

Connect to RRU Using New Remote Desktop Connection - Windows 10/11

You must have enrolled in Multi-Factor Authentication before you can connect to remote.royalroad.ca

Step 1: (First time) Configuration

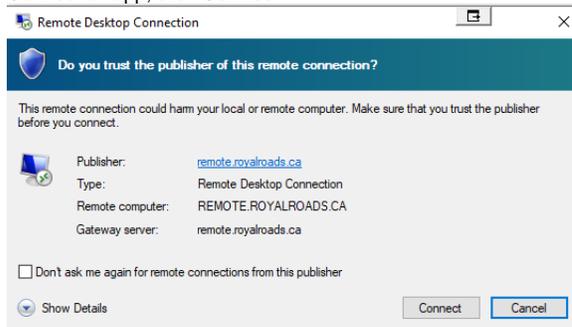
If this is the first time you have tried to connect to the new remote.royalroads.ca remote desktop server, please do the following to configure your computer to access the server:

1. Right-click on the following link and select **Open in a new Tab** - <https://remote.royalroads.ca/rdweb>
2. Log into this page with your credentials **instructional\username** and RRU password (ie. instructional\ld2brown)
3. Click on the **Remote Desktop** icon
4. A file will download
5. The file is downloaded into your *Downloads* directory. **We recommend copying the file to your desktop**
**You only need to download the file once
6. Please continue with the appropriate instructions below

Step 2: Choose one of the following

You can Remote Desktop from any computer on Campus or through direct access as follows:

1. **Run the file cpub-RemoteSession-RemoteSession-CmsRdsh.rdp** from your desktop or download directory by double-clicking on the file.
2. A windows will pop up to confirm you want to use this file to open the Remote Desktop Connection app, click **Connect**



3. A screen will pop up showing your username and password field. Please make sure that your username is either your RRU username or Instructional\RRU Username. If it is another username, then click on the **Use Another Account** button and enter the proper RRU credentials (**Instructional\username** and RRU password)

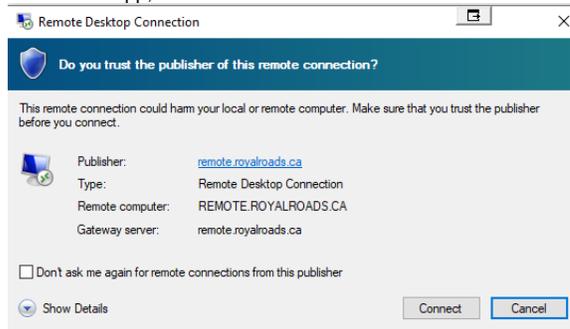
Once you are on the Remote Desktop Connection (RDC), you have direct access to almost all that you would normally have access to while sitting at a computer on campus.

When connecting to Remote Desktop off campus you will be prompted for Multi-Factor Authentication (MFA). If you have not setup MFA, please set that up before you try to connect.

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2. A windows will pop up to confirm you want to use this file to open the Remote Desktop Connection app, click **Connect**



3. A screen will pop up showing your username and password field. Please make sure that your username is either your RRU username or Instructional\RRU Username. If it is another username, then click on the **Use Another Account** button and enter the proper RRU credentials (**Instructional\username** and RRU password)
4. You should receive a phone call or prompt on your authorized device within a few seconds, follow the prompts to authenticate. The call will hang up automatically
5. Once authenticated, the computer will log into remote.royalroads.ca

Once you are on the Remote Desktop Connection (RDC), you have direct access to almost all that you would normally have access to while sitting at a computer on campus.

Step 3: (First Time) Office Setup

As always, when logging into a new computer, you will need to log into your Office products the first time:

1. **Open Microsoft Word**
2. You should be prompted to enter a Username. Please **enter your Royal Roads Office 365 username** which is in the format `username@royalroads.ca` (ie. `d2brown@royalroads.ca`) and click **Next**
3. The window will change and you should see the Royal Roads logo. **Enter your RRU Computer Account password** and hit **Next**
4. After a brief setup, you should get two confirmations that Office has been setup
5. You can **close Word**
6. **Open Outlook**
7. Make sure your **full email address** (`firstname.lastname@royalroads.ca`) is listed, press **Next**
8. Outlook should open with your email account. Please allow up to 30 minutes for all emails, additional mailboxes and calendar appointments to appear

Please look at the New Remote Desktop Connection FAQ PDF if you have and questions. Also please contact us (see Get help on the right side of this page) should you need assistance.