

## How to Remotely Log into your Office Desktop (A Quick Overview):

1. You must have a computer on the wired network in your office as well as another computer at home.
2. Establish a VPN connection from your home computer to Pitt's network using Pulse Secure.
3. Use Microsoft Remote Desktop to connect from your home computer to your office computer.

## A More Detailed Walkthrough of the Process:

1. Leave your office computer in a locked or logged-out state (do not shut it down).
2. Have another computer from which you will remotely access your office computer.

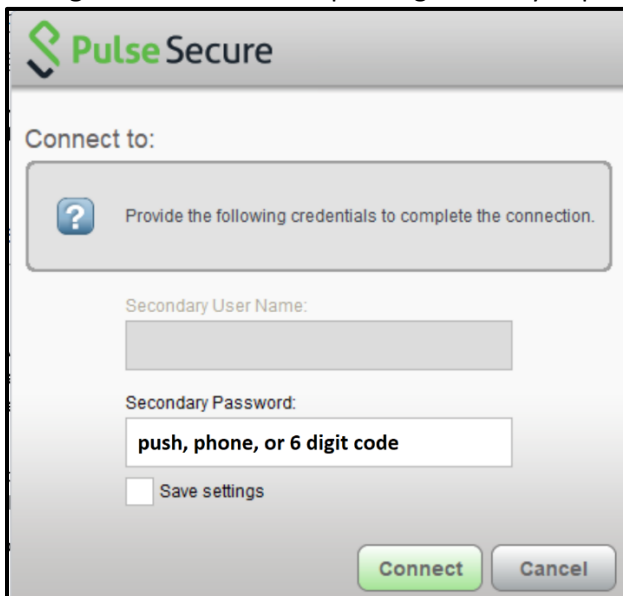
This device will need to have:

- a. **Symantec Antivirus** installed ([click here](#) for installation assistance)
- b. **Pulse Secure** installed ([click here](#) for installation assistance)

Both are available through Pitt's software site ([software.pitt.edu](http://software.pitt.edu)).

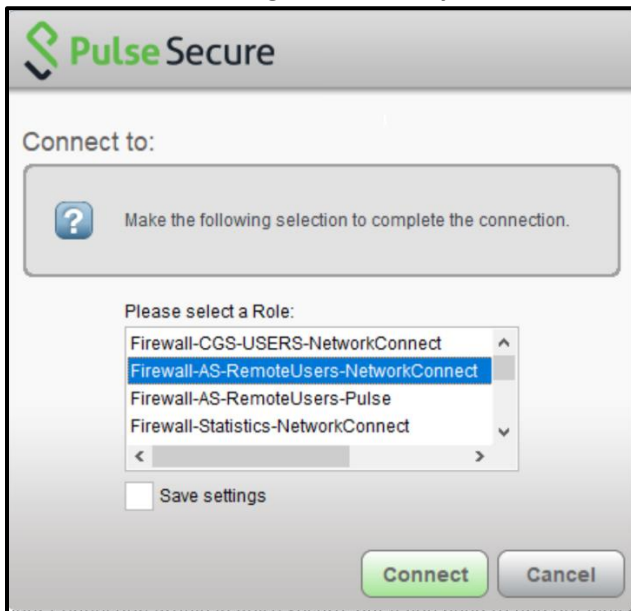
If you require further assistance with installing either program, call the 24/7 Pitt Help Desk (412-624-4357) and kindly request one of the support technicians to walk you through the installation over the phone.

3. Connect through **Pulse Secure** VPN to the appropriate remote user role associated with your A&S department. You should be able to rely on [this walkthrough](#) to configure your Connection Profile in Pulse Secure, but some important things to know are—
  - a. The '**Secondary Password**' step in Pulse Secure requires you to specify which manner of Duo Multifactor Authentication you use to authenticate. At this step you should enter the word "**push**", "**phone**", or a **six-digit numerical code** depending on how you prefer to authenticate.



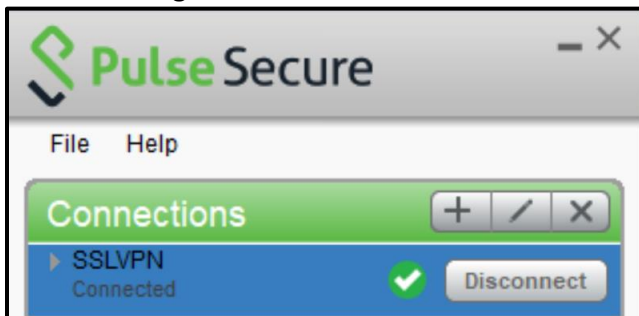
The image shows a screenshot of the Pulse Secure application interface. At the top, the Pulse Secure logo is visible. Below the logo, the text "Connect to:" is displayed. A large, light gray box contains a question mark icon and the text "Provide the following credentials to complete the connection." Below this box, there are two input fields: "Secondary User Name:" followed by an empty text box, and "Secondary Password:" followed by a text box containing the text "push, phone, or 6 digit code". Below the password field, there is a checkbox labeled "Save settings" which is currently unchecked. At the bottom of the dialog, there are two buttons: "Connect" (highlighted in green) and "Cancel".

