

# Get started with the macOS Remote Desktop client

## Get the Remote Desktop client

Follow these steps to get started with Remote Desktop on your Mac:

1. Download the Microsoft Remote Desktop 10 client from the [Mac App Store](#).

## Setting up a Remote Desktop Gateway to tunnel into the UNO campus network (required)

A Remote Desktop Gateway (RD Gateway) lets you connect to a remote computer on a corporate network from anywhere on the Internet. You can create and manage your gateways in the preferences of the app or while setting up a new desktop connection.

To set up a new gateway in preferences:

1. In the Connection Center, click **Preferences > Gateways**.
2. Click the + button at the bottom of the table Enter the following information:
  - o **Server name** – The UNO gateway name is remotegate.uno.edu
  - o **User name** – Your employee username in the form [user@uno.edu](#) must be used for the Remote Desktop gateway you are connecting to. To avoid a second logon, select **Use connection credentials** to use the same user name and password on the target system as those used for the remote desktop gateway connection.

## Add a Remote Desktop connection (required)

To create a remote desktop connection:

1. In the Connection Center, click **+**, and then click **Add PC**.
2. Enter the following information:
  - **PC name** – either remote.uno.edu, or the name of your Windows PC (in the form **machinename.uno.edu**. You can also use the ip address if you know it.
  - **User Account** – leave “Ask when required” to be prompted each time, or choose from saved user accounts, or create a saved account. your employee username should be of the form [username@uno.edu](mailto:username@uno.edu)
  - **Gateway** – choose the Remote Desktop Gateway that you created in the first step
  - **Click Add**
3. You will see a new tile for the connection that you just created appear in the Connection Center.
- 4.

**Connect** -- Click the tile you created above to your start your session

## Manage your user accounts (optional)

When you connect to a desktop or remote resources, you can save the user accounts to select from again. You can manage your user accounts by using the Remote Desktop client.

To create and store a new user account:

1. In the Connection Center, click **Settings > Accounts**.
2. Click **Add User Account**.
3. Enter the following information:
  - **User Name** – Your employee username in the form user@uno.edu
  - **Password** - The password for the user you specified.
  - **Friendly Name** - If you are using the same user account with different passwords, set a friendly name to distinguish those user accounts.

4. Tap **Save**, and then tap **Settings**.

## Customize your display resolution (optional)

You can specify the display resolution for the remote desktop session.

1. In the Connection Center, click **Preferences**.
2. Click **Resolution**.
3. Click **+**.
4. Enter a resolution height and width, and then click **OK**.

To delete the resolution, select it, and then click **-**.

**Displays have separate spaces** If you are running Mac OS X 10.9 and disabled **Displays have separate spaces** in Mavericks (**System Preferences > Mission Control**), you need to configure this setting in the remote desktop client using the same option.

## Use a keyboard in a remote session

Mac keyboard layouts differ from the Windows keyboard layouts.

- The Command key on the Mac keyboard equals the Windows key.
- To perform actions that use the Command button on the Mac, you will need to use the control button in Windows (e.g.: Copy = Ctrl + C).
- The function keys can be activated in the session by pressing additionally the FN key (e.g.: FN + F1).
- The Alt key to the right of the space bar on the Mac keyboard equals the Alt Gr/right Alt key in Windows.

By default, the remote session will use the same keyboard locale as the OS you're running the client on. (If your Mac is running an en-us OS, that will be used for the remote sessions as well.) If the OS keyboard locale is not used, check the keyboard setting on the remote PC and change it manually. See the [Remote Desktop Client FAQ](#) for more information about keyboards and locales.