

Remote access to software on University computers

Use a University Windows 10 lab or LRC PC wherever you are.

[Logging in from a Windows device](#)

[Logging in from a Mac](#)

[Logging out](#)

[Identifying and resolving issues](#)

This service enables you to remotely access specialist licenced software on University computers that may be required for your studies.

If you require SPSS, MATLAB and Office 365 applications these are freely available for you to download to your own computer. Find out more at ask.herts.ac.uk/software-availability-at-uh

Please note:

- At present we are unable to facilitate remote access to University Macs
- Get help at any point by clicking on the 'get help' option in the portal
- If you do not need specialist on campus software, please prioritise this service for those students who do require it for teaching and assignments.
- Use of this software is reserved for teaching and learning purposes at the University of Hertfordshire and must not be used for private use / personal gain
- Usage of the software is monitored.

[Which devices and software do I need to connect to a University computer?](#)

- Windows has pre-installed Remote Desktop Connection support
- Mac OS users can use the Remote Desktop client for Mac, available in the [App Store](#)
- Linux users can use [xrdp](#) (open source) to connect to a remote PC with RDP. Your operating system will include help that explains how to install xrdp
- Android Remote Desktop client is available from the [Play Store](#), however other platforms will usually provide a better experience

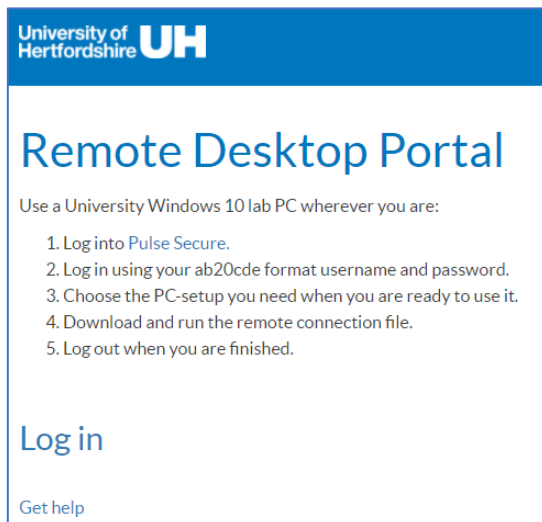
Follow the instructions given below for logging into the service and logging out. Failure to follow the logging out instructions may temporarily lock your remote access.

[Logging in from a Windows device:](#)

1. Log into the University's Virtual Private Network (VPN).

Find details on how to use this on AskHerts: ask.herts.ac.uk/vpn-virtual-private-network-and-pulse-secure

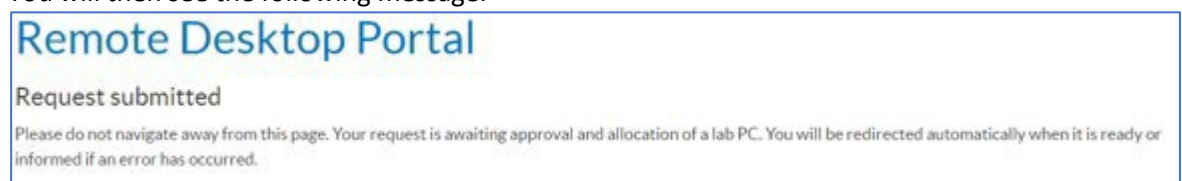
2. Go to rdportal.herts.ac.uk



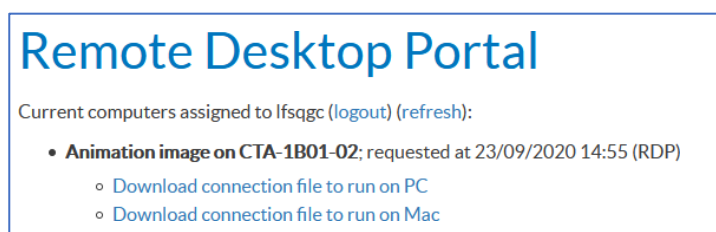
3. Sign in using your Herts username and password

The screenshot shows a 'Sign in' form. It has two input fields: one for the username (containing 'someone@example.com') and one for the password. Below the fields is a blue 'Sign in' button. At the bottom, there is a message: 'Your University account is usually in the format **ab15cde@herts.ac.uk**'.

