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Installing the Microsoft RDP Client on an Apple/Mac PC

1. Purpose

The purpose of this document is to provide the proper directions for installing the RDP client onto an Apple/Mac PC

2. Scope

These procedures are directed at users with Apple/Mac based PCs that need to connect remotely to the AoA servers

3. Prerequisites

None.

4. Responsibilities

It will be the responsibility of AoA's Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <https://support.archatl.com/>

5. Procedure

The following page(s) contain instructions on using Remote Desktop to connect to AOA Staff Terminal Server from home.

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Support Matrix

Please note: Before you attempt to connect to AOA Terminal Server remotely, please make sure your operating system (Apple OS X 10.12 or later) has all applicable security updates installed and that you have up-to-date Anti-Virus software installed.



In this example we are using OS X 10.15.1 Catalina.

To connect to your Terminal Server Desktop / PC from a Mac you will need to use the [Microsoft Remote Desktop application](#) for Mac version 10.3.8.

<u>Supported</u>	<u>Default Icon</u>	<u>Client Name</u>
✓		Microsoft Remote Desktop 10
✗		Microsoft RDP v8
✗		Apple RDC

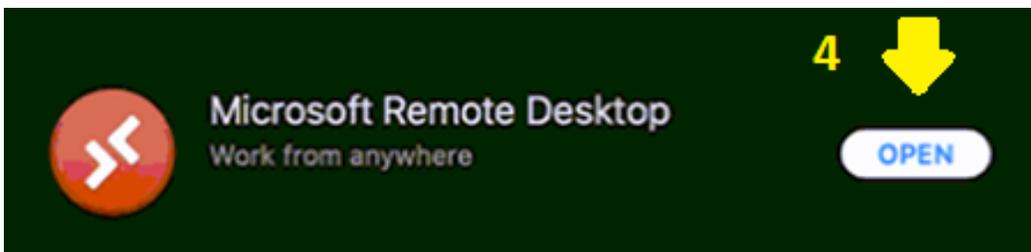
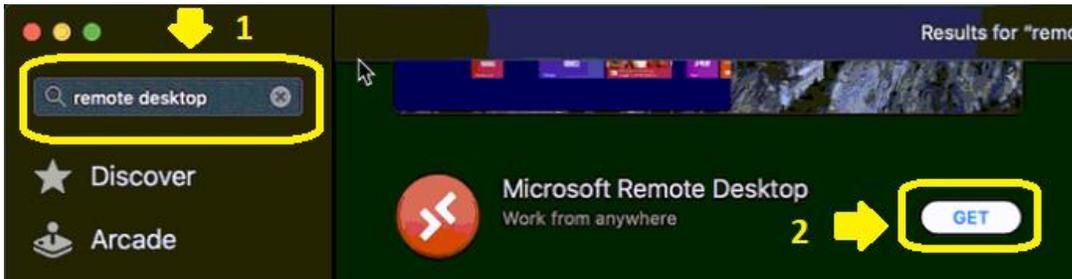
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Mac OS X Remote Desktop Connection Instructions

