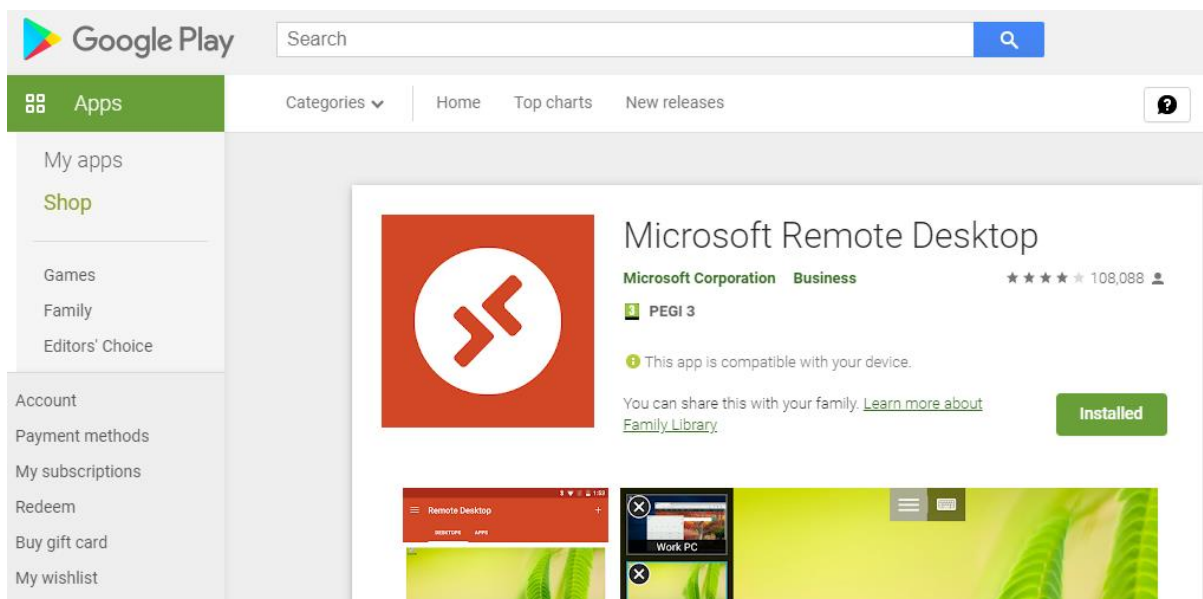


Accessing remote desktop (Chromebook)

Depending on the make & model of Chromebook, you can access the TCS remote desktop for remote working. However, for this to work, your Chromebook will need to support the downloading of android apps ([supported Chromebook list](#)) and is running Chrome OS version 53 or higher.

Android App Store:

First, navigate to the Google Play Store (<https://play.google.com/store?hl=en>), using the search, Microsoft remote desktop. Select the Microsoft Remote Desktop (Microsoft Corporation) and then click on the Install. Once installed, the install button on the webpage will change to "Installed".



The Microsoft Remote Desktop App should now be in your App Draw. Navigate to the app draw (Circle icon bottom left) and click on to launch the app. Alternatively use the search function built in the App Draw and search the term "Microsoft Remote Desktop App" and click the icon to launch.

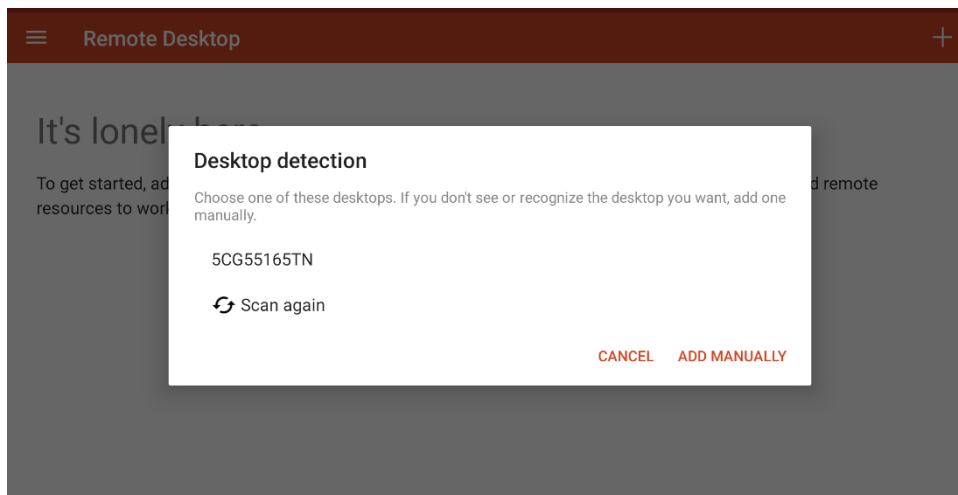


It's lonely here.

