

CDM Student Remote Desktop Server Access Guide

Windows Server 2016 Edition – Last Updated Winter Quarter 2020-21

Part 1: What is the Student Remote Desktop Server?

The CDM Student Remote Desktop Server allows multiple users to access a remote computer as if they were using the machine locally. CDM's Student Remote Desktop Server allows students who cannot access lab resources or install applications on their home computers to have access to the applications they need to complete coursework.

CDM's Student Remote Desktop Server runs on the Windows Server 2016 operating system and are accessible via Remote Desktop Connection at **studentrds.cdm.depaul.edu**.

Not all classes have Remote Desktop Server access automatically. Instructors need to request the access for the class.

Part 2: Access Account

You will need to use your **Campus Connect account** to access the server.

If you have forgotten your Campus Connect credentials, you can reset them by using the "Forgot my password" link found in the BlueKey screen when trying to log into <https://campusconnect.depaul.edu> for a more visual guide on how to do this, please consult this [Knowledge Base article](#). Alternatively, you may also call Information Services' help line at **(312) 362-8765**.

For any issues with your Campus Connect account, please Create an incident with ServiceNow by pressing Get Help here: <https://depaul.service-now.com/sp>, emailing them at helpdesk@depaul.edu

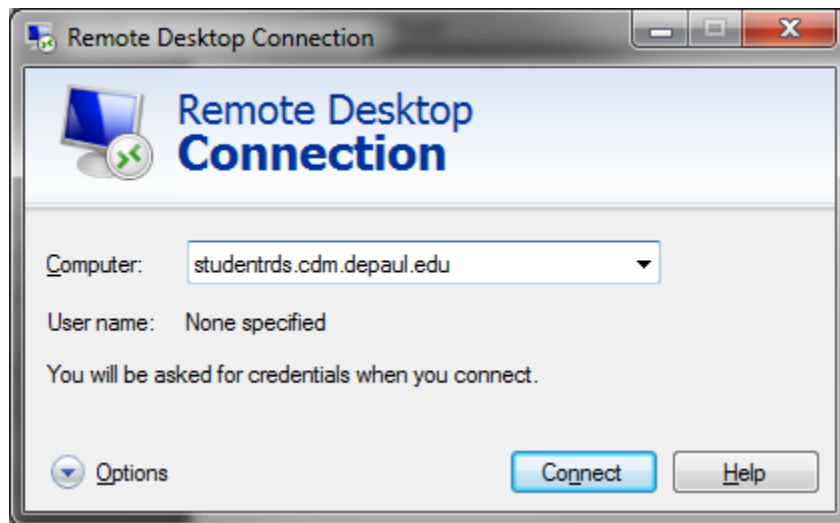
Part 3: Connecting to the CDM Student Remote Desktop Server (Windows)

The Remote Desktop Connection client is included with the Windows 10 operating system.

You can launch the Remote Desktop Connection client several different ways.

