How to Remotely Log into your Office Desktop (A Quick Overview):
1. You must have a computer on the wired network in your office as well as another computer at home.
2. Establish a VPN connection from your home computer to Pitt’s network using Pulse Secure.
3. Use Microsoft Remote Desktop to connect from your home computer to your office computer.

A More Detailed Walkthrough of the Process:
1. Leave your office computer in a locked or logged-out state (do not shut it down).

2. Have another computer from which you will remotely access your office computer.
   This device will need to have:
   a. Symantec Antivirus installed (click here for installation assistance)
   b. Pulse Secure installed (click here for installation assistance)

   Both are available through Pitt’s software site (software.pitt.edu).
   If you require further assistance with installing either program, call the 24/7 Pitt Help Desk (412-624-4357) and kindly request one of the support technicians to walk you through the installation over the phone.

3. Connect through Pulse Secure VPN to the appropriate remote user role associated with your A&S department.
   You should be able to rely on this walkthrough to configure your Connection Profile in Pulse Secure, but some important things to know are—
   a. The ‘Secondary Password’ step in Pulse Secure requires you to specify which manner of Duo Multifactor Authentication you use to authenticate. At this step you should enter the word “push”, “phone”, or a six-digit numerical code depending on how you prefer to authenticate.
b. The remote user role you should choose will have your A&S department’s name in it, and be in a format similar to the following—Firewall-DeptName-RemoteUsers-NetworkConnect.

*Note: if you need help finding out which remote user role you should connect to please submit a help request through https://techforms.pitt.edu.

c. You will see a green check mark in Pulse Secure once you are successfully VPN-ed into the Pitt network.

4. Open the Remote Desktop Connection app, you will see this window—
a. In the **Computer**: field enter the **IP address** of your office computer and press **Connect**. 
*Hint: To find out your office computer’s IP address, Google search “What is my IP address?” when working from that computer.*

b. You will be prompted to enter your Pitt credentials. You should enter your username in the format **PITT\username**. Check the **Remember me** box to skip this step in the future.

![Windows Security](image1.png)

C. You will see another Windows Security notice, on which you should check the box for “**Don’t ask me again for connections to this computer**” and choose **Yes**.

![Remote Desktop Connection](image2.png)
5. A remote session will begin, which is signified by a blue bar at the top of the screen.

You are now remotely controlling your office computer.