

Setup of Remote Desktop Application

The **AGGS Remote Desktop** Server can be accessed from a home PC or using an Android device, iPhone or iPad. To set up the Remote Desktop Application, follow the instructions below:-

Get the Remote Desktop Application

The **Microsoft Remote Desktop** App can be downloaded from **Google Play** and the **Apple iTunes** store. The logo looks like this:-



Install the application on your phone or tablet as normal.

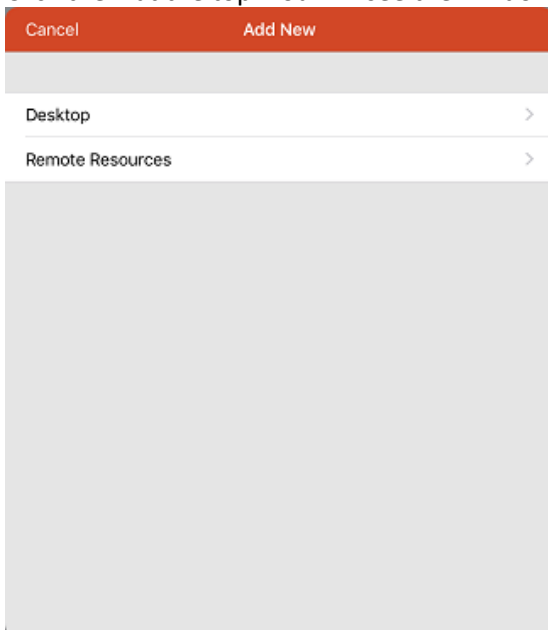
Once the application is installed, open the app – you should be presented with a screen resembling the one below:-



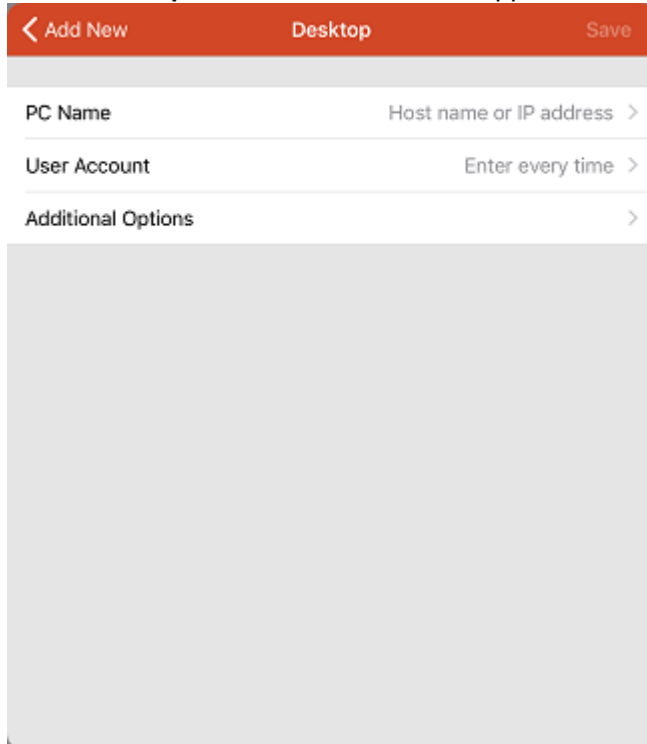
It's lonely here.

To get started, add the remote desktop that you want to connect to using this device. You can also add remote resources to work with apps and desktops your administrator has set up for you.

