DAS\BEST RDS solution for work at home for COVID-19

SOLUTION ONLY WORKS ON WINDOWS 10 COMPUTERS
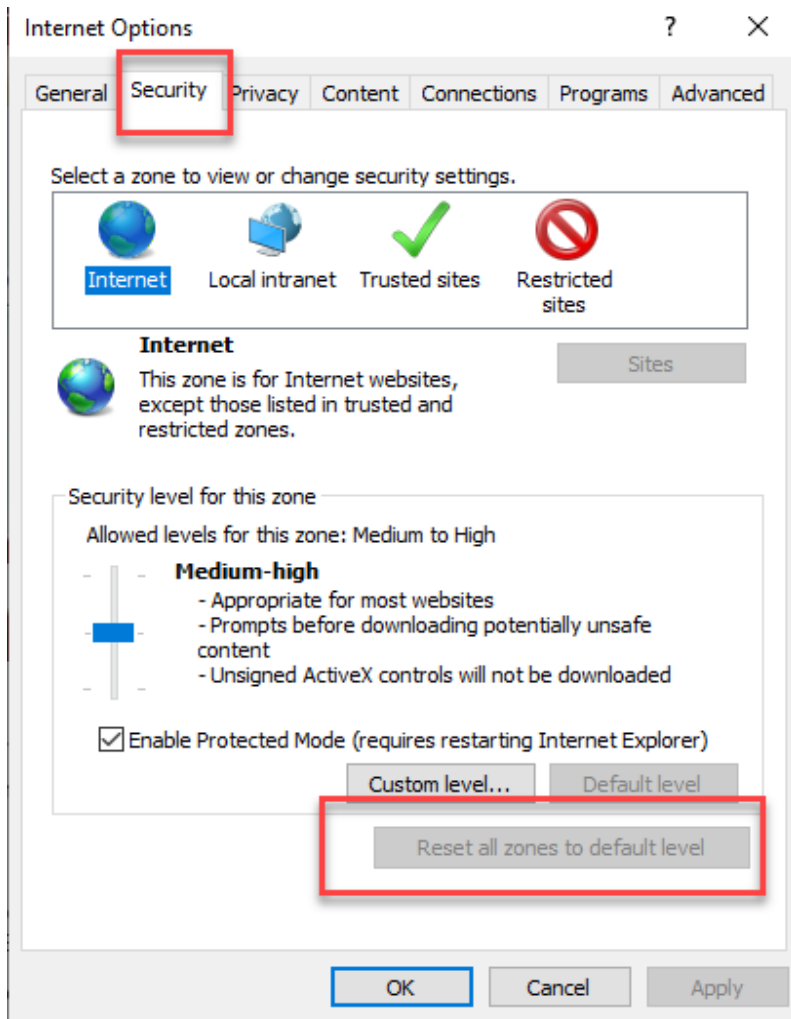*****MAC COMPUTERS ARE NOT SUPPORTED*****
YOUR WORK COMPUTER MUST BE ON

Open Internet Explorer – This has been tested for this browser only. It will definitely not work with Chrome and FireFox.

Go into settings on your home device:

