



THE UNIVERSITY OF ARIZONA

College of Engineering

IT Help: 626-7094

Last revised: August 30, 2019

Connecting to the RemoteApp Server

NOTE: VPN is required to access RemoteApp. Check out this FAQ for assistance:
<https://it.arizona.edu/service/ua-virtual-private-network-vpn>

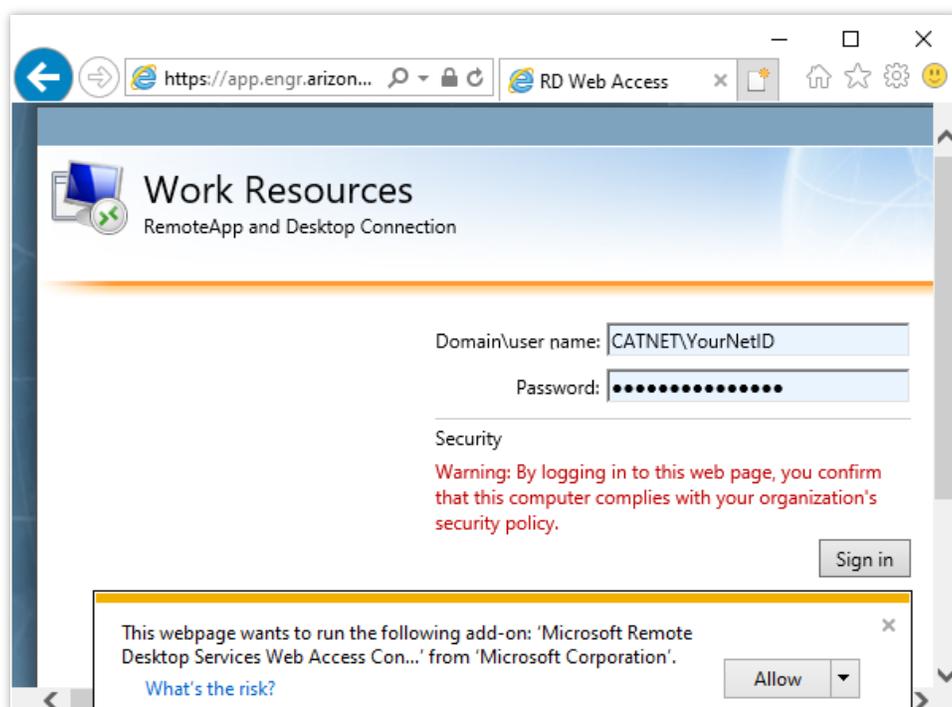
To help make it easier to run licensed software at home or on your laptop in one of the computer labs on campus, the College of Engineering is providing access to engineering applications and 'virtual desktops' on our RemoteApp server, app.engr.arizona.edu. Our RemoteApp server lets you choose to use a specific application you may not have, or connect to our virtual desktops, which allow you to connect to a remote desktop session, and within, run any engineering software available to you— all you need is a decent internet connection!

Mac users: The steps to connect are different for PC and Mac computers; if you're using a Mac, please skip ahead to page 3!

This PDF is also available online: https://support.engr.arizona.edu/faqs/using_remoteapp.pdf

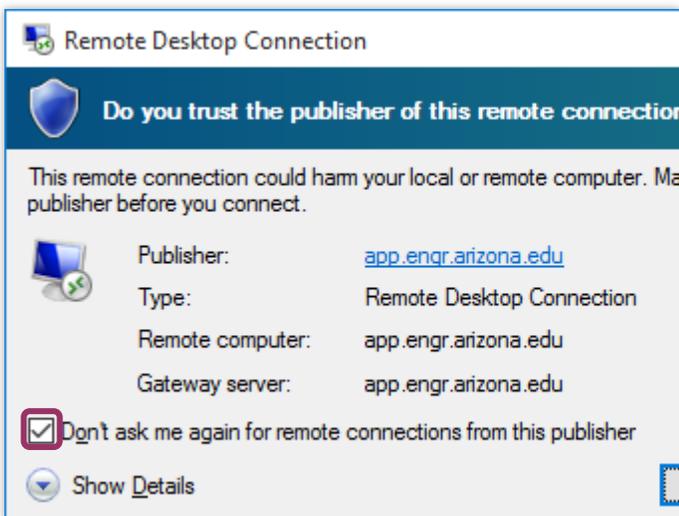
Connecting from a PC

Click this link: app.engr.arizona.edu or copy it into your preferred web browser's URL field, and you should be directed to a RemoteApp login page (where you will need to enter your NetID and NetID password) that will look something like this:



