

Using Remote Desktop at Home

Setup/Information from your EIU Computer

Things needed for remoting into your computer at Eastern Illinois University

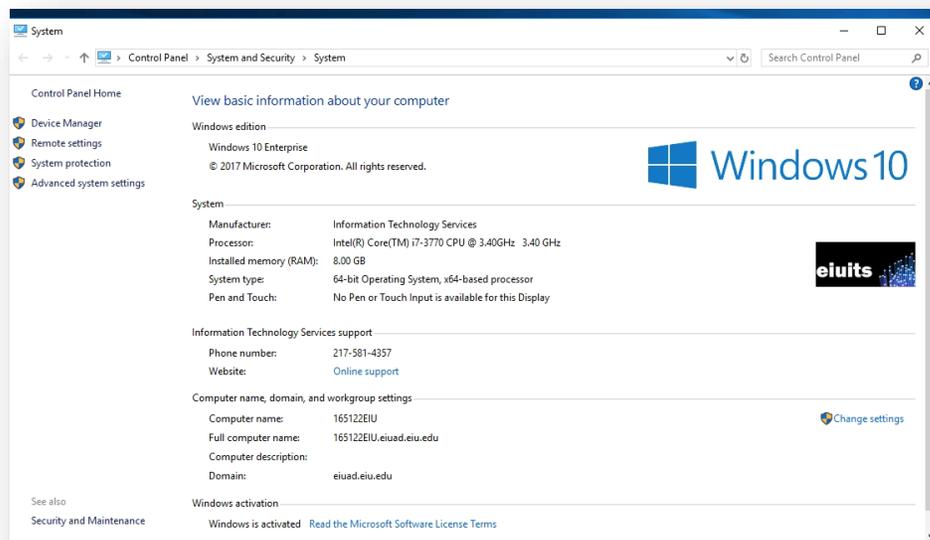
Computer Name

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.



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 - <https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/remote-desktop-clients>

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

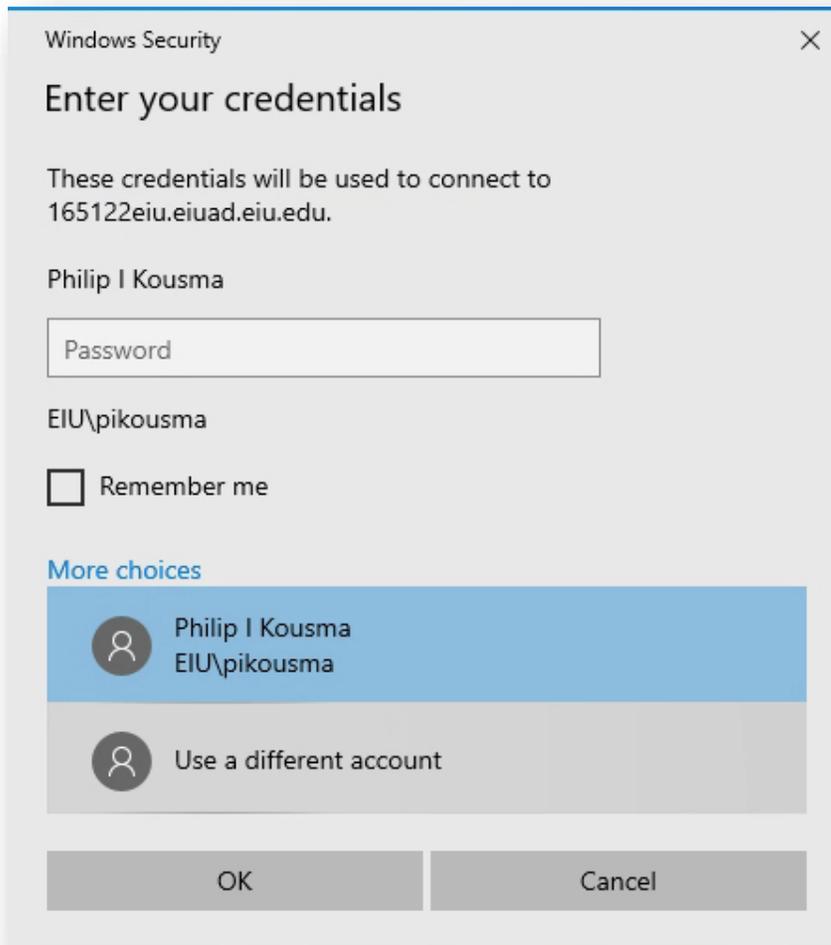
Example hostname was 156127eiu should be 156127eiu.eiuad.eiu.edu



Click connect

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

Select "Use a different account"



Enter your email

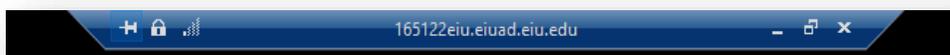
Example bpanther@eiu.edu

Use your EIU password

Click OK

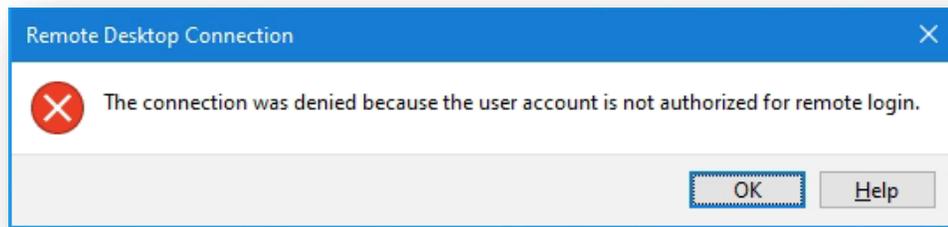
You should now see your Desktop

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



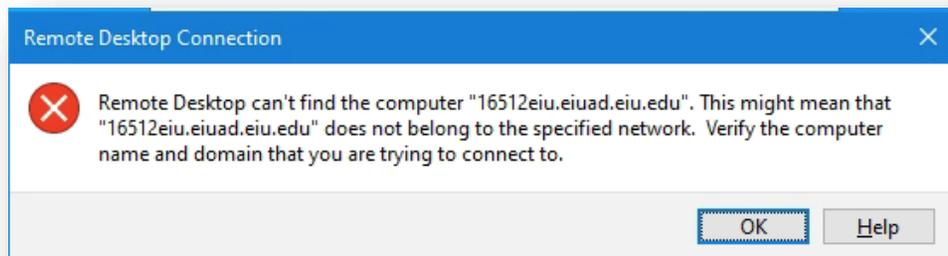
Possible errors

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, double check that the name matches what you had previously gotten

Remote desktop can't connect to the computer