4. Select the PC-setup you would like to use from the list provided and 'request session'.
5. You will then see the following message:

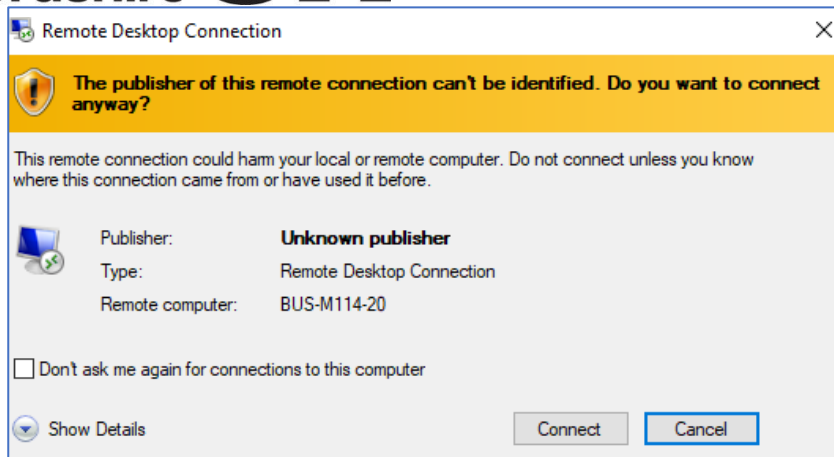


6. Select you are connecting FROM a PC



You will also be able to see if you have any current active sessions at this stage.

7. Next you will be sent a small connection download file - click on it and you will see the following:



Click on connect

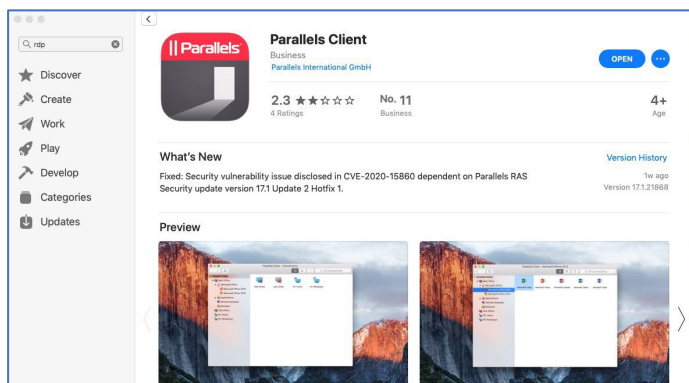
8. Log in using your University username and password



9. You will now be connected. Use the Windows icon at the bottom of the screen to bring up the list of available software on the machine and log into the software applications in the normal way.

Logging in from a Mac:

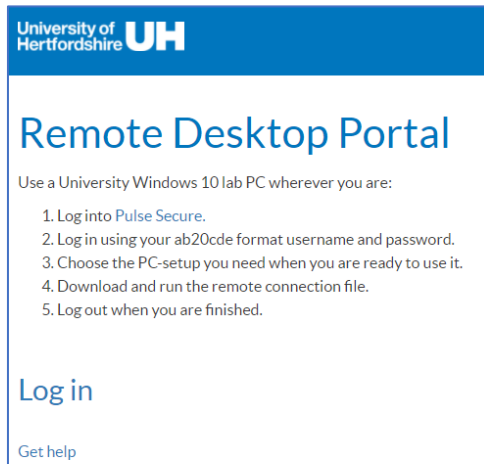
1. Download Parallels from the app store



2. Log into the University's Virtual Private Network (VPN).

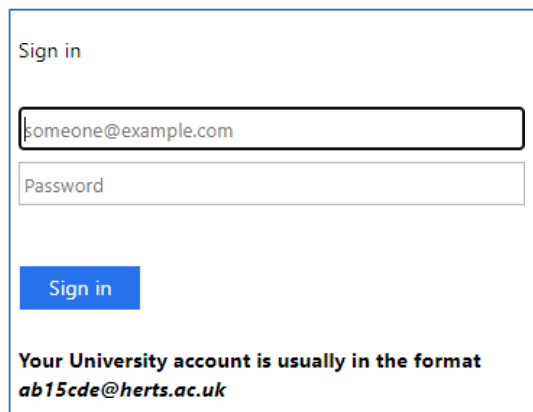
Find details on how to use this on AskHerts: ask.herts.ac.uk/vpn-virtual-private-network-and-pulse-secure

3. Go to rdportal.herts.ac.uk



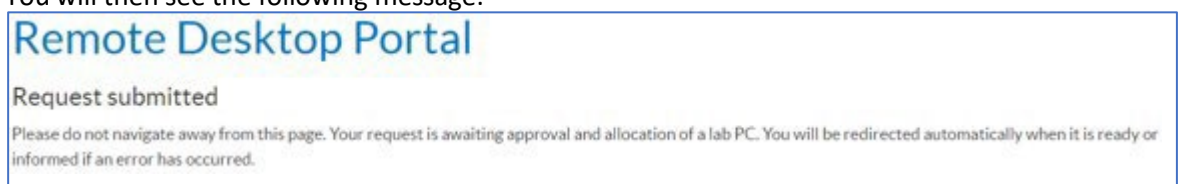
The screenshot shows the 'Remote Desktop Portal' login page. At the top is the University of Hertfordshire logo. Below it, the title 'Remote Desktop Portal' is displayed. A message states: 'Use a University Windows 10 lab PC wherever you are:'. A numbered list of five steps follows: 1. Log into Pulse Secure. 2. Log in using your ab20cde format username and password. 3. Choose the PC-setup you need when you are ready to use it. 4. Download and run the remote connection file. 5. Log out when you are finished. Below the list is a 'Log in' link and a 'Get help' link at the bottom left.

