

# Overview for RDS – Remote Desktop Services.

## What is RemoteApp and Desktop Connections?

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RemoteApp and Desktop Connections gives you a customized view of RemoteApp programs and virtual desktops that have been made available to you by your network administrator.

## What is RemoteApp?

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Using RemoteApp, you can access programs on a remote computer through Remote Desktop Services. Although the programs are running on a remote computer, RemoteApp programs behave as if they are running on your local computer. For example, a RemoteApp program has its own entry in the taskbar, and you can resize, minimize, or maximize the program window.

## What is the Remote Desktop tab?

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The **Remote Desktop** tab allows you to connect from the RD Web Access website to any desktop that is configured to accept Remote Desktop connections.

### **USER RESPONSIBILITY:**

You are responsible for protecting the authentication factors entrusted to you. Keep your PIN secret and protect your SecurID token against loss and theft.

If an unauthorized person learns your PIN and obtains your token, this person can assume your identity. Any action this intruder takes is attributed to you in the system's security log.

For your own protection and that of the system, always take the following precautions:

- Never reveal your PIN or user password to anyone. Do not write them down.
- If you think someone has learned your PIN, notify the IT Solutions Center immediately, so they can clear the PIN. At your next login you will have to create a new PIN.
- Exercise care not to lose your SecurID token or to allow it to be stolen. If your token is missing, tell your supervisor immediately. The supervisor will work with Automation Security staff to disable the token so that it is useless to unauthorized users.
- Do not let anyone access the system under your identity (that is, log in with your PIN and a tokencode from your SecurID token).
- It is essential to DWD security that you follow the systems standard logoff procedures.
- Protect your token from physical abuse. Do not immerse it in liquids, do not expose it to extreme temperatures, and do not put it under pressure or bend it. Read and follow the care instructions that come with your SecurID token.

### **Technical Support**

Any problems with the DWD Thin Client system will be called into the DWD IT Solutions Center at (608) 266-7252. Normal business hours for the Service Desk are Monday through Friday from 6:00am to 5:00pm.