Select the Security Tab

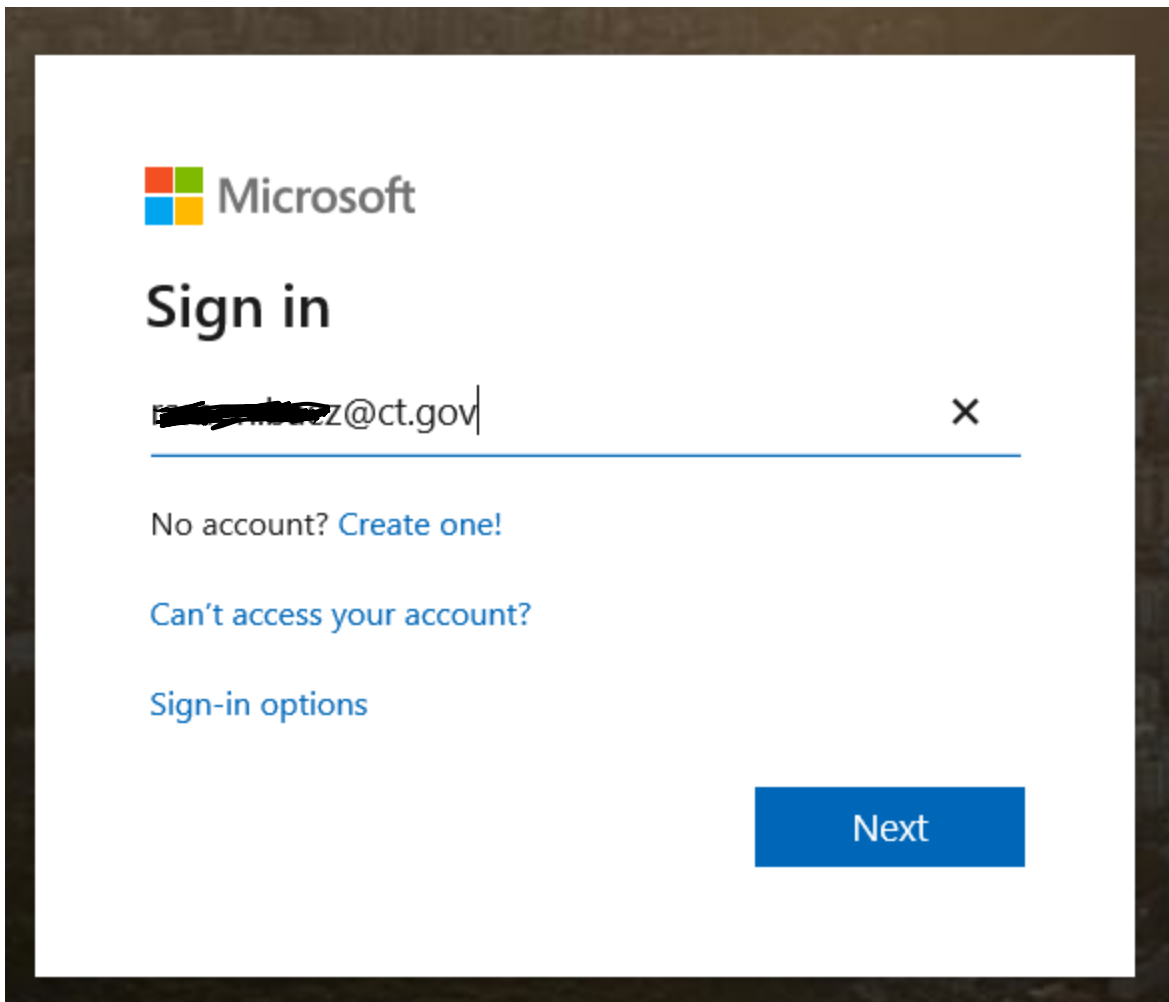Click the box "Reset all zones to default level" for Internet

