii. ensure that the logon method **Ask for password (NTLM)** is selected

iv. also ensure that **Use my RD Gateway credentials for the remote computer is** ticked

vi. click on **OK**

Enter the name of your computer, e.g. pcs-5-678 or the terminal servers (node41 or node42) and click **Connect**

(Alternatively, at this point you can click on Options in the bottom left corner and choose to save your setup to the desktop. This will give you a desktop shortcut that can be double clicked in future to connect to the Council)
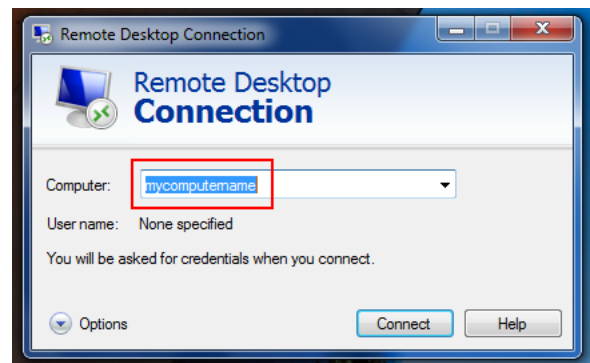
When prompted for your username/password, enter 'ashfield-dc\' in front of your username (eg. ashfield-dc\ad12345) and type in tour usual PC password and click on OK.
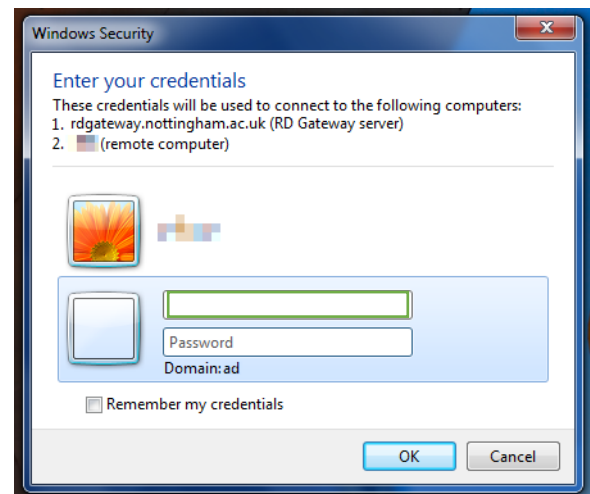
The first time you access a terminal server or PC, you may get a pop-up similar to the following:

tick the check box and click on Yes if you don't want to be asked again about connecting to that particular machine, and access to the computer should now be complete.

## Setting up your Apple iMac or MacBook for remote desktop to ADC.

This guide will explain how to connect to YOUR work PC using an Apple iMac or MacBook. *Please note this it not for iPads or iPhones.*

Step 1. **Before you need to use this service**:

- Contact the IT department to set up Two-Factor authentication.
- Take a note of your PC number (example: pcs-xx-xxx)

Step 2. Open the App Store on your mac and search for 'Microsoft RDP' (fig.1)

There is a version 8.0 and a version 10.0 – Choose the 10.0 (round icon) and install it.
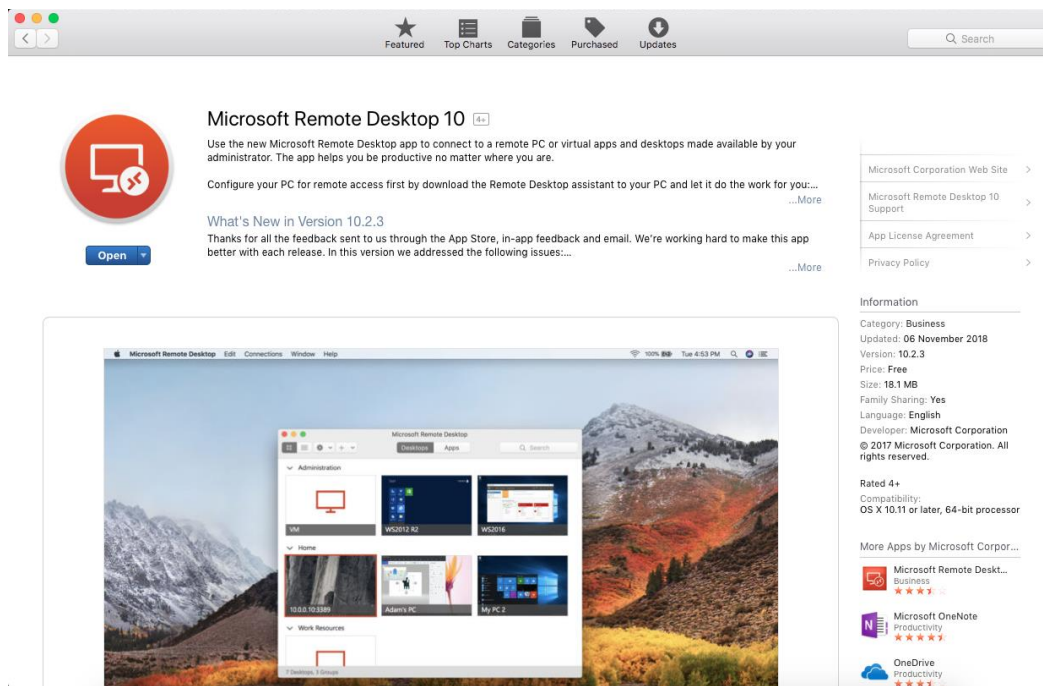
Step 3. Once installed, locate and run the App. (fig.2)
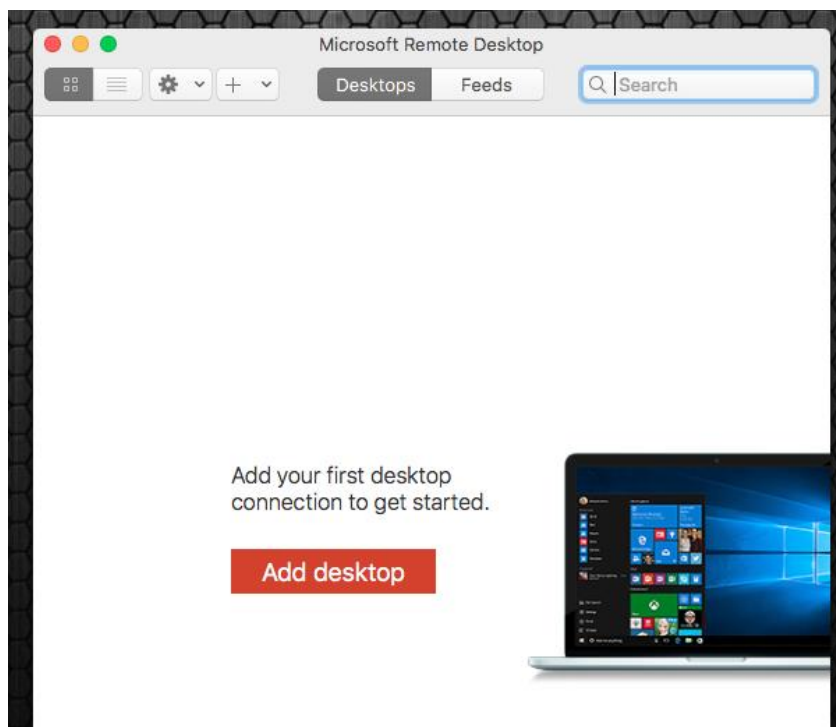
fig.2