1. Go to App Store to download Microsoft Remote Desktop for MAC

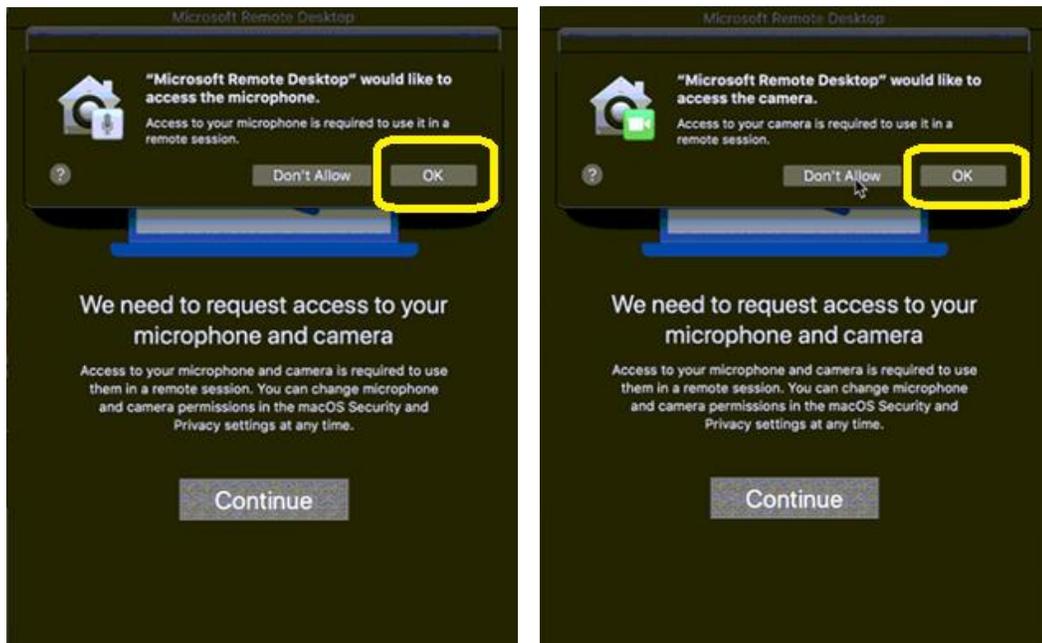


2. Search for the “remote desktop” app and then click **Get**, **Install** and **Open**

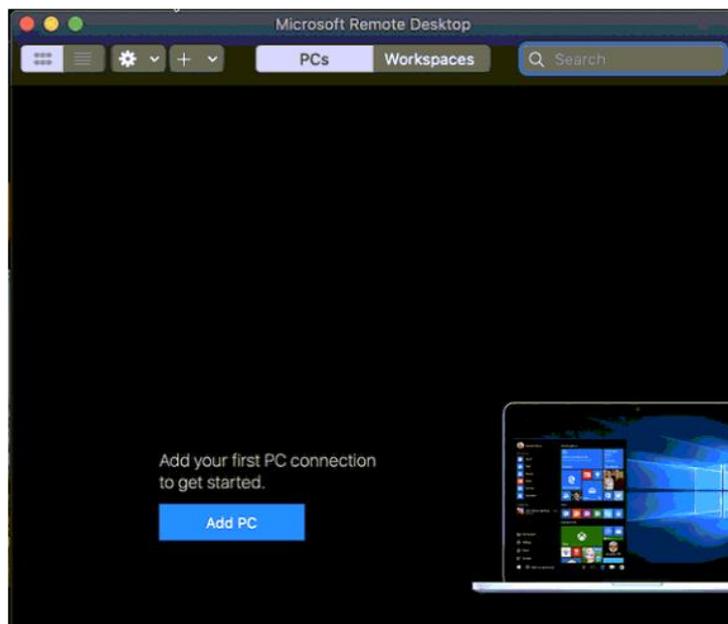


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- Microsoft Remote Desktop will request access to your Microphone and Camera – allow both to occur



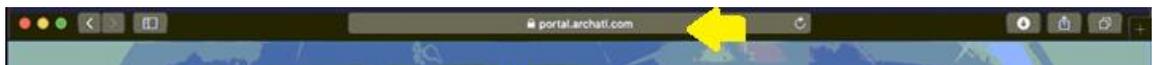
- Below windows shows “Microsoft Remote Desktop” app ready to be configured! Allow this window to remain open and visible



