

Accessing remote desktop (macOS)

Mac devices such as iMac & MacBook's running macOS 10.12 Sierra or later can access the remote desktop using the app "Microsoft Remote Desktop 10". You will also need access to a web browser such as Google Chrome or Safari

Remote Access via Website:

First, navigate to the Mac Appstore. This can be found using the built-in search function or using the Dock at the bottom of the screen.



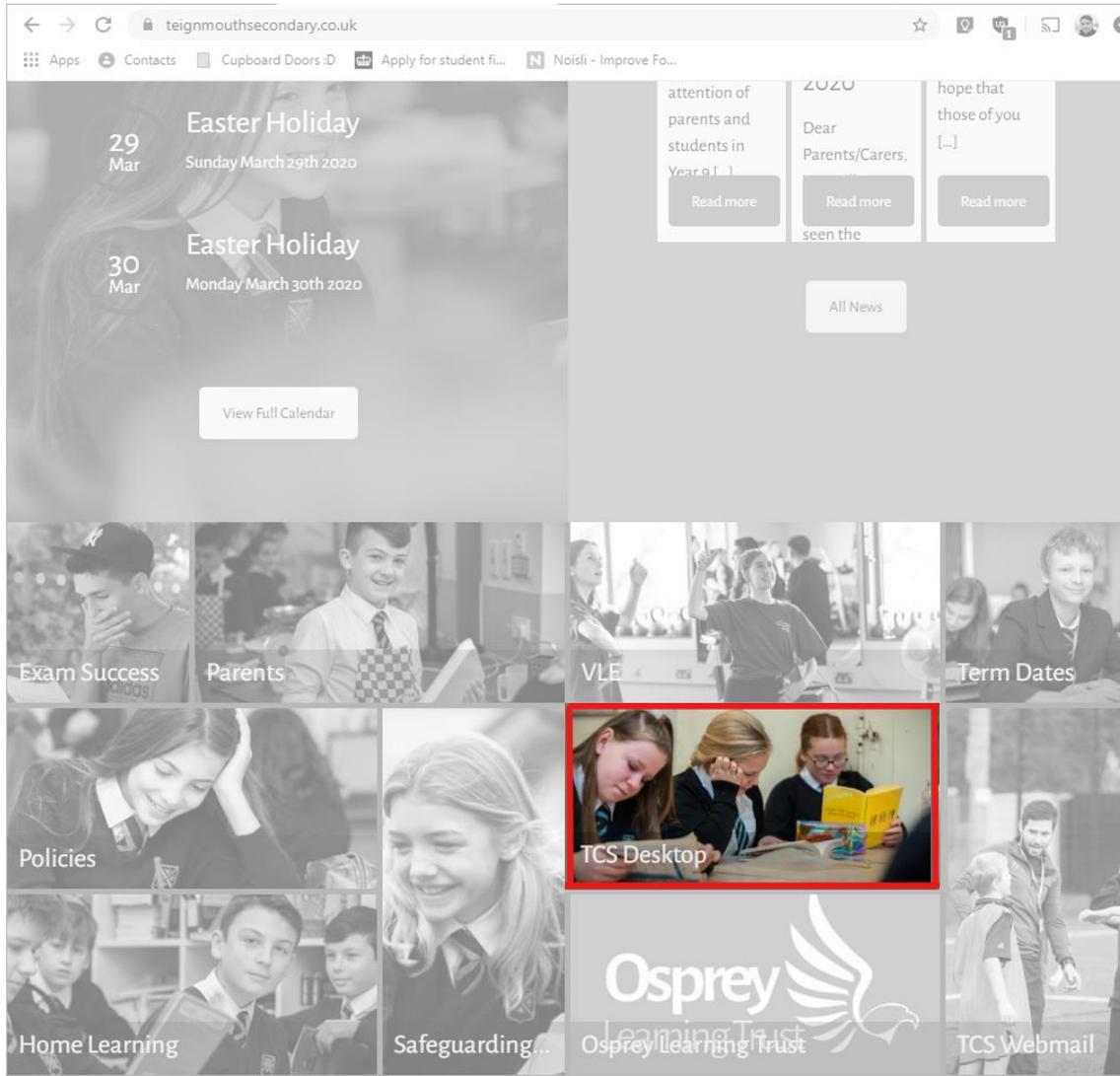
In the Appstore, search for "Microsoft Remote Desktop 10" using the search bar in the top right of the app store. Click "Install App" to download the application (you may need to sign into your Apple Account).

Mac App Store Preview

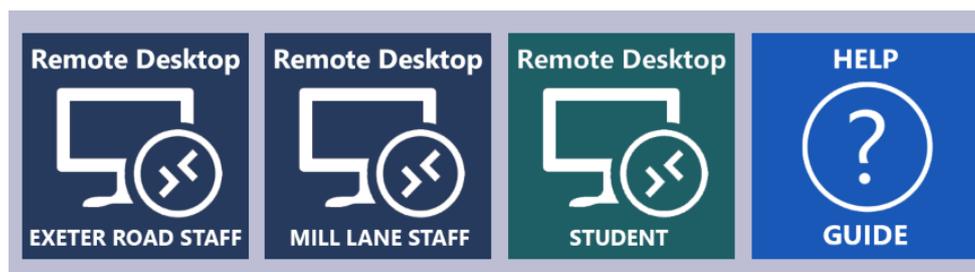


Once installed, open the app. If a window appearing advertising to "help us make you experience better", click "No Thanks".

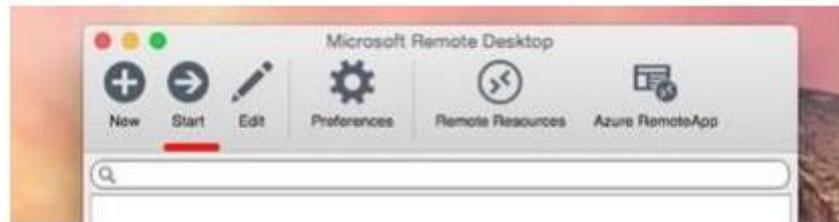
Once the app has been opened, navigate to the school website (www.teignmouthsecondary.co.uk).
Navigate to the bottom of the page and find the "TCS Desktop" button. Click this to navigate to the Remote Desktop Access Portal



On the Remote Desktop Access Portal, click the appropriate button to download the file containing the RDP Settings (the file extension for this will be.RDP).



Once downloaded, drag this file into the Remote Desktop App. Click on the icon and then press Start - this should now launch the remote desktop session.



Troubleshooting:

Q. Is my device compatible with MacOS Sierra 10.12

A. According to Apple, the devices below support macOS 10.12 Sierra

- MacBook Pro (2010 and later)
- MacBook Air (2010 and later)
- Mac Mini (2010 and later)
- Mac Pro (2010 and later)
- MacBook (Late 2009 and later)
- iMac (Late 2009 and later)

Q. I keep getting an error message when trying to access the remote desktop – what should I do?

A. Please try closing the remote desktop window and trying again in a couple of minutes. This can be down to an issue with one of the remote desktop servers. Please get in contact with IT support (including a screenshot of the error) if the problem persists.

Q. Remote Desktop connection is slow, keeps crashing out!

A. This could be down to three reasons. Either the internet connection that you are using is either too slow or inconstant (keeps cutting out), Internet speeds onsite are having issues or the remote desktop servers are struggling with user demand. Please get in contact with IT support if the problem persists

Versions:

Accessing remote desktop (Windows):	
V1.0– Original	20/03/20 - JM
V1.1 – Corp Branding, Intro, Troubleshooting Section	23/03/20 - TF