Step 4. Click the 'Preferences…' (fig.3) button and access the 'User Accounts' window (fig.4).
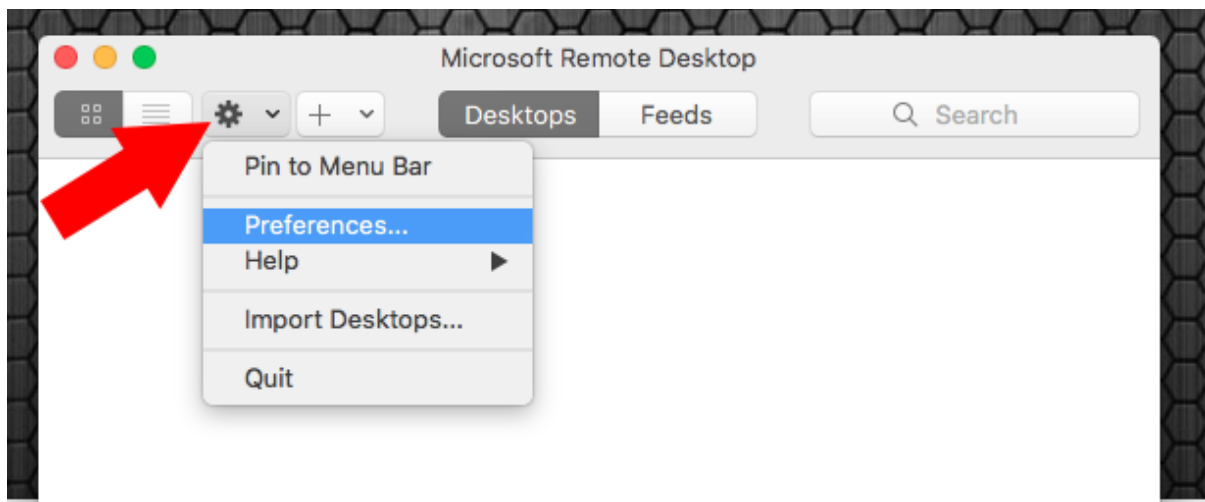
fig.3
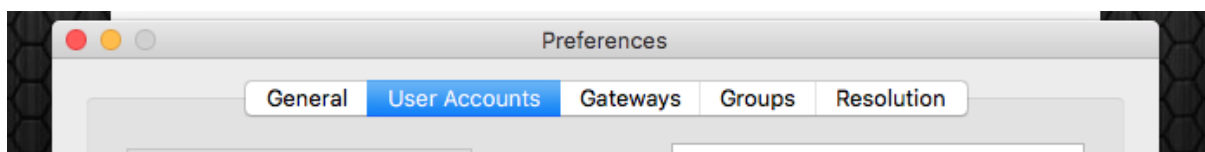
fig.4

Step 5. Click the '**+**' button at the bottom left to create a new entry. fig.5
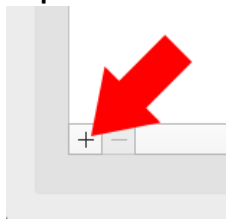

