(Chrome OS) How to connect to SOU's Remote Desktop Environments from Chrome OS

David Raco - 2022-11-17 - Comment (1) - Remote Access

SOU offers remote access to several Microsoft Windows desktop environments using Microsoft's Remote Desktop Services. These remote desktop environments are available on any device that supports an RDP (Remote Desktop Protocol) client, including Windows, Macintosh, Linux, iOS, and Android, and they can be accessed from anywhere in the world over the Internet.

If you access our remote desktop environments from off-campus, please be prepared for some noticeable network delay (i.e. latency) while you interact with Windows and applications in the remote environment. For example, you may need to wait a second or two after clicking on something for the screen to react. This is an unfortunate and unavoidable consequence of the fact that the signals have to travel back and forth over the Internet, which introduces significant delay.

Our remote desktop environments host multiple connections at any given time, so they sometimes slow down during periods of intense usage as resources become scarce. Please do everyone a favor and **LOG OUT OF YOUR SESSION when you are finished** so that those computing resources free up for everyone else. Closing the remote desktop connection program does *not* log you out of your session. You must remember to log out of the remote Windows environment in order to truly close your session.

Step 1 - Launch the Google Play Store app

If you are using a personal Chromebook

You may need to follow these instructions to enable the Google Play Store on your Chromebook so you can download the Microsoft Remote Desktop app in the next step. If you are unable to enable the Google Play store, contact the IT Helpdesk at 541-552-6900 with the mode information for your Chromebook so we can assist you.

If you are using a SOU-issued Chromebook

You should already have the Google Play Store app on your device. Just launch it using the shortcut in your app launcher area along the bottom of the screen.

Step 2 - Download the Microsoft Remote Desktop App

If you are using a personal Chromebook

Search for "Microsoft Remote Desktop" or click this link on your Chromebook to download the app. Click the Install button to begin the download.

If you are using a SOU-issued Chromebook

The Microsoft Remote Desktop app should appear in your list of whitelisted apps as soon as you launch the Google Play Store. Click on it, then click the Install button to begin the download.

When the Microsoft Remote Desktop app finishes downloading, click on the green Open button to get started.

Step 3 - Setup the Connection Information

The steps from here on out are the same for a personal Chromebook as they are for a SOU-issued Chromebook.

First you will need to accept the one-time license agreement for the app.

Then you need to create a new desktop connection using the plus (+) sign in the top-right corner of the app screen.

Enter the connection information on the next screen. The only mandatory field is the PC name field, which tells the app which remote environment you will be using. You can use the app to connect to any of our remote desktop environments. Click **SAVE** in the top-right

corner of the window to save the settings.

Remember, your options for the computer name are:

- remotedesktop.sou.edu - Used by employees for remote work.
- virtuallab.sou.edu - Used by faculty and students needing special academic software.
- cslab.sou.edu - Used by Computer Science faculty and students for special CS software.

Step 4 - Launch the Connection

Double-click on the tile within the main app screen that displays the name of the connection you just set up. That will launch the connection. The very first time you connect, you may be asked to trust the remote computer. Go ahead and click **CONNECT**, and optionally check the box for **Never ask again for connections to this PC**.

Be sure to use your full SOU email address where prompted for your username, and enter your SOU password as usual. You can optionally store the user name and password for future reuse. Click **CONNECT** when you are ready to finish connecting.

If you are connecting to remotedesktop.sou.edu, you will be required to authenticate with Duo before the connection completes.

You should now be connected to the remote Windows environment. If you encounter a connection error, please call our IT Helpdesk at 541-552-6900 or email helpdesk@sou.edu with a screenshot of the error you received.

Step 5 (Optional) - Create a Shortcut to Microsoft Remote Desktop App

For your convenience, you can create a shortcut to the Microsoft Remote Desktop App on your Chromebook by following these instructions.

Comment (1)

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NS **Nina Seaton**

3 years ago

Nice Post