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

Brad Christ - 2025-07-07 - Comments (0) - iOS

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 **LOG OUT OF YOUR SESSION when you are finished**.

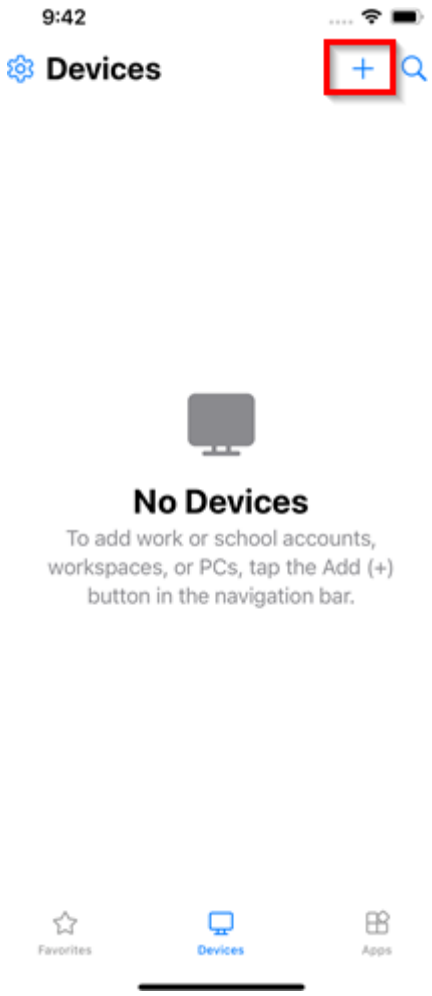
Closing the remote desktop connection program does ***not*** log you out of your session.

You must remember to log out of the remote Windows environment in order to truly close your session.

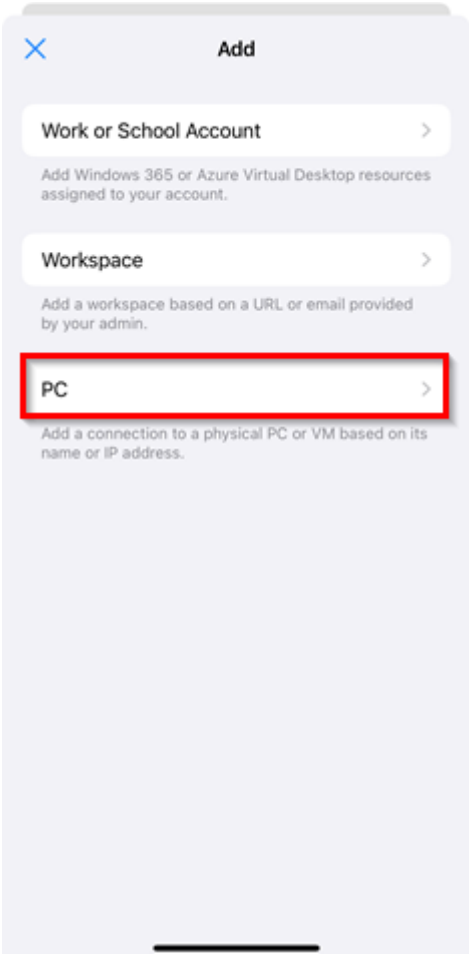
Installing Windows App.

- From the **App Store**, install the Windows App.

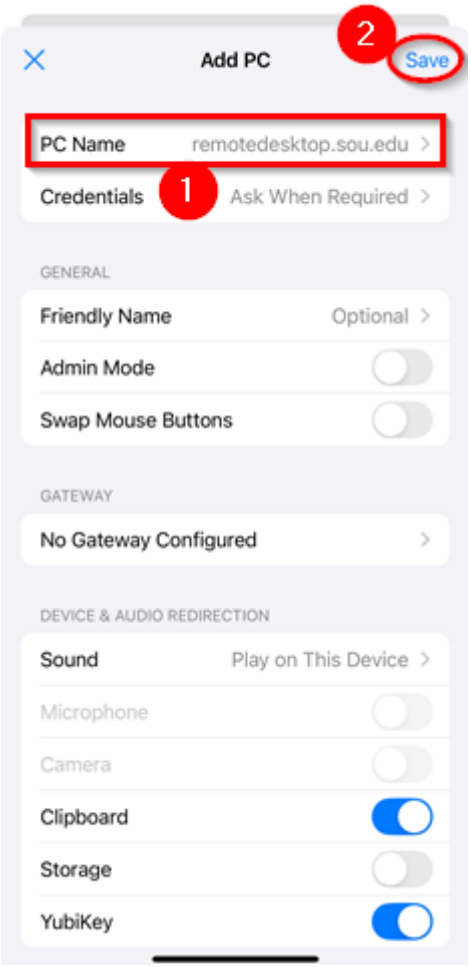
- Start the **Windows App** on your phone and click on the plus-sign (**+**) icon in the top-right corner of the screen to create the new connection.



