

REMOTE DESKTOP SERVICES (RDS) GUIDE

Overview

Welcome to AIR Remote Desktop Services!

AIR Remote Desktop Services can be accessed from a Windows computer, a Mac, and even a mobile device; such as an iPad or iPhone. This guide will ensure that you have the best experience possible with AIR Remote Desktop Services.



Getting Started

To start accessing Remote Desktop Services, go directly to the section for your device type by clicking one of these links:

Windows | Mac | iPhone/iPad | Ubuntu Linux | FAQ

Need Technical Support Services Assistance?

E-mail: itservicedesk@air.org

Phone: (202) 403-5500, option 1



Windows

How do I use the full Windows Client?

- 1.) Open a web browser
 - In the address bar, enter https://rd.air.org
- 2.) Click the **Download** button to download the Remote Desktop Protocol (.RDP) file. As an option, this RDP file can be copied to your computer's desktop as a convenient method to access RD in the future.

\bigcirc
Establish a direct connection from Windows
🛃 Download
Guide

Figure 1

- 3.) Your experience during this step will depend on the web browser used to connect to RD.
 - Internet Explorer
 - i. Click the **Save** button when prompted by the browser. The RDP file will be saved to your Downloads folder.
 - ii. Once the RDP file download completes, click the **Open** button to connect to RD.
 - Chrome
 - i. The RDP file will automatically be saved to your Downloads folder. The RDP file will be displayed in the Download Bar in the lower-left corner of the browser.
 - ii. Click the RDP file displayed in the Download Bar to connect to RD.
 - Firefox
 - i. Select **Save File** and click the **OK** button. The RDP file will be saved to your Downloads folder.
 - ii. In the top right corner of the browser's toolbar, click the Downloads button, then click the RDP file to connect to RD.



- 1. Locate the RDP file in your Downloads folder
- 2. Use the Copy/Paste or Drag & Drop method to transfer the RDP file to your computer's desktop
- 3. Double-click the AIR RD.RDP icon located on your Desktop





4. If prompted, check the box **Don't ask me again for remote connections from this publisher**, then click the **Connect** button.

🌄 Remo	S Remote Desktop Connection				
Do you trust the publisher of this remote connection?					
This remo you conne	ect.	n your local or remote computer. Make sure that you trust the publisher before			
	Publisher:	<u>*.air.org</u>			
<u> </u>	Туре:	Remote Desktop Connection			
	Remote computer:	rds-dc1.air.org			
Gateway server: rdsgateway-dc1.air.org					
Show	Details	Connect Cancel			

5. Enter your AIR credentials in the format *username@air.org*, and *password*, then click the OK button.

Windows Security	×
Enter your credentials	
Type your user name and password to connect to rds-dc1.air.org	
jdoe@air.org	
•••••••	
Domain: air.org	
More choices	
9	
R Use a different account	
OK Cancel	

6. Approve the Microsoft Multi-Factor Authentication prompt

O AUTHENTICATOR	now
Notification	



7. After you are finished with your remote session select the **Windows icon** and select **Sign out**.







Mac

How do I connect from Mac OSX?

- 1.) If it is not already installed on your Mac, visit the Mac App Store and download Microsoft Remote Desktop 10
- 2.) After you select **Get** you will be prompted to enter your Apple ID Password and click **Sign In**.
- 3.) Open Safari and go to URL https://rd.air.org
- 4.) Click download



- 5.) Go to Downloads and double click the rdp file that was just downloaded
- 6.) Enter your AIR credentials in the format <u>username@air.org</u> and password



7.) Approve the Microsoft Multi-Factor Authentication prompt





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iPhone/iPad

How do I use the iPhone/iPad Client?

1.) If it is not already installed, go to the Apple App Store and search for Microsoft Remote Desktop



Microsoft Remote De... Work from anywhere ★★☆☆ 942

2.) Select Get and then Install

Note: You may be prompted for your Apple ID password on your Apple device.

3.) Select the RD client on your mobile device.

4.) Select **Workspaces** at the bottom right and the **+** symbol on the top right of the screen.



5.) In the Remote Resources field, type <u>https://rd.air.org/rdweb/feed/webfeed.aspx</u>, select **Done** and select **Next.**







6.) Enter your full email address, password, and select Next.



7.) You should now see AIR Remote Desktop Services. Select the AIR RD icon

12

•••	Workspaces	Q	+
✓ AIR Remo	te Desktop Services		•••
AIR RD			

8.) Enter your full email address, password, and select Continue.

Enter Your L This user accou connect to both th gateway and t	Jser Account nt will be used to ne Remote Desktop the remote PC.
jdoe@air.org	
	8
Cancel	Continue
ŧ	u _e N ⁵
Configuring	g gateway

9.) Approve the two-factor authentication on your primary device.

10.)After you are finished with your remote session select the Windows icon and select Sign out.







AIR RDS Guide | Page

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Ubuntu Linux

How do I connect from Ubuntu Linux?

- 1.) Open your web browser and browse to https://rd.air.org
- 2.) Click download under the Ubuntu Linux section:





4.) cd Downloads

3.) Launch a terminal:

5.) unzip AIR_RD_Setup_Linux.zip

mnichols@mnichols-ubuntu:~/Downloads\$ unzip AIR_RD_Setup_Linux.zip
Archive: AIR_RD_Setup_Linux.zip
creating: AIR_RD_Setup_Linux/
inflating: AIR_RD_Setup_Linux/AIR_RD_Setup.sh
creating: AIR_RD_Setup_Linux/config/
inflating: AIR_RD_Setup_Linux/config/

- 6.) cd AIR_RD_Setup_Linux
- 7.) ./AIR_RD_Setup.sh
- 8.) Enter your password for sudo when prompted.