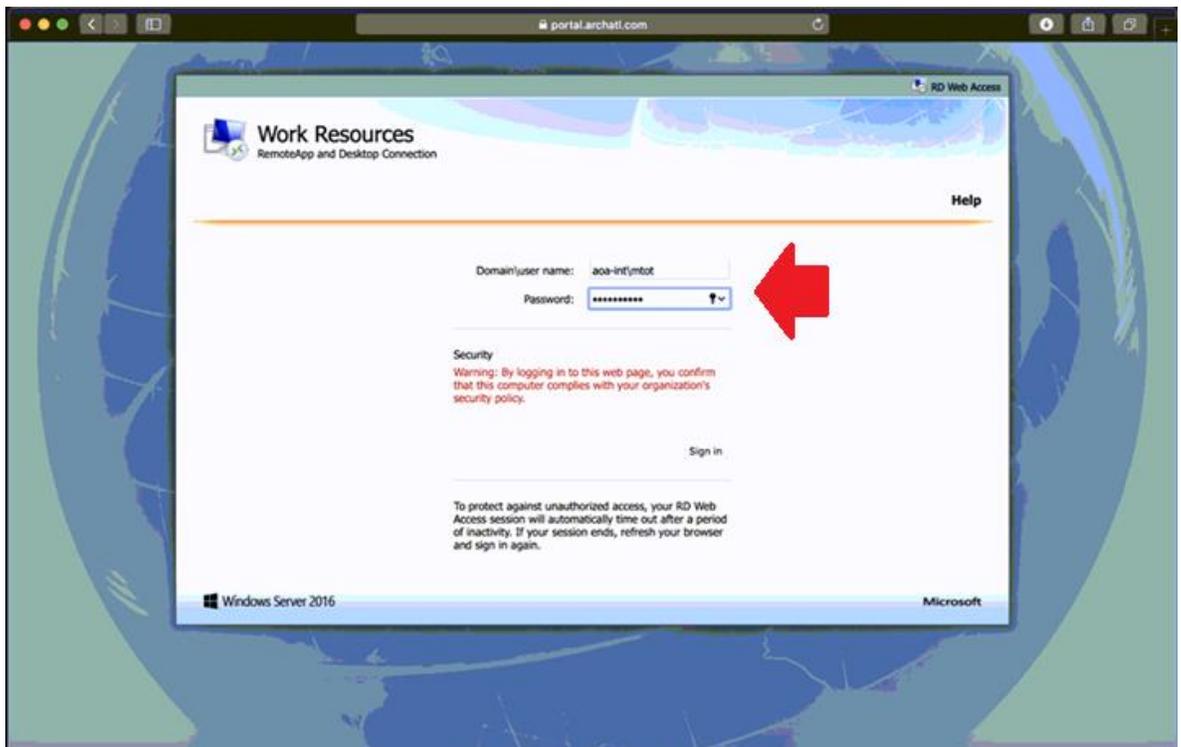
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- Next, open Safari  and arrange it so that you can see BOTH the Safari and Microsoft Remote Desktop windows side by side.
- On the address line of Safari type “**portal.archatl.com**” as shown below and press the **Enter** key ...



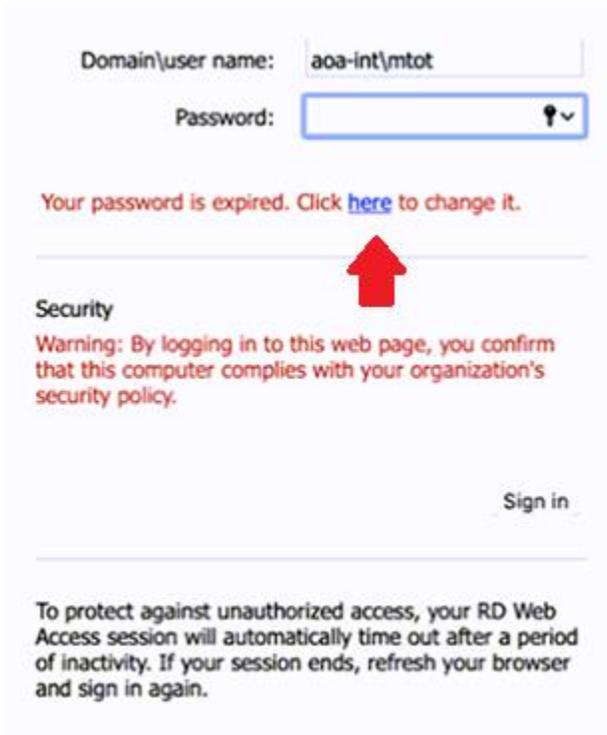
- You will be taken to the portal site. Enter the network credentials you’ve been provided as shown in the illustration below ...



NOTE: At this point you may be asked to reset your temporary network password. If so, continue on to Step 8. If not, please skip to Step 10.

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- Click on the blue “[here](#)” link to start the process of resetting your temporary password ...