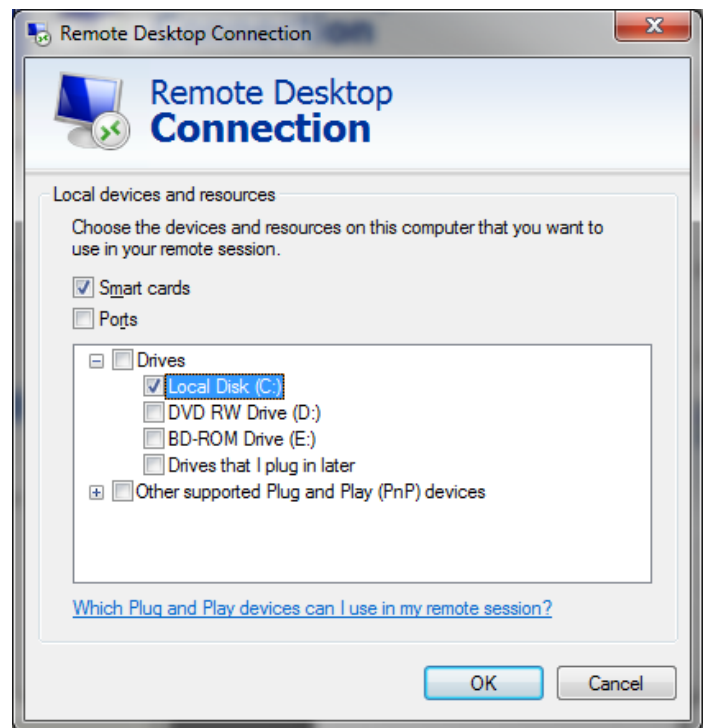
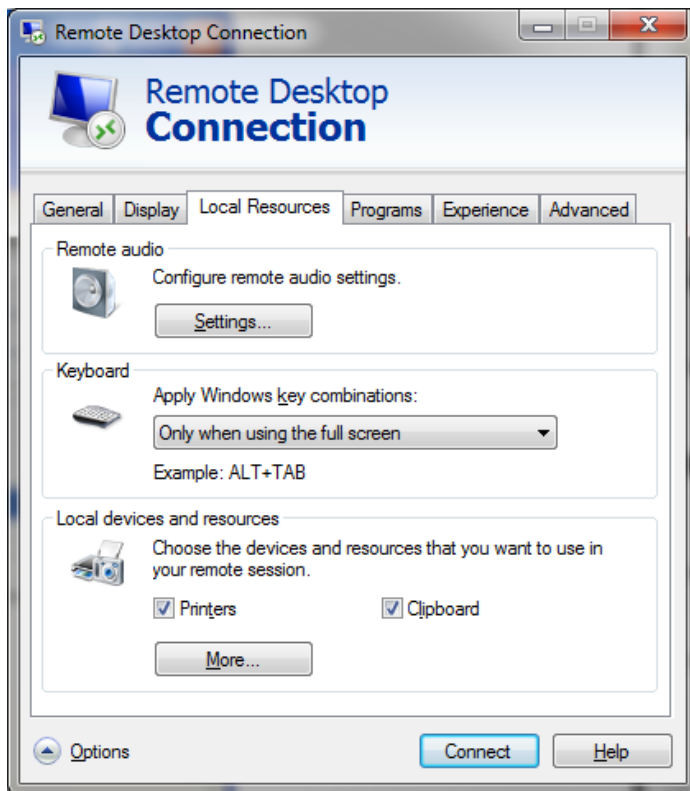
- Either press **Windows-key + Q** or open the Start Menu, then in the search box, type: "Remote Desktop Connection". The application should appear in your search press on it to open it.
OR
- Launch the Run box by pressing the key combination **Windows-key + R**. Type *mstsc* and press Enter.

In the "Computer" field, type the address of the CDM Student Remote Desktop Server: **studentrds.cdm.depaul.edu**.



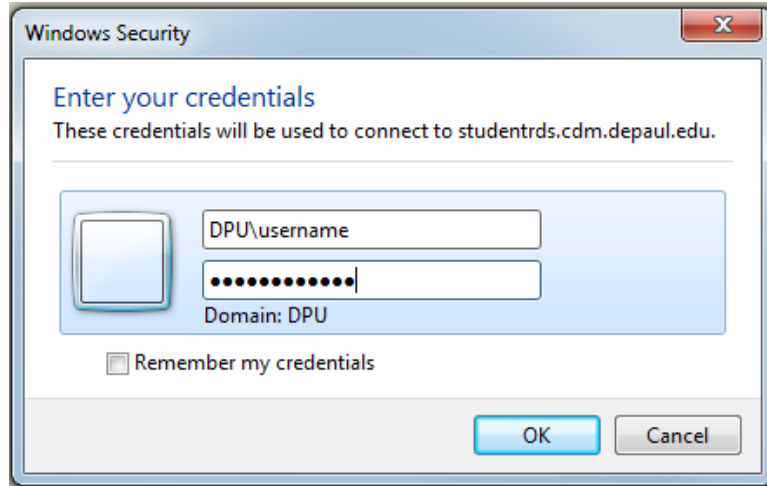
Optional: If you want to connect your local computer's drives and printers to your session on the remote desktop server, follow these steps.

Click the "Options" drop-down button, then click the "Local Resources" tab. Check the "Printers" box to connect your local printers to your session on the remote desktop server. Click the "More..." button and then the appropriate checkbox for each local drive that you want to connect to your session.



