

Connecting to Remote Desktop Services from an Apple Macintosh

Remote Access

In order to connect to Remote Desktop Services (RDS) from an Apple Macintosh:

- Determine that your operating system meets the minimum requirement.
- Install the Microsoft Remote Desktop app.
- Delete the RSA and iTap Icons from the Dock.
- Connect to Remote Desktop Services.

IMPORTANT

The minimum OS X requirement to perform the procedures in the tip sheet is Apple Macintosh OS X 10.7 or higher. Ensure that your computer meets the minimum requirement.

Installing

Tip: The steps and illustrations in this tip sheet are based on OS X 10.8.2. If you have a different OS X version, some folders and icons may have a different appearance.

How to:

Install the Microsoft Remote Desktop App

1. Click the **Apple** menu, and then click **App Store**.

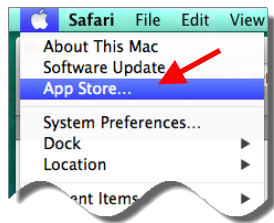


Figure 1: The Apple menu and App Store menu item

2. Search for and then select **Microsoft Remote Desktop**.



Figure 2: The Microsoft Remote Desktop app appears.

3. Click the **Get** button.
The Get button changes to the Install App button.
4. Click the **Install App** button.
When installation is complete, the Install App button changes to Installed.

Deleting RSA and iTap Icons

How to:

Delete the RSA and iTap Icons From the Dock

You should no longer use the previous methods for connecting to RDS because they can result in token and connection issues.



Figure 3: The RSA SecurID icon and the RDP iTap Mobile icon in the dock

Drag the **RSA SecurID** icon and the **RDP iTap Mobile** icon from the dock to the Trash.

Connecting to RDS

How to:

Connect to Remote Desktop Services

1. Click **Safari** in the dock.
2. In the address box, type **remote.lw.com**, and then press **Enter**.

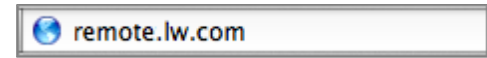


Figure 4: The Safari address box

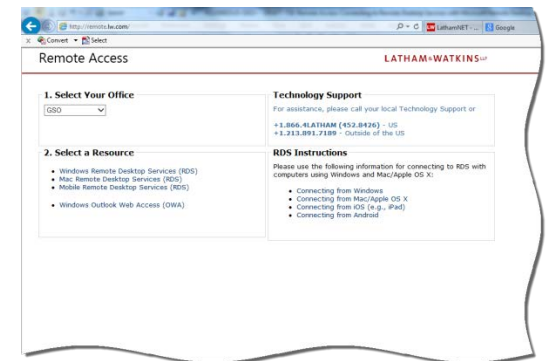


Figure 5: The Remote Access home page appears.

3. Click the **Select Your Office** drop-down arrow, and then click your home office location.
Note: If your home office is unavailable, you can select another office location.
4. Click **Mac Remote Desktop Services (RDS)**.



Figure 6: The Authentication Proxy Login Page appears.

5. Type your network ID in the *Username* box.
6. Type the RSA passcode in the *Password* box.
Note: The passcode is your PIN+token code or the RSA SecurID code on a mobile device *without* your PIN.
7. Click OK.

Tip: Your network ID and passcode provide 18-hour access. If you access RDS again within an 18-hour period, the Authentication Proxy Login Page does not appear.

8. Click the **Never for This Website** button in the Safari Saved Password dialog box

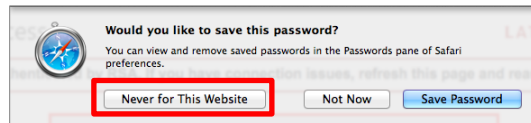


Figure 7: The Safari Saved Passwords dialog box

9. On the Remote Access page, click the **Click here to connect** button.

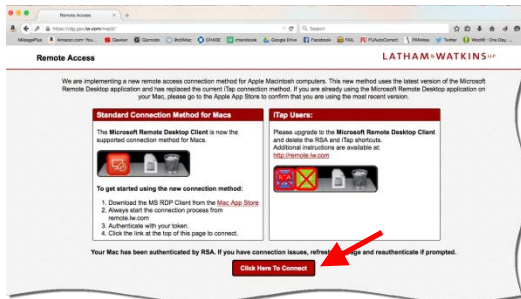


Figure 8: The Remote Access page

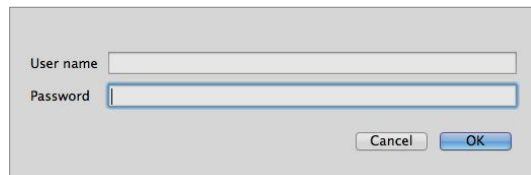


Figure 9: The Gateway Credentials dialog box appears.

10. In the *User Name* box, type your *network ID*.

11. In the *Password* box, type your network password.

How to:

Disconnect From Remote Desktop Services

1. On the remote desktop, click **Start > Log off**.

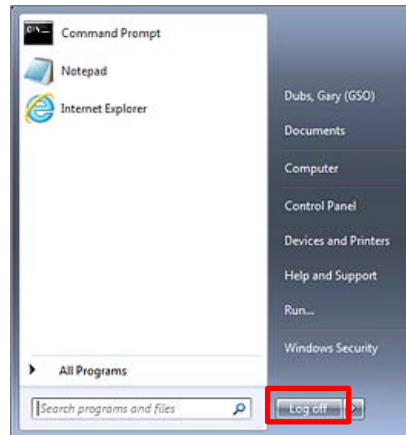


Figure 10: The Remote Desktop Services Start Menu

2. Close **Safari**.