# ITS Resource Center Home

## Using Remote Desktop in Windows XP

### Contact Information

Help Desk & Training Services
315-859-4181
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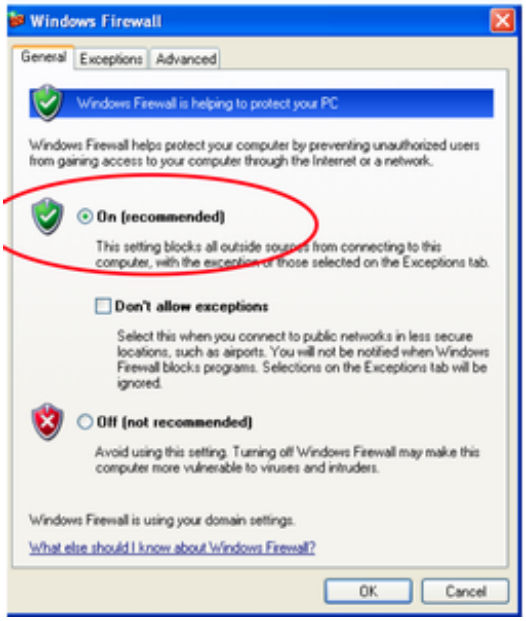
M-F 8 a.m. - 10 p.m.
Sa-Su 10 a.m. - 10 p.m.

**NOTE:** It is recommended that the Windows Firewall be active at all times on your office computer. To turn it on or confirm its status please follow the steps below.

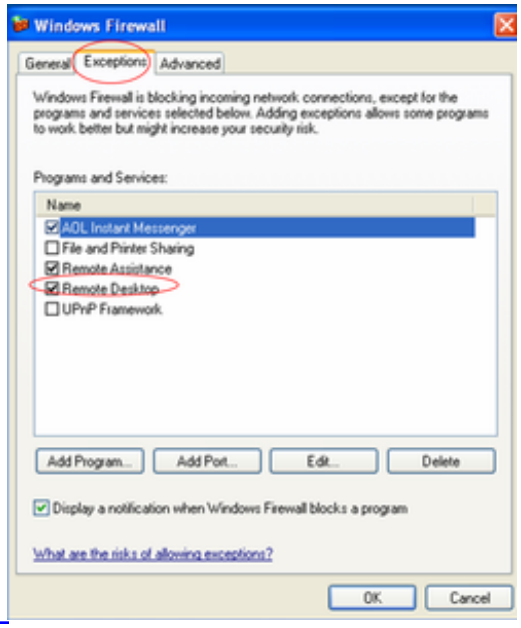
1. Click on **Start**, select **Control Panel**, then select **Windows Firewall**.
2. Verify that there is a bullet in front of the option **On (recommended)**.



