Remoting to your Desktop Computer

1. First, you need to confirm whether you have local administrative rights to your work computer. Without this, you will not be able to remote connect to it. To confirm whether you have - or whether you are eligible for - local administrative rights access, please contact OITConnect at 210-458-5555. Note: Gaining local administrative rights to your work computer may require your manager’s approval.

2. Once local administrative rights to your work computer are confirmed, on your remote computer (home/personal/away from the office) launch your Internet browser and connect to UTSA’s Virtual Private Network (VPN) connection at [http://vpn.utsa.edu](http://vpn.utsa.edu) to the UTSA network.

3. Next, enter your myUTSA ID and Passphrase.

4. Click Connect. You are now using the VPN Services.

5. Go back to your Start Button>Select All programs>Select Accessories>Select Remote Desktop Connection.

6. When menu appears, enter your work computer host name or IP address. If you need assistance, please contact OITConnect at 210-458-5555 to submit your Service Request ticket.

Troubleshooting

**Reminder** - Before the employee goes home they must know their workstation’s computer host name or IP address.

**Helpful Tidbit** - The employee should send an e-mail to their self with their work computer’s host name and/or IP address so that they will have this information in an e-mail for later reference at home or while traveling so that they can connect to UTSA resources.

**How to find your work computer’s host name and IP address**

- Click on the start button> Select All Programs> Select Accessories> Select command prompt.
- Make sure your command prompt is at C drive. Enter C: and hit the enter key. Enter IPconfig/all (no spaces).
- The screen will show your work computer’s Host Name (the computer name of the computer) and IP address.

**Unable to connect** – If you encounter an issue accessing the UTSA VPN or connecting via remote desktop to your work computer, please contact OITConnect at 210-458-5555 to submit your support request.