Domain\user name:

Password:

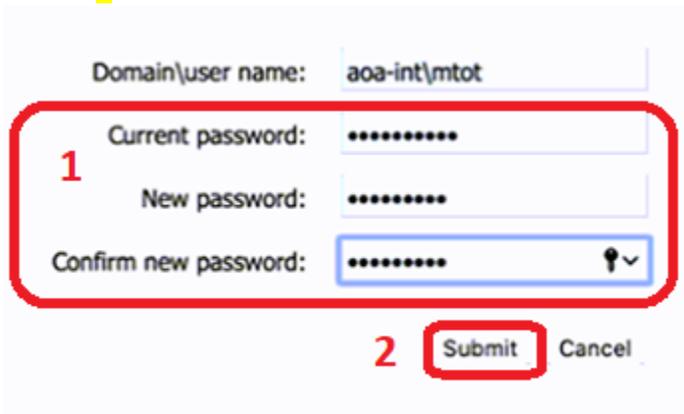
Your password is expired. Click [here](#) to change it.

Security

Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

- On this step, you will enter the temporary password that was provided to you as the “current” password and then must enter the new password you have chosen* and then click the **Submit** button



Domain\user name:

1 Current password:

New password:

Confirm new password:

2

* **New passwords MUST meet the minimum requirements shown on the next page ...**

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PASSWORD REQUIREMENTS

Your new password has to meet password requirements/complexity

1. Password has to be minimum 10 characters long
2. You have to use at least 1 number
3. You have to use at least 1 capital letter
4. You have to use at least 1 lower case later
5. You have to use at least 1 special character
6. You can NOT use your name in the password

EXAMPLES: 1stSundayMa\$\$ -or- EyeM@Seven11 -or- BravesWin4-0!

If the password chosen does NOT meet the minimal requirements shown above, you will see the following message ...

Your new password does not meet the length, complexity, or history requirements of your domain. Try choosing a different new password.

Submit Cancel

... and will need to repeat Step 9. If, however, your password does meet the requirements, you will be prompted with the following screen – click **OK** to continue ...

new password:

Confirm new password:

Your password has been successfully changed.

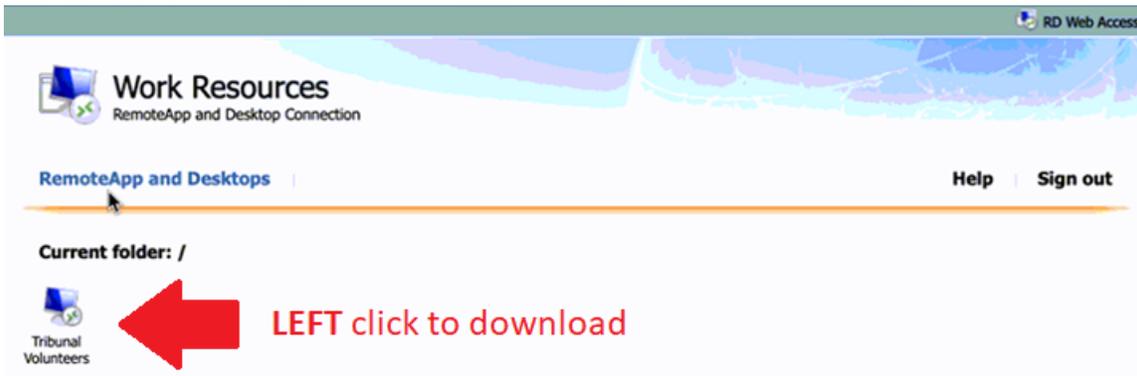
OK 

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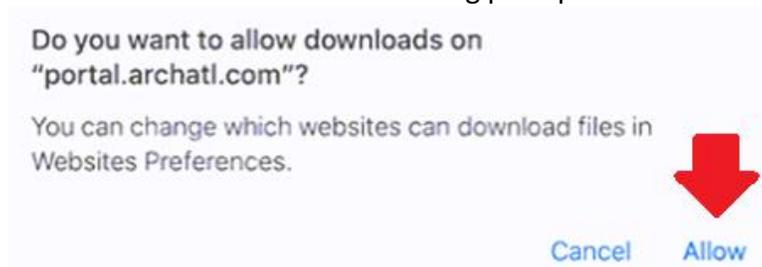
10. Enter your credentials to access the portal and click **Sign in** to continue ...



11. After a successful login you will be presented with a screen similar to the one below. Left click on the “Tribunal Volunteers” icon to download it onto your local PC ...