After you have set any applicable options, click the "Connect" button to connect to the remote desktop server.

You will be prompted to enter your DePaul Campus Connect account username and password (DPU domain). Enter your username in the format **DPU\username**, where **username** is your Campus Connect account username.



Press "OK" to be connected to the remote desktop server.

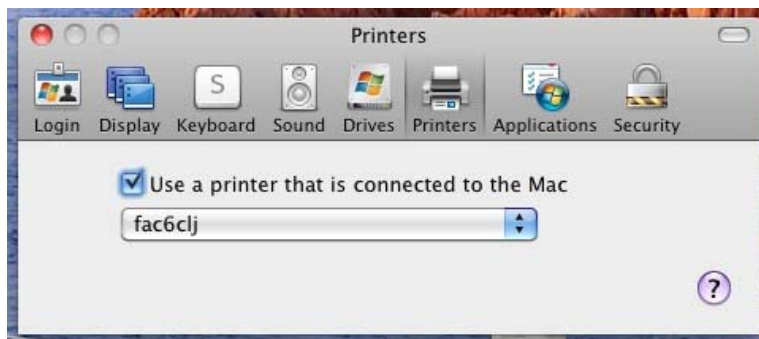
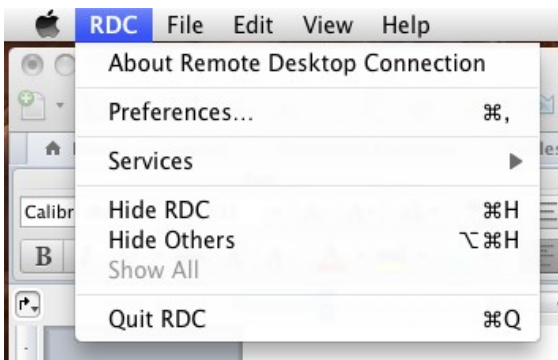
Part 3: Connecting to the CDM Student Remote Desktop Server (MAC)

To connect to the CDM Student Remote Desktop Server from a Mac, you will need to download and install the Microsoft Remote Desktop from Mac App Store. It is free to install.

Once installed, open the client and enter the address of the CDM remote desktop server: **studentrds.cdm.depaul.edu**.

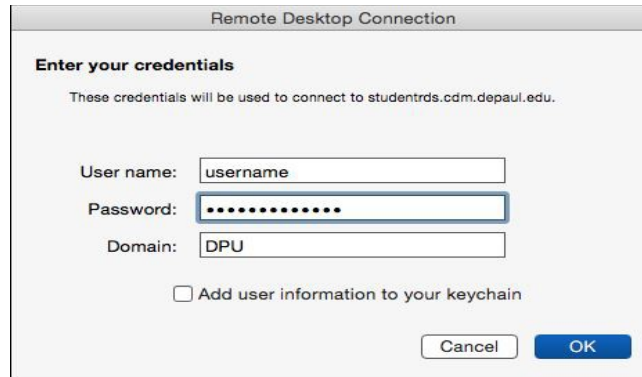
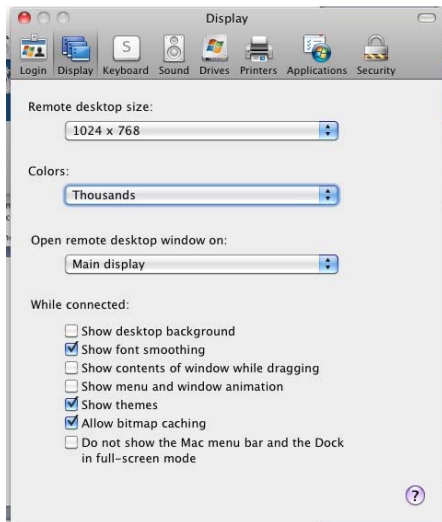
Optional: If you want to connect your local computer's drives and printers to your session on the remote desktop server, follow these steps.

From the "RDC" menu, choose "Preferences." You can set the drive and printer connection options as follows.