Click the + at the top. You will see the window below:-



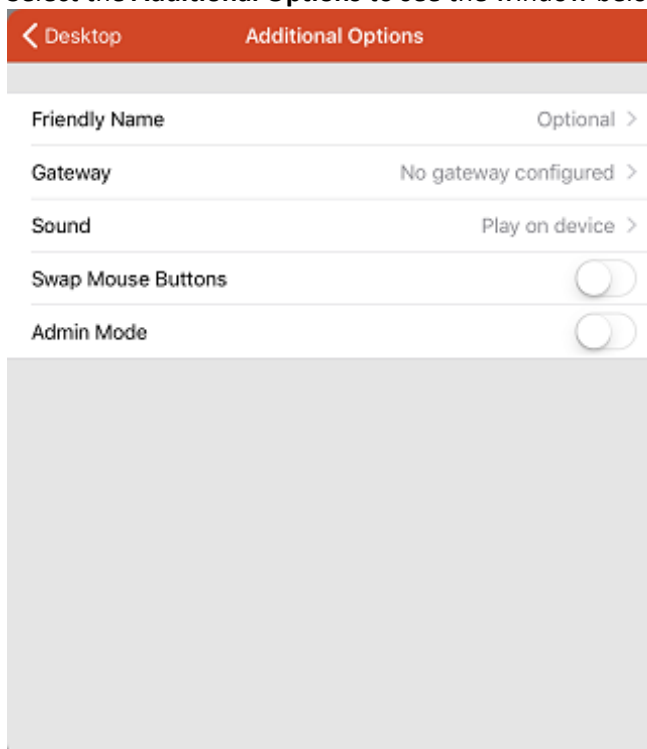
Select **Desktop**. The window below will appear:-



The screenshot shows a mobile-style configuration window with a red header bar. The header contains a back arrow, the text 'Add New', the title 'Desktop', and a 'Save' button. Below the header are three rows of settings, each with a label on the left and a value on the right followed by a chevron arrow. The first row is 'PC Name' with the value 'Host name or IP address'. The second row is 'User Account' with the value 'Enter every time'. The third row is 'Additional Options' with a chevron arrow. Below these rows is a large, empty grey rectangular area.

The PC Name should be **ts01** (NOTE: This ***must*** be in lower case letters!) and the User Account should be set to **Enter every time**

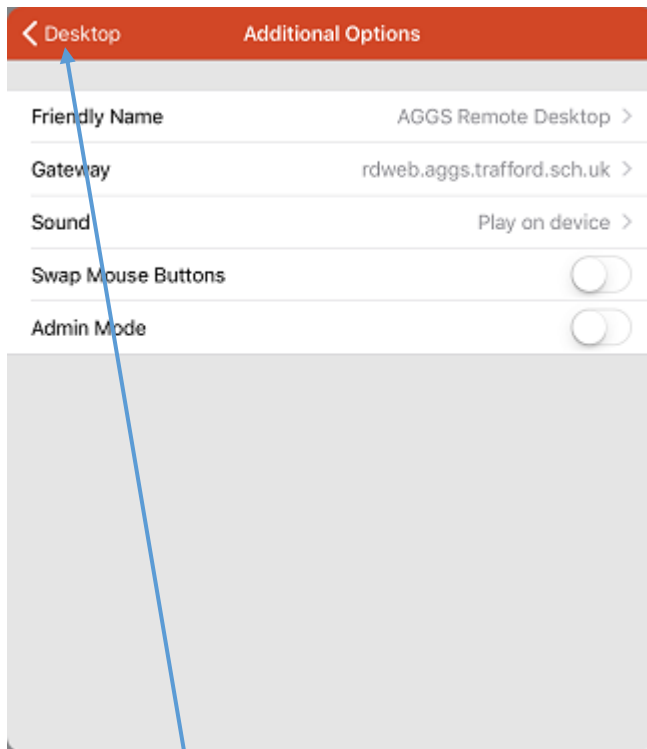
Select the **Additional Options** to see the window below:-



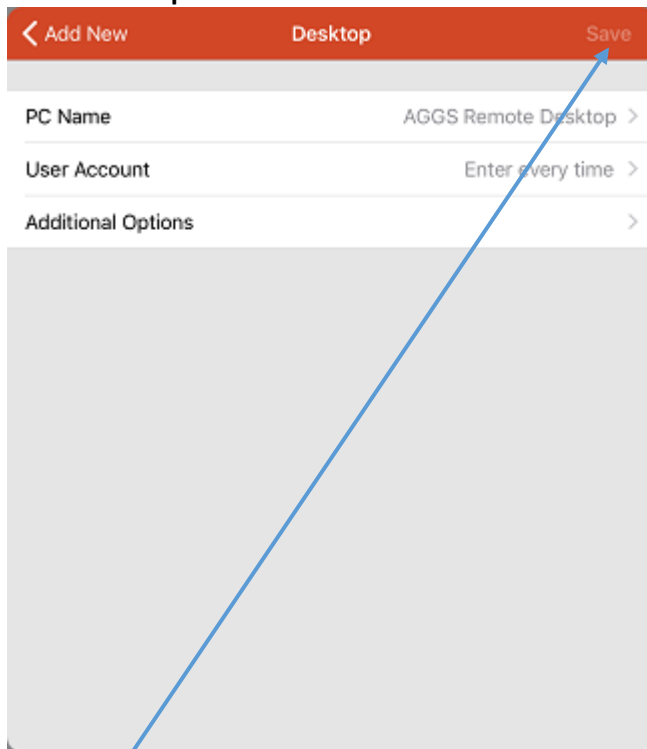
The screenshot shows a mobile-style configuration window with a red header bar. The header contains a back arrow, the text 'Desktop', the title 'Additional Options', and a 'Save' button. Below the header are five rows of settings. The first row is 'Friendly Name' with the value 'Optional'. The second row is 'Gateway' with the value 'No gateway configured'. The third row is 'Sound' with the value 'Play on device'. The fourth row is 'Swap Mouse Buttons' with a toggle switch that is currently off. The fifth row is 'Admin Mode' with a toggle switch that is currently off. Below these rows is a large, empty grey rectangular area.

