

Connecting to Remote Desktop Services with Windows 10

Remote Access

After you establish an Internet connection, you can use Remote Desktop Services (RDS) from almost any remote location to access programs and firm resources such as Microsoft Outlook and Word, DeskSite and the intranet.

Note: The Windows 10 operating system provides a new browser—Microsoft Edge—that does not support RDS. To connect to RDS with Windows 10, follow the steps in this tip sheet to use Internet Explorer as the browser.

How to:

Access Remote Desktop Services

1. In the Search box, to the right of the Start button, type **internet**.

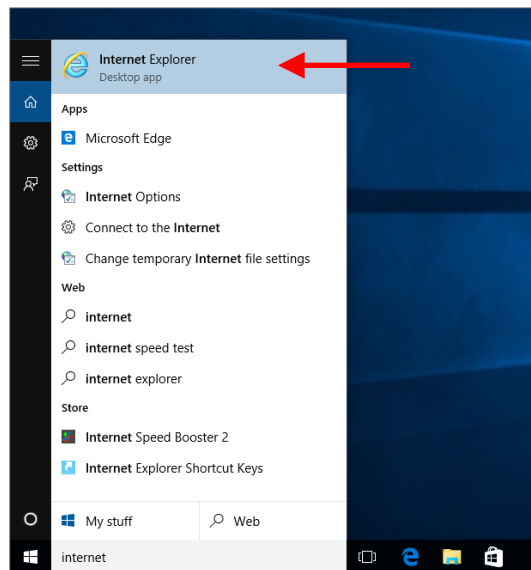


Figure 1: The search results appear.

Tip: You can pin Internet Explorer to the Start menu or taskbar so it is in a convenient location when you need it in the future. On the Start menu, right-click the **Internet Explorer** button, and then click **Pin to Start** or **Pin to taskbar**, as preferred.

2. Click **Internet Explorer** on the Start menu.
3. In the IE address bar, type <http://remote.lw.com>, and then press **Enter**.

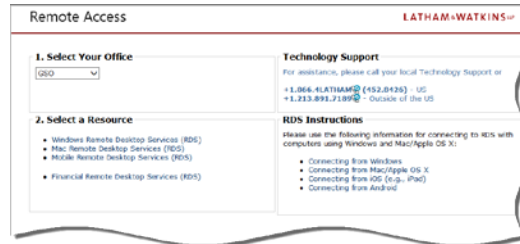


Figure 2: The Remote Access page appears.

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

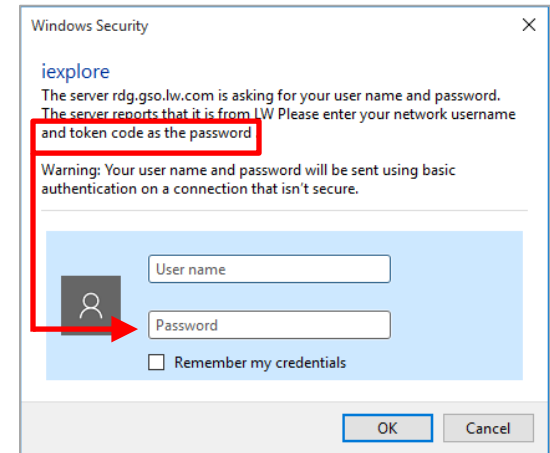


Figure 3: The Windows Security dialog box appears.

6. Type your network ID in the *User name* text box.
7. Type the RSA passcode in the *Password* text box.
- Note:** The passcode is your PIN+token code.
or
Your BlackBerry or iPhone RSA Passcode without your PIN.
8. Click **OK**.

Tip: Your network ID and passcode provide 18-hour access. If you access RDS again from the same location within an 18-hour period, the Windows Security dialog box may not appear.

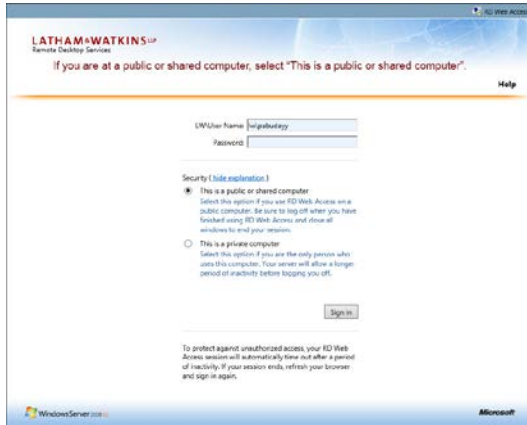


Figure 4: The Remote Desktop Services sign in page appears.

- In the *LWUser Name* text box, type LWM followed by your *network ID*.

Example: LWksmith

- In the *Password* text box, type your network password.
- In the Security section select the appropriate option, i.e., whether the computer is private, or a public or shared computer.

Note: There are two session timeout values:

- Public computer – 5 minutes
- Private computer – 240 minutes

- Click **Sign in**.

Note: The following ActiveX control message may appear the first time you sign in.

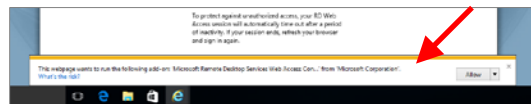


Figure 5: The ActiveX control message and Notification bar may appear the first time you sign in.

- If the Active X control message appears, click

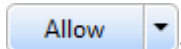


Figure 6: The remote programs appear.

Remote Program Time-Outs

To maintain security, each remote program has two time-out settings:

- Inactive time-out - 2 hours.
- Absolute time-out - 18 hours.

After this period, the session ends.

Tip: Save your work frequently so that your work is not lost if a time-out occurs.

Printing

When you connect to a remote program or the remote desktop via RDS, only the *default printer* (indicated by *redirected*) appears in the printer list.

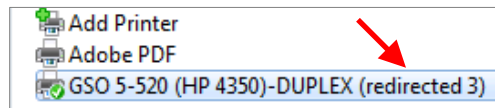


Figure 7: Example of the default printer in the printer list.

How to:

Sign Out of Remote Desktop Services

- Save all work and close all programs.
- On The Remote Desktop Services remote programs page, click **Sign out**.

Tip: If you need assistance accessing RDS or printing from RDS, contact the GTSC:
+1.213.891.7189
+1.866.4.LATHAM (U.S. offices only)
or
By email:
global.technology.support@lw.com