If you don't see what you need, your account may not be set up with the correct access. For any problems, please call the College of Engineering IT Help Desk:

Now you can get started by clicking on one of the links in 'Work Resources' - this will start a download of an RDP (remote desktop protocol) file. Some of these links are for specific applications, and some are for full Windows virtual environments. Open this file to start the connection. You may get a prompt that looks something like this:



Work Resources

RemoteApp and Desktop Connection

RemoteApp and Desktops

Current folder: /



Paint



Windows 10

Verify that `app.engr.arizona.edu` is the Publisher, and then go ahead and check the box for "Don't ask me again..." if you don't want to see this message every time you connect. After clicking **Connect**, you'll be prompted to enter your NetID credentials once more (remember to put `CATNET\NetID`), then you should be all set and ready to go!

Credential Window:

Step 1:

Click **More choices**

Step 2:

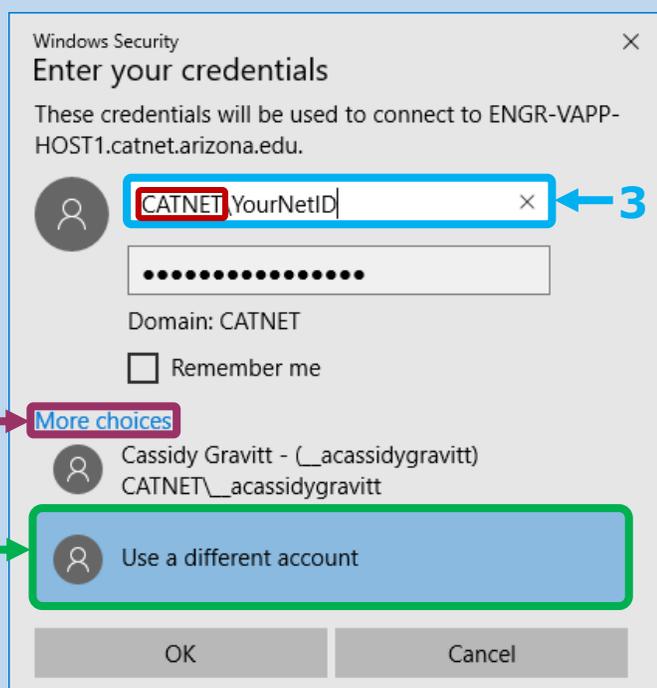
Click **Use a different account**

Step 3:

Enter **CATNET** and then your netid

1

2

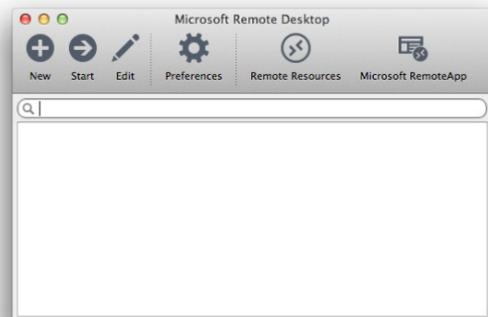
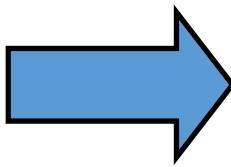


Connecting from a Mac

First of all, even if you already have the Remote Desktop Client, you'll want to be sure you have the latest version; this is available as a free download from the App Store. It should be the first search result for 'Microsoft Remote Desktop'.

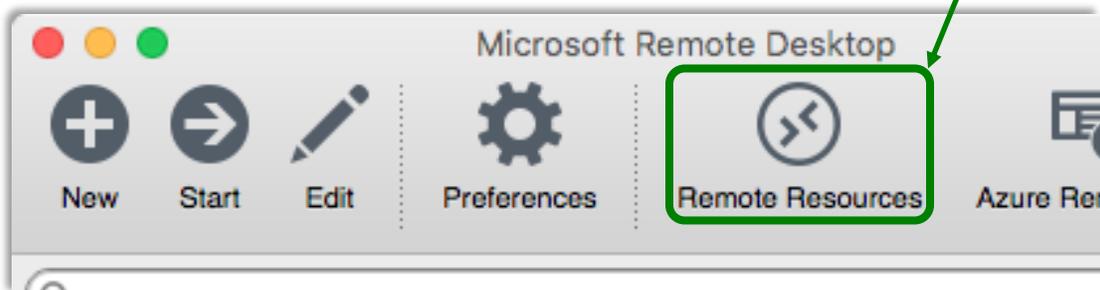


Once the Remote Desktop client is installed, you can launch it either from the LaunchPad or from the Applications folder. The application will probably open to a mostly blank window, as shown here.



