Overview

Welcome to AIR Remote Desktop Services!
AIR Remote Desktop Services can be accessed from a Windows computer, a Mac, and even a mobile device such as an iPad or iPhone. This guide will ensure that you have the best experience possible with AIR Remote Desktop Services.

Getting Started

To start a remote desktop connection, go directly to the section for your device type by clicking one of these links:

- Web Browser
- Windows
- Mac
- iPad
- iPhone

Need Technical Assistance?

IT Service Desk:  Access 24/7 Self-Service Portal (must be on AIR network)
E-mail: itservicedesk@air.org
Phone: (202) 403-5555
FREQUENTLY ASKED QUESTIONS (FAQ)

- **Question:** How do I access the AIR home and share drives as well as the C: drive on my local computer?
  
  **Answer:** There are two different methods.

  1. Double-click the Computer icon on the Desktop
  2. Click Start → Click Computer → Select the drive you would like to access

- **Question:** How do I access the files from my Desktop and My Documents from the old Terminal Services environment?
  
  **Answer:** You can access the old Terminal Services Desktop or My Documents content by opening your AIR Home Drive and then double-clicking on either the Desktop or My Documents folders, to access the respective content. The Desktop and My Documents folders can be accessed from any computer from which you have access to your AIR Home drive.

- **Question:** Can I transfer files to and from my local computer and the AIR network drives?
  
  **Answer:** Yes, you can perform a copy and paste function between a drive on your local computer (i.e. C: drive) and an AIR network drive or by dragging and dropping files/folders.

- **Question:** Can I print to my local default printer?
  
  **Answer:** Yes. After selecting the Print function in your current application, click the printer drop-down menu, then select the printer with the tag of redirected.

- **Question:** Does AIR Remote Desktop Services Support multiple monitors?
  
  **Answer:** Yes, on Windows only, using the web based interface or the full client.

- **Question:** Will AIR RDS automatically log me off of my current session?
  
  **Answer:** Yes, after 2 hours you will be logged off of your AIR RDS session and any open applications will...
automatically be closed.

- **Question:** How do I properly disconnect from AIR Remote Desktop Services?
  
  **Note:** This process **must** be followed for all four access methods (web browser, Windows, iPad/iPhone, or Mac)

**Answer:**
1. Click
2. Click
3. Click
Pre-Requisites

Internet Explorer Users on non-AIR computers

1) Open Internet Explorer
2) Click Tools
3) Click Internet Options
4) Click the Security tab
5) Click Trusted Sites
6) Click the Sites button
7) In the Add this website to the zone field, enter rd.air.org
8) Click the Add button
9) Click the Close button
10) Click the Apply button
11) Click the OK button

Windows XP and Vista Users

You must download the latest Microsoft Remote Desktop Client using one of the links below:

- Windows Vista 32 Bit: [CLICK HERE]
- Windows Vista 64 Bit: [CLICK HERE]
- Windows XP 32 Bit: [CLICK HERE]
How do I use the standard web based access?

1. Open a web browser
   In the address bar, enter https://rd.air.org.

2. Click the Connect button

3. Accept the default settings, click the Connect button
4. Enter your AIR Network Username and Password

5. Click the Arrow (or Press Enter on your keyboard)
How do I use the full Windows Client?

1. Click the link to Download AIR RDS Profile Settings (AIR_RDS.zip)

2. Left-click and drag the AIR_RDS.RDP file to your Desktop

3. Double-click the AIR_RDS.RDP icon located on your Desktop

4. Place a check in the Don’t ask me again for remote connections from this publisher box

5. Click the Connect button

6. Enter your AIR Network Username, in the format air\username, and password

7. Click the OK button
MAC

How do I connect from Mac OSX?

1.) If it is not already installed on your Mac, visit the Microsoft Download Center (copy & paste link in browser: http://www.microsoft.com/en-us/download/details.aspx?id=18140) and download Remote Desktop Connection Client for Mac, then follow the on-screen instructions

![Remote Desktop Connection Client for Mac](image)

2.) Click the Downloads folder

![Downloads folder](image)

3.) Click the RDC_2.1.1_ALL.dmg download

![RDC_2.1.1_ALL.dmg](image)

4.) Click the RDC Installer icon

![RDC Installer](image)
5.) Click the **Continue** button

![Image of the Microsoft RDC for Mac installer]

6.) Click the Continue button

![Image of the Software License Agreement]

7.) Click the **Agree** button

![Image of the software agreement]
8.) Click the Install button

![Install button screenshot]

9.) Enter an account on the Mac with Administrator credentials (i.e. your account typically has administrator rights)

![Installer trying to install new software screenshot]

10.) Click the Install Software button

![Installer trying to install new software screenshot]
11.) Click the Close button

![The installation was completed successfully.](image)

12.) Download AIR RDS Profile Settings (AIR_RDS_Mac.zip): [Click Here]

13.) Drag the AIR Remote Desktop Connection icon to your Desktop

14.) Double-click the AIR Remote Desktop icon

![AIR Remote Desktop Connection icon](image)

15.) Place a check in the Don't show this message again when connecting to rd.air.org checkbox

![Warning message](image)
16.) Click the **Connect** button

![Connect button image]

17.) Enter your AIR credentials

![Enter credentials image]

18.) Click **OK** button

**Note:** Don’t check the Add user information to your keychain box. If the box is checked, you will receive errors when trying to establish a connection to AIR RDS.
How do I use the iPad Client?

1.) Visit the Apple App Store and install PocketCloud Remote Desktop – RDP/VNC
   Note: You may be prompted for your Apple ID password on your Apple device.

2.) Tap the Free button

3.) Tap the PocketCloud icon

4.) Tap Advanced users
5.) Tap the **No** button on the **Anonymous Usage Statistics** prompt

![Anonymous Usage Statistics](image)

6.) Tap the **My Computers** button

![My Computers Button](image)

7.) Tap **Manual Connection**

![Manual Connection](image)
8.) Tap RDP

9.) Tap each of the items highlighted with the red arrow and enter the information exactly as it appears.

**Note:** The ability to save and automatically login to AIR RDS has been disabled, so you will be required to login to AIR RDS when you click the Connect button in step 12.
10.) Tap the **Save** button

![Image of the Save button being tapped](image)

11.) Tap the **Connect** button

![Image of the Connect button being tapped](image)
How do I use the iPhone client?

1.) Visit the Apple App Store and install PocketCloud Remote Desktop – RDP/VNC
    Note: You may be prompted for your Apple ID password on your Apple device.

2.) Tap the Free button

![PocketCloud icon](image)

3.) Tap the PocketCloud icon

4.) Tap the No button on the Anonymous Usage Statistics prompt
5.) Tap **Skip Auto Discovery**

6.) Click the + symbol
7.) Click on the Remote Desktop (RDP)

8.) Tap each of the items highlighted with the red arrow and enter the information exactly as it appears.
9.) Enter your AIR username and password

10.) Press Enter on your keyboard or click the arrow button