Remotely accessing the Windows computers

This approach will allow MAC users to access remotely a Windows computer (in the Tri-Lab in Social Sciences) with MS-Office 2016 installed. It may also be useful for Windows users who don't have Office 365 (or Office 2016) installed and running on their home computer. Alternatively you can also physically work in the lab as you would any other campus computer lab.

Technical requirements for the remote connection: a computer with Windows 10 or MacOS 10.12 or later. A reliable high speed Internet connection.

This is a slightly modified version of a document produced by the IT staff of the University of Calgary. If you have any questions about accessing the lab computers then email: itsupport@ucalgary.ca

1. Download and install the VPN licensed to this university Forti (runs on a PC or Mac) which you can download from the IT web site (**you must be logged into the VPN to remotely access the lab**). https://ucalgary.service-now.com/it?id=kb_article&sys_id=f7ca400d139962406f3afbb2e144b05f

     a. (MAC users) If you are using a Mac you will also need to install the Microsoft Remote Desktop software from the App Store (it's free). Windows computers do not need to install anything as the software is built into Windows.

(Forti VPN needs to be installed, configured and properly running before you go any further).

2. Open your preferred web browser and go to https://uclabstats.ucalgary.ca/arts.html
3. Select an available computer and copy the remote address (the longer string) e.g. ACL-FNBCBE2-019.uc.ucalgary.ca

Arts Faculty Computer Lab - Section 1
116 computers available

ACL-042	ACL-FN5DFB2-042.uc.ucalgary.ca	Connect
ACL-035	ACL-FN59FB2-035.uc.ucalgary.ca	Connect
ACL-092	ACL-FN67FB2-092.uc.ucalgary.ca	Connect
ACL-025	ACL-FNG8FB2-025.uc.ucalgary.ca	Connect
ACL-089	ACL-FNQDFB2-089.uc.ucalgary.ca	Connect
ACL-075	ACL-FNF9FB2-075.uc.ucalgary.ca	Connect
ACL-087	ACL-FNGBFB2-087.uc.ucalgary.ca	Connect
ACL-022	ACL-FNM7FB2-022.uc.ucalgary.ca	Connect
ACL-055	ACL-FNFCFB2-055.uc.ucalgary.ca	Connect

4. After clicking on 'Connect' a popup will appear:


Connect to ACL-042 ×

Follow these step:

1. Go to https://securelabs.ucalgary.ca and login
2. Click the RDP button.
3. Enter this computer's remote address:

   ACL-FN5DFB2-042.uc.ucalgary.ca

4. Press the 'Connect' button
5. Open the .rdp file that downloads
6. Log in with your username and password

If you find that this computer is already in use, try another computer.

Go to https://securelabs.ucalgary.ca by clicking on the link shown in Step #1 in the previous image which is labeled Connect to ACL-042.