Reboot your pc
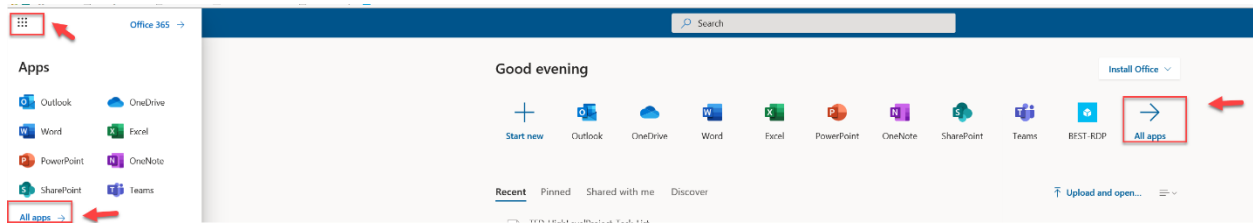
Open Internet Explorer

Navigate to www.office.com

Enter your state Email account and password

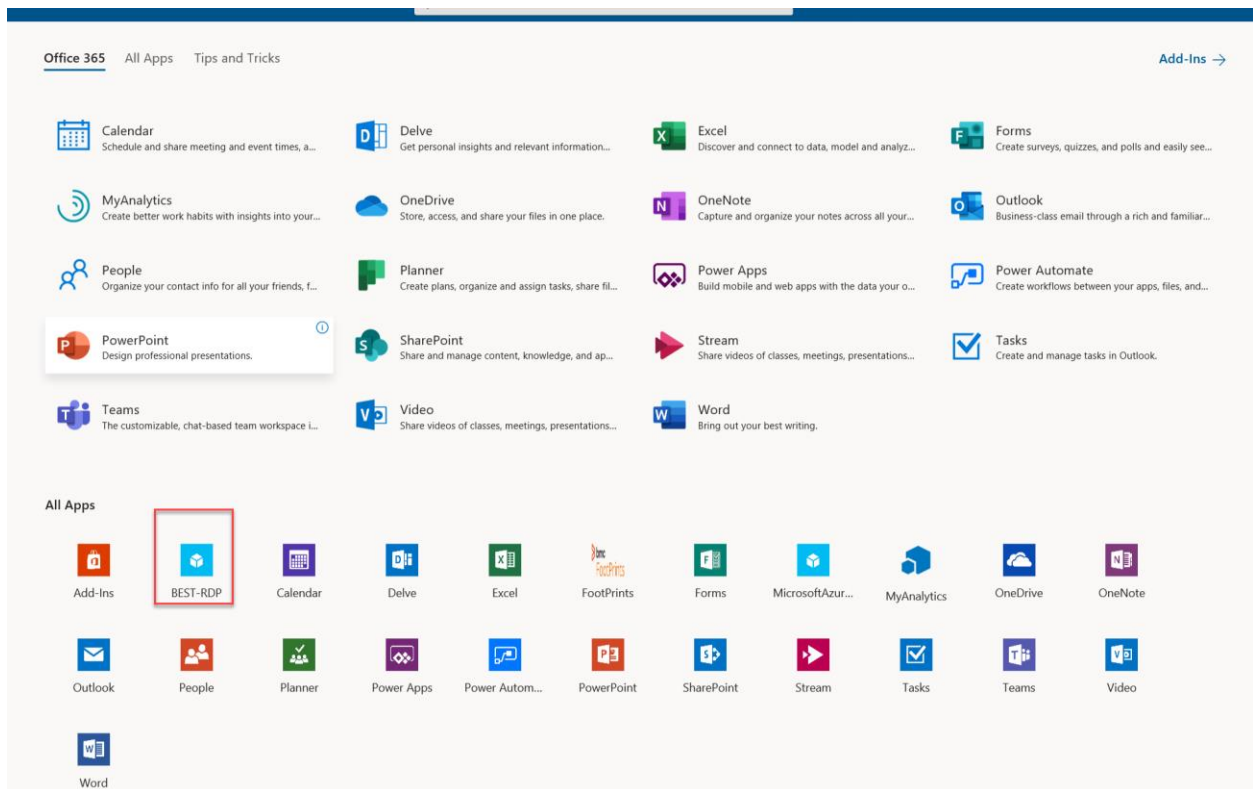Approve sign in request (Multi-Factor Authentication - MFA)

Go to All Apps

You can select the available option: BEST-RDP11 or BEST-RDP21 – Do not select DOT-RDP if it is visible – IT is still working on this solution

Type your state **EMAIL user name** on the Access screen, enter the following:

Exec\(username)

Enter your password (email password)