fig.5

Step 6. User name: **ashfield-dc\MyUserName** (where 'MyUserName' is your ADC login name). Leave the password field blank, we'll add that in later. Click 'Save' to close the 'Add User Account' fig.6
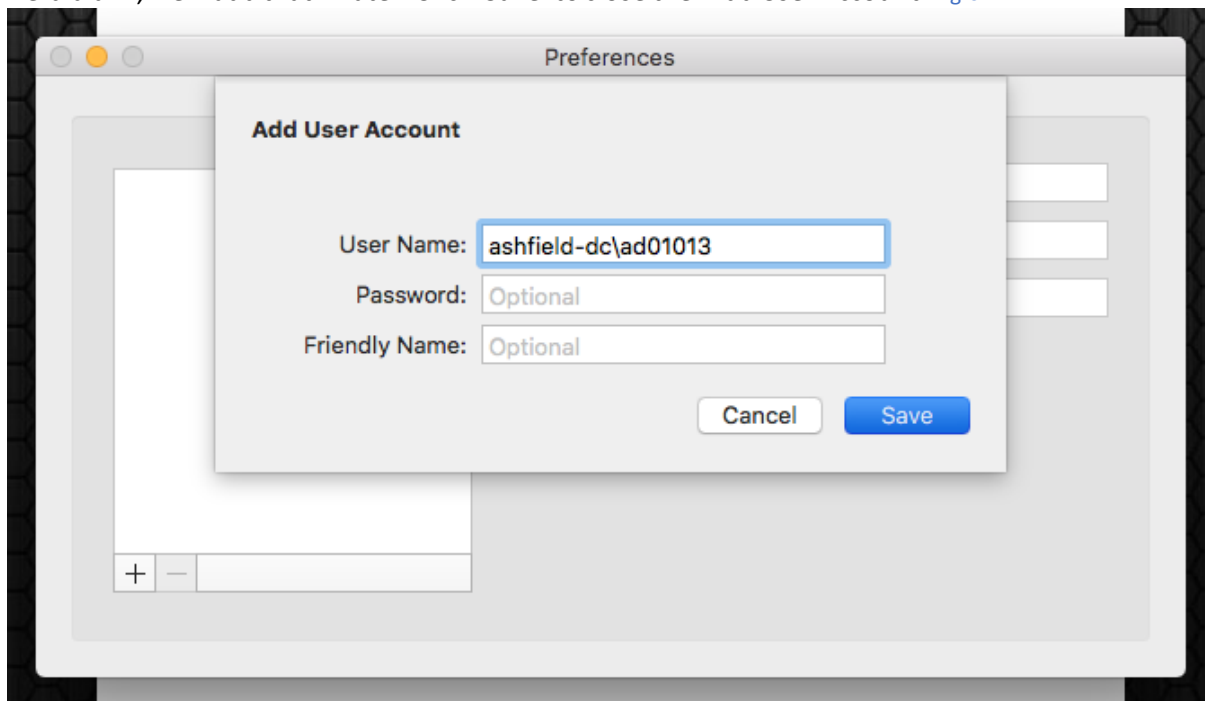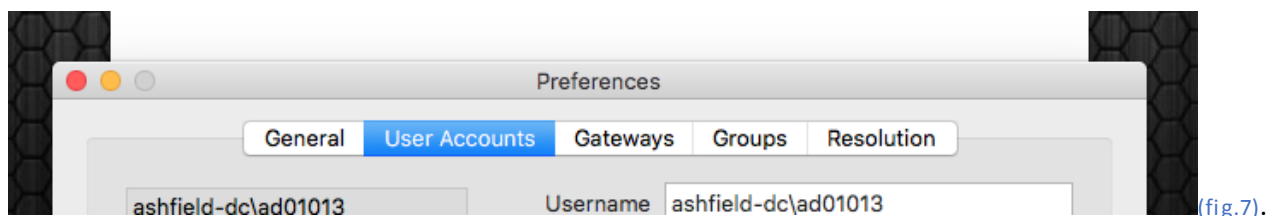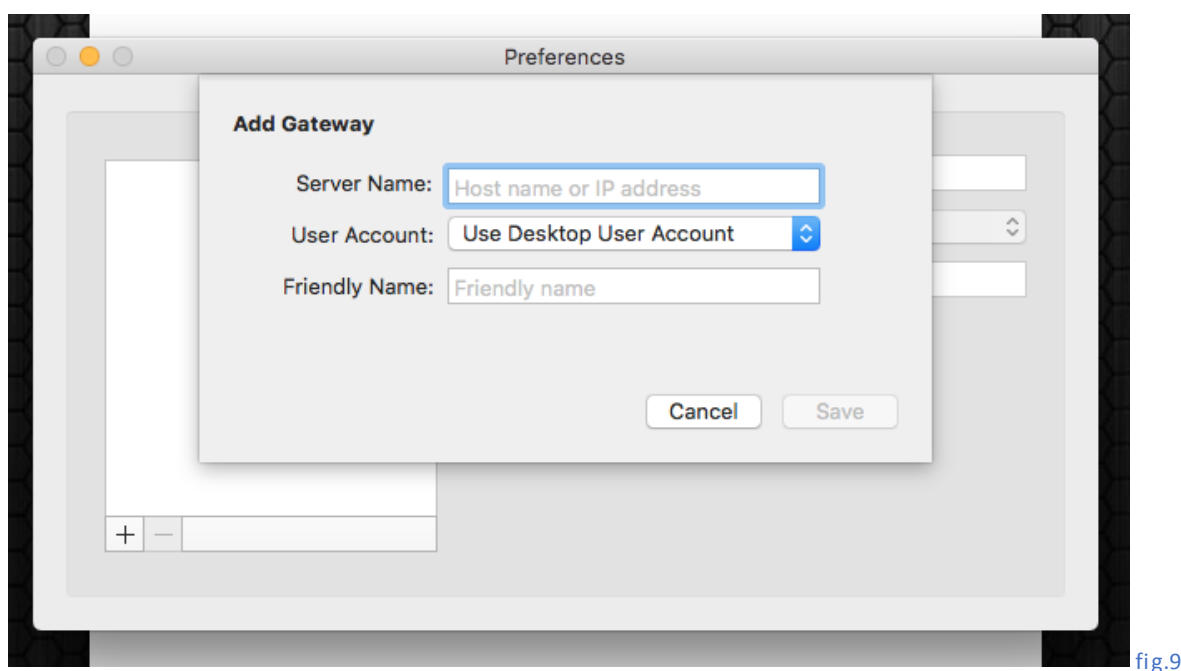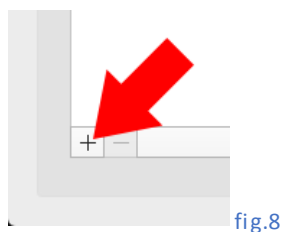

fig.6

Step 7. Click on the 'Gateways' tab while still in the 'Preferences...' window. (fig.7)

(fig.7).

Step 8. Click the '**+**' button at the bottom left to create a new entry. fig.8 and fig.9

fig.8

fig.9

Step 9. Give the Gateway a relatable 'Friendly' name like **ADC**, and for the Server use: **da.ashfield.gov.uk**. For the 'User Account' field, click the dropdown arrow to select the user account you created in the previous steps. Click 'Save' and then click the 'Close' window button on 'Preferences'. (fig.10)

fig.10

Note: so we've set up a User and the connection to ADC – we now need to specify a computer

