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

David Raco - 2025-06-30 - 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.

Note

- If you access our remote desktop environments from off-campus, please be prepared for some noticeable <u>network delay</u> (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.

Warning

- Our remote desktop connections are *shared* with all people that are accessing it.
- Please help everyone and **SIGN OUT OF YOUR SESSION** when you are finished.
- Closing the remote desktop connection program does not log you out of your session.
- You must remember to *sign out* of the **remote Windows environment** in order to truly close your session.

Step 1 - Download the Windows App from the Google Play Store
If operating on an SOU issued Chromebook then 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 **Windows App** finishes downloading, click on the **Open** button to get started.

Note If you are using a personal Chromebook

Search for "**Windows App**" or <u>click this link on your Chromebook to download the app</u>. Click the **Install** button to begin the download.



Step 2 - Setup the Connection Information Select the **PC connection** option.

Under **PC Name**, input the **server** you want to connect to.

Note

Remember, your options for the **computer name** are:

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

For more information, click on this link.

×	Add PC	SAVE
PC NAME		
remotedesktop@sou.edu		\times
USER A	CCOUNT	
Ask when required		-
General		
FRIEND	LY NAME	
Admir	n mode	
Swap mouse buttons		
Gate	way	

Step 3 - Launch the Connection

Next you shall be prompted with **user credentials** (user identification and password). You can either use your full **SOU email address** or "**SOU**\" and then your **username**, (**SOU\username**).

You should now be connected to the **remote Windows environment**.

After you get through the **Acceptable Use Policy** prompt then you shall be required to **multifactor authenticate** before gaining access to **Windows**.



Note

If you see a **blank blue window** when connecting to **Remote Desktop**, it's likely because the remote system is trying to display a screen resolution larger than your current window can show. This can happen when the **Acceptable Use Policy** (AUP) prompt is being displayed but is outside your visible area.

To fix this:

- Look near the top of the **Remote Desktop window** for a dropdown menu labeled something like **Landscape**, **Portrait**, or **Resizable**.
- Make sure **Resizable** is selected.
- Move your cursor to the corner of the window until it changes to indicate you can resize it.
- Click and drag to expand the window as large as possible.
- The **Acceptable Use Policy** prompt should now appear. Follow the instructions to continue.
- If you instead encounter a connection error, please email <u>helpdesk@sou.edu</u> with a screenshot of the error message.



When you are finished, ensure that you close down the session in the appropriate manner, that is to **sign out**. Do **not** click the x button to finish the session.

For more information on how to close out of your remote desktop session please click on this link.