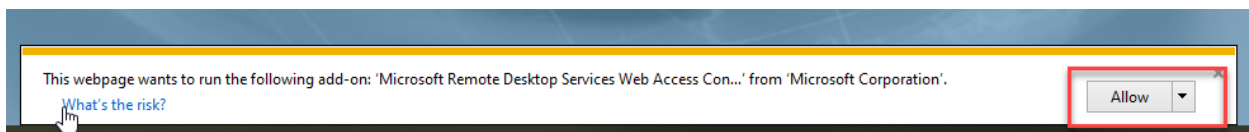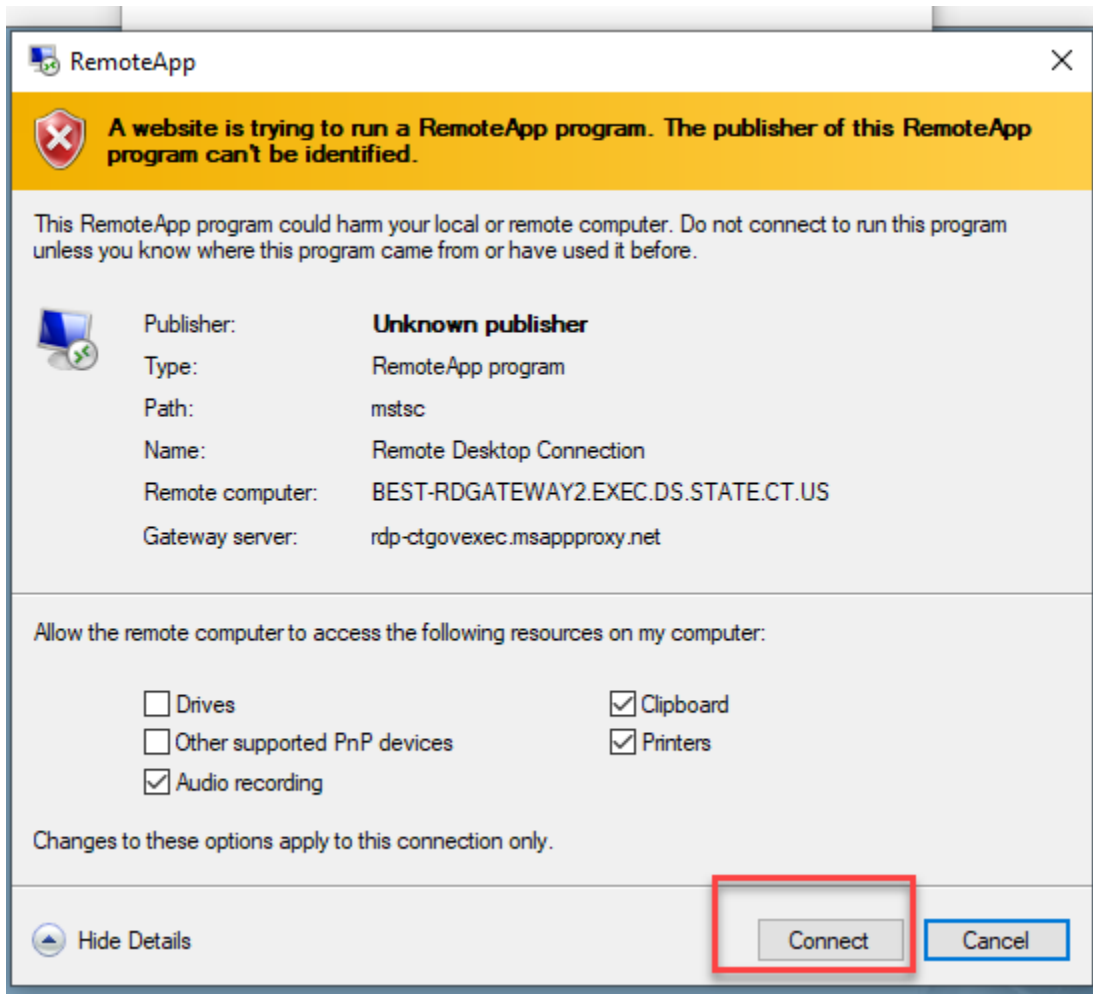See example below