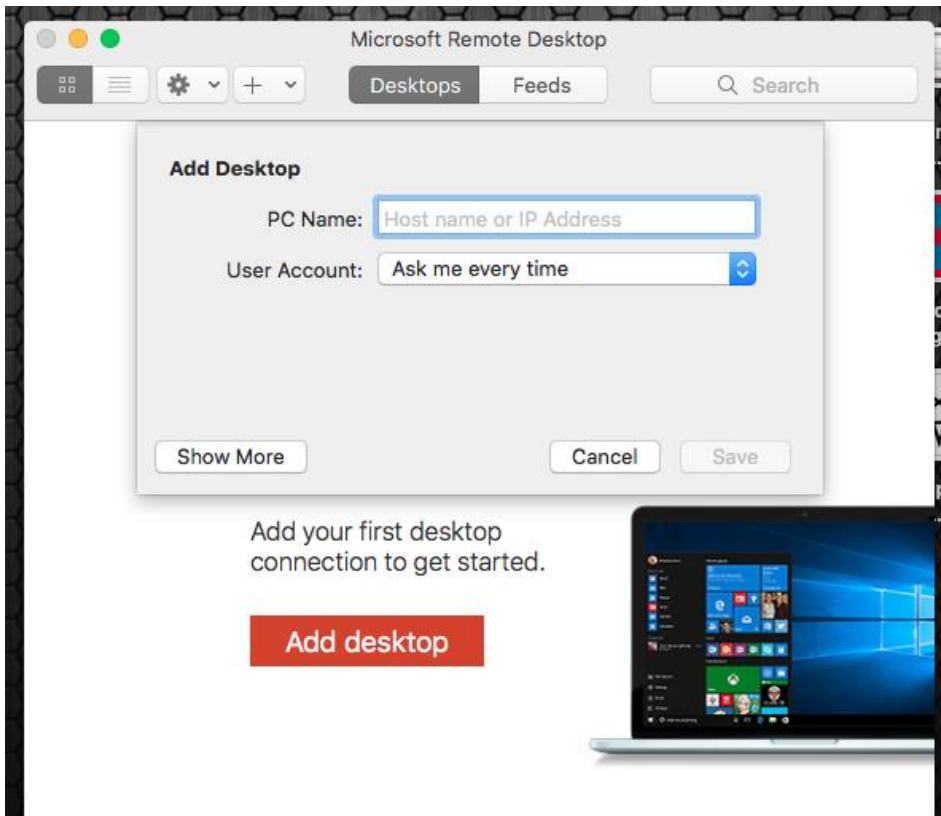**Step 10**. Click the red 'Add desktop' button (fig.11)

fig.11

Step 11. Enter the name of your PC. In the 'User Account' field, choose the user you created earlier and click 'Save'. (fig.12)
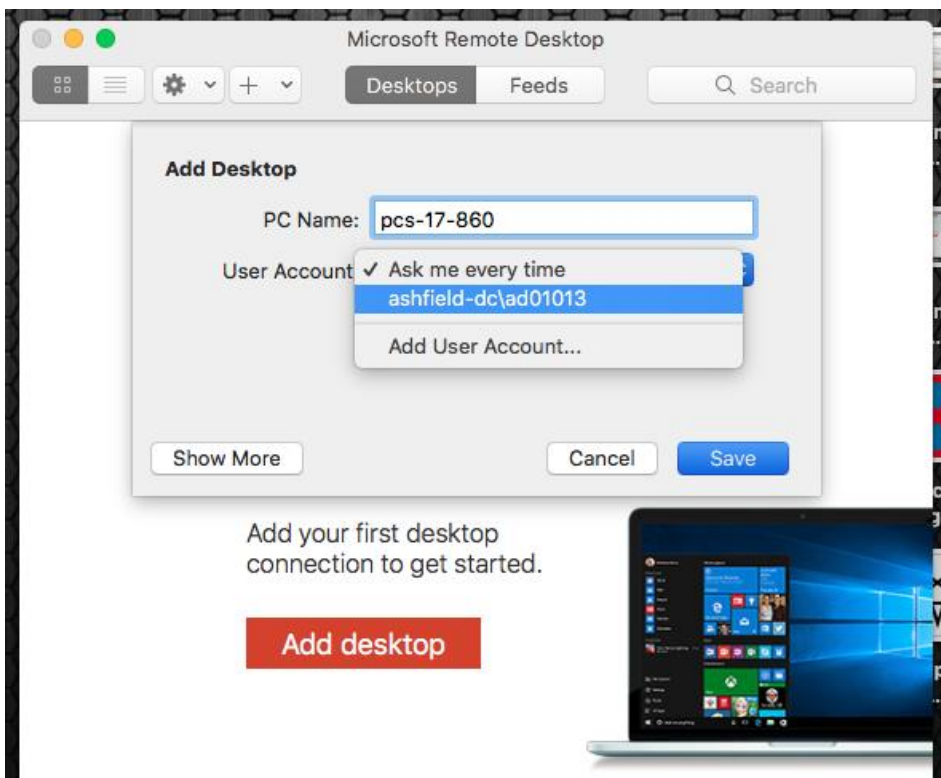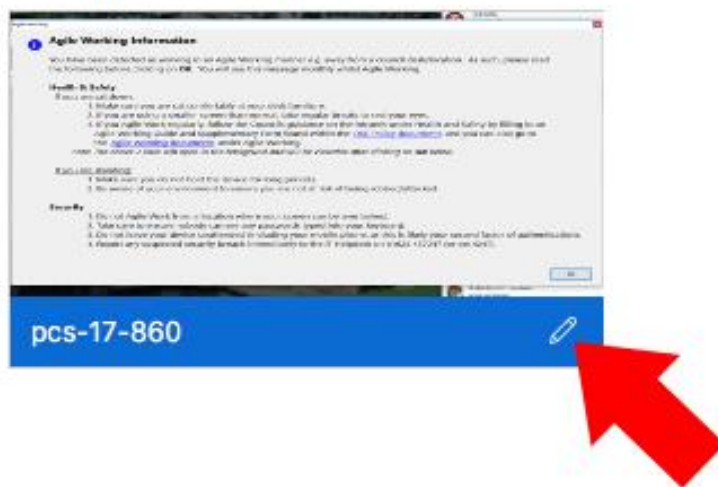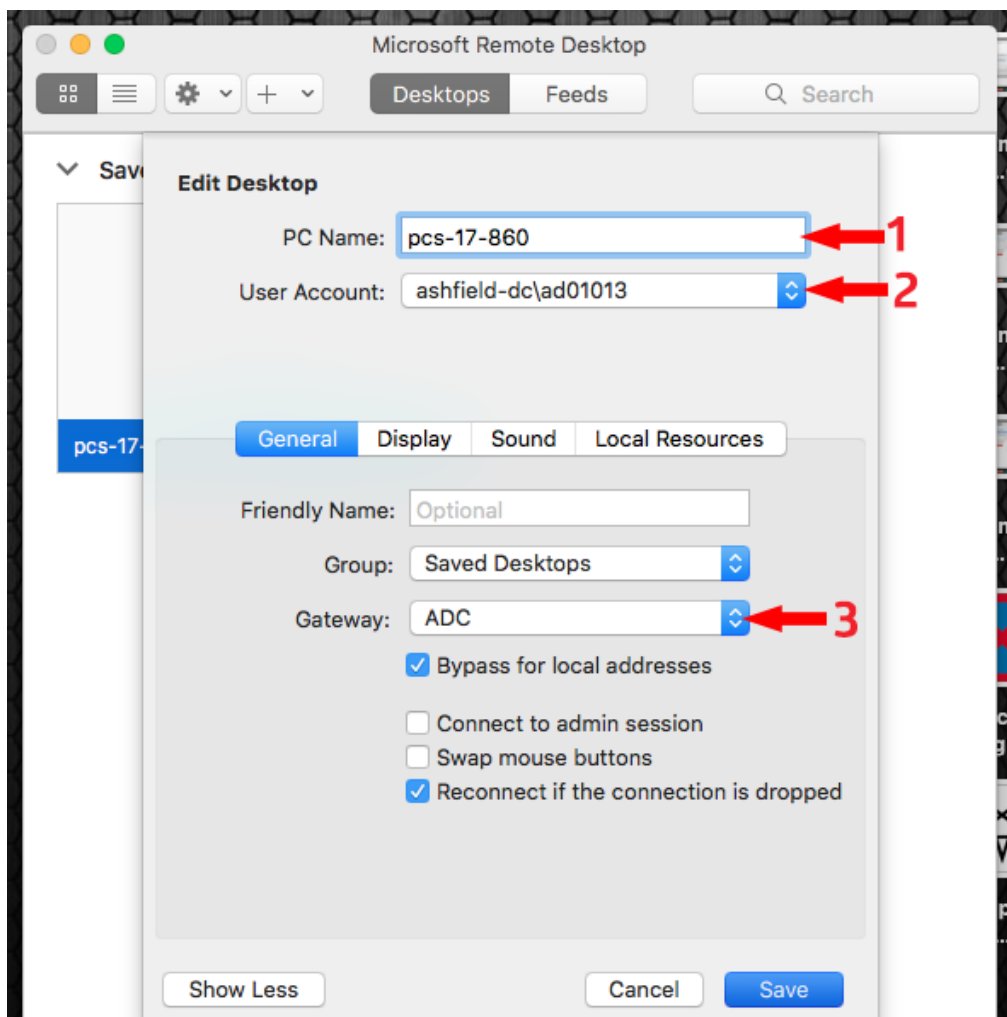