- b. The remote user role you should choose will have your A&S department's name in it, and be in a format similar to the following—*Firewall-DeptName-RemoteUsers-NetworkConnect*.

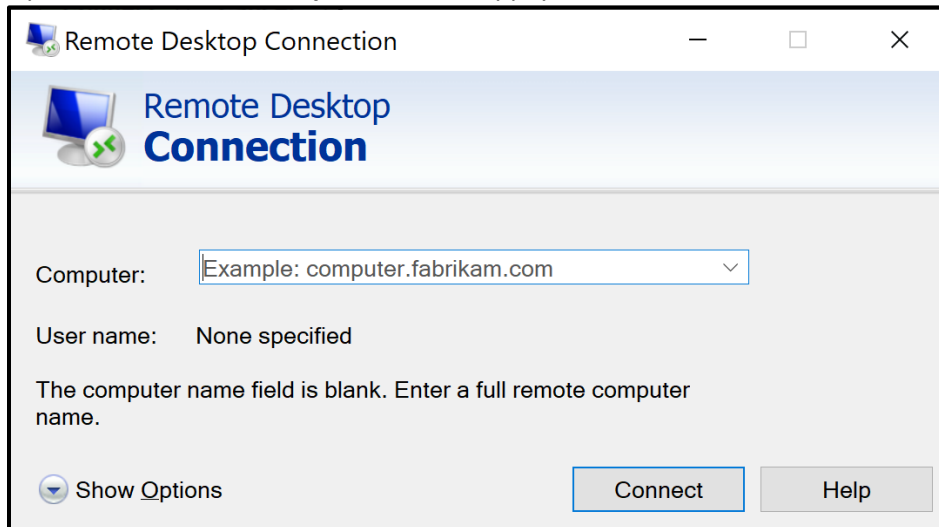


\*Note: if you need help finding out which remote user role you should connect to please submit a help request through <https://techforms.pitt.edu>.

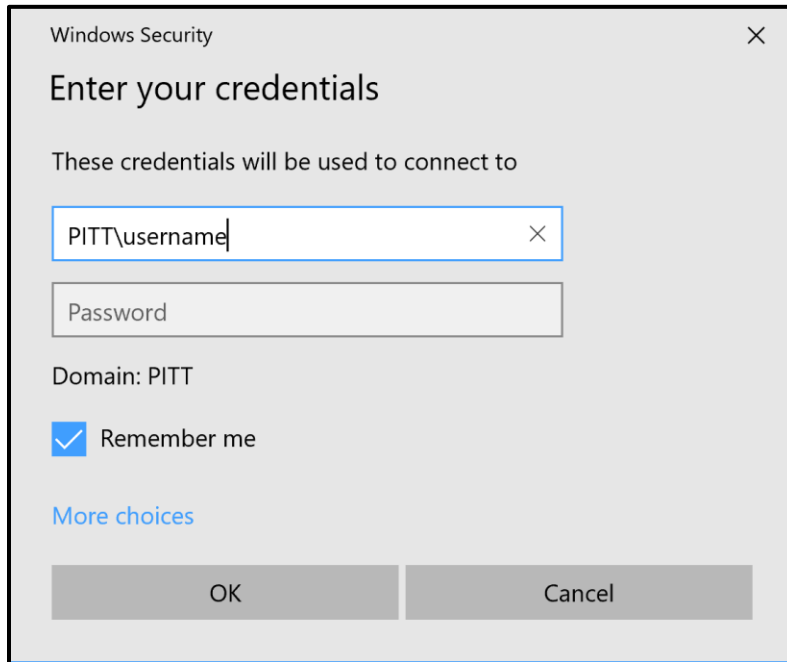
- c. You will see a **green check mark** in Pulse Secure once you are successfully VPN-ed into the Pitt network.



4. Open the **Remote Desktop Connection** app, you will see this window—



- a. In the **Computer:** field enter the **IP address** of your office computer and press **Connect**.  
*Hint: To find out your office computer's IP address, Google search "What is my IP address?" when working from that computer.*
- b. You will be prompted to enter your Pitt credentials. You should enter your username in the format **PITT\username**. Check the **Remember me** box to skip this step in the future.



