

## (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.

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### 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.

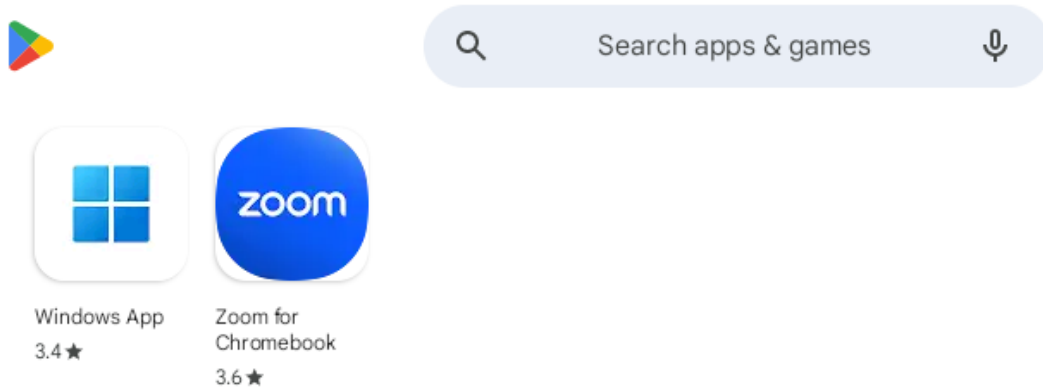
When the **Windows App** finishes downloading, click on the **Open** button to get started.

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](https://remotedesktop.sou.edu) - Used by **employees** for **remote work**.
- [virtuallab.sou.edu](https://virtuallab.sou.edu) - Used by **faculty** and **students** needing **special academic software**.
- [cslab.sou.edu](https://cslab.sou.edu) - Used by **Computer Science faculty** and **students** for special **CS software**.

For more information, click on [this link](#).

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Add PC

SAVE

PC NAME

remotedesktop@sou.edu

×

USER ACCOUNT

Ask when required

▼

General

FRIENDLY NAME

Admin mode

Swap mouse buttons

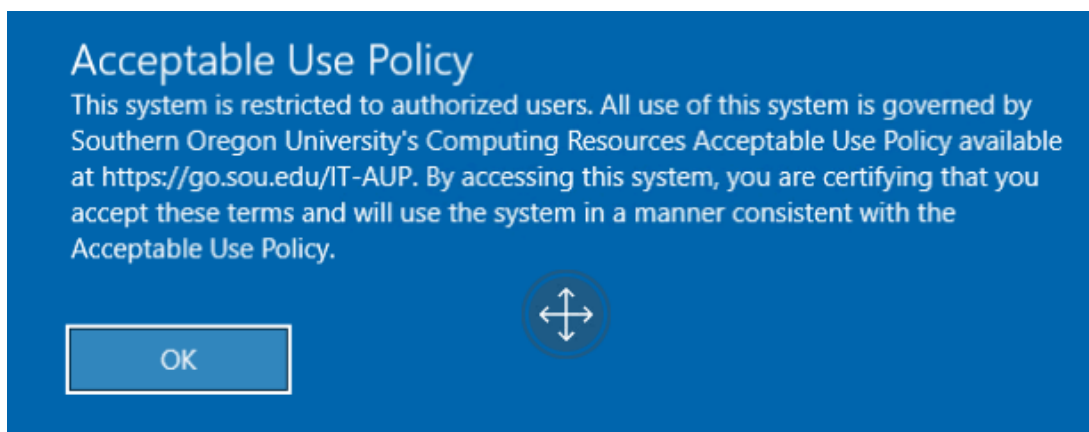
Gateway

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**.

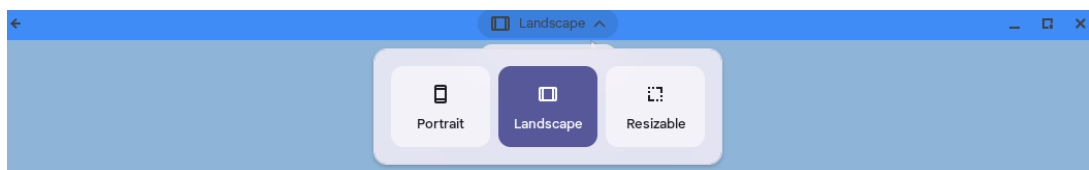


Note

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](mailto: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](#).