Setup and using Remote Desktop on iPhone or iPad

Remoting in to your work computer on a Phone and iPad is very useful when you need to check something in a pinch and away from your computer.

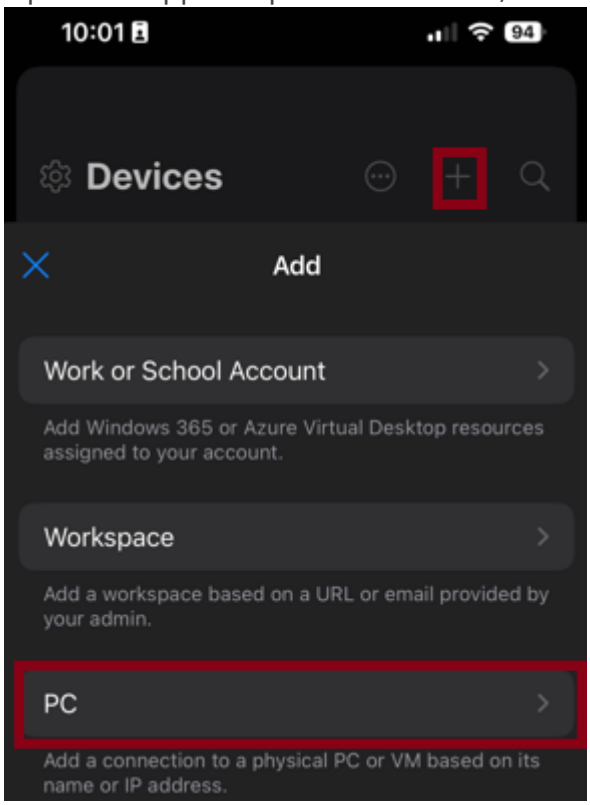
Setup

Download Windows App Mobile: Windows App Mobile on the App Store

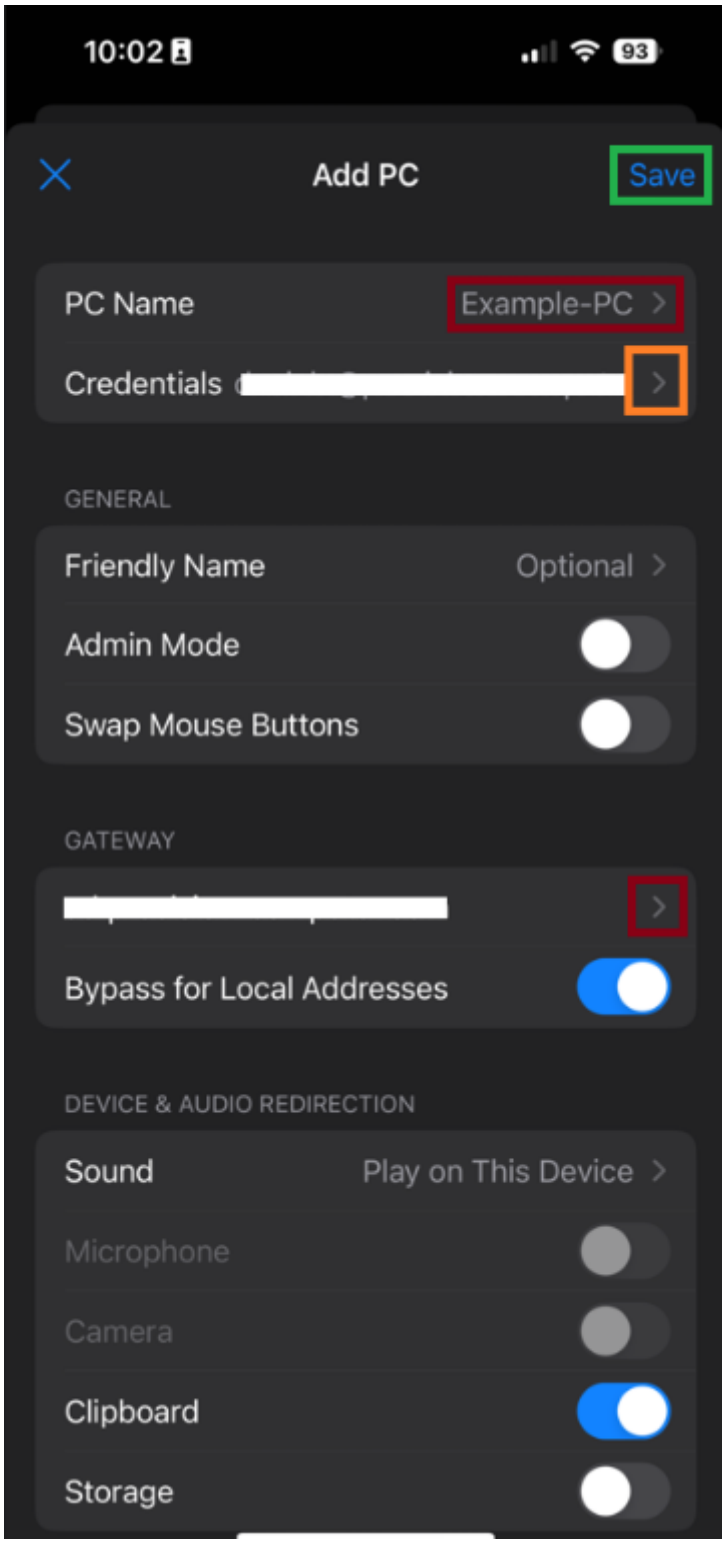


Now you may need to submit a request to support@precision-computer.com to get all the information you need to set this up. You may also schedule a time to stop by a local Precision Computer to get assistance.

