(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 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.

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

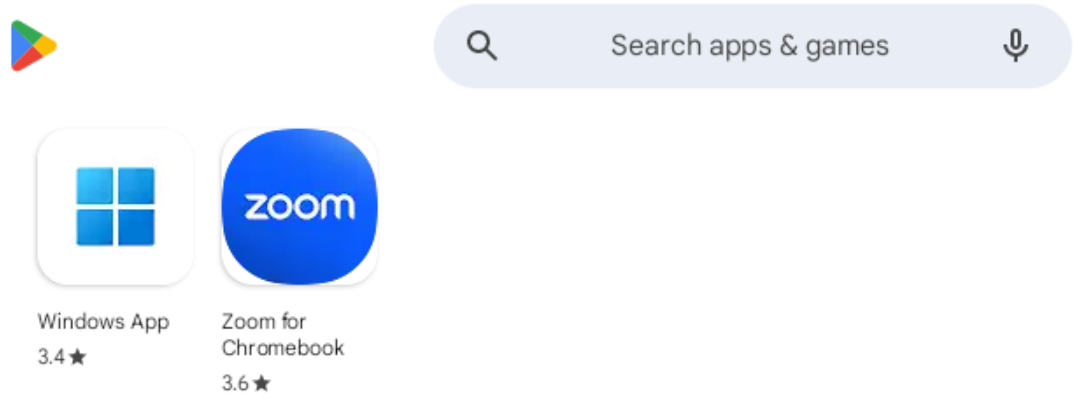
If operating on an SOU issued Chromebook then the **Microsoft Remote Desktop** app should appear in your list of whitelisted apps as soon as you launch the **Google Play Store**. Click on it, then click the **Install** button to begin the download.

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 click this link on your Chromebook to download the app. Click the **Install** button to begin the download.



Step 2 - Setup the Connection Information

Select the **PC connection** option.

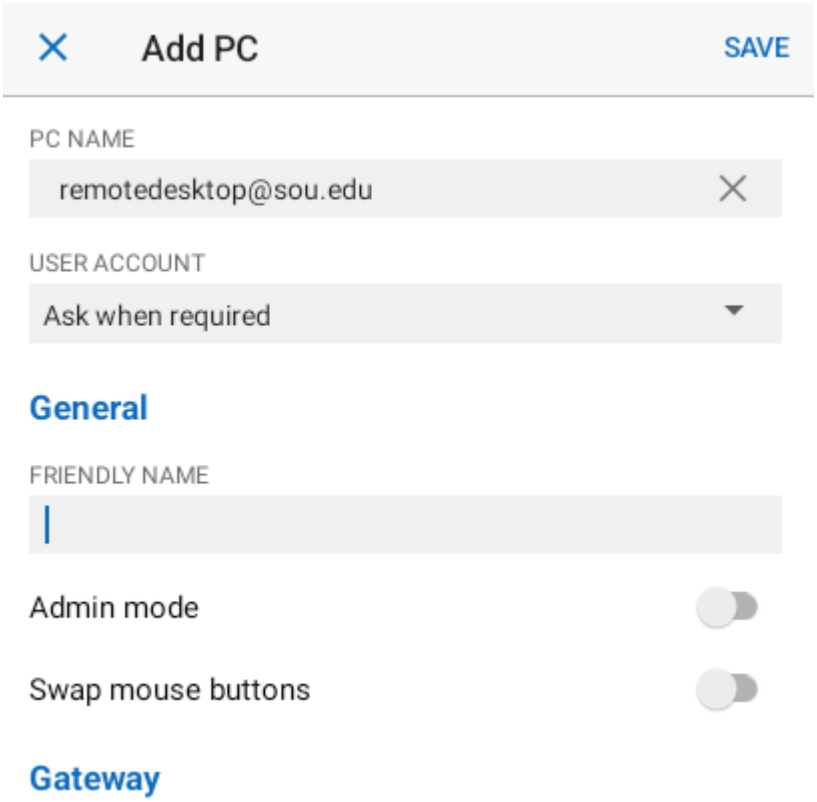
Under **PC Name**, input the **server** you want to connect to.

Note

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

- 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***.

For more information, click on this link.

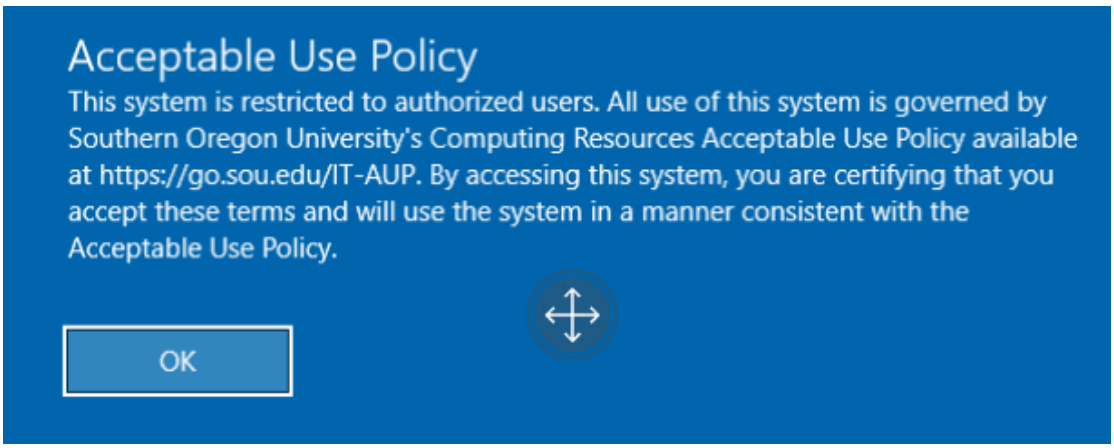


Step 3 - Launch the Connection

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**.

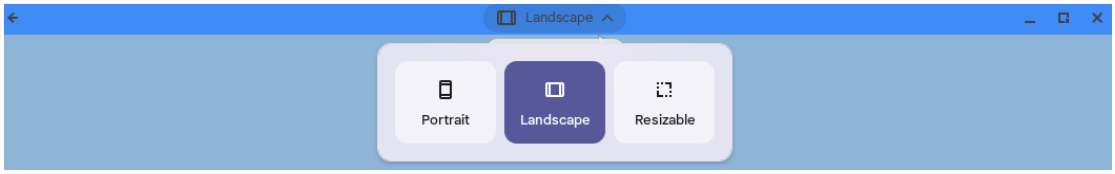


Note

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 helpdesk@sou.edu 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.