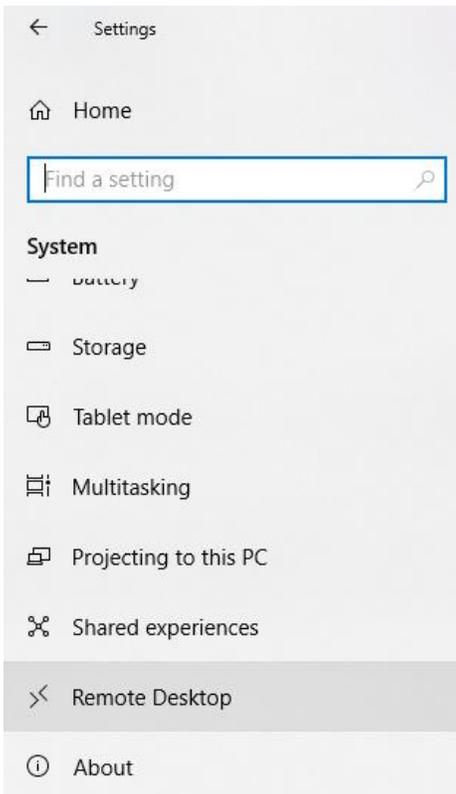


How to use RDP to remotely connect to a computer

Windows Computers Only

If the computer is not set to allow Remote access Go to **Settings > System > Remote Desktop**

(you may need to scroll down to see this)



Then Enable Remote Desktop > Click the button and it will be green and say on

You may get security prompts > Click Yes and Confirm



Remote Desktop

Remote Desktop

Remote Desktop lets you connect to and control this PC from a remote device by using a Remote Desktop client app (available for iOS, Android, Mac and Windows). You'll be able to work from another device as if you were working directly on this PC.

Enable Remote Desktop



To use this from a home computer you will need to install RSA, your token and Pulse Secure if it is not installed.

1. Search your e-mail for SDTID that is the file type
 - a. If you cannot find it, we need to resend it to you – Call 624-7700.
 - b. Once you find this file, right click and save it to the Desktop
2. You can obtain the RSA installer here <https://www.maine.gov/oit/remote/softtoken/index.html>
3. and Pulse installer here <https://www.maine.gov/oit/security>
 - a. Make sure you get the correct version for your operating system.
 - b. To determine if you have a 32 bit vs. 64 bit computer right click on This PC and go to properties.

Once Pulse is installed it will need to be configured

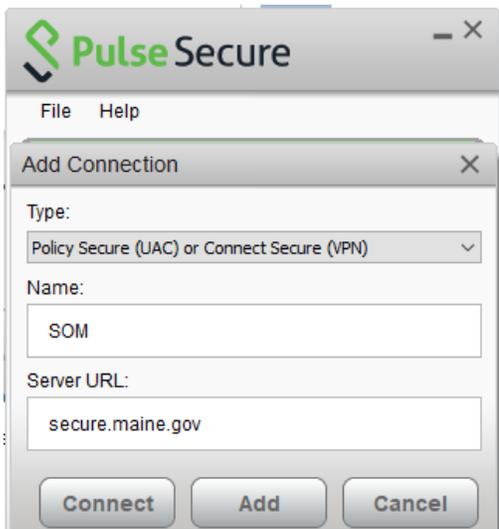
Go to Start and Type Pulse and open the app or look in the bottom right corner for the icon 

It also might be in hidden icons ^ if you click on the icon select Open Pulse Secure

Click on the Plus symbol on the green line to add a connection



For most state users you will set it like this (MFA users and Law Enforcement see below)



Users connecting with MFA rather than an RSA token will use the Server URL secure.maine.gov/mfa

User on the DPS server (Law Enforcement & DPS) use secure3.maine.gov for RSA and secure3.maine.gov/mfa for MFA

Once you fill in the server information click Connect

You will be prompted for you User name and Password. This is your AD credentials or the same user name and password you use to log into you work computer.

If using MFA you will need to use your e-mail address with @maine.gov at the end of your name.

RSA users

After your credentials Pulse should find your token and display that – select save settings and connect

you will get prompted for:

1. PIN – if you have a PIN use it. If you have never selected a PIN put nothing in that box and click Connect
2. If you get asked for a Secondary token:
 - a. Open RSA (go to start and type RSA)
 - b. Enter the PIN there and click the arrow over button on the right
 - i. Copy this token code using the copy button at the bottom
 - ii. Enter this token code into Pulse
3. If you have trouble with the PIN go here <https://rsaportal.maine.gov/console-selfservice/> or call 624-7700.

Click Connect

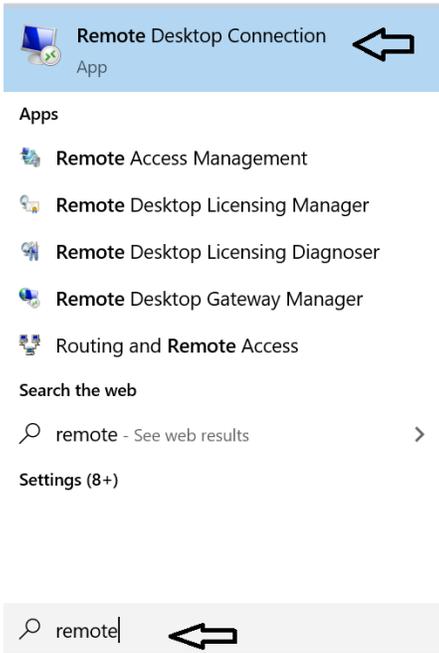
MFA Users

After your credentials you will get prompted for:

1. Nothing you will get a pop-up on your phone to approve the connection
2. A Response
 - a. You will receive a 6 digit code by text > enter that in the box and click connect
3. There could be others depending how you MFA was set up. If you need assistance call 624-7700

Once you have connected to Pulse you need to connect with remote Desktop

Click Start and Type Remote and open the Remote Desktop App



Enter the computer name or IP address of the computer you want to connect to > Click **Connect**



Enter the user name and password for that computer > Click **OK**

Windows Security



Enter your credentials

These credentials will be used to connect to 10.19.6.48.

Sabasteanski, Jackie

MDPS\jackie.sabasteanski

[More choices](#)

OK

Cancel