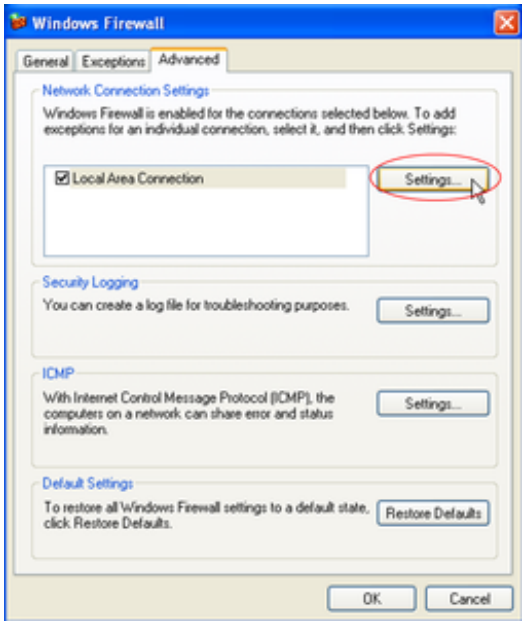

### Configuring Windows Firewall to Allow a Remote Desktop Connection

**With the Windows Firewall window still open, complete the following steps:**

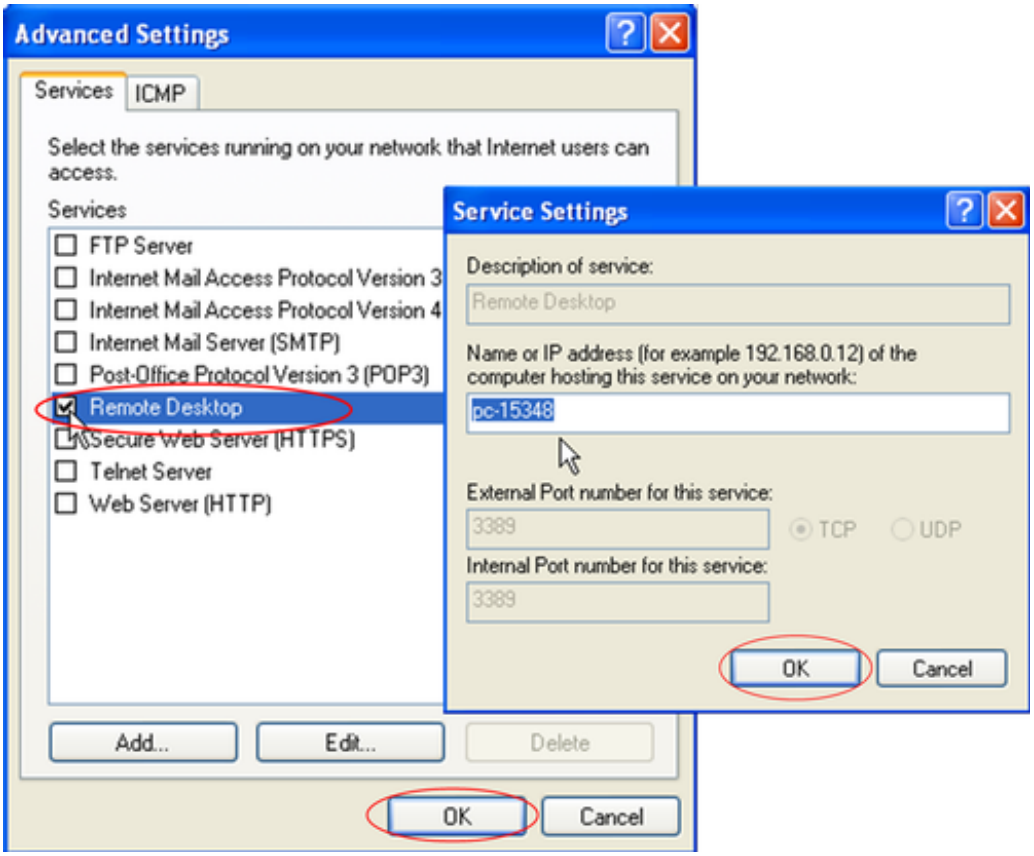
1. Click on the **Exceptions** tab.
2. Place a check mark in the box in front of Remote Desktop.




3. Click on the **Advanced** tab. Click on **Local Area Connection** to highlight it. Click on the **Settings** button.



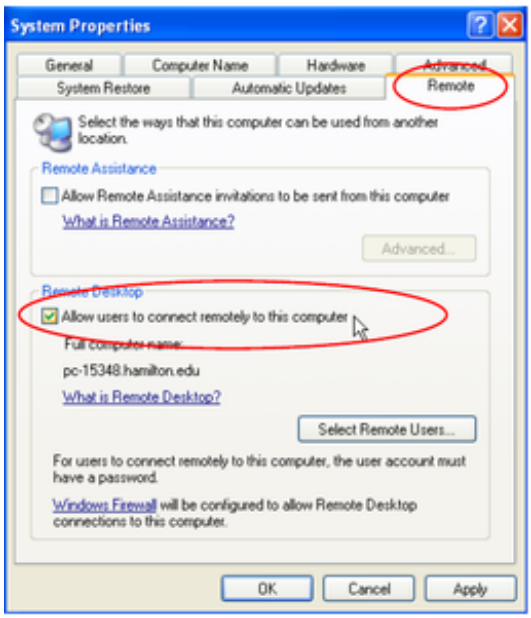

4. Place a checkmark in the box labeled **Remote Desktop**. If a window labeled **Service Settings** appears, Click **OK**.