fig.12

Things to check:

1. PC Name: shows your full PC name
2. User Account: Show your ashfield-dc\MyUserName
3. Gateway: shoe our 'ADC' gateway

Step 12. You can now double click the connection tile you've just created to initiate. (fig.13)
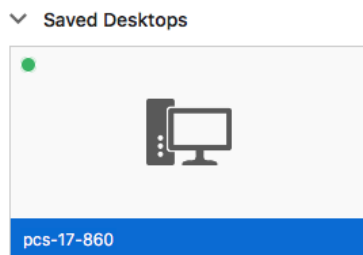

fig.13

Step 13. After starting the connection, you will be prompted to enter your ADC account password. (fig.14)
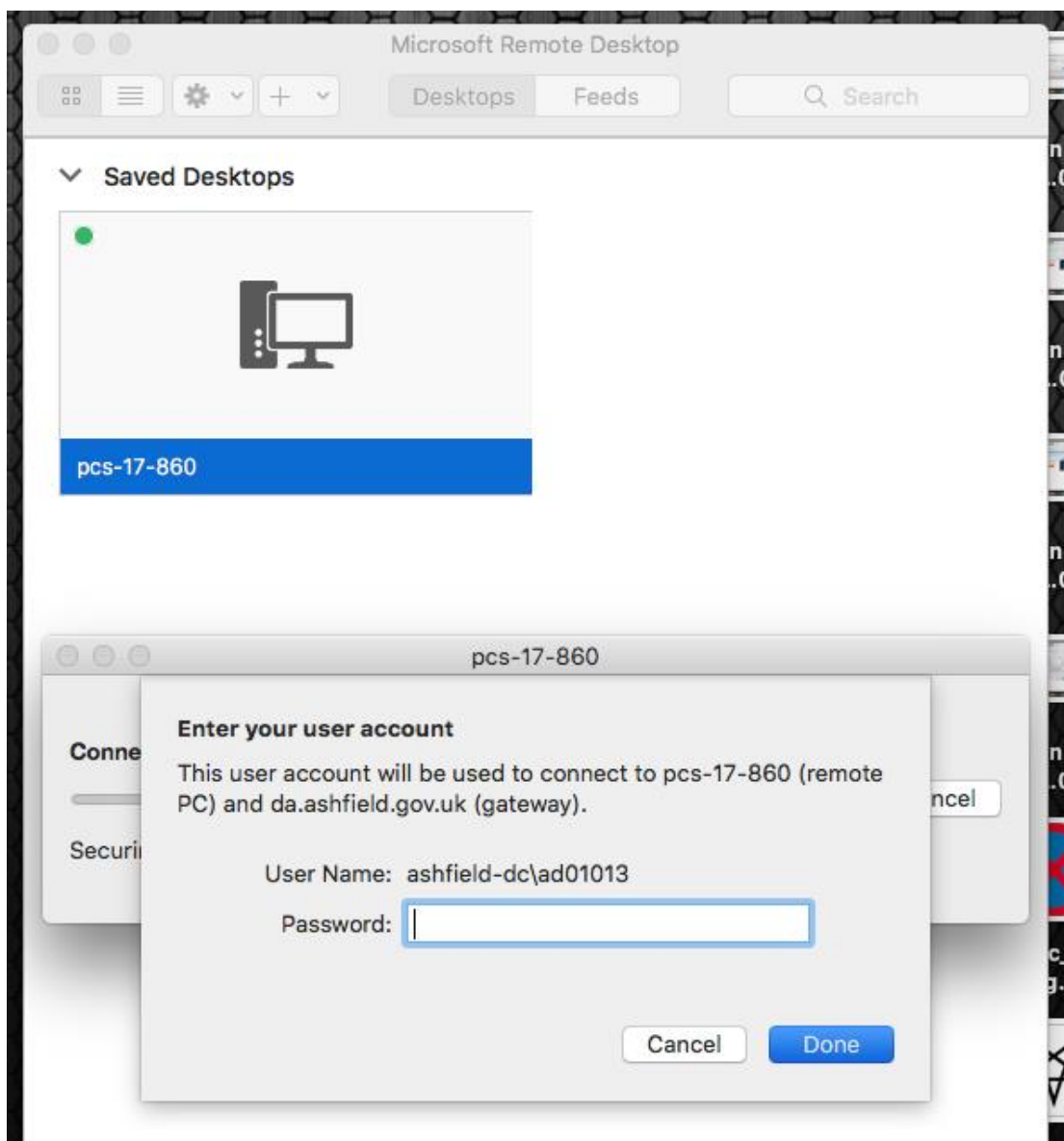