Click on the Remote Desktop Connection Icon
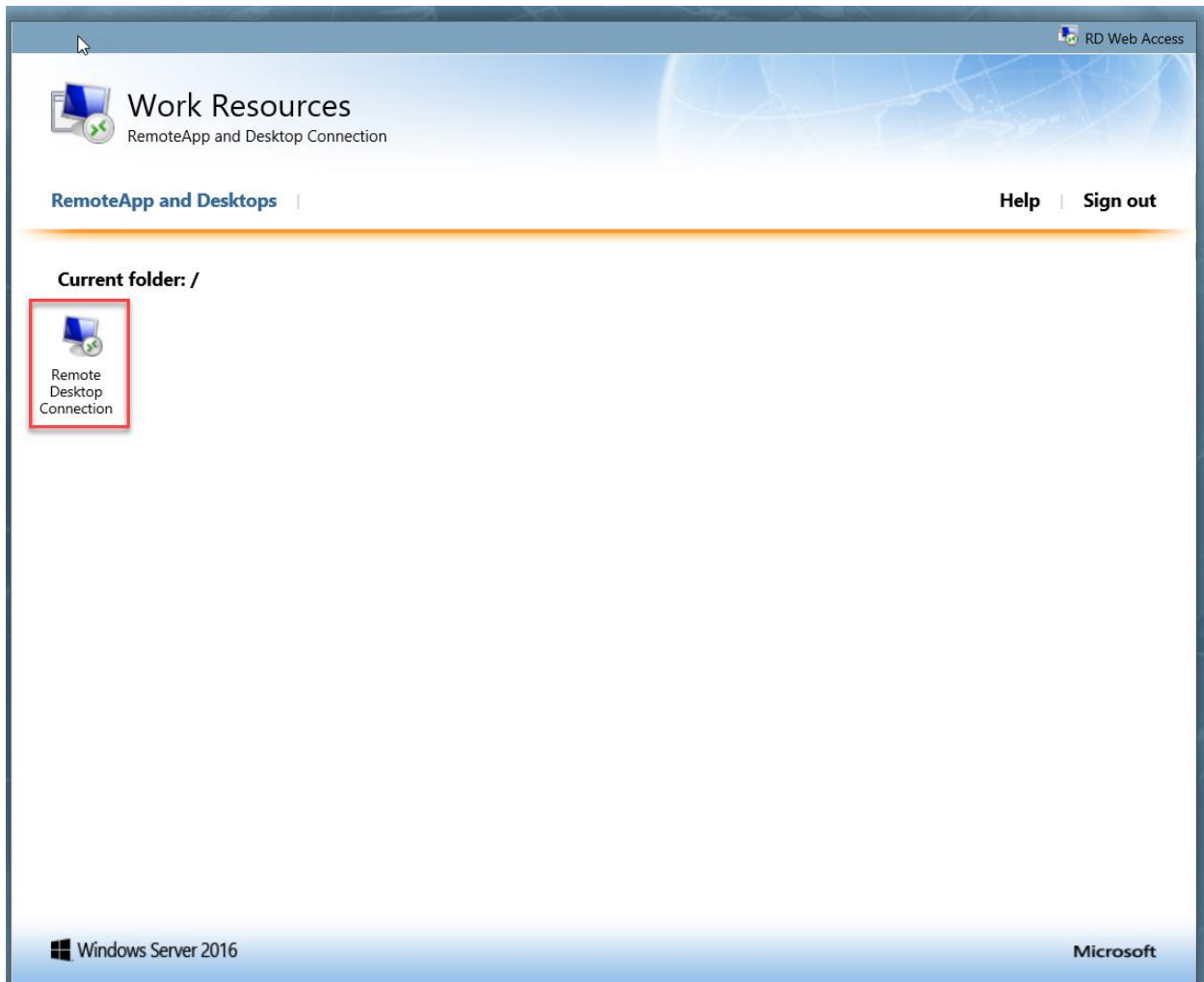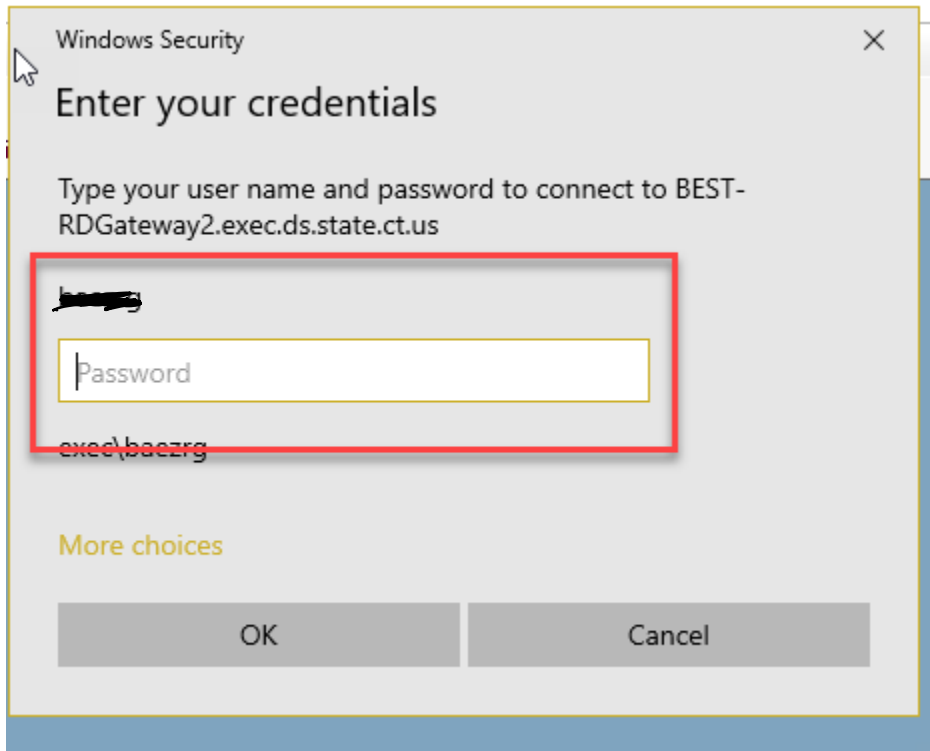