- Select **PC** when the **Add** menu appears.

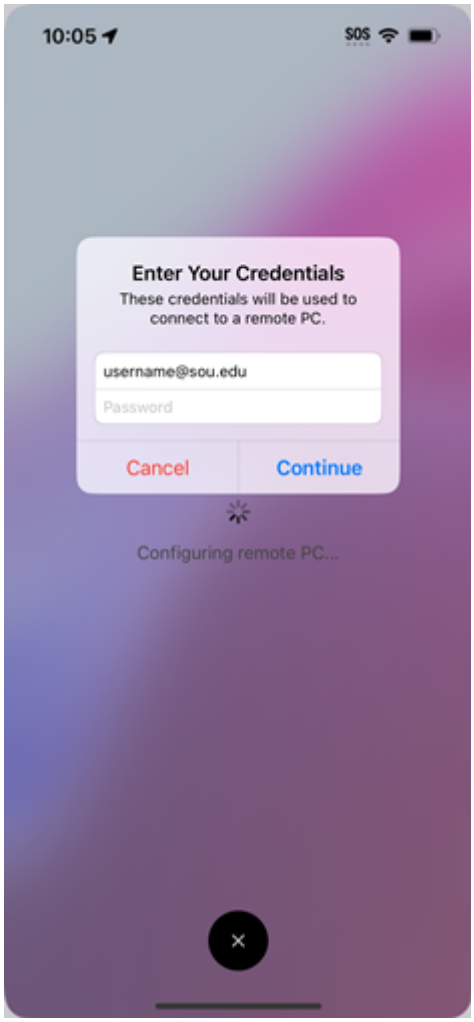


- Enter the **PC Name** of the remote environment you want to connect to. In the screenshot below, **remotedesktop.sou.edu** has been entered, but you can enter the name of any of our remote environments.

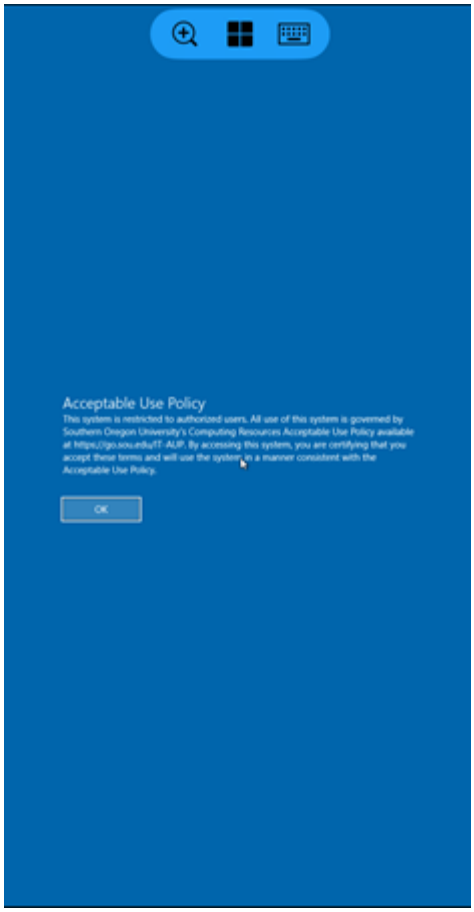


- You may configure the other options on this screen as you see fit, but it is recommend leaving the **Credentials** field blank for now. Save and you shall exit the menu.

- You should be prompted to enter your **SOU credentials** next. You need to enter your **SOU email address** as your username. Alternatively, you can use your **SOU username** with a **SOU** preceding it.



- Your screen should switch to your **Remote Desktop** server and present a **user acceptance policy agreement**. While in the Windows environment, you can use the controls at the top of the screen to zoom in/out and access your keyboard while in the remote environment.



You should now be connected to the remote Windows environment. If you encounter a connection error, email helpdesk@sou.edu with a screenshot of the error you received.