fig.14

Step 14. After entering your password and clicking 'Done', the phone that you have specified for Two-Factor Authentication will ring. A sneaky American woman will say 'thank you, etc etc', and 'please press the 'Pound' sign on your phone's keypad'. This is a trick. You actually need to press the '**#**' button. She'll then say 'thank you and goodbye' – at this point you can hang up. fig.15
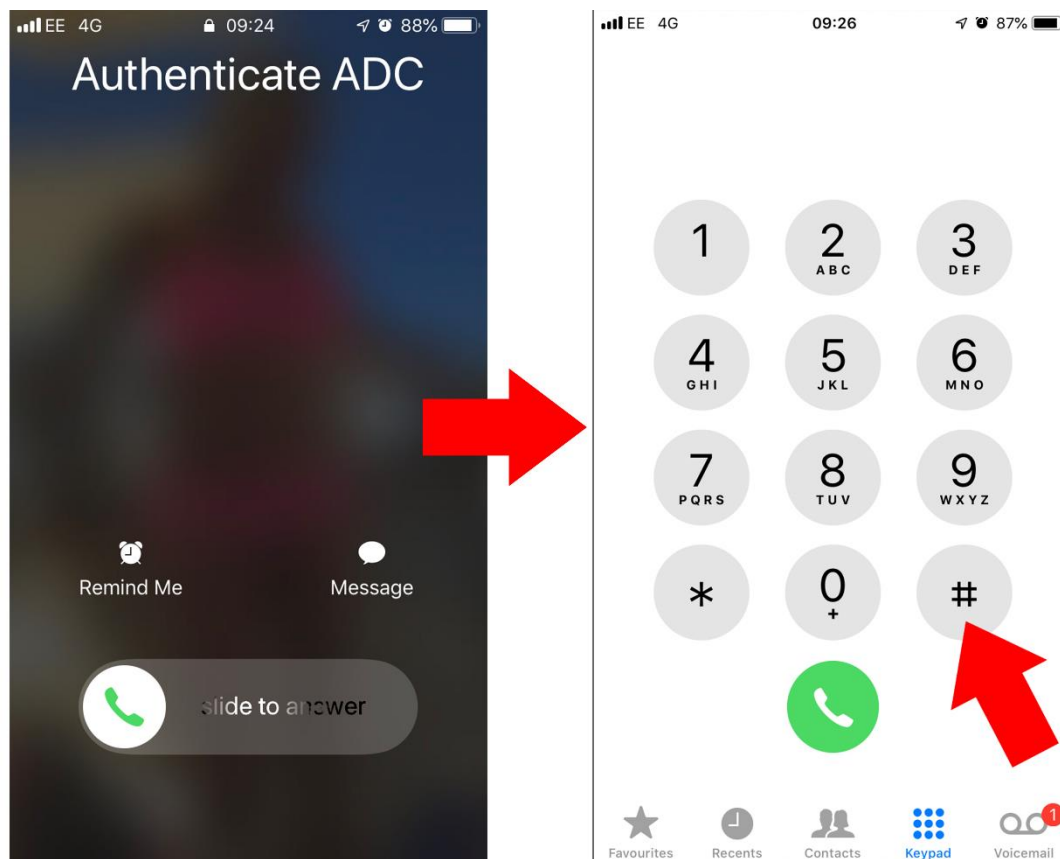
fig.15

Step 15. You may get a certificate popup – simply 'Continue'. fig.16
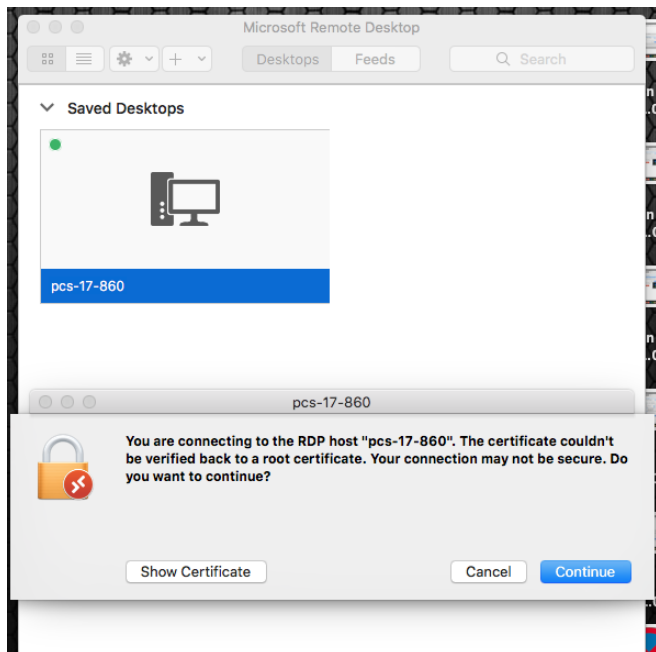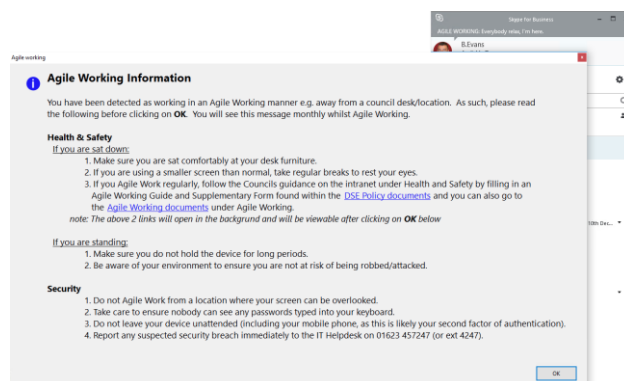