Click Cancel on the "*do you want to save*" message

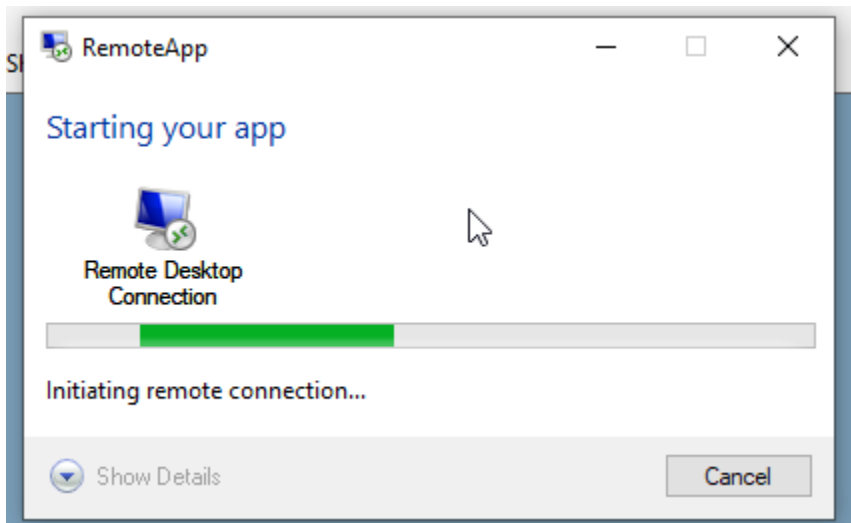Click *Allow* to run the following add-on message