Windows Security

### Enter your credentials

These credentials will be used to connect to

PITT\username

Password

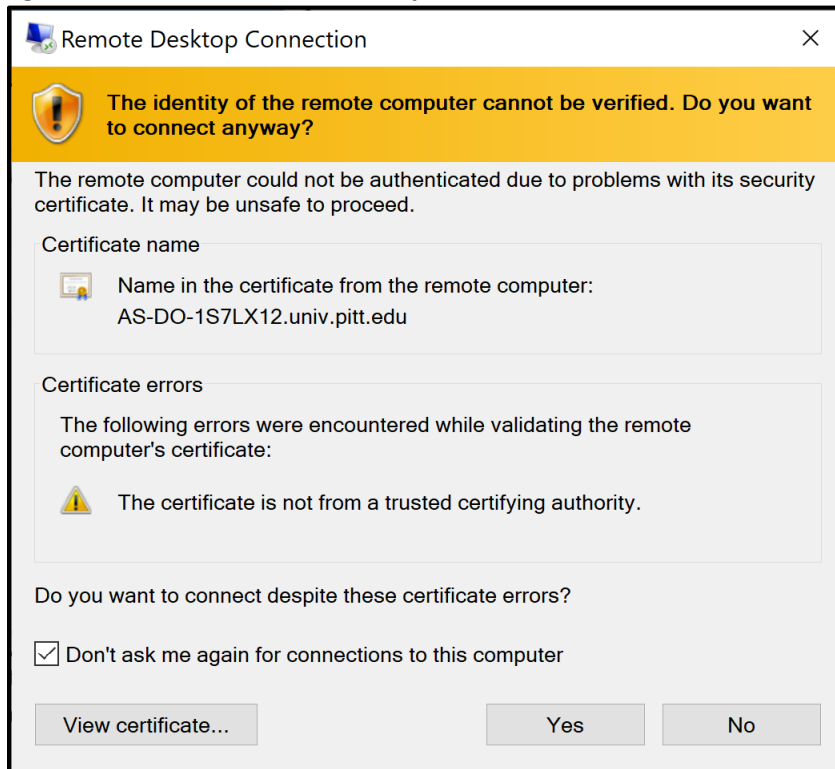
Domain: PITT

Remember me

[More choices](#)

OK Cancel

- c. You will see another Windows Security notice, on which you should check the box for **"Don't ask me again for connections to this computer"** and choose **Yes**.



Remote Desktop Connection

**The identity of the remote computer cannot be verified. Do you want to connect anyway?**

The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.

Certificate name

Name in the certificate from the remote computer:  
AS-DO-1S7LX12.univ.pitt.edu

Certificate errors

The following errors were encountered while validating the remote computer's certificate:

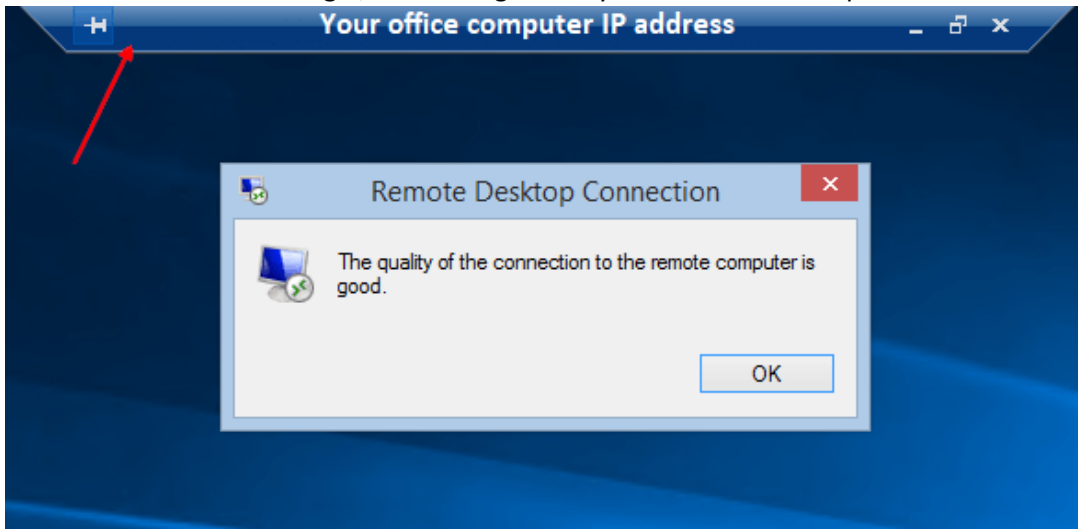
**The certificate is not from a trusted certifying authority.**

Do you want to connect despite these certificate errors?

Don't ask me again for connections to this computer

View certificate... Yes No

5. A remote session will begin, which is signified by a blue bar at the top of the screen.



You are now remotely controlling your office computer.