UM SoE IT - Remote Access Computer Labs

Updated February 2024

Important Topics Discussed

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  - <mark>**NOTE: If you run into any issues, check the FAQs at the end of the document**</mark>

Remote Connect Recommendations and Notes

- ***Computer Mouse***
    - o Because a trackpad is NOT ideal for engineering software.
- **Upload your Files to the Cloud**
    - o *Always Save Your Data to the Cloud:* All public computer data is eventually wiped.
    - o *Accessing Google Drive:* Google Drive should be available as a locally installed app or via the internet on public SoE computers at https://www.google.com/drive/
- **Ole Miss vs School of Engineering Logins and Other Login Info**
    - o Ole Miss logins and School of Engineering computer logins are separate accounts.
    - o Usernames are the same, but the passwords are different.
        - ▪ You should have received an email with your password and account from either engineeringhelpdesk@olemiss.edu or noreply@olemiss.edu.
        - ▪ If you still can't find your password or don't know your current one, you can request a password reset at https://apps.engineering.olemiss.edu/.
        - ▪ You can change your password when logged in using ctrl+alt+del in-person or ctrl+alt+end when remoting in. When you reset your password, it must include 8 characters and 3/4 of the following: uppercase, lowercase, number, and/or special character.
- **School Wi-Fi Connection (Required)**
    - o Students will only be able to remote into computers if they are on University Wi-Fi. Anywhere the "Ole Miss" Wi-Fi is will work.
- ***VPN (Faculty and Grad Students)***
    - o Ole Miss provides a VPN for use by faculty and grad students for connecting to computers off-campus. This can be requested at https://engineering.olemiss.edu/it-support/.
    - o **NOTE:** Undergraduates with unusual circumstances may request VPN access so long as they explain in the ticket why it's necessary, however, they are not guaranteed access.

How to connect?

- ***Install "Microsoft Remote Connect"***
    - Windows: https://apps.microsoft.com/detail/9WZDNCRFJ3PS
        - Note: Windows computers have a basic version installed by default, which can be found by searching "Remote Desktop Connection" in the search bar.
    - Mac: https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466
    - Linux: https://opensource.com/article/18/6/linux-remote-desktop
        - Note: There are a lot of options for Linux, this is just one and may eventually become outdated. You should probably do your own research.
    - **NOTE:** If any of these links stop working, just Google "Microsoft Remote Connect for …".
- ***Find Computers Available to Remote Connect***
    - Master List of Computers:

        https://apps.engineering.olemiss.edu/computerlab/carrierlabs/remotecomputerlab.html.

