

Remote Desktop with VPN Setup (Windows)

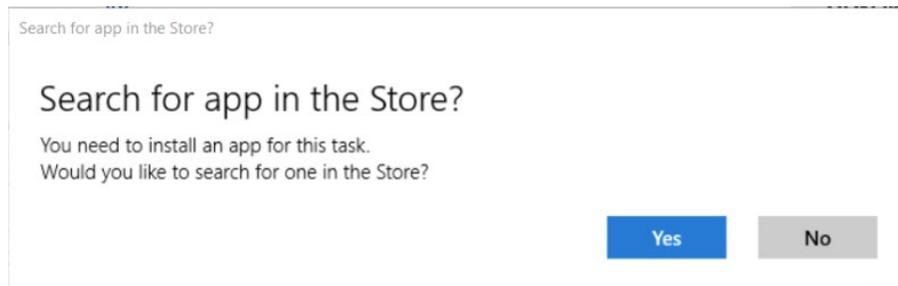
1. **In order for remote desktop to work, your on-campus device will need to be powered on at all times.** You will also need to retrieve the Device name from your on-campus device. This can be found within the Windows Settings. Right click the Windows Icon  in the taskbar, and then click "System." The Windows Settings screen should now open. In the "Device Specifications" section the device name will be listed. Note this and take it home as you will need it later.

**** Note the following steps should be completed on the device you plan on using remotely (personal device, laptop, etc.)****

2. Download and install the GlobalProtect VPN software from the UWG website onto the device you want to use remotely. This can be found by searching "VPN" on the UWG website or by following this link directly:
<https://www.westga.edu/its/infrastructure-operations/globalprotect-vpn.php>.

**Note there are two separate downloads, one for 32 bit systems and one for 64 bit systems. To Determine which one you need, right click the Windows Icon  in the taskbar and select "System." In the "Device Specifications" section, in the window that opens, it should list the system type as either 32 bit or 64 bit.*

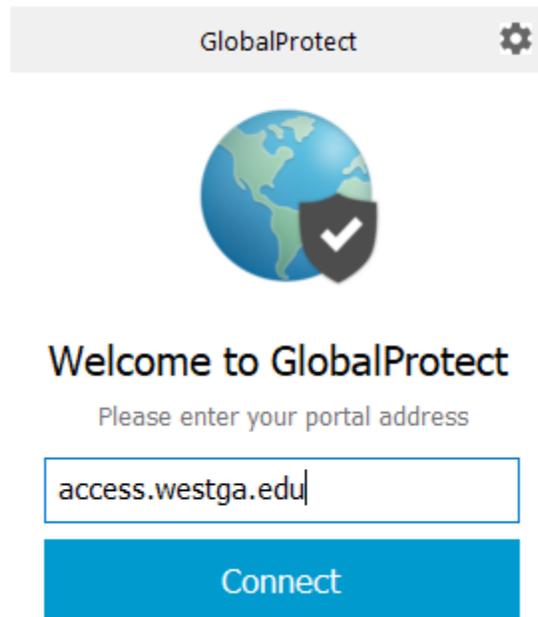
Click the proper download according to this information (32bit or 64bit.) and proceed to the next step. After downloading a window may pop up like the one seen below:



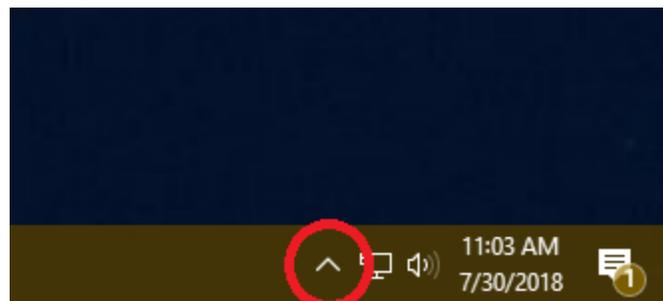
If this happens, click "No" and proceed to the next step.

3. Installing the GlobalProtect VPN software should take a minute or two. You will not need to change any of the options, just click "Next" in each window that appears.

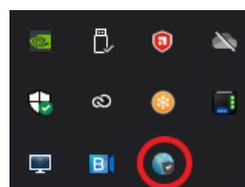
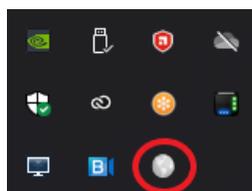
4. Once installed, a window will open up in the bottom right of your screen as seen below:



5. In the text box type “access.westga.edu” and click connect. Another window will open asking for a username and password. Enter your UWG username and password here. You will not need the “@westga.edu” following your username.
6. If your UWG credentials are accepted the window will close. If they are not, it will continue to prompt for a username and password.
7. Ensure the VPN is connected. You can do so by checking the Global Protect Icon in the system tray. To do so click the chevron (up arrow) in the bottom right corner of your screen as shown below:



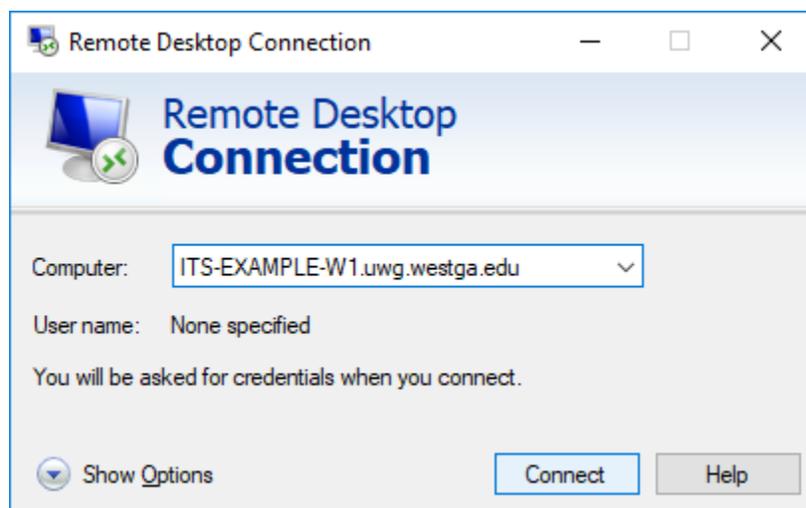
8. A small box will open that shows running applications. The icons that appear here will vary from system to system but find the GlobalProtect globe as shown below:



9. Please note that the grey globe indicates the VPN is disconnected. If the globe is grey, right click this icon and hit “connect.” The connection may take moment but once completed the globe will turn blue .
10. Launch the Remote Desktop Connection application. This is built into Windows systems so it does not require any installation. To find this, search “Remote Desktop” in the Windows Search Bar  Type here to search  . The icon for the Remote Desktop Connection application looks like the following picture:



11. You will need the Device Name you obtained from your on-campus device for this part. After launching the Remote Desktop Connection application, a new window will open like the one shown below:



12. Enter the Device Name you obtained in step 1 in the “Computer:” field followed by “.uwg.westga.edu” and hit “Connect.”
13. A window will open asking for a username and password. In the “Username” field, type “UWG\” followed by your UWG username (no spaces). Enter your UWG password in the “password” field.

14. After this step, you should be connected to your on-campus device. A window should open showing the desktop of your on-campus device.
15. When you have completed your work, simply close the Remote Desktop Window and disconnect from the VPN. This can be done by following step 8 above but by clicking “disconnect” rather than “connect.”

If you have any questions or concerns please contact the ITS ServiceDesk by phone at 678-839-6587 or by email at servicedesk@westga.edu.