The **Friendly Name** can be anything you like – for illustration it has been called **AGGS Remote Desktop**.

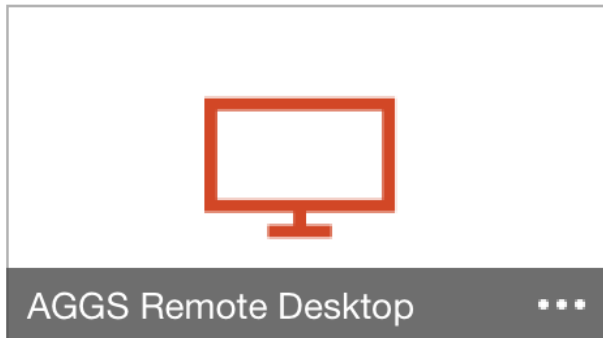
The **Gateway** should be set to read **rdweb.aggs.trafford.sch.uk**. The window should now look like this:-



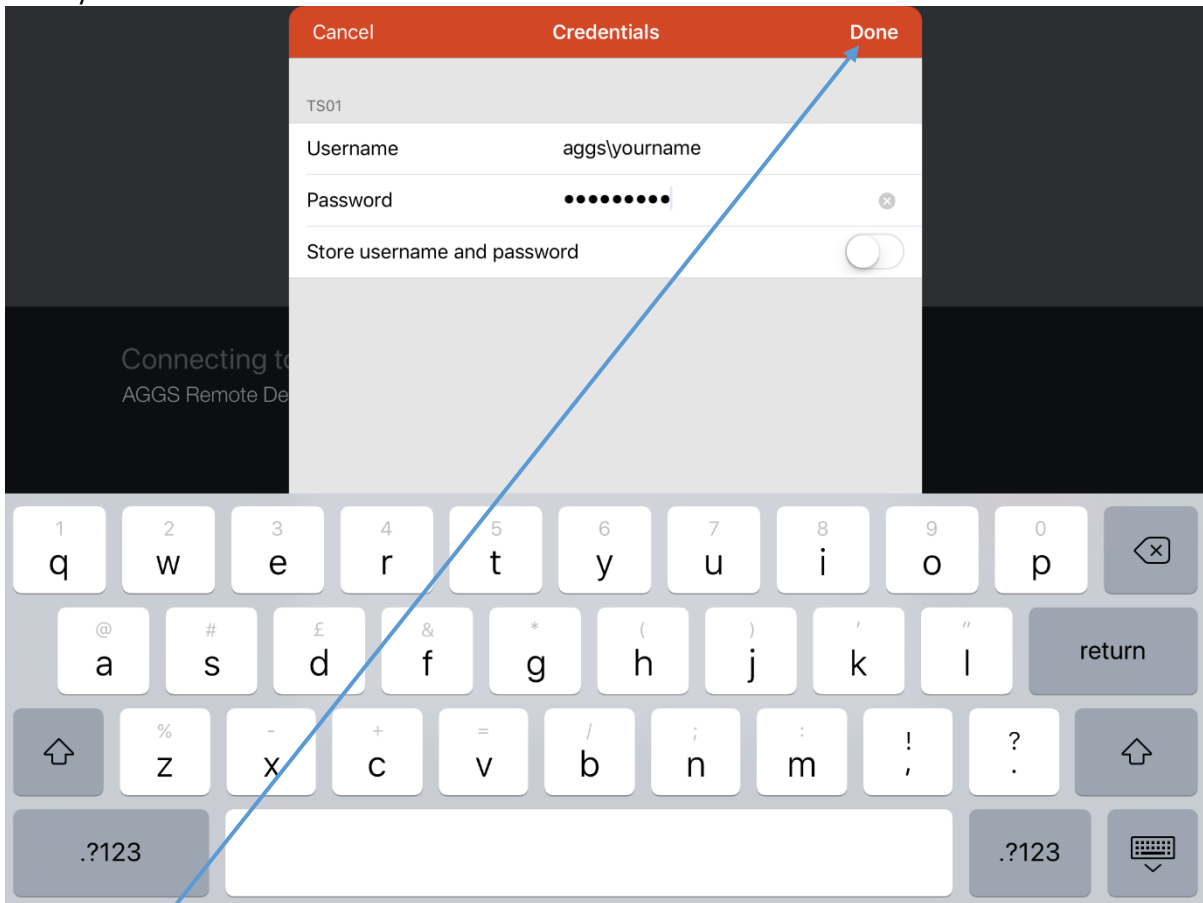
Select **Desktop** to return to the window below:-



