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

Brad Christ - 2025-06-30 - Comments (0) - Mac

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

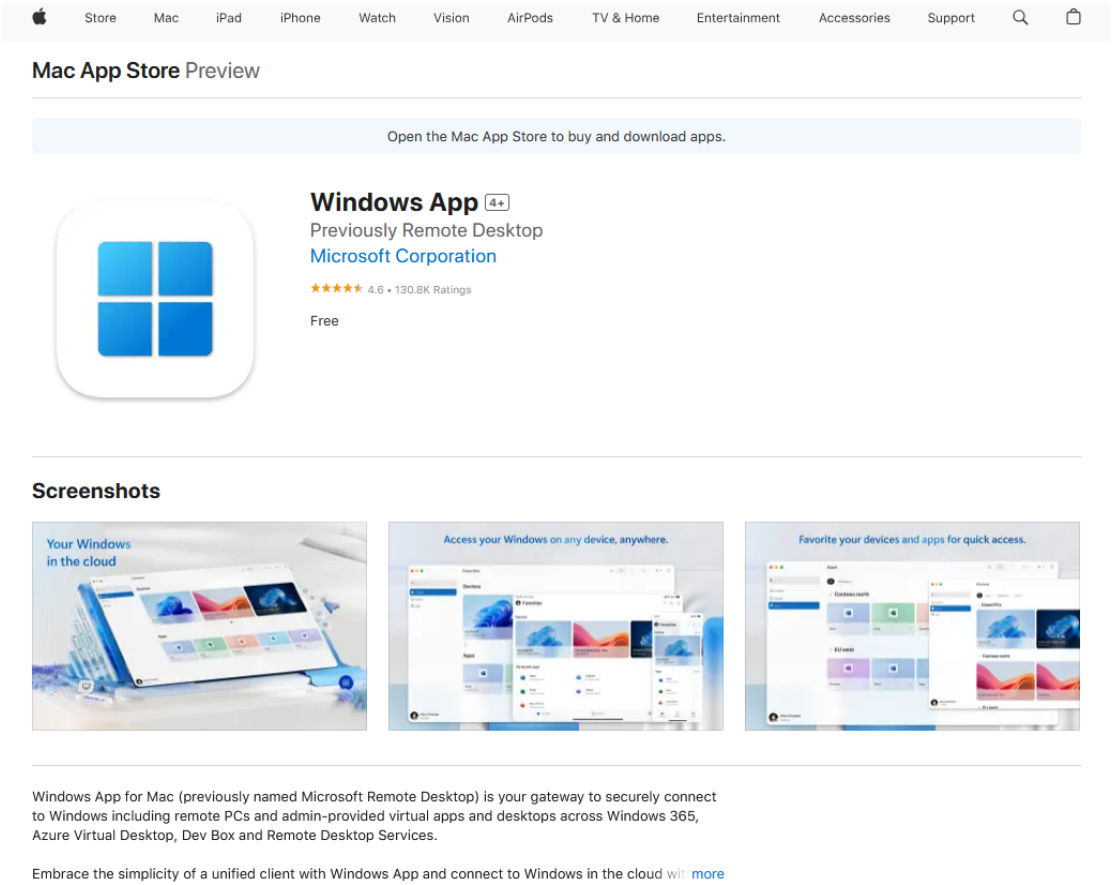
- The video below features the **Microsoft Remote Desktop** app which has now been replaced by the **Windows App**. However, the steps to connect to a remote desktop are similar in the new version. See the screenshots below for updated examples.
- If you access our remote desktop environments from off-campus, 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