1. Open the App and press the + icon, then PC



2. Fill in the PC Name and Gateway and Click to Save (Add Credentials to make it easier to not have to fill out each time)



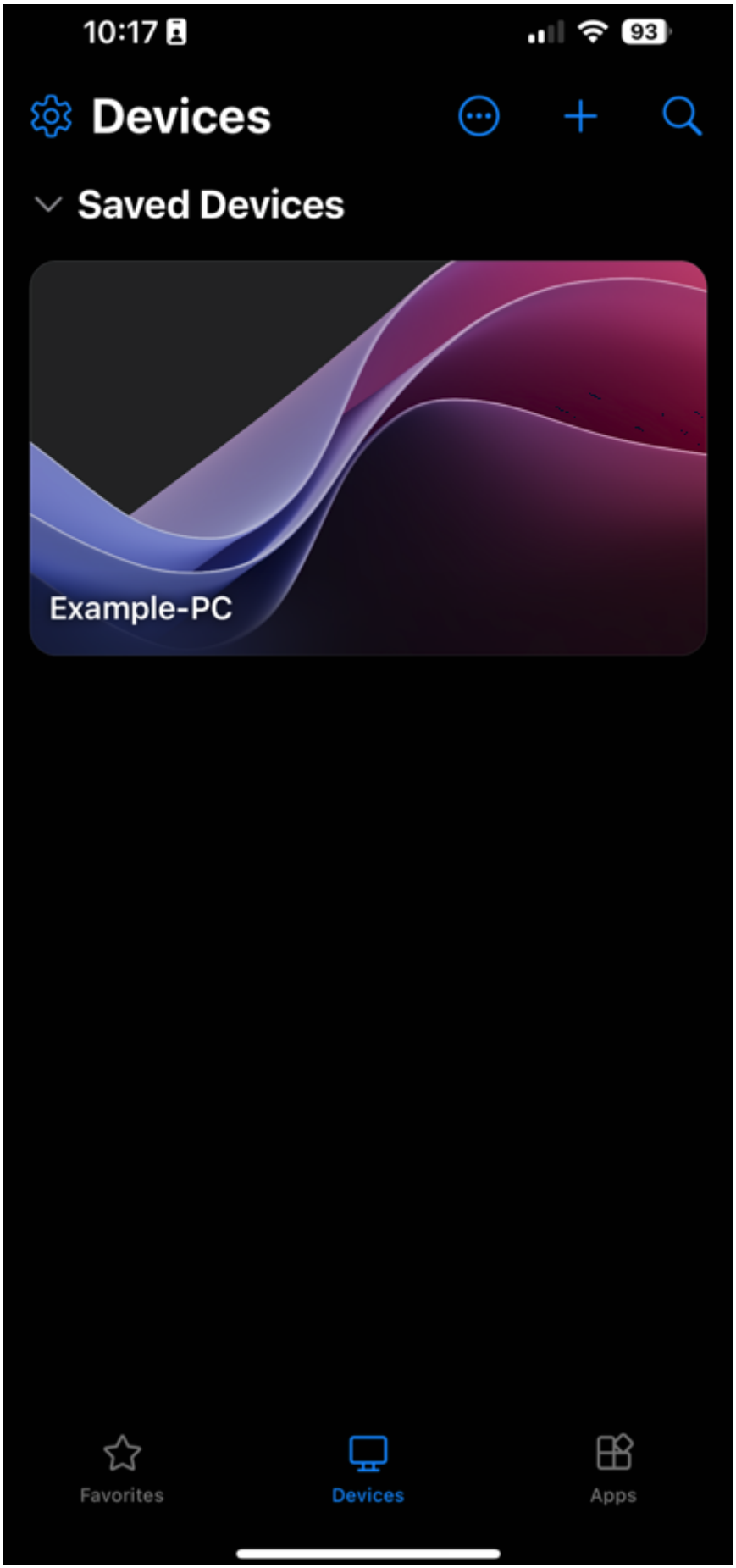
- Your Gateway Credentials may be different than your PC Credentials. The Credentials right under PC Name, is the username and password that you use to login to your Office Computer or Remote Computer. Whereas Gateway Credentials maybe different, but usually is the same.