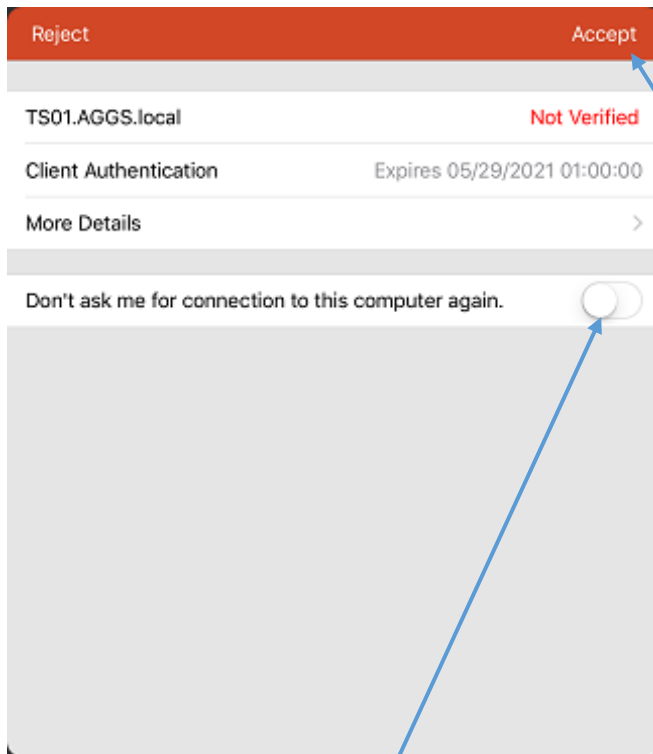
Click **Save** – the window below will appear:-



Select your Remote Desktop (above called **AGGS Remote Desktop**) – the login window will appear. Enter your details as shown below:-



Click **Done**. You *may* see the window below:-



You can Select **Don't ask me for connection to this computer again** and then Click **Accept**. The Remote Desktop session should now log in.

Frequently Asked Questions

I get a message saying my User Name and/or Password is incorrect

1. Check that the User Name begins **AGGS** (or **aggs** - it is not case-sensitive – before your User Name
2. Ensure you have entered your full User Name as that you use to connect to PC's in school (e.g. **AGGS\17jbloggs**)
3. Ensure that you have entered the correct password that you use to connect to PC's in school. Passwords *are* case-sensitive and can be more difficult to enter using a tablet-style keyboard

I get a message the Remote Desktop Server is unavailable

Occasionally, the **Remote Desktop** Server is down for essential maintenance. Usually, this is working again within a few minutes – please try again after a short period. If you still cannot get on the Server may be down completely.

The mouse does not follow my finger

The Remote Desktop Server is not designed as a tablet or phone app. Instead, it is similar to a computer and so the mouse does not automatically follow your finger. If you slide your finger around the screen in a large circle, you should see the mouse cursor appear. Moving your finger will then move the mouse cursor, but it may still not directly follow your finger. To Click on an icon on the Server, tap on the tablet screen.