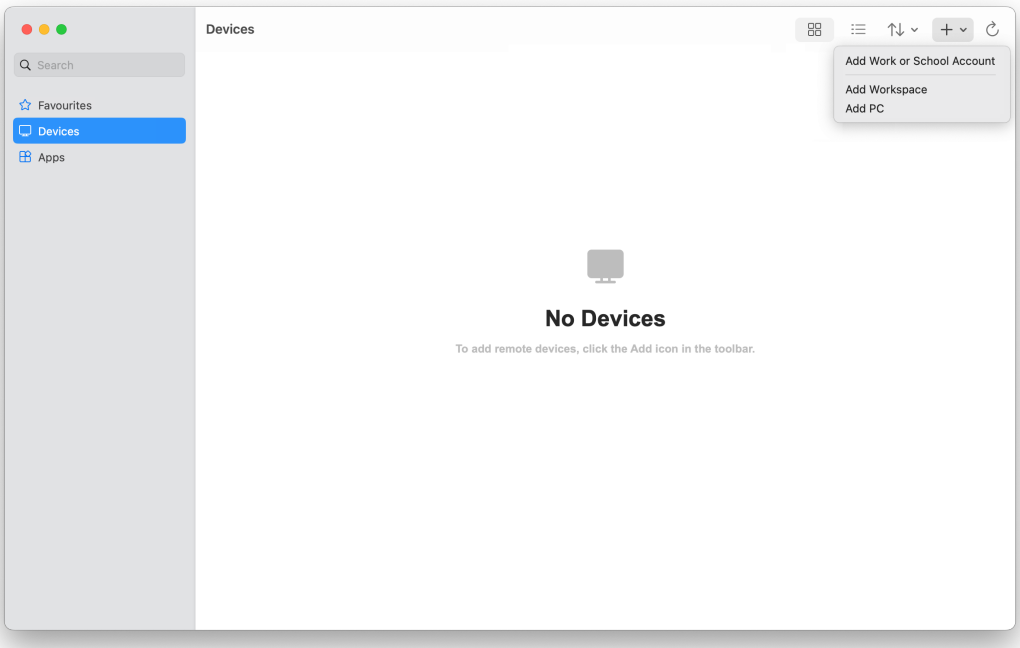
- Our remote desktop connections are shared with all people that are accessing it.
- Please help everyone and **LOG OUT OF YOUR SESSION when you are finished**.
- Closing the remote desktop connection program does *not* log you out of your session.
- You must remember to log out of the remote Windows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

Installing Windows App.

- From the Mac **App Store**, download the Windows App . You will need an Apple ID to download the software.



- After the download completes, open the program.

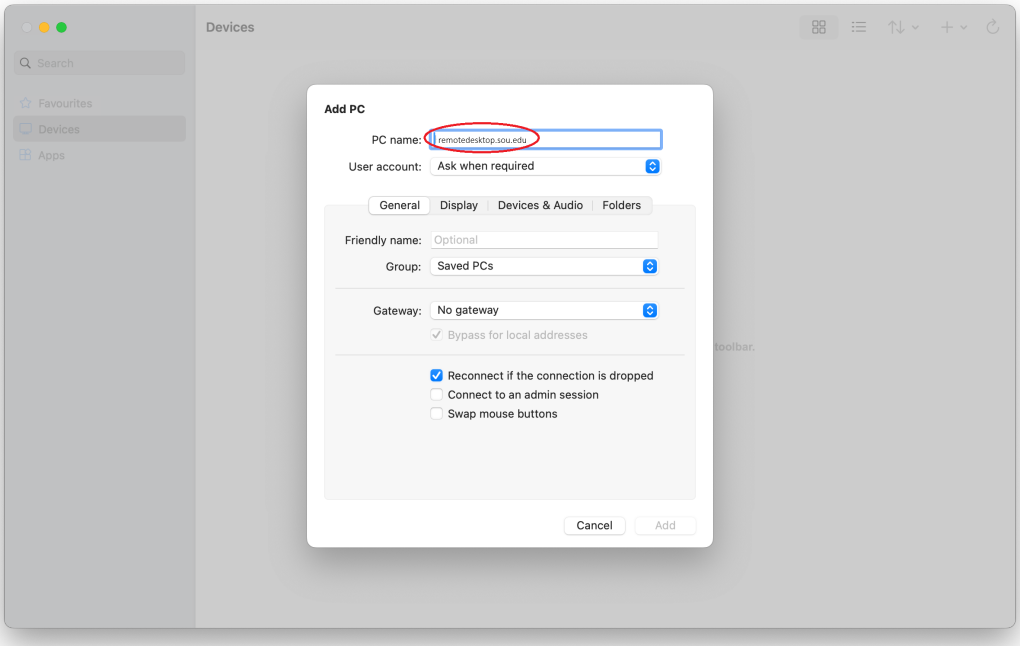


- Click on **"Devices"**, use the "+" button to add a PC, then enter the computer name of the remote server you intend to connect to.

