VPN and Remote Desktop Instructions (for Mac)

In order to work remotely, University of Hartford Faculty and Staff must utilize a VPN (Virtual Private Network) and a Remote Desktop Client to access their files and Banner from a home computer, or laptop. If you experience any issues with connecting once done, call ITS at 860.768.5999 or email helpdesk@hartford.edu.

There are several steps you need to do:

1. Set up your work computer for remote access.
2. Install VPN
3. Install Remote Desktop
4. Connect via VPN
5. Connect via Remote Desktop

**Setting up your Work Computer**

There are a few things you need to do on your work computer before you can log in via a remote desktop session.

1. Know your computer name at work. **You will need to leave this computer on and not asleep.** If your computer does not have a sticker on it that says the computer name (e.g. FCLD-18-1), you can do the following:
2. From the Mac Desktop, go to the Apple icon in the upper left corner and click on **System Preferences**.
3. From **System Preferences**, click on the **Sharing** icon.

4. Click **Remote Login** in the panel on the left. Write down the name of the computer as shown in the box. If you choose to put in the IP address, it’s in the box under Remote login. Make sure you set it to Allow Access to **All Users**.
5. We need to set your computer to not sleep. Return to the **Apple** icon → **System Preferences** → **Energy Saver**.

![System Preferences](image)

6. Set the following:
   - Drag the bar on **Turn Display off after** all the way to the right to **Never**.
   - Check “Prevent computer from sleeping automatically when the display is off.”
   - Check “Wake for network access.”
   - Check “Start up automatically after a power failure.”

![Energy Saver](image)

Installing VPN

The University of Hartford utilizes the Palo Alto firewalls and their VPN client called Global Protect. The VPN, or Virtual Private Network, creates a secure tunnel between your device and the on-campus network of the University of Hartford allowing access to resources blocked by our firewall, such as Remote Desktop or access to shared drives.

1. Open a web browser and going [https://vpn.hartford.edu](https://vpn.hartford.edu). Once there, you should see this on the screen:

![VPN Login Screen](image)

2. Input your email username WITHOUT the @hartford.edu. The password, is your email password. If these credentials do not work, please contact the helpdesk at [helpdesk@hartford.edu](mailto:helpdesk@hartford.edu) or call (860) 768-4357. Then click Log In.

3. Once logged in, you will get three choices for software, Windows 32 bit, Windows 64 bit and Mac OS X. Click on the appropriate link for the software needed for your device. Any device outside of those is not currently supported.
4. Click the Save File button and save it to your computer where you can find it. Mac users by default save to the Downloads folder.

5. The **GlobalProtect** file will open and will now launch the Global Protect Setup Wizard. This needs to run with administrator privileges, which if you do not have you cannot install the software properly. For Mac OS X, the process is similar but you must install the pkg file. Click **Next → Next → Next** to proceed and finish installation of the VPN. **ALLOW THIS APP TO MAKE CHANGES – CLICK OK.** Then click **Close.**

**Installing Remote Desktop Client**

Macs require downloading and installing a remote desktop tool that you can get from the Apple Store.

2. Click **Get.**

![Microsoft Remote Desktop App](image)

3. Input your computer credentials to buy (it is free). Then click **Get.**
4. Click **Install → click Open.**

5. Click **Continue** on the pop-up that appears.

6. Click **OK** to allow the Remote Desktop App to access your microphone.
7. Next, click **Add PC**.

8. In the next window, enter the **Computer Name** into the PC name box (you found this when you set up your Work Computer in the previous section).

9. In that same window, click the drop down next to **User Account**, and choose **Add User Account**.
10. In the next window, type into the username box **Facstaff\username** (your UH email without @hartford.edu). Then in the password box, type in your UH email password. You can also give it a Friendly name if you choose, then click **Add**.
11. Enter a friendly name if you choose, then click Add.

![Image of Add PC dialog box]

**Getting Connected to VPN and Remote Desktop**

Once you get everything installed, you are now ready to connect to first VPN, then Remote Desktop.

1. To connect to the VPN, go to the top bar on Mac OS X and click on the Globe Icon to open the Global Protect VPN app.
2. If you click on it, it gives you the option to connect or, if you are connected, to disconnect. When you try to connect for the first time, it will ask for three things, Username, Password and Portal. Then click **Connect**.
   - The portal is **vpn.hartford.edu** written just like that, no https, colons or forward slashes.
   - The username is the same username you used for the name field to get the software, your email account without the @hartford.edu.
   - The password is your email password.
3. Once you are connected, the icon will change and you will see you are connected.
4. Now that VPN is connected, go to the Remote Desktop App and double click on the computer you want to connect to (as shown below).
5. Click **Continue**. You will then be connected to your desktop at work.

![VPN and Remote Desktop (Mac) - 5. Click Continue. You will then be connected to your desktop at work.]

**Logging out of VPN and Remote Desktop**

1. When done working on your UH Desktop computer, to log out of the remote desktop session, hover over the top of your screen and pull down the **Microsoft Remote Desktop** menu, then click on **Quit Remote Desktop**.

![VPN and Remote Desktop (Mac) - 1. When done working on your UH Desktop computer, to log out of the remote desktop session, hover over the top of your screen and pull down the **Microsoft Remote Desktop** menu, then click on **Quit Remote Desktop**.]

2. To log out of VPN, go back up to the Globe Icon in the top right corner of your screen and click **Disconnect**.

![VPN and Remote Desktop (Mac) - 2. To log out of VPN, go back up to the Globe Icon in the top right corner of your screen and click **Disconnect**.]

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Getting Help with Technology at the University of Hartford

**Faculty Center for Learning Development (FCLD)**
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology-related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

**Phone:** (860) 768-4661  **Email:** fcld@hartford.edu  
**Website:** [http://www.hartford.edu/fcld](http://www.hartford.edu/fcld)

**Student Blackboard Support**
The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

**Phone:** (860) 768-4636  **Email:** bbsupport@hartford.edu  
**FAQ/Submit a Ticket:** [http://www.hartford.edu/studentbbsupport](http://www.hartford.edu/studentbbsupport)

**Information Technology Services (ITS) Help Desk**
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

**Phone:** (860) 768-4357  **Email:** helpdesk@hartford.edu  
**Website:** [http://hartford.edu/ots](http://hartford.edu/ots)

**Media Technology Services (MTS)**
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

**Phone:** (860) 768-4357  **Website:** [http://www.hartford.edu/ots](http://www.hartford.edu/ots)