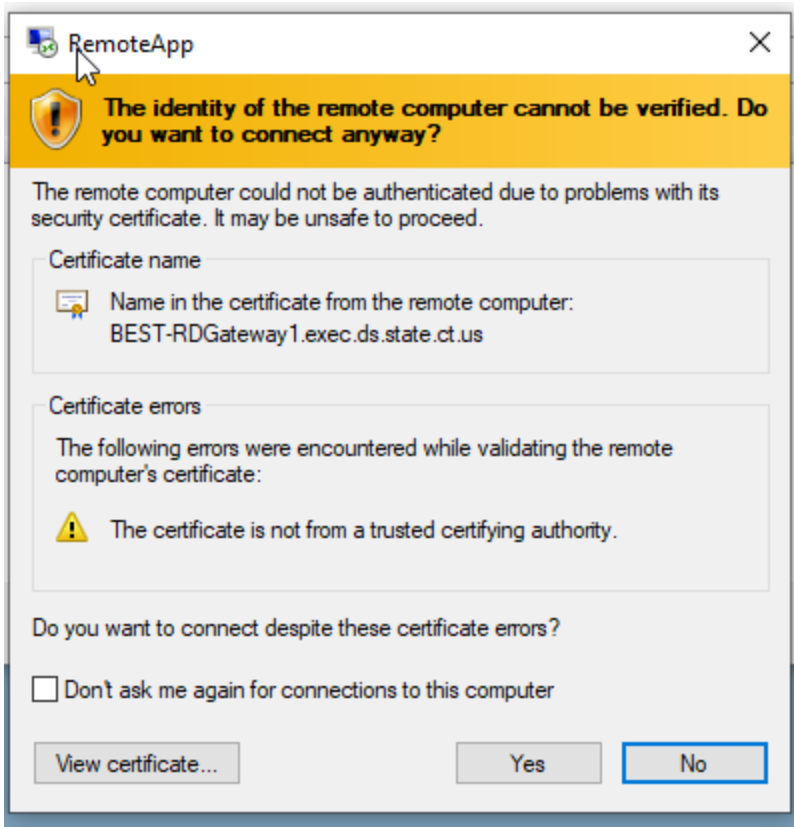Click *Connect* on the RemoteAPP Windows

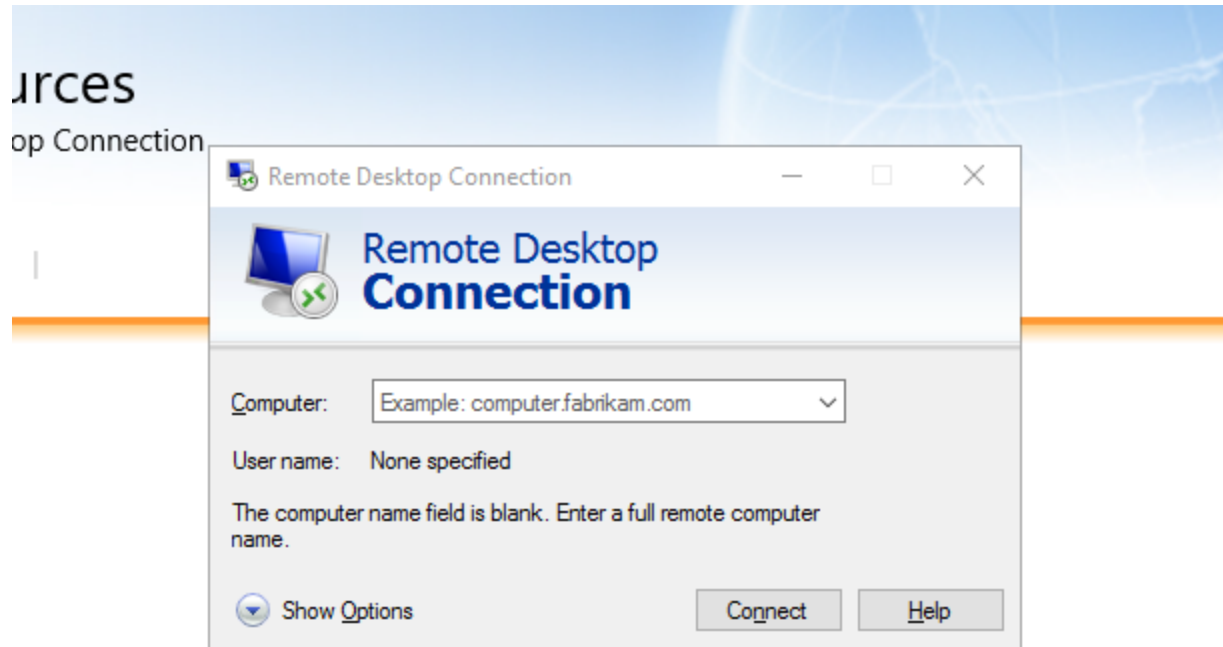Enter your password one more time (Email Password)