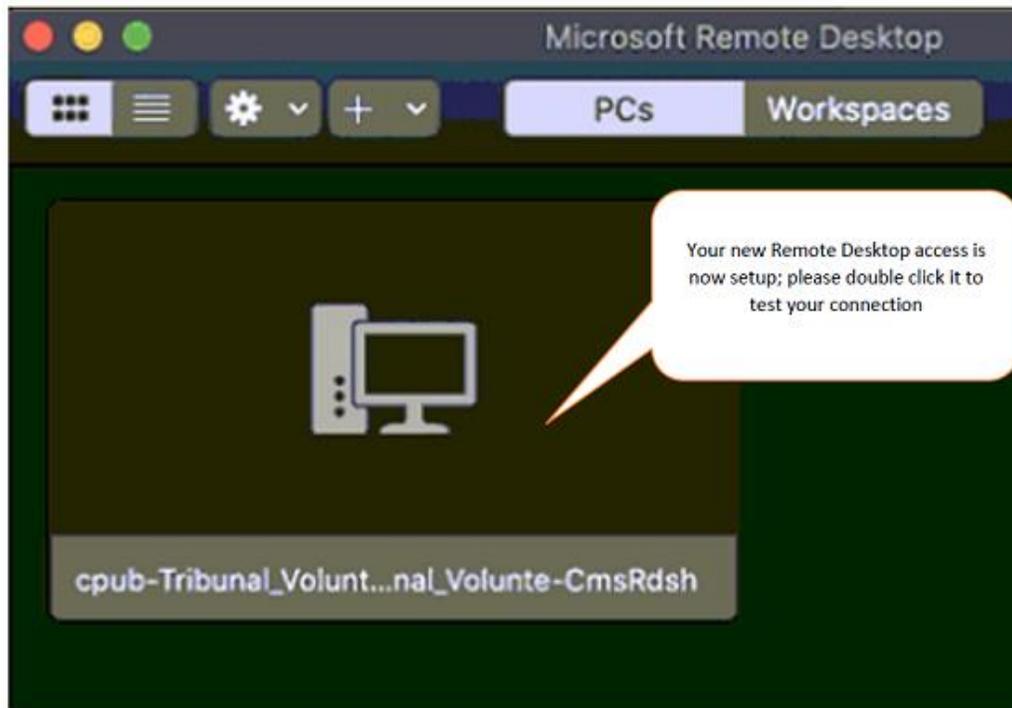
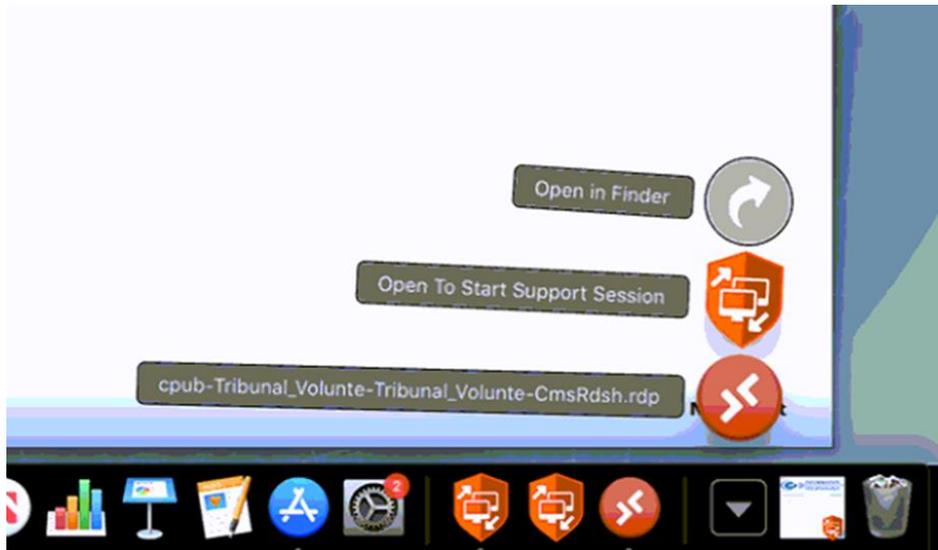


... and click on Allow at the following prompt:



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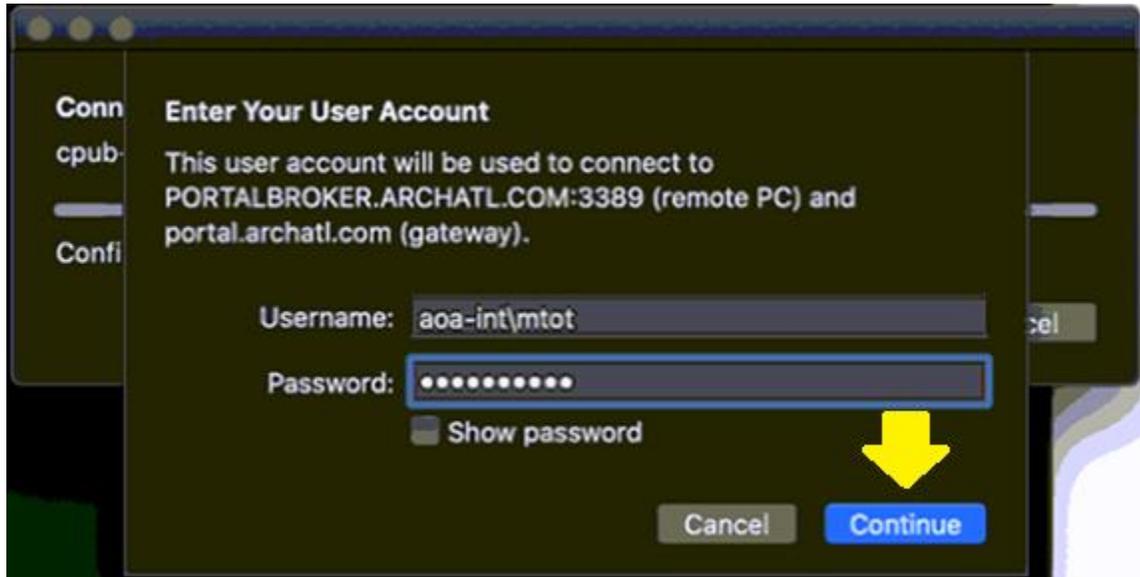
12. From your download folder take the RDP file and drag it onto your Microsoft Remote Desktop window (referenced in Step 4 of these directions) ...



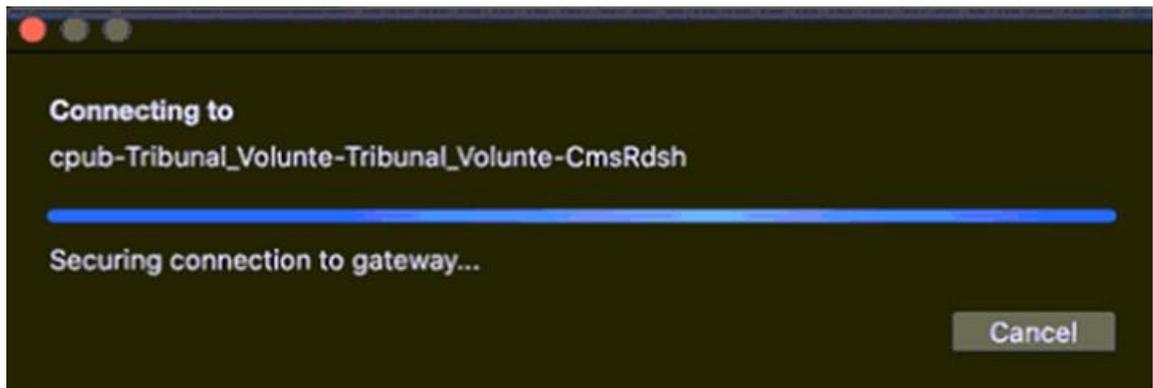
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13. Enter your credentials making sure to use the “aoa-int\xxxx” format for your username (where “xxxx” is your actual username). Example: *aoa-int\jdoe*

Then click Continue



14. The connection should then begin



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15. You should now be connected and see the terminal server desktop Similar to what is shown below



16. When finished, be sure to GRACEFULLY sign out of your remote connection by (1) clicking on the Windows icon lower left of the screen and then (2) clicking on the user icon from the pop-up and finally (3) clicking on Sign out.

(See illustration on following page)

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6. References

A library of procedures such as this may be found at AOA IT Dept.'s Knowledgebase page at: <https://support.archatl.com/index.php?/Knowledgebase/List>

7. Definitions

None.