fig.16

Step 16. That's it – you should be greeted with the Agile Splash Screen and be able to use your ADC PC as though you are sat at it ☺
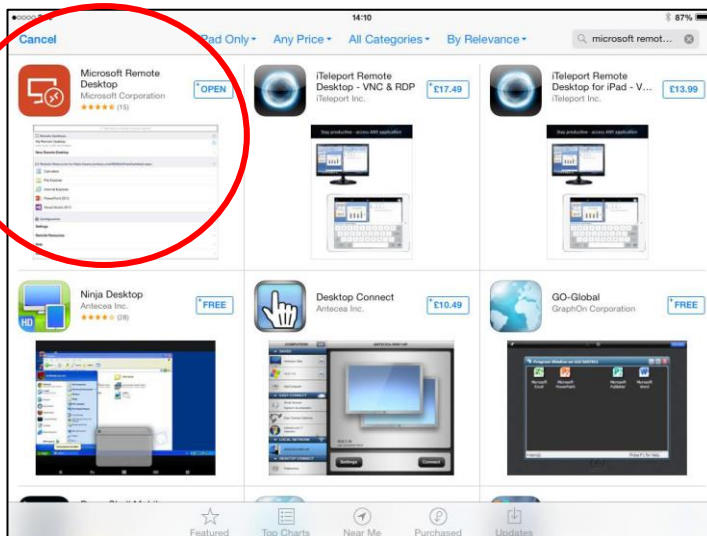
These instructions are specifically for an iPad but the process for an iPhone and Android will be almost identical.

On your iPad/Android device, go to the App Store and search for Windows Remote Desktop. You should locate the free App shown to the right and install it.
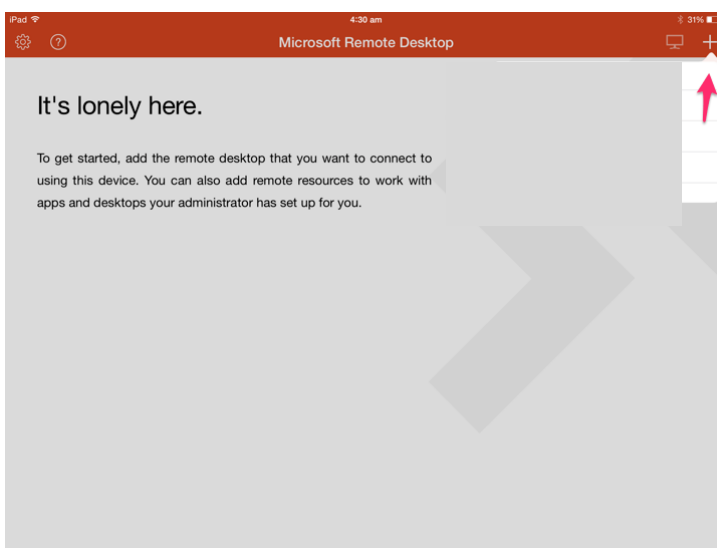
The android device may show an extra screen to accept the agreement

Automated/simple way (for terminal server/tsfarm only)
Once you have installed the App, go to https://da.ashfield.gov.uk on your device's internet browser and click on the image/link that says "Terminal Services" to use the prebuilt connection for Remote Desktop (please note it says 'ashfield' and not 'ashfield-dc')

This is the first screen.

Before you can connect for the first time, you need to setup a connection.

Tap the plus symbol (+) in the top right corner, followed by 'Desktop':

Android devices may show an extra screen for auto-detecting a desktop. Just tap 'add manually' to go to the next step of configuration

For PC name, enter the details of the PC (eg.Pcs-5-678) or terminal server (node41 or node42) you wish to conect to.

For user account, press the currently set option of 'enter every time' and tap 'Add user account'.
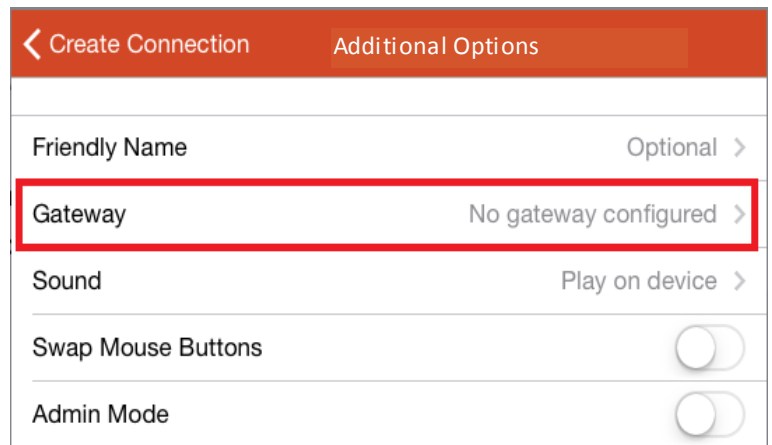
Use your Council username (eg.Ashfield-dc\ad12345) and do NOT enter a password (You will enter it as part of making the connection later)

Tap 'save' on the user account screen to go back to the screen on the right
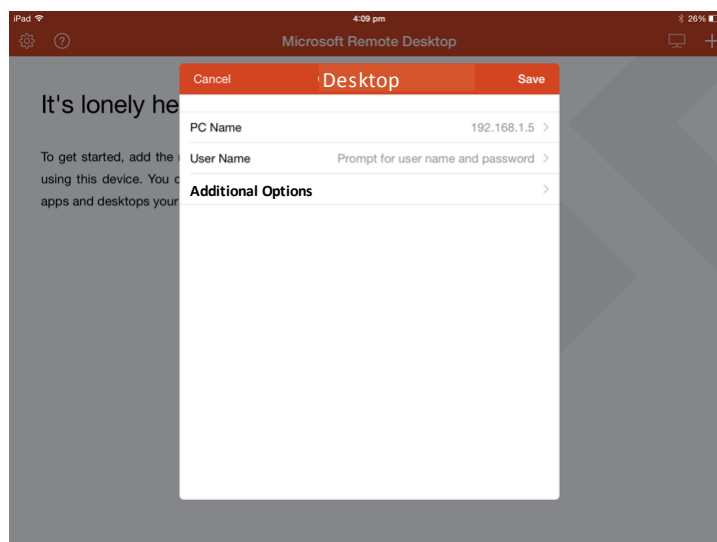
tap 'additional options', 'Gateway' (see image to the right)