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.

V1.0

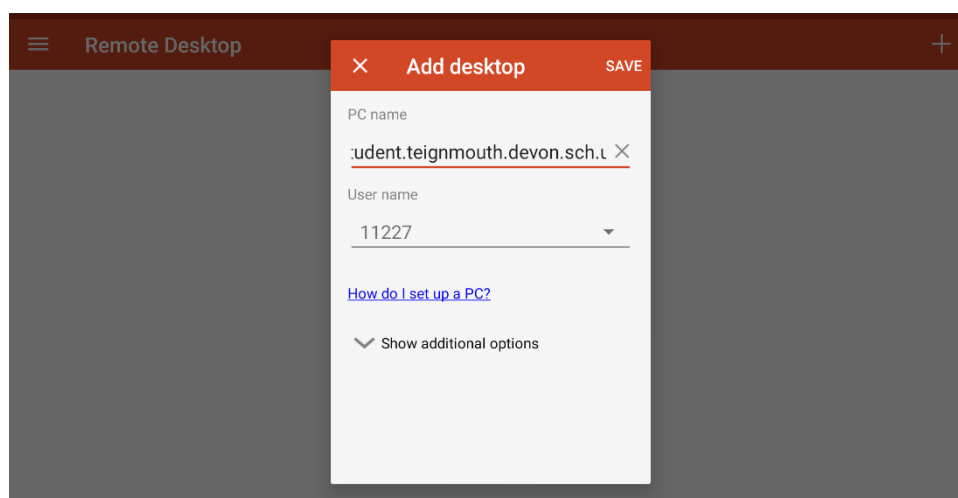
Once the app has launched, you should be greeted with a screen stating, "It's lonely here". You will now need to add a remote connection. Press the "+" button in the top right-hand corner and click desktop. A window will appear named "Desktop Detection" – press "Add Manually"



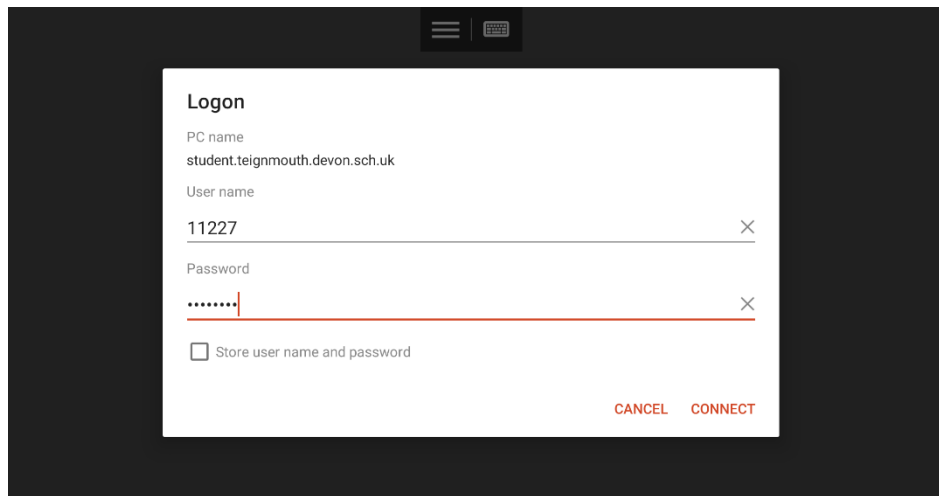
A Window named "Add desktop" should now appear. You will now need to add the details below

PC Name	STAFF:	Staff.teignmouth.devon.sch.uk
	STUDENTS	Student.teignmouth.devovn.sch.uk

