

(Chrome OS) How to connect to SOU's Remote Access Resources from Chrome OS

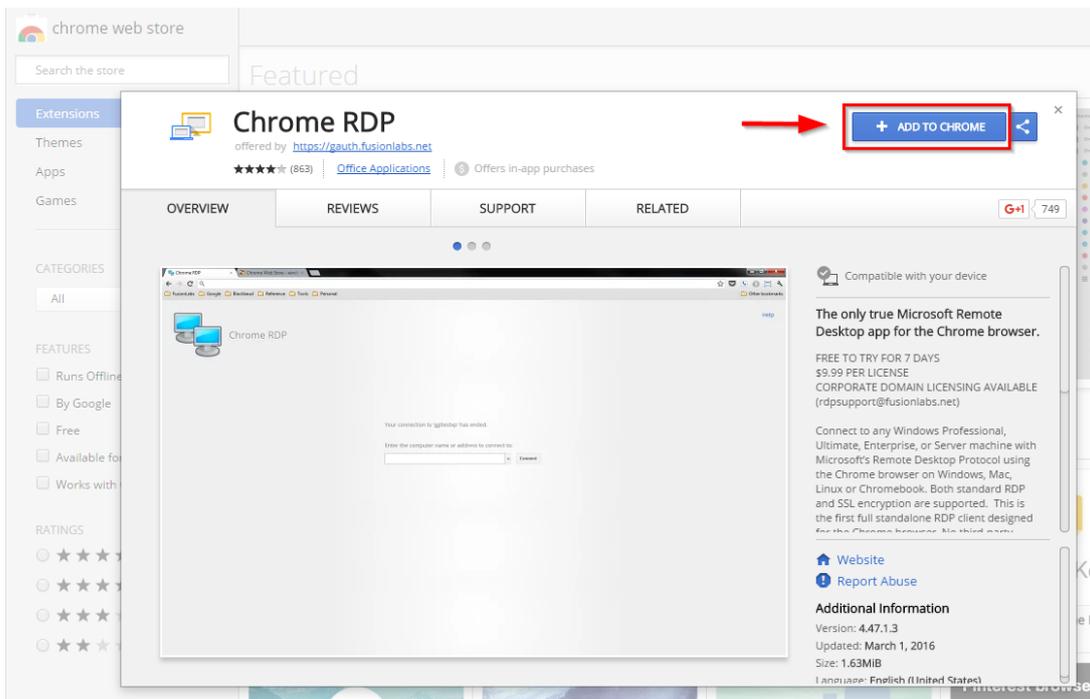
David Raco - 2020-01-13 - 0 Comments - in Remote Access

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.

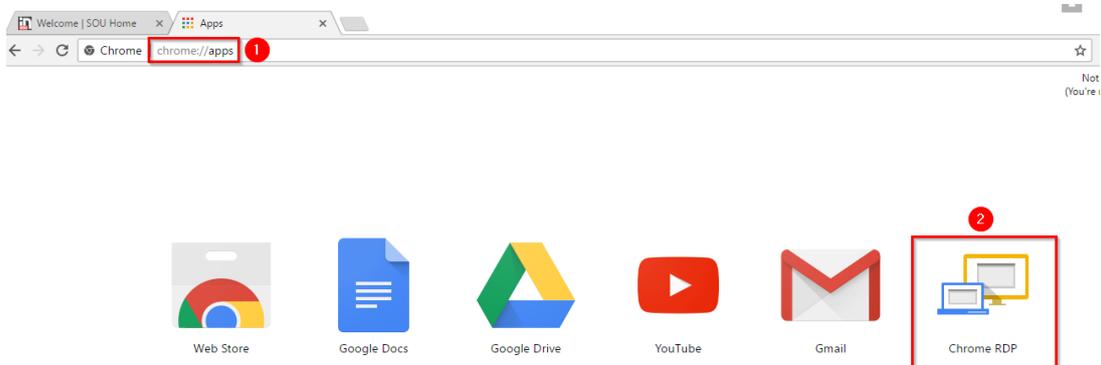
If you access our remote desktop environments from off-campus, please be prepared for some noticeable [network delay](#) (i.e. latency) while you interact with Windows and applications in the remote environment. For example, you may need to wait a second or two after clicking on something for the screen 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.