5. This pulls up a new browser window or a new tab in the browser (depending upon your configuration).
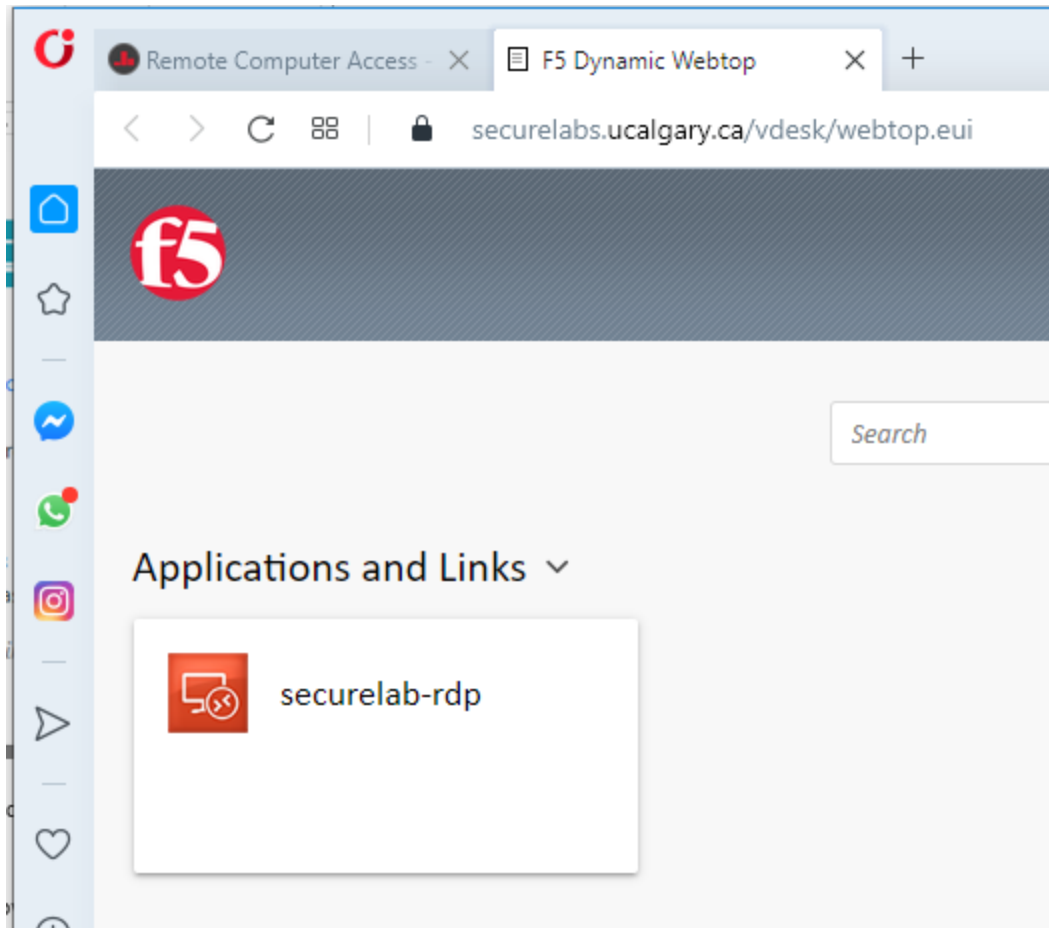
6. Click on 'securelab-rdp'.
7. Yet another popup appears: Paste the remote address you copied earlier from Step #3 into the field labeled 'Destination' and click connect.
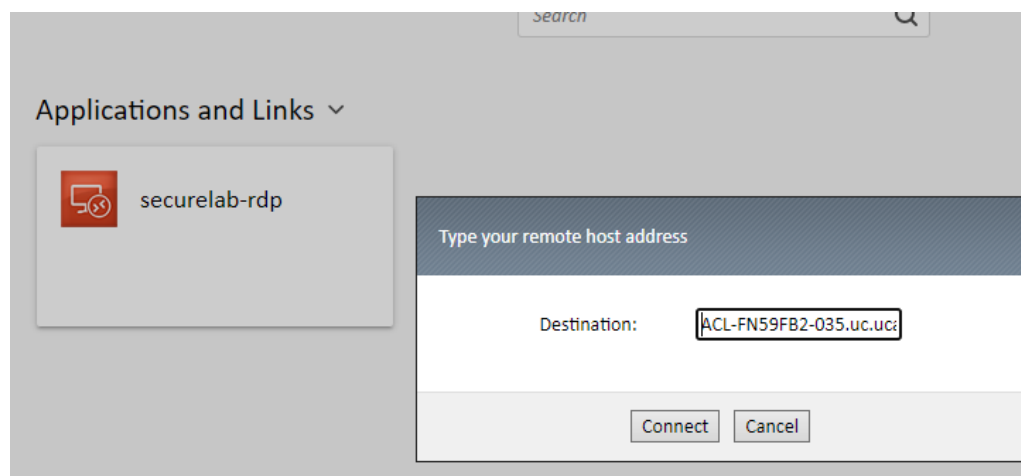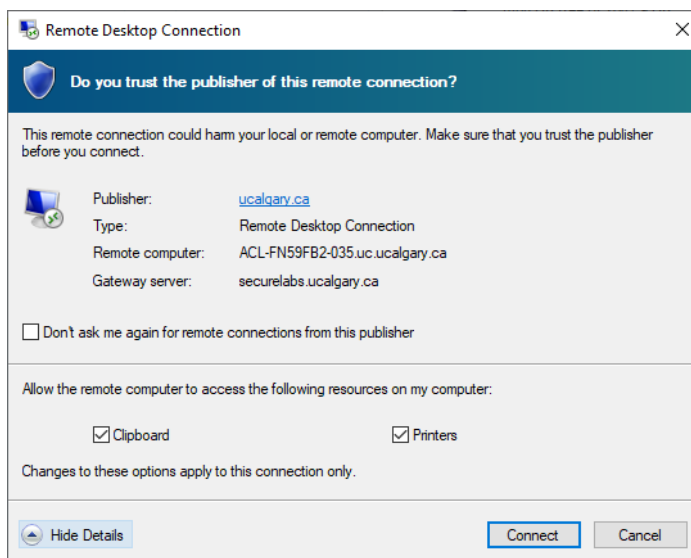