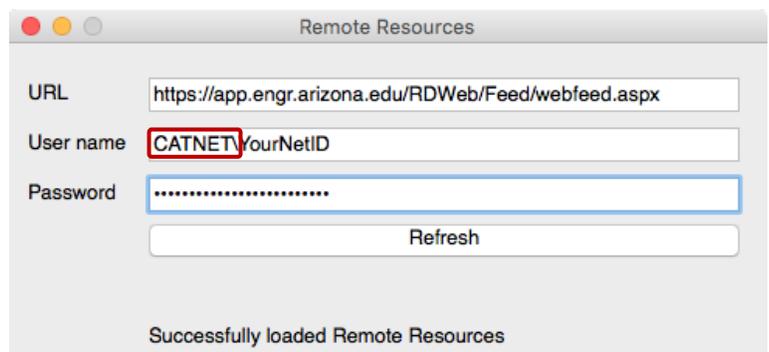
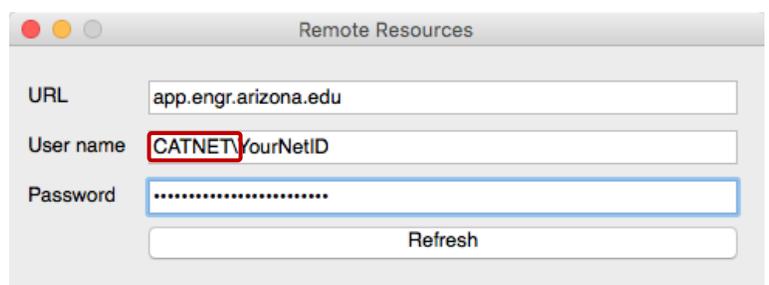
Adding Remote Resources

The reason you need the latest version of the Microsoft Remote Desktop Client is you need to be able to add the virtual desktops published on app.engr.arizona.edu as *Remote Resources*. If you don't see a button for **Remote Resources**, as shown here, you need to update your client! Anyway, click the button.



Now you'll need to fill out the pop-up dialog with the information at right. For your username, remember to enter 'CATNET\' followed by your NetID. Don't forget the backslash! For example, if your NetID is 'redfish', enter 'CATNET\redfish'. For your password, use your NetID password, the one you use to log into D2L and UAccess. After you've entered all the info, click 'Refresh'.

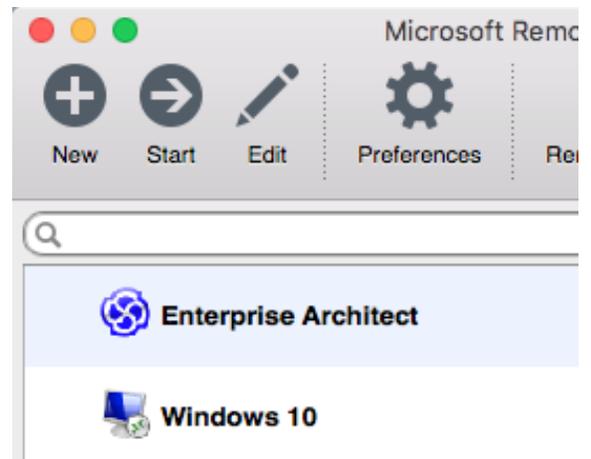
After a few moments, the dialog window should display a message that the remote resources were successfully loaded. You can now close this dialog.



Back in your main Remote Desktop Client window, you should now see a list of the virtual resources for which you're authorized.

Now that you have these applications and desktop(s) added to the Remote Desktop client, you can open any of them by simply double-clicking on the one you want. Continue reading, though, for some other info about running your applications remotely.