The "***Starting your App***" window will display

Click Yes on the RemoteApp Window

In the *Computer* field type the IP address of the machine provided to you (IP address can change if the machine is rebooted) and click *Connect.* If you have any problem email the helpdesk at dot.helpdesk@ct.gov

Select Use a different account

Type conndot\(dot username)

Type your account password (DOT Windows password)

Click Yes to connect on the Remote Desktop connection window
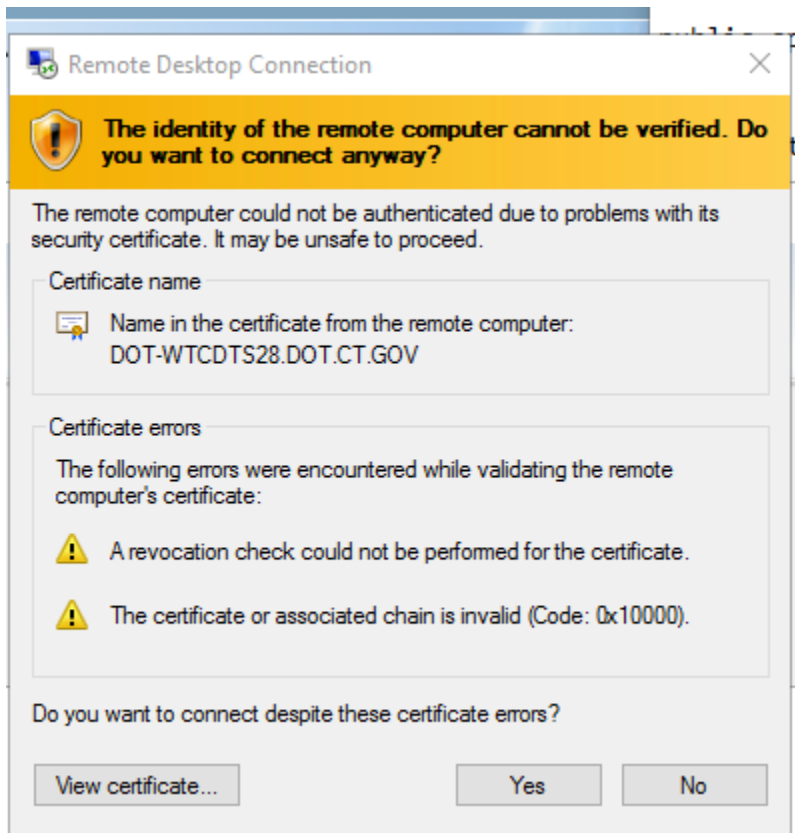
You should be now be connected to your pc using the RDP session without the need for VPN
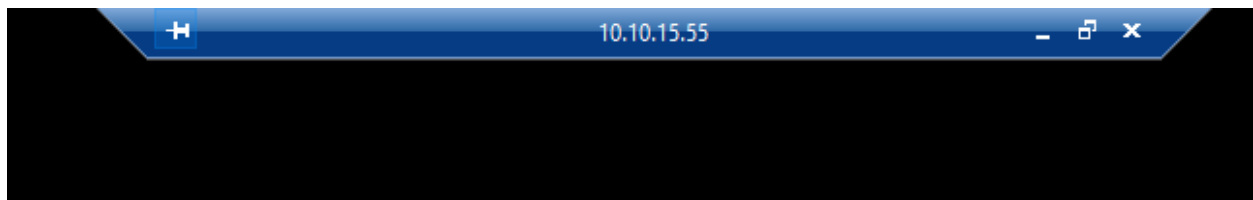
If you have any questions or you need help, please email the DOT Helpdesk: dot.helpdesk@ct.gov