8. This downloads a file that will allow you make the connection. Depending upon your browser and how it's configured you may get some indication that the download has occurred. Below shows how things look in Opera.
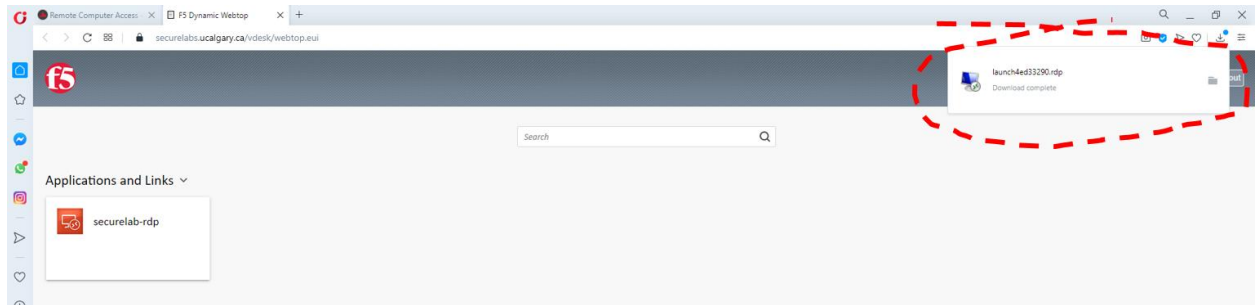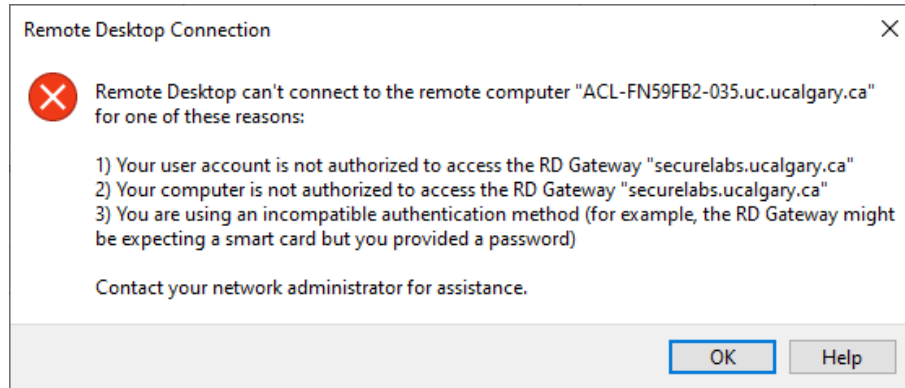
9. You need to execute the downloaded file. Again where that file is located may vary but typically by default Windows will save it in the 'downloads' folder for the user. For example, for the user 'James Tam' on my computer the downloaded file can be found under: C:\Users\James Tam\Downloads (i.e. the subfolder of the 'Users' folder under the 'C' drive of my computer).

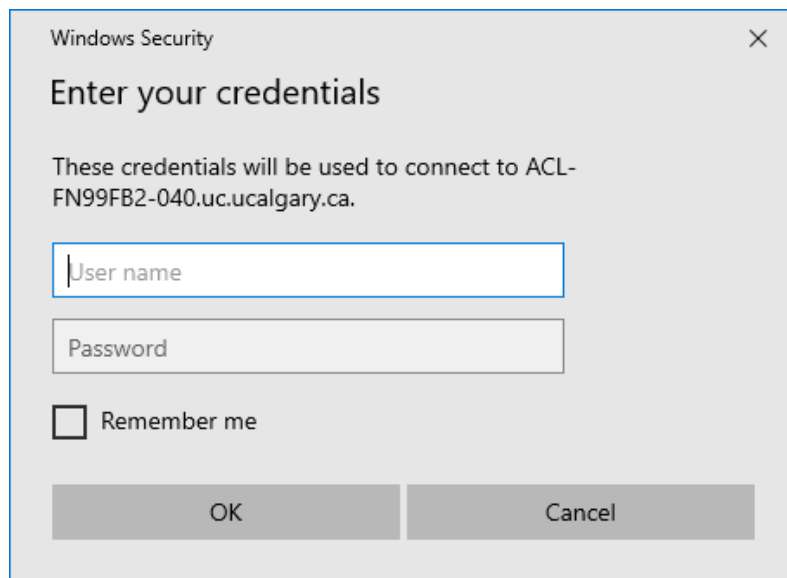10. Click on the 'rdp' file to run it (in the image it's called 'launch4ed33290')
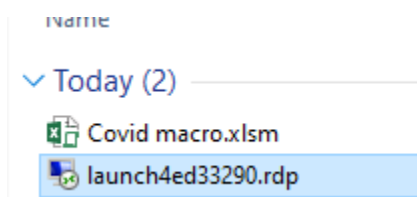
11. A Windows popup asks if you trust this remote connection. Click on the 'Connect' button.