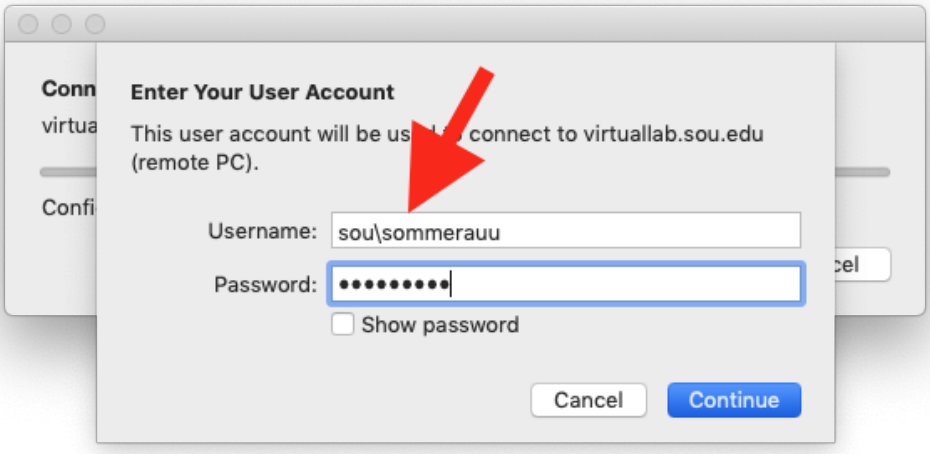
In the screenshot below, I have entered remotedesktop.sou.edu, but you can enter the name of any of our remote environments. The steps for connecting are otherwise identical.

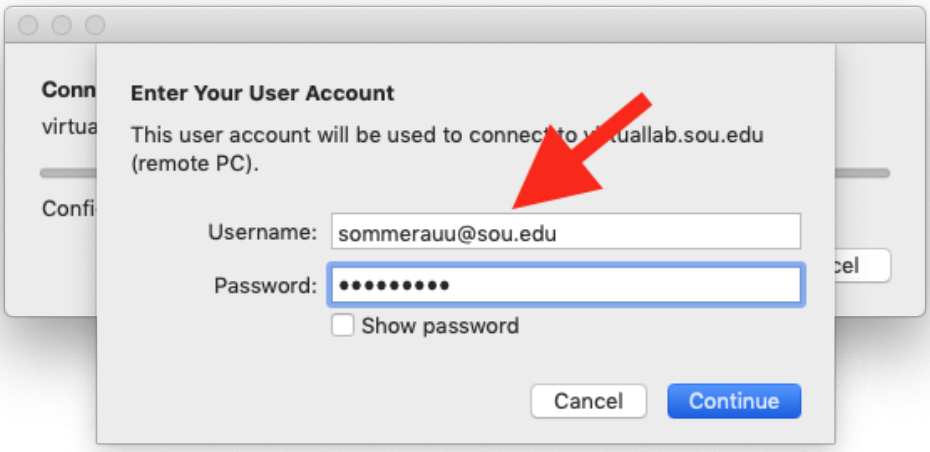
Remember, your options for the computer name are:

- 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.



- To connect to the Windows desktop, double click on your **remotedesktop.sou.edu** Saved Desktop.
- You need to enter your SOU username with a "**SOU**" preceding it (without the quotes) when you type it into the Username field.
    - Alternatively, you can use your SOU email address as your user name in this step. This is crucial if you are connecting from off-campus so that the server knows that you are with SOU.
        - **Failure to remember this step will result in the server refusing your connection!**





- You will be prompted to authenticate with Okta 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.

To disconnect from the Windows computer, follow these instructions.

Please consult this article to learn more about how to use the **Windows App**.