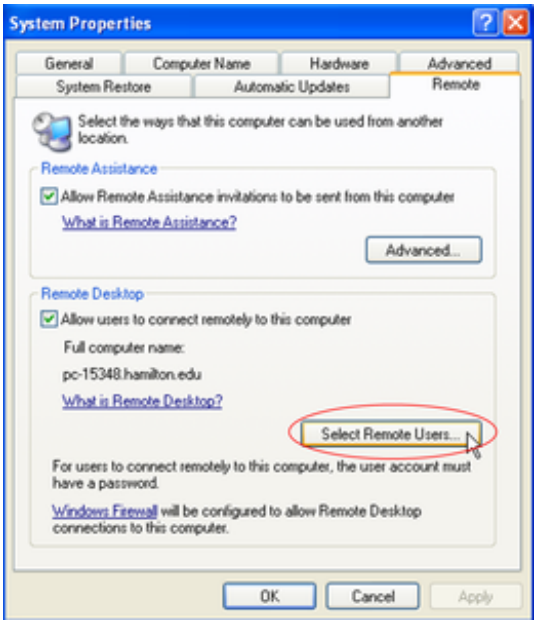

5. Click **OK** on both the **Advanced Settings** and the **Windows Firewall window**.

## Configuring your office computer for a Remote Desktop Connection

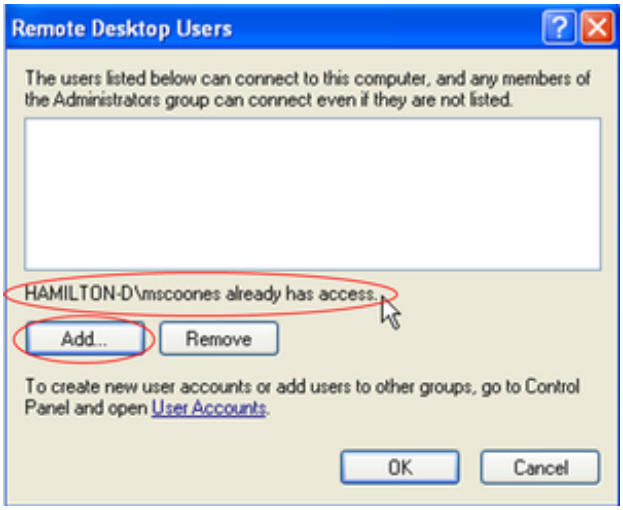
1. Click on **Start**, right-click **My Computer** and choose **Properties**.
2. Click on the **Remote** tab and place a checkmark in the *Allow users to connect remotely to this computer* box, as shown below.




3. Verify that you have the proper permission to connect to your computer by clicking **Select Remote Users…**




4. Your domain and username should be listed as already having access (as shown below.)




**NOTE:** If you do not already have access, click on the **Add...** button as shown above and a window similar to the one below will appear. In the space labeled Enter the object names to select (examples):, type your domain (the domain for employees is Hamilton-d) and user ID. For example, Hamilton-d\mscoones. Click **Check Names** and, if it is a valid username, the domain name will disappear and your username will become underlined. For example, in the illustration below, hamilton-d\mscoones will change to mscoones. Click **OK** to close the Select Users window.

5. Click **OK** to close the **Remote Desktop Users** window and click **OK** again to close the **System Properties** window.

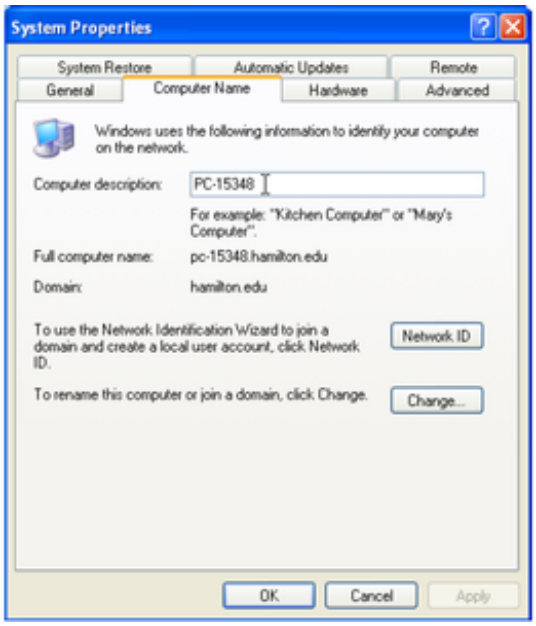
## Obtaining Your Computer Name or IP address

In order to access your office computer remotely, you'll need your computer's name (for an on-campus remote desktop session) or your computer's IP address (for an off-campus remote desktop session).