12.

    a. If didn't properly login to the Forti VPN you will see the following error message.

Remote Desktop Connection

❌ Remote Desktop can't connect to the remote computer "ACL-FN59FB2-035.uc.ucalgary.ca" for one of these reasons:

1) Your user account is not authorized to access the RD Gateway "securelabs.ucalgary.ca"
2) Your computer is not authorized to access the RD Gateway "securelabs.ucalgary.ca"
3) You are using an incompatible authentication method (for example, the RD Gateway might be expecting a smart card but you provided a password)

Contact your network administrator for assistance.

OK   Help

b. If you still have VPN connection currently running then you should see a login prompt which will allow a remote connection to the Tri-Lab that you specified.


Windows Security

Enter your credentials

These credentials will be used to connect to ACL-FN99FB2-040.uc.ucalgary.ca.

User name

Password

☐ Remember me

OK   Cancel

c. Enter your UC-IT login information (used for email, the university portal etc.) and click 'OK'. For some users you may have to precede your login name with the 'uc\'. That is, my login name is 'tam' so I had to enter "uc\tam". Note: I did not have to precede my login name when I connected to the Forti VPN, it's just a quirk required in this step.

13. If you entered the correct login information then you may get a scary looking warning message. Click 'Yes' to complete the connection.
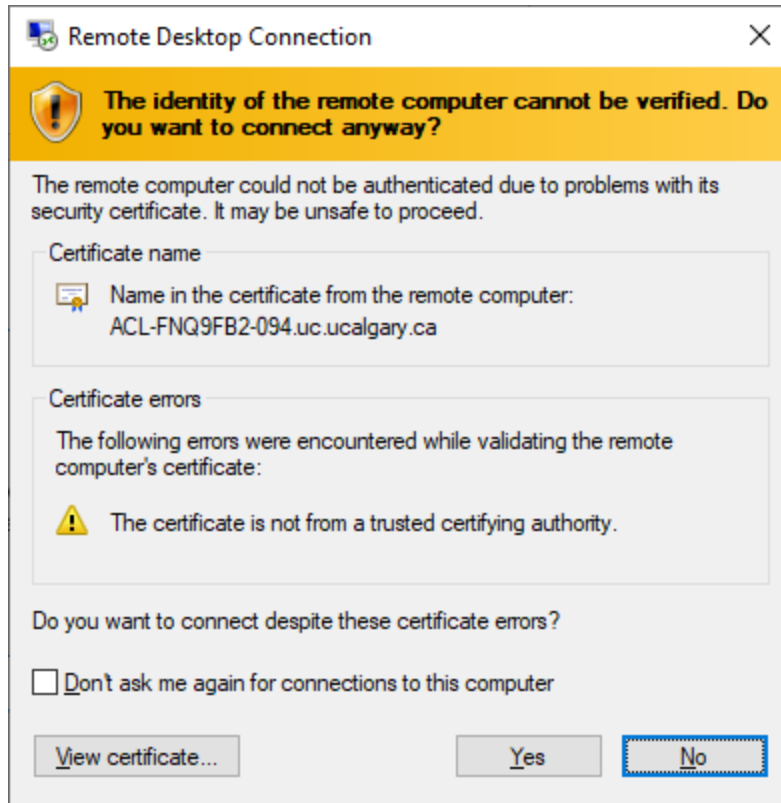
14. You will see a Windows login dialog. You are now accessing a computer in the Tri-Labs. The process may take much longer than a typical login on your computer because the process is occurring across the Internet and may be slowed by your bandwidth (Internet download speed).
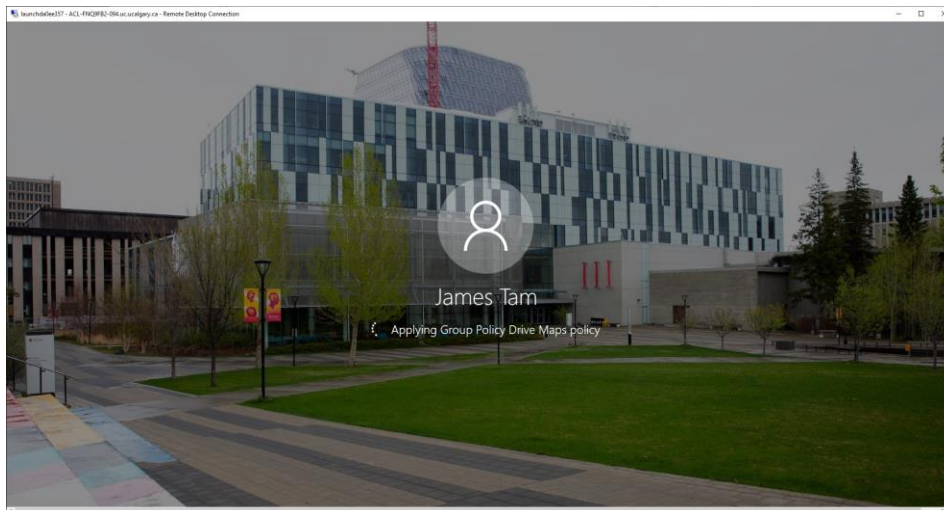
15. You are now working with a 'virtual' Windows 10 computer. That means in the window with the remote connection you won't be able to access your computer. In the following image I am running a remote connection on a computer with 3 hard drives but none of them show up in the virtual remote login session.
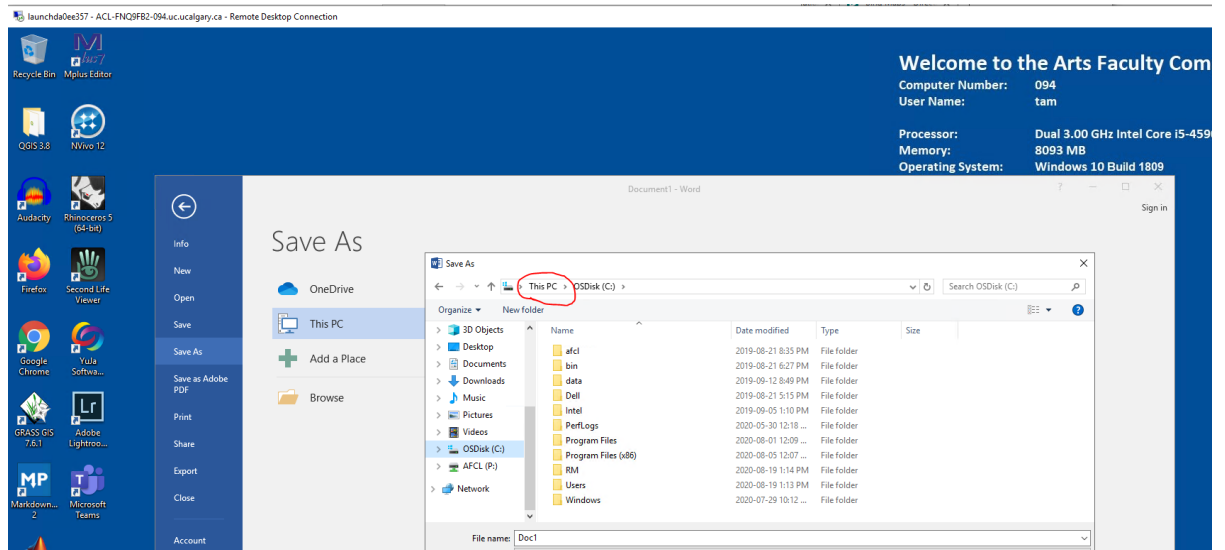
The "This PC" in the previous image is the virtual remote login not my own computer. **Once you close this session then anything you may have saved on the virtual computer is lost**. You must use a cloud based system (DropBox, Google docs etc.) to transfer your work. You can open a browser to: access these cloud services, your email accounts or even submit your work to D2L. If you want to use the Microsoft OneDrive provided to UC students here is a resource link produced by UC-IT to show you what's required.