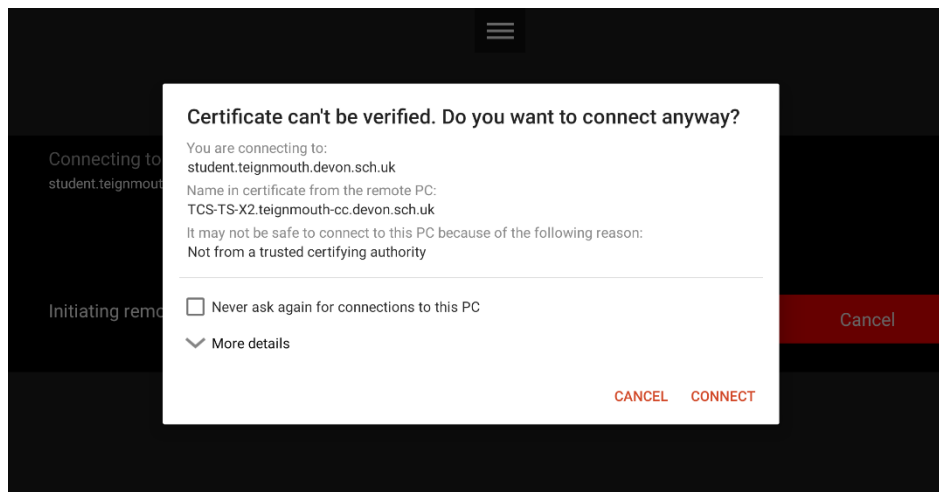
Under the username dropdown, press add new account. In the username box, put in your user number (username for staff). Leave the password field blank and press "Save. You will now be returned to the "Add Desktop" window – press Save. A new pane should now appear with your newly created connection. Click on the pane to launch.



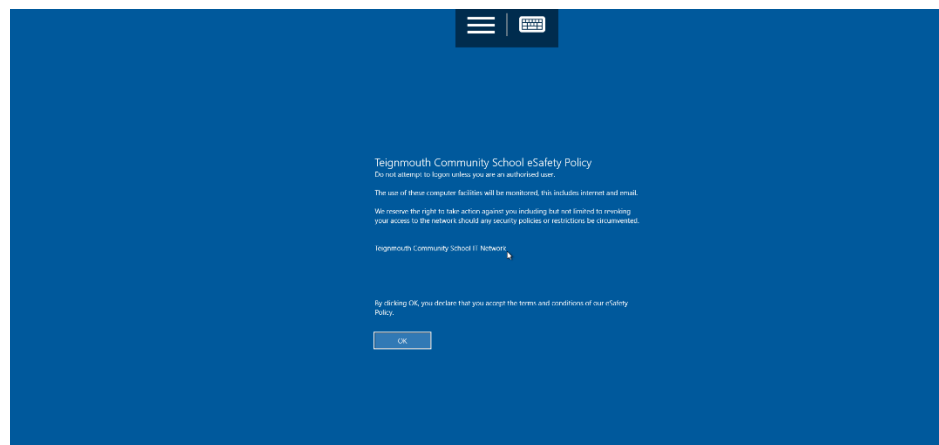
You will be asked to your password – input your password and then press Connect.



Depending on the machine, you may get a “Certificate can’t be verified” error. Ignore this and press connect. You may have to click this a few times.



You should now be connected to the remote desktop server.



Troubleshooting:

Q. How do I find the version of my OS on my Chromebook.

A. You can find the version of Chrome OS by opening the Settings app (found in the app launcher) and clicking “About Chrome OS”. The version number should be listed under the “About Chrome OS” Tab. If you are on an older version, try clicking the “Check for Updates” button to update the Chromebook.

Q. How do I find if my device is compatible with Android Apps

A. Please refer to the list here - <https://www.chromium.org/chromium-os/chrome-os-systems-supporting-android-apps>

Q. I am running Chromium OS or Neverware OS – will this work?

A. If the operating system supports Android Apps, this should work. You may need to refer to the company’s website to find out how to download Android Apps.

Q. My Chromebook doesn’t support Android Apps; is there any other solution?

A. There are currently no other supported methods using Chrome OS. Chrome Remote Desktop doesn’t support remotely connecting to terminal servers (via RDP) and other solutions on the Chrome Web Store are poorly review or may compromise security.

Versions:

Accessing remote desktop (Chromebook):	
V1.0 – Original	23/03/20 - TF