Connect to RRU Using New Remote Desktop Connection (MacOS)

You must have installed the Microsoft Remote Desktop app. You can find the Microsoft Remote Desktop app in the Mac App Store.

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\d2brown)
3. Click on the **Remote Desktop** icon
4. This will download the RDP file to your computer
5. Now **open the Microsoft Remote Desktop** application
6. Click the **App commands icon (** ⊙ ∨ **) Import from RDP File**
7. **Find** the RDP file in your download directory and click **Import**
8. A new tile should appear.
9. The configuration is complete. Please continue with the appropriate instructions below **(starting at step 2)**

Step 2: Choose one of the following

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

1. **Open the Microsoft Remote Desktop** application
2. Double-click on the **remote.royalroads.ca tile**
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3. A screen will pop up showing your username and password field. Please enter you RRU credentials as **Instructional\username** and your RRU password (Ie instructional\d2brown)
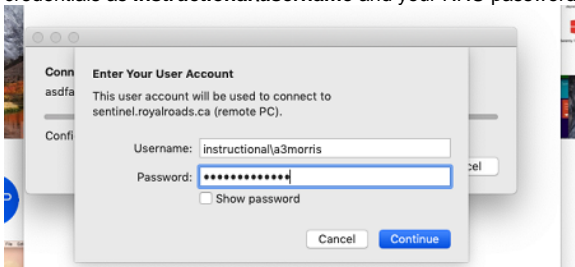4. Your account should connect

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).

You can Remote Desktop from any Windows computer as follows:

1. **Open the Microsoft Remote Desktop** application
2. Double-click on the **remote.royalroads.ca tile**
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3. A screen will pop up showing your username and password field. Please enter you RRU credentials as **Instructional\username** and your RRU password (Ie instructional\d2brown)

4. You should receive a phone call or prompt within a few seconds, follow the prompts to authenticate
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 if you have and questions. Also please contact us (see Get help on the right side of this page) should you need assistance.