### Computer Name

1. Click on **Start**, right-click **My Computer** and choose **Properties**.

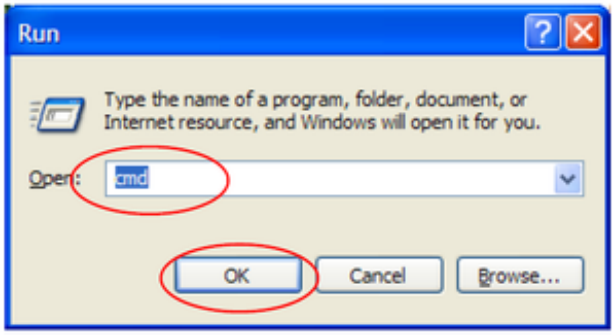
2. Click on the **Computer Name** tab.



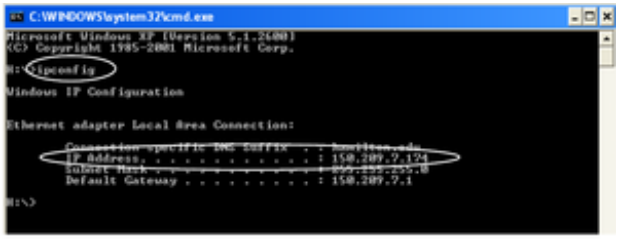

3. Make a note of the *Computer description* as shown above e.g. PC-15348, and then click on **OK.** Please note, this should match your computer's barcode. If you need to access your office computer from off-campus, please follow the steps below to obtain your IP address.

**IP Address**

1. Click on **Start** and then click on **Run…**
2. In the **Open:** field, type cmd and click **OK**.



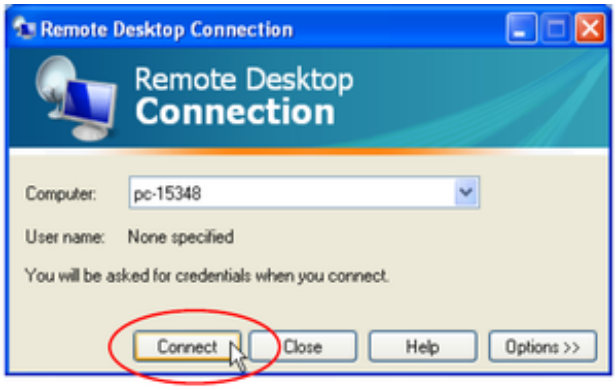

3. A box with a black background and white text will appear. Type *ipconfig* at the blinking cursor and press on your keyboard.

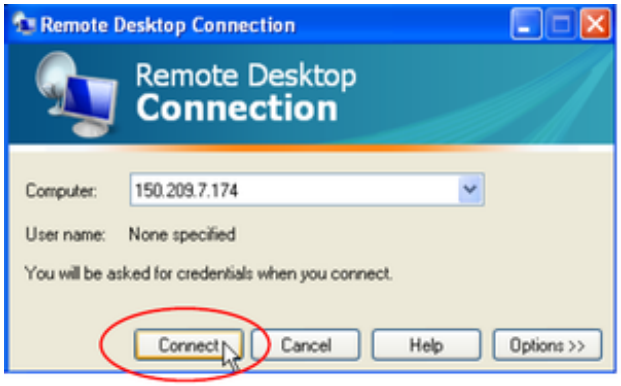



4. Make note of the IP Address (as shown above,) you will need to take it with you to access your computer remotely. (**NOTE:** You should do this each time you plan to use Remote Desktop Access as IP addresses change periodically.) Close the window.

## Connecting to Your Office Computer from a Remote Location

1. Click on **Start**, select **All Programs**, select **Accessories**, select **Communication** and then **Remote Desktop Connection**.
2. In the **Computer:** field, type either the IP address or name (barcode – only works from on-campus) for your office computer. Please note, the "pc" can be entered in upper or lower case letters.



