Using Remote Desktop at Home

Setup/Information from your EIU Computer

Things needed for remoting into your computer at Eastern Illinois University

Computer Name

Find your computer name in Windows 10

Click the windows logo in the bottom left corner > start typing Control Panel > Click on Control Panel.

Click System and Security > System.

On the View basic information about your computer page, see the Full computer name under the section Computer name, domain, and workgroup settings.

$ ightarrow ~ \uparrow 🔛 > Control F$	Panel > System and Security > Sy	stem	∨ Ö Se	arch Control Panel	م
Control Panel Home	View basic information	about your computer			•
Device Manager	Windows edition				
Remote settings	Windows 10 Enterprise				
System protection	© 2017 Microsoft Corporation. All rights reserved.		Min	dows1	O
Advanced system settings					
	System				
	Manufacturer:	Information Technology Services			
	Processor:	Intel(R) Core(TM) i7-3770 CPU @ 3.40GHz 3.40 GHz			_
	Installed memory (RAM):	8.00 GB		ojujte	1. 400
	System type:	64-bit Operating System, x64-based processor		erunts.	2019
	Pen and Touch:	No Pen or Touch Input is available for this Display			
	Information Technology Service	es support			
	Phone number:	217-581-4357			
	Website:	Online support			
	Computer name, domain, and	workgroup settings			
	Computer name:	165122EIU		😜 Change set	tings
	Full computer name:	165122EIU.eiuad.eiu.edu			
	Computer description:				
	Domain:	eiuad.eiu.edu			
See also	Windows activation				
Security and Maintenance	Windows is activated Rea	d the Microsoft Software License Terms			

Find your computer name in Windows 8

Press the Windows logo key + X to see a list of commands and options.

Click System.

The computer name appears under Computer name, domain, and workgroup settings.

Find your computer name in Windows 7

Click Start, right-click Computer, and then click Properties.

The computer name appears under Computer name, domain, and workgroup settings.

Connect to VPN

Please find directions at https://www.eiu.edu/panthertech/kb/004/kb004000013.php

Setup/Information from your Home Computer

Remote Desktop Application - For Windows

Press the windows button in the bottom left of your screen

Type Remote Desktop Connection

If nothing comes up, you'll need to download a remote desktop application from the Windows store - <u>https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/remote-desktop-clients</u>

Computer Name is the hostname you got earlier and append .eiuad.eiu.edu

Example hostname was 156127eiu should be 156127eiu.eiuad.eiu.edu

nemote Desktop Connection	—		×
Remote Desktop Connection			
<u>C</u> omputer: <u>165122eiu.eiuad.eiu.edu</u> User name: pikousma@eiu.edu You will be asked for credentials when you connect.	~		
Show Options Cor	nect	He	lp

Click connect

When it asks for your Credentials choose More Options near the bottom

Select "Use a different account"

Windows Security ×				
Enter your credentials				
These credentials will be used to con 165122eiu.eiuad.eiu.edu. Philip I Kousma	nect to			
Password				
EIU\pikousma				
Remember me				
More choices				
Philip I Kousma EIU\pikousma				
Use a different account				
OK	Cancel			

Enter your email

Example bpanther@eiu.edu

Use your EIU password

Click OK

You should now see your Desktop

You can minimize Remote Desktop Connection, resize the window or close it using the blue bar across the top.

165122eiu.eiuad.eiu.edu	- 8 ×

Possible errors

The connection was denied because the user account is not authorized for remote login.



Please contact the helpdesk at (217) 581-4357 and they will help resolve this issue.

Remote Desktop can't find the computer



The name of the computer may be typed incorrectly, doube check that the name matches what you had previously gotten

Remote desktop can't connect to the computer

Remot	e Desktop Connection X
8	Remote Desktop can't connect to the remote computer for one of these reasons: Remote access to the server is not enabled The remote computer is turned off The remote computer is not available on the network Make sure the remote computer is turned on and connected to the network, and that remote access is enabled.
	OK Help