- 9.) The script does the following:
- A.) Adds the official remmina package repository
- B.) Runs apt update to fetch available packages
- C.) Installs or upgrades to the most current version of Remmina
- D.) Adds a connection to Remmina



- 10.) Launch Remmina from the launch menu:
- 11.) Double left click the Air RD connection (Or right click and choose connect):

Name 👻	Group	Server	Plugin	
🔗 🛛 AIR RD		rds-dc1.air.org	RDP	

12.) Enter your username in <u>username@air.org</u> format and your password. Leave the Domain field blank, click OK

Enter RDP authentication credentials				
Username	username@air.org			
Password				
Domain				
Save password				
ОК	Cancel			



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13.) Remmina will show that it is Connecting to AIR RD:

Connecting to "AIR RD"...

Check your mobile device for a notification in the Microsoft Authenticator app, Approve the Microsoft Multi-Factor Authentication prompt

Note: There is currently a bug in Remmina where it will prompt for MFA twice. We hope this will be fixed in a future release.

O AUTHENTICATOR	now
Notification	

14.) AIR rolls over the SSL certificate annually, you may see a prompt similar to the following. Click Yes to accept the certificate.

The certificate changed! Details:
Subject: CN = DC1VRDSSH4.air.org Issuer: CN = DC1VRDSSH4.air.org Old fingerprint: b3:d3:48:56:02:bd:c7:4f:3e:0e:a4:aa:85:42:94:20:6f:9f:5d:d6:d9:05:3f:a5:7c:a6:cc:d4:72:1c:4 New fingerprint: 9a:43:07:4e:fc:31:76:f0:90:95:2f:96:ff:74:40:7b:24:35:2e:2f:c6:82:90:d2:9d:ad:30:1a:6f:f6:1
Accept changed certificate?

Yes No



15.) Click OK when presented with the legal notice:

Legal Notice

You are attempting to access a private computer system.

Access to and use of this system and application requires explicit, current authorization and is strictly limited.

Unauthorized, or any attempt at unauthorized access, usage, copying, alteration, destruction, or damage to its data, programs or equipment may violate the Federal Computer Fraud and Abuse Act of 1986 as well as applicable state law and/or civil liability.

With the before mentioned understood, should you proceed further, you may subject yourself to investigation that could lead to prosecution should you not have authorization or violate any of this restrictions.

By accessing and using AIR's network system, you are consenting to system monitoring for policy compliance and law enforcement.

OK



16.) You are presented with a Windows desktop.

To end your session,

Right click the Windows icon in the lower left corner and choose Shut down or sign out \rightarrow Sign out:

File Explorer	
Run	
We Shut down or sign out > Disconnect	
Desktop Sign out	



Frequently asked questions (FAQ)

• **Question:** How do I access my office computer desktop, programs and files?

Answer: Follow the instructions in the <u>Remote Desktop Connection</u> section of this Guide.

• Question: How do I access the AIR home and share drives?

Answer: There are two different methods.

- 1. Double-click the Computer icon on the Desktop
- 2. Click Start → Click Computer → Select the drive you would like to access

👆 Downloads	*	> Devices and drives (2)		
🔮 Documents	*			
Pictures	*	Floppy Disk Drive (A:)	DVD Drive (D:)	
> 💻 This PC		V Network locations (4)	*	
🔪 🚢 Network		 Network locations (4) 		
/ Pretwork		(G:)	:) (H:)	
		N	×	
		(J:)		
		X		

• Question: Can I transfer files to and from my local computer and the AIR network drives?

Answer: No, you cannot copy and paste between a drive on your local computer (i.e. C: drive) and an AIR network drive while logged into Remote Desktop Services. Only AIR network share drives will show up while logged into RDS.



• Question: Can I print to my local default printer?

Answer: Yes. After selecting the Print function in your current application, click the printer drop-down menu, then select the printer with the tag of **redirected**.

Question: Does AIR Remote Desktop Services Support <u>multiple</u> monitors?

Answer: Yes, on Windows <u>only</u>, using the web based interface or the full client.

Question: Will AIR RDS automatically log me off of my current session?

Answer: Yes, after 2 hours you will be logged off of your AIR RDS session and any open applications will automatically be closed.

Question: How do I properly disconnect from AIR Remote Desktop Services?

Note: This process <u>must</u> be followed for <u>all</u> four access methods (web browser, Windows, iPad/iPhone, or Mac)

Answer: Select the Windows Icon, Profile button and then select Sign out



Question: How do I use Remote Desktop on 1-screen instead of two?

Answer: Right click the RD icon and select **Edit.** Choose the **Display** tab and de-select the check box that says: "Use all my monitors for the remote session."

💀 Remote Desktop Connection - 🗆 X
Remote Desktop Connection
General Display Local Resources Experience Advanced
Display configuration
Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen.
Small
Full Screen
Use all my monitors for the remote session
Colors
Highest Quality (32 bit)
Tigrica duality (32 bit)
Display the connection bar when I use the full screen
Hide Options Connect Help



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