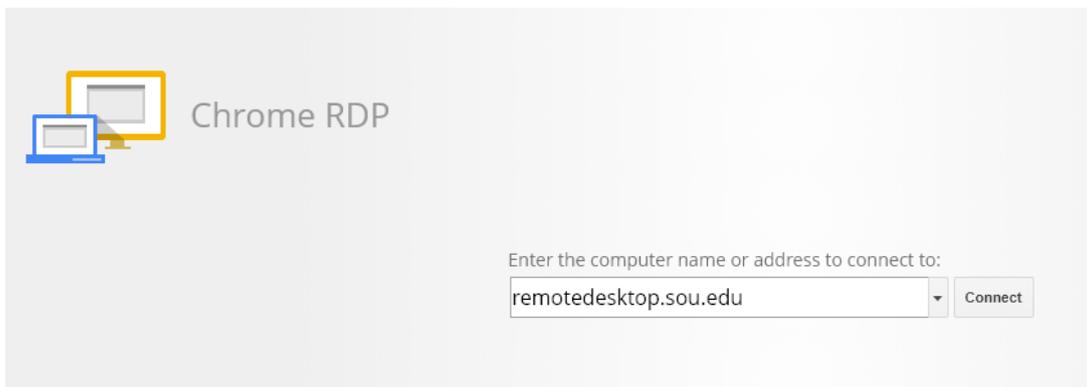
Download the [Chrome RDP app](#) from the Chrome Web Store. The app comes with a seven day free trial, after which you will need to purchase it. The price of the app is \$9.99 as of January 2020.



Launch the Chrome RDP app from Chrome's app page. You may have to open a new tab (Ctrl+t) before you see the app page. If that doesn't work, type **chrome://apps** into the address bar and then press Enter.

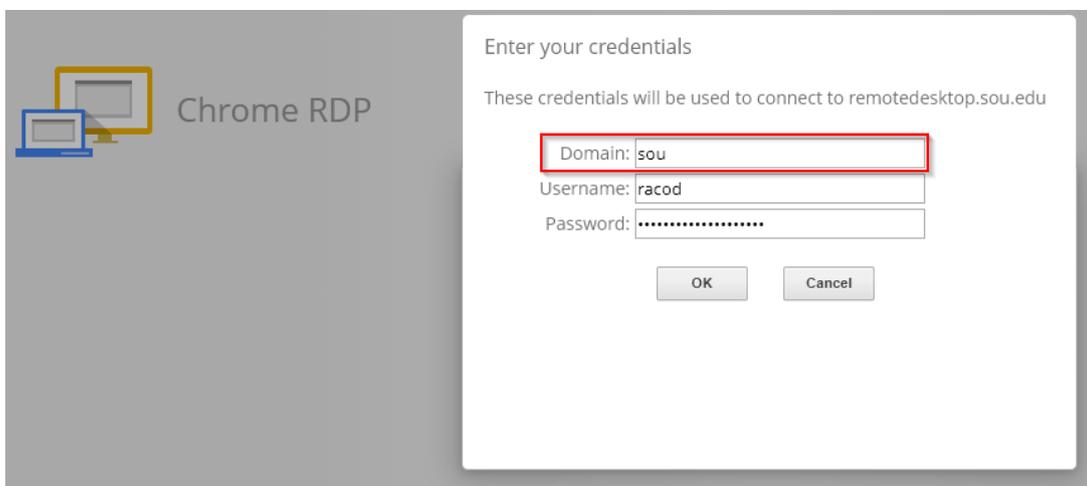


Enter the computer name of the remote server you intend to connect to. In the screenshot below, I have entered remotedesktop.sou.edu, but you can enter the name of [any of our remote environments](#). The steps for connecting are otherwise identical.



Enter your SOU credentials when prompted by the app.

IMPORTANT: Remember to include "**SOU**" in the Domain field (without the quotes)! **Failure to remember this step will result in the server refusing your connection.** Click OK when you are finished to initiate the connection.



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.