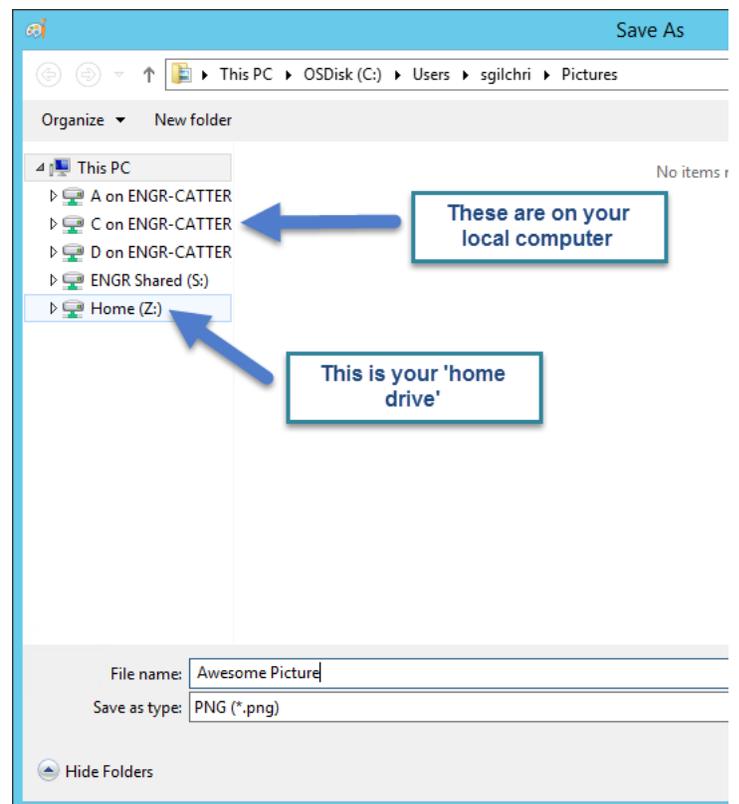
Note: Once the Windows desktop is open— in fullscreen mode— you can still Command+Tab back to your Mac side's applications, but to get back to the virtual desktop, you must double-click on the Microsoft Remote Desktop icon in your dock.



Saving and Opening Files

Once your program is started, you can interact with it just as you would if you were working on your own computer. However, please keep in mind that in reality the software is running on a server in the ENGR datacenter and simply displaying the screen on your personal computer. In particular, saving and opening files can be a little confusing—some of the drives and folders which are displayed are located on the remote server, not on your computer. Notice in the image at right that some of the drives actually *are* on the local computer—they are listed as '*<drive letter> on <computer name>*', e.g. 'C on ENGR-CATTERM'. However, it can be difficult to find your desktop or documents folders this way.

Instead of saving the files directly to one of these local drives, we recommend saving to the 'Z' drive on the remote server. This is your *home drive*, and it's available from anywhere in the world. Keeping a copy of your working files in your home drive helps ensure that your work isn't lost if something happens to your personal computer. It also means the files are backed up in case something happens to the remote server!

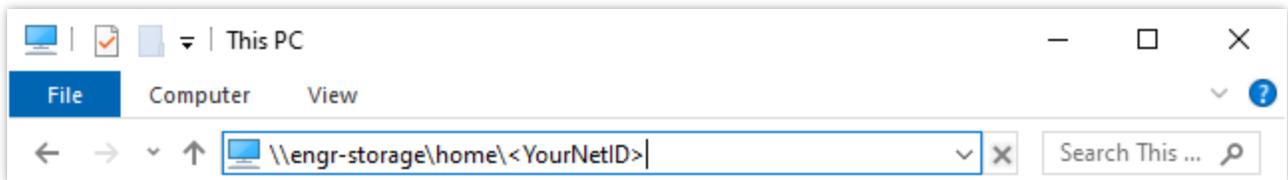


- Of course, placing files in your Home drive doesn't do much good if you can't access them from your own computer. Check out this FAQ:

How can I access the files on the College's network storage?

<https://it.engr.arizona.edu/faqs/storage>

Quick tip: If you're on Windows, and on campus internet (UAWiFi, VPN, or a hardwired connection), you can just type this into the Start Menu or Windows Explorer and hit Enter:



Closing Your Connection

When you're done working, you can close your connection in one of two ways:

- If you're logged into a full desktop session, make sure to go to the start menu, and click Sign Out. This releases the session on that desktop so it can be reused.
- If you're logged into a specific application, you can end your session by closing the application using the 'X' in the top right corner of the window.

If you've used Remote Desktop before, you might know that *disconnecting* from a session normally leaves your programs running. That's true with RemoteApp too, but:



*Please make sure you save your work regularly, and also save when you are done working. We need to close disconnected sessions so they can be available for other users—that means **you will be automatically logged off** (and all your programs will be closed) if your session is disconnected for more than 15 minutes!*

Questions? Problems?

If you run into any trouble with any part of this process, please let the ENGR-IT support staff know:

 (520) 626-7094

 <https://helpdesk.engr.arizona.edu/support/tickets/new>

 support.engr.arizona.edu

They'll try to get you squared away as soon as possible! Please test your connection before you have an assignment deadline! The ENGR-IT staff become very cranky when they are awakened nights and weekends, and their vengeance is swift.