Tap 'Add Gateway'
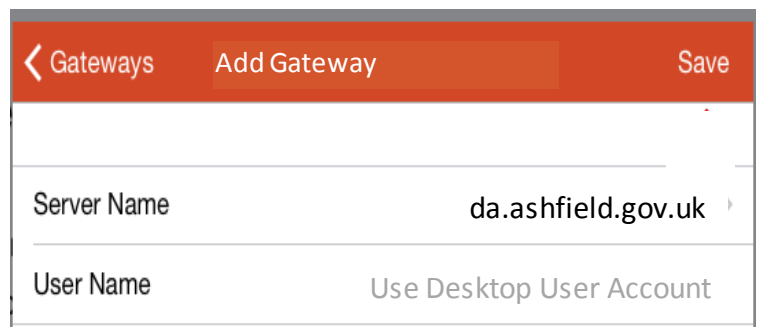
Enter the server name as **'da.ashfield.gov.uk'**

(note that it is ashfield.gov.uk and NOT ashfield-dc.gov.uk)

Leave User Account as 'Use desktop user account'
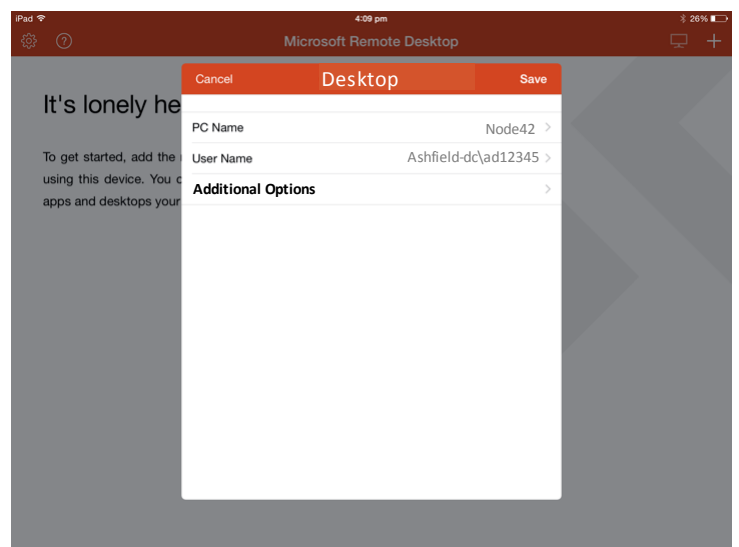
tap save to save the gateway setup.

Tap 'save' to save your desktop configuration
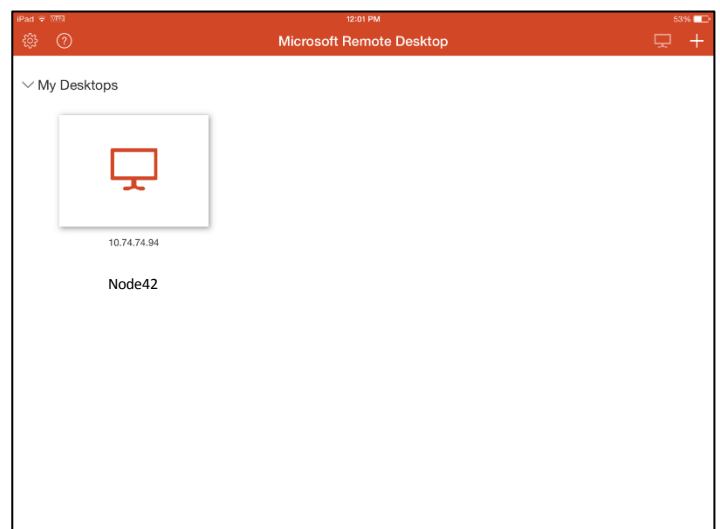
Your connection will now be shown on the main screen every time you use the remote desktop application.

To use the connection, tap the one you have just set up. Enter your normal Council password but do NOT choose the option to store the password. After a small delay you will get your phonefactor/Azure 2 factor authentication check (by phonecall or the Azure app).

If you get prompted for an invalid certificate, you can say it is ok (there is an option to not show this error next time which you can select if you wish)

On touch screens (ipad, iphone and android devices), the application starts in the standard mouse mode.

You position your finger on the screen and drag it on the screen to move the mouse pointer and tap the screen to left click. By clicking on the options symbol (usually next to the keyboard symbol), you can change the mouse mode to Touch, which now means you touch the screen to select options and position the cursor.

Touch screen is the most common choice for tablet use but it is highly recommended to use pointer mode on phones or small screen tablets as the information on the screen is too small to accurately select in touch mode.

The following table gives more information on both modes for the equivalent of things like right mouse click and dragging files.

Mouse mode	Mouse operation	Gesture
Direct Touch	Move pointer	Your finger is the pointer
Direct Touch	Left click	1 finger tap
Direct Touch	Left click and Drag	1 finger tap and drag
Direct Touch	Right click	1 finger tap and hold
Direct Touch	Right click and Drag	1 finger tap and hold, then drag
Direct Touch	Zoom	Use two fingers and pinch to zoom in or move fingers away from each other to zoom out
Mouse Pointer	Move pointer	1 finger tap and drag
Mouse Pointer	Left click	1 finger tap
Mouse Pointer	Left click and drag	1 finger double tap and hold, then drag
Mouse Pointer	Right click	2 finger tap
Mouse Pointer	Right click and drag	2 finger double tap and hold, then drag
Mouse Pointer	Mouse wheel	2 finger tap and hold, then drag up/down