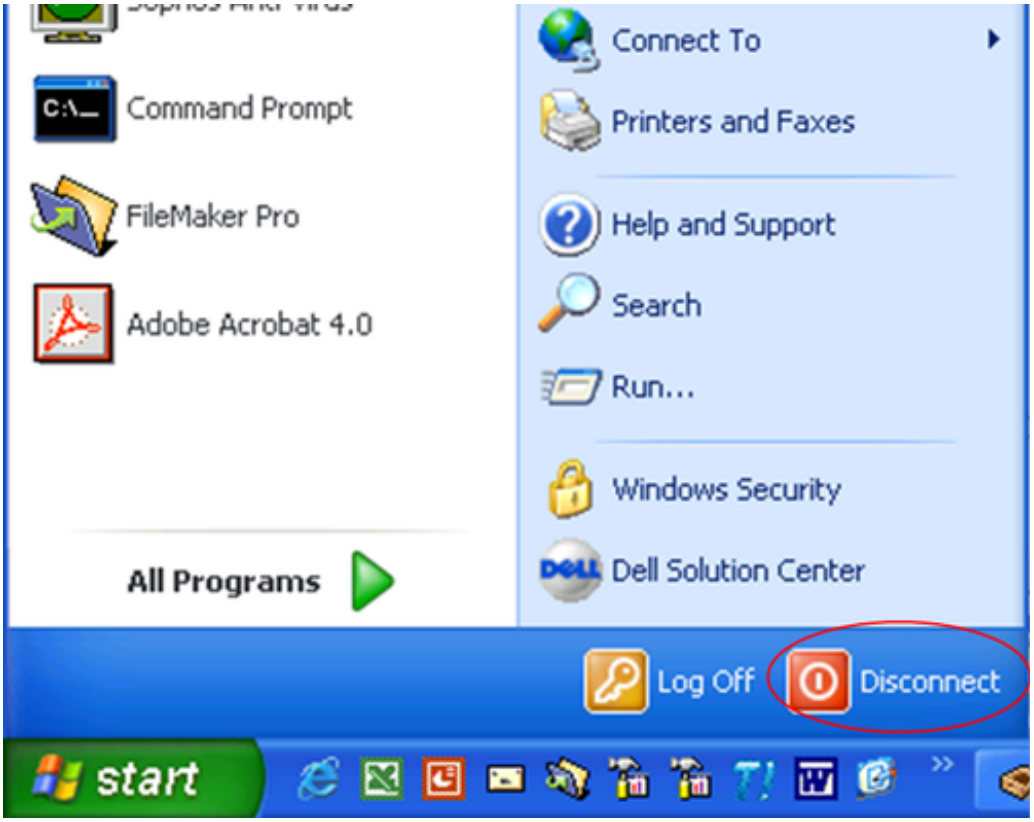




3. Click **Connect**.
4. In the **Log On to Windows** dialog box, type your username, password, and domain and then click **OK**.

5. The Remote Desktop window will open and you will see the desktop settings, files, and programs that are on your office computer. Your office computer will remain locked and no one will be able to work at your office computer without a password, nor will anyone see the work you are doing on your office computer remotely. To improve performance, you will not see your usual desktop picture if one is in use.

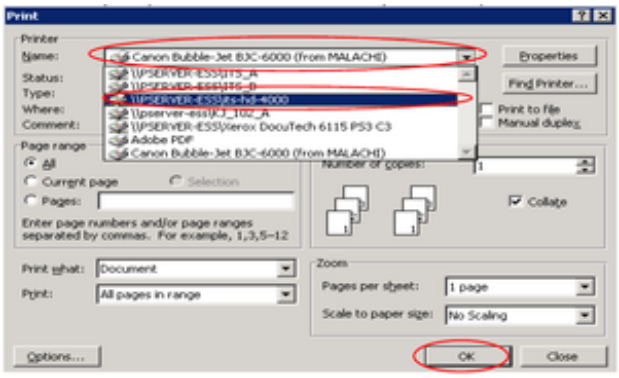
## To Log Off and End a Session

1. In the Remote Desktop Session, click **Start** and select **Disconnect**.




## Things to Note About Remote Desktop Access

At home your printer is the default printer. To select your office printer, click on the drop-down menu where your printer is listed and select your office printer from the list. Click **OK**.




*Last Updated: December 13, 2011*