4. Sign in using your Herts username and password



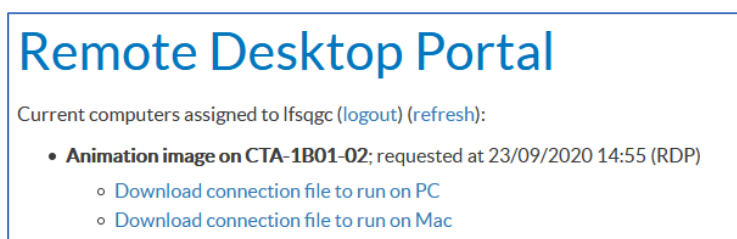
The screenshot shows the 'Sign in' form. It has a title 'Sign in' at the top. Below it are two input fields: the first contains 'someone@example.com' and the second is labeled 'Password'. A blue 'Sign in' button is positioned below the password field. At the bottom, a message reads: 'Your University account is usually in the format ab15cde@herts.ac.uk'.

5. Select the PC-setup you would like to use from the list provided and 'request session'.
6. You will then see the following message:



The screenshot shows a confirmation message titled 'Remote Desktop Portal'. The main heading is 'Request submitted'. Below it, a message states: 'Please do not navigate away from this page. Your request is awaiting approval and allocation of a lab PC. You will be redirected automatically when it is ready or informed if an error has occurred.'

7. Select you are connecting FROM a Mac

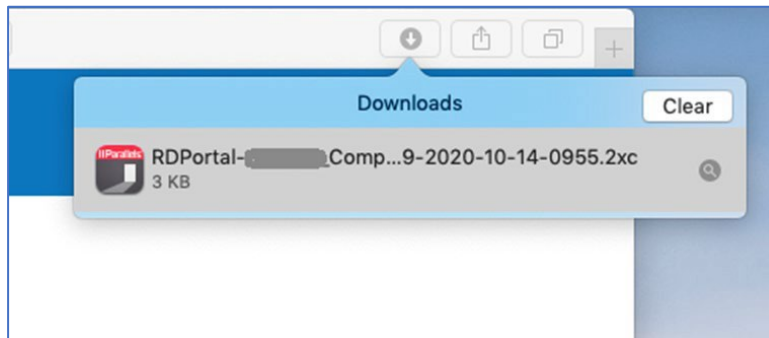


The screenshot shows the 'Remote Desktop Portal' interface after a request. It displays the title 'Remote Desktop Portal' and a message: 'Current computers assigned to lfsqgc (logout) (refresh):'. Below this, a list shows a request: '• Animation image on CTA-1B01-02; requested at 23/09/2020 14:55 (RDP)'. Two options are listed with radio buttons: 'Download connection file to run on PC' and 'Download connection file to run on Mac'.

You will also be able to see if you have any current active sessions at this stage.

Make a note of your assigned machine name

8. You will find a connection file has been downloaded to your computer. This file contains the configuration for your remote session. Double clicking on the file will automatically load the settings into parallels and start the session.



9. Your username credentials should already be populated. Just type in your password and click connect.

Logging out

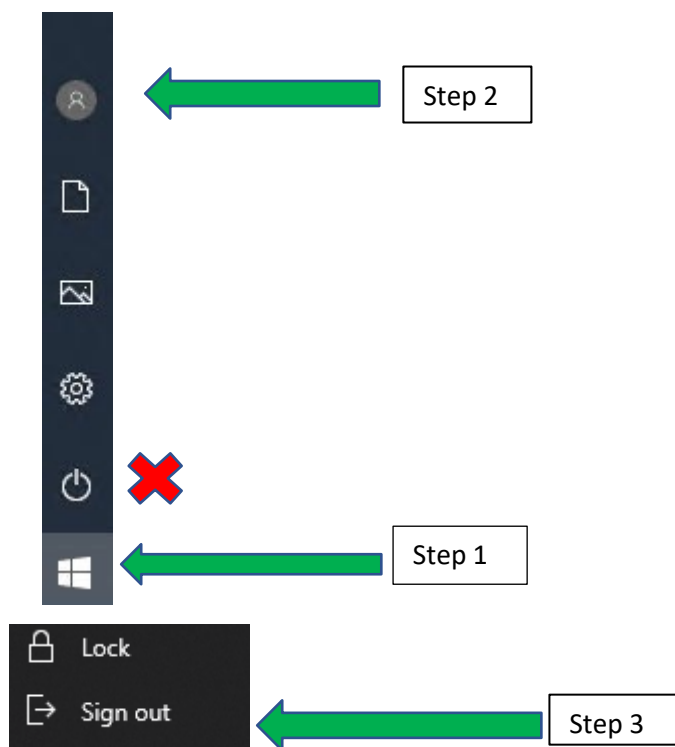
YOU MUST LOG OUT of the machine when you have finished your work.