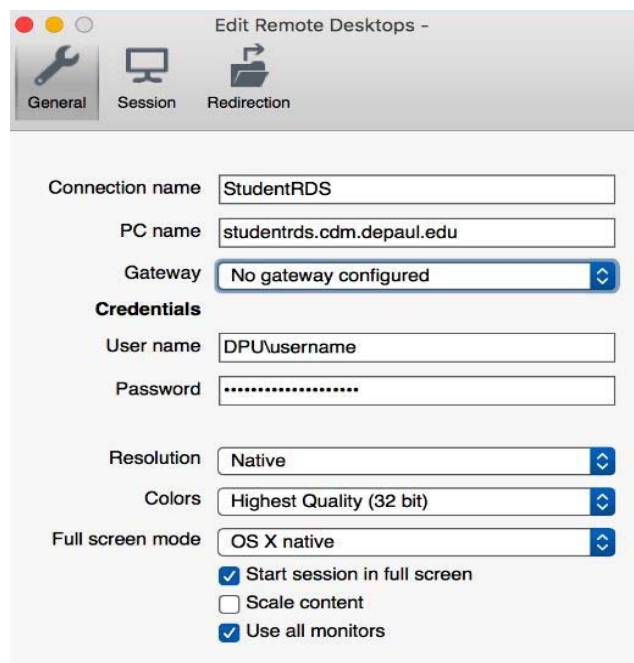
You may also wish to change the resolution setting under the “Display” preference item, as the default choice for the Mac client is 1024x768.

After you have set any applicable options, click the “Connect” button to connect to the remote desktop server.



You will be prompted to enter your Campus Connect account username and password (DPU domain). Enter your username and password, then enter **DPU** in the “Domain” field and press “OK” to connect.

If you have new version of MS Remote Desktop installed, please follow the setup page below:



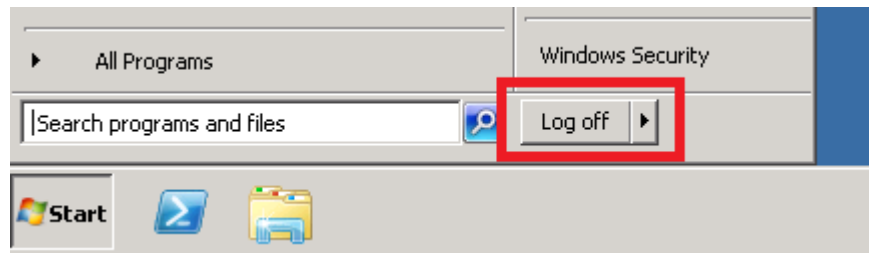
Page 4: Restrictions and Usage Tips

Restrictions

- **Access to the Remote Desktop Server is granted on a quarterly basis. If you are not currently enrolled in a course that requires access to the remote desktop server, you may be unable to log in, or your access may be revoked at any time without notice.**
- **Do not permanently save files on the remote desktop server, as they may be deleted at any time for maintenance reasons without notice. You are responsible for backing up your files to other locations.**
- Each user is limited to one session on the remote desktop server. You may not have multiple sessions open simultaneously.
- If your session is left idle for more than 30 minutes, you will be disconnected from the remote desktop server.
- All sessions are limited to three hours. You must log back on after three hours of active usage. Your session will be terminated automatically when this time limit has been reached.
- If you disconnect from your session rather than logging off, it will be terminated (logged off) after one hour.

Usage Tips

If you are done using the remote desktop server that you are logged into, please log off rather than disconnecting or simply closing the Remote Desktop window.



Close any programs or windows that you are not actively using. Since each remote desktop server hosts multiple users' sessions simultaneously, each application that you run takes valuable resources away from the available pool and can adversely affect performance for other users.

If you are doing development work on the remote desktop server, please keep an eye on your running processes and kill any that are using too much memory or CPU time. You can launch Task Manager on the remote desktop server by pressing Ctrl+Alt+End (or going to Start > Windows Security) and clicking "Start Task Manager."

If you run Remote Desktop Connect that had the "/admin" switch applied (right click the remote desktop icon and select "run as administrator"), you will get the error message:

The requested session access is denied

Please use a regular, non-admin shortcut to solve the problem.