- https://ucalgary.service-now.com/it?id=kb_article&sys_id=60994170db2da7487cab5068dc961900

16. Your remote session can be ended several different ways, here is a non-exhaustive list of options:
    a. Shutting down the VPN session. (Once you are off the VPN then your remote connection is lost).
    b. Closing the Window where the virtual/remote login the Tri Lab computer is running. (The close window control appears if you minimize the window).
    c. There is no 'Start' feature in the virtual session just a power button with one option: 'Disconnect' which shuts down the remote session.

Once the connection has been closed in order to start a new remote session you need to complete these steps again. Alternatively if you still have the browser window open to: 'securelab-rdp'. In that case you can skip to Step #6. Cick on the 'securelab-rdp' icon and download a new rdp file.
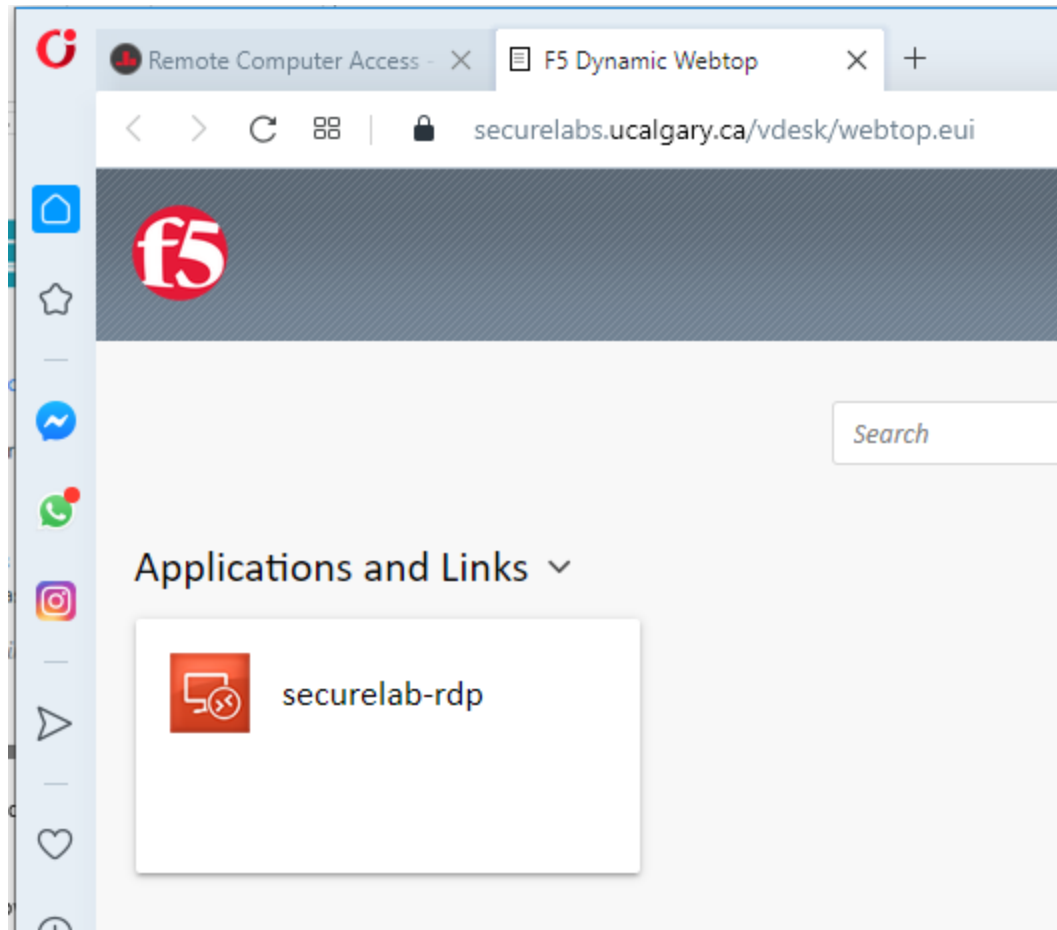
You must then start the new connection with the rdp file that you just downloaded. I was not able to restart a new remote connection using the previously downloaded rdp files so you might as well delete them.