    - Instructions: Choosing a computer from the list will download a ".rdp" file. This can be double-clicked to connect to connect to said computer.
    - **NOTE:** The ".rdp" files that you keep on your computer do not know if someone is already connected to a computer, so you must check the website for that.
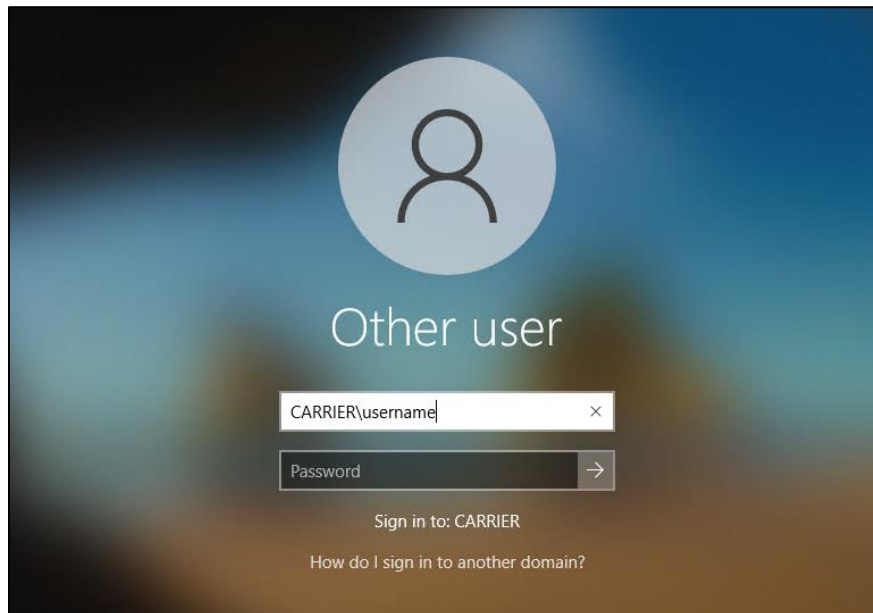- ***Connecting to the Computer***
    - Once you click on the file, there will probably be a box like below that shows up. Ignore the warning and click "Connect", if not, continue to the next step.
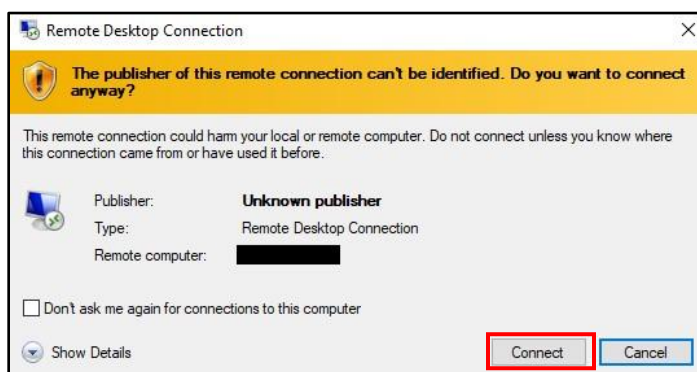
o   There may also be a second warning. Ignore the warning and click "Yes", if not, continue to next step.
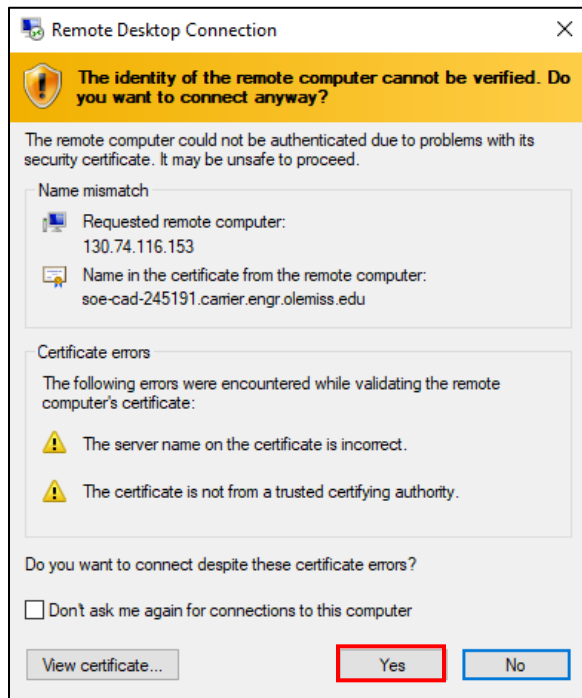
o   Once at the login, ensure you put "Carrier\" before your username, as seen below:

- ○ Mac: If having issues with the display being too small, instead, open the actual "Microsoft Remote Connect", find the IP of the computer you're trying to connect to (can be seen in the previous steps before arriving to the remote connect computer login and should look like "130.74.xxx.xxx")
- ○ Insert IP into the PC name, then select Display

o   Finally, select "Optimize for Retina Displays" and click add.

o   Open the saved computer and this should be fixed

Common Problems/FAQs

- *Don't know my password*

    - See "Ole Miss vs School of Engineering Logins and Other Login Info"

- *I know my login and password, but the computer is saying it's wrong*

    - Ensure you're adding "CARRIER\username", see *"Connecting to the Computer"*

- *Can't Remote Connect from my apartment*

    - See "School Wi-Fi Connection".

- *Screen is really small when connecting from a Mac*

    - *See "Connecting to the Computer"*

- *I'm trying to connect to a computer, but someone's already using it.*

    - See *"Find Computers Available to Remote Connect"*

- **NOTE:** *You can use ctrl+f on Windows and Command+f on Mac to search for the Section in question.*