3. Make sure you have Duo Mobile setup on a device you have with you when you want to remote in.

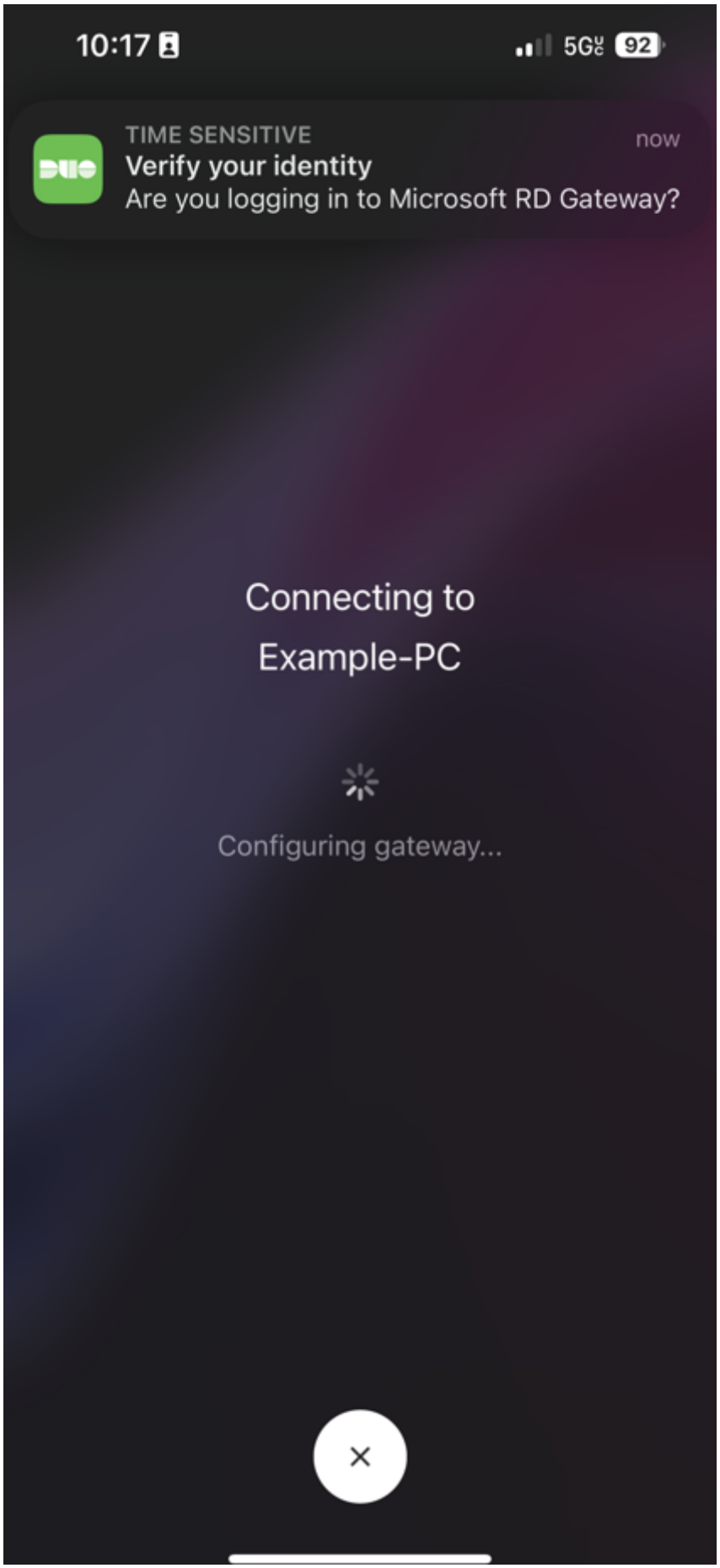
Connect

1. Open "Windows" app 

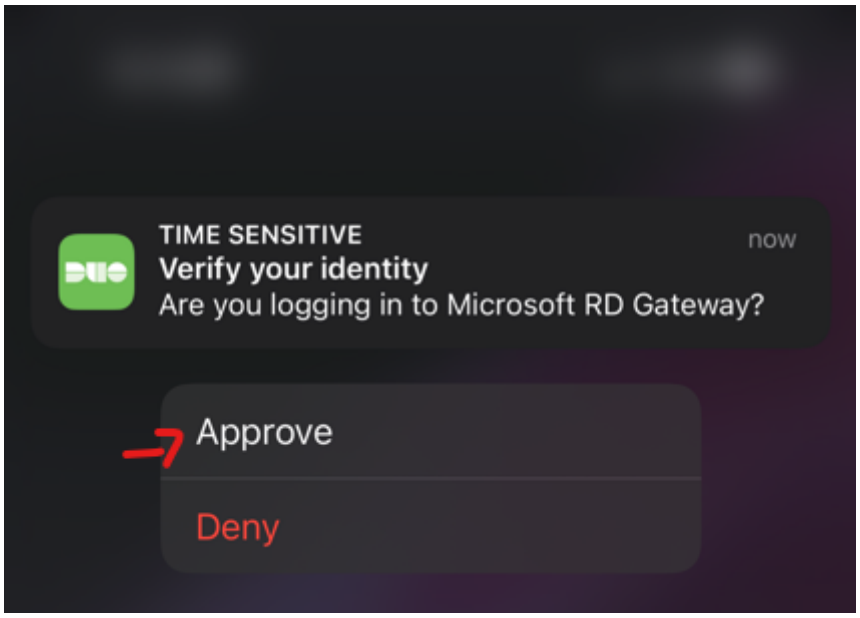
2. Tap on the Computer you want to remote to



3. You should get Verify your identity notification from Duo



4. Simply drag down on the notification and press "Approve"



> Do not Approve if your not connecting to the remote computer, Ignore if your not sure if its one of your devices or Deny if you think its someone else connecting. Please report if you randomly are asked for Approvals when your not trying to connect!

> If Duo is setup on another device, then you would just tap "Approve" on the device it is setup on. If you would like to move it, just contact support to assist you in setting it up on another device.

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