

# Teleworker Instructions for Microsoft Remote Desktop Access

## Windows Instructions

**Connect to the APU University network from a Windows Computer (on or off campus) running Windows 10 or later:**

1. Make sure that you are running Windows 10 and have the latest updates.
2. Go to [my.alaskapacific.edu](http://my.alaskapacific.edu) and login.
3. Click the Microsoft Remote Desktop Tile



4. Click the “Microsoft Remote Desktop Token”

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	How to Connect to Microsoft Remote Desktop 🌐	...
	Microsoft Remote Desktop (On-Campus Wifi Only)	...
	Microsoft Remote Desktop Token	...

5. If prompted that the connection cannot be verified, click “Connect” and “Don’t Ask Me Again...”.
6. When prompted for your username, enter your email address.
7. Enter your password.

8. Connect.

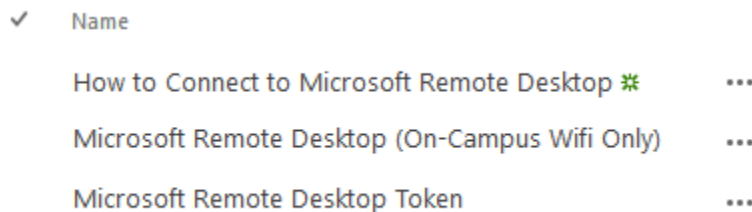
### Mac Instructions

**Connect to the APU University network from a Mac:  
You must have Mac OS10.12 (Sierra) or later.**

1. Install Microsoft Remote Desktop for Mac from the Mac App store.
2. Go to [my.alaskapacific.edu](http://my.alaskapacific.edu) and login.
3. Click the Microsoft Remote Desktop Tile



4. Click the “Microsoft Remote Desktop Token”



5. Enter your password.
6. Connect.
7. If it does not connect, “add a desktop” in the “Microsoft Remote Desktop” App using these credentials:

- a. Computer Name: virtualdesktop.alaskapacific.edu
- b. Gateway Server: gw.alaskapacific.edu
- c. User Name: [YourUserName@alaskapacific.edu](mailto:YourUserName@alaskapacific.edu)

**Important Information:**

- Microsoft Remote Desktop will work on most Wi-Fi or cellular connections. However, inexpensive home routers or low-quality Wi-Fi connections may cause the connection quality to degrade or occasionally disconnect. If this occurs, APU IT will generally be unable to assist unless you connect your device to a wired or Ethernet connection.
- Microsoft Remote Desktop will not work on windows XP, 7, or 8.