Do not disconnect the session

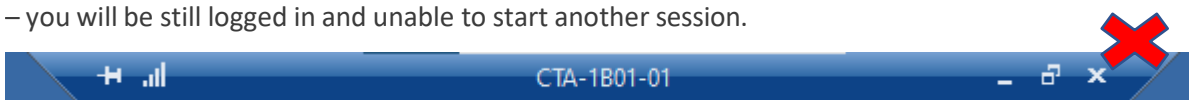
Select the Windows icon and then the 'user' icon at the top and then **sign out or log off**.

Do not select 'shut down' or power off

LRC PC example:

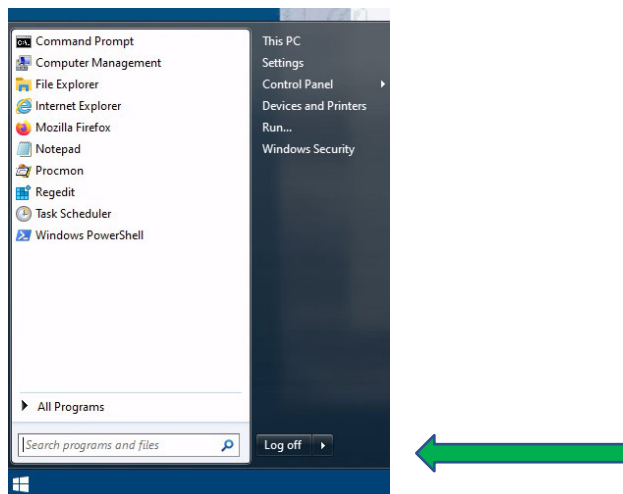


Do not end your remote session by clicking on the cross in the top of the screen and 'disconnecting' – you will be still logged in and unable to start another session.



Logging off may look different depending on which machine you have connected to.

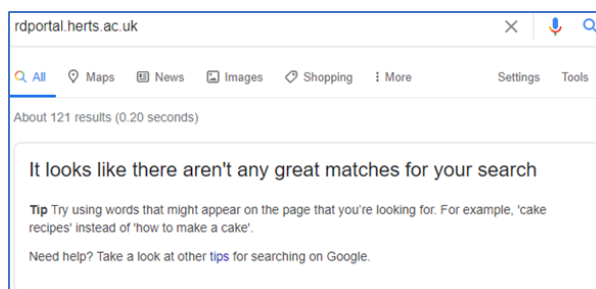
LMS PC Lab example:



Identifying and resolving issues

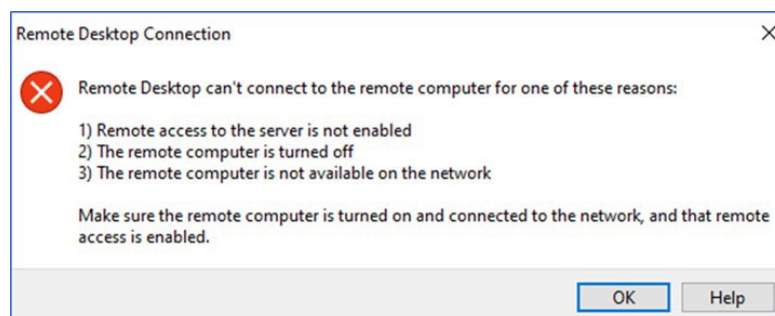
Can't 'find' rdportal.herts.ac.uk in your web-browser search?

Try entering the web address into the address bar at the top of your search engine screen.



Unable to connect?

Please note that if you get the following pop up it may be due to a poor VPN / internet connection. Try logging out and back in again.



Please note:

- Devices assigned but not connected to within 30 mins of request will return to the available pool and not allow connection.
- If you are disconnected re-download file to reconnect to the same device (find this in your download folder).
- If you leave a device idle that you are connected to for a prolonged period, you will be automatically logged out and will not be able to reconnect.
- The list of active sessions assigned to you will periodically update but may not be completely accurate due to system scan times.

Check:

- You have an active VPN session before logging into Remote Desktop
- Try logging out of remote desktop and back in again
- Wait 30 mins and try again
- Have you exceeded the maximum number of sessions?
- Contact the Helpdesk: ask.herts.ac.uk/helpdesk