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## Introduction

CUNY Secure Remote Access lets Central Office staff use a web browser to remotely access their CUNY Windows desktop computer. Using the information and instructions in this quick reference, Central Office staff can access and remotely work with their Windows desktop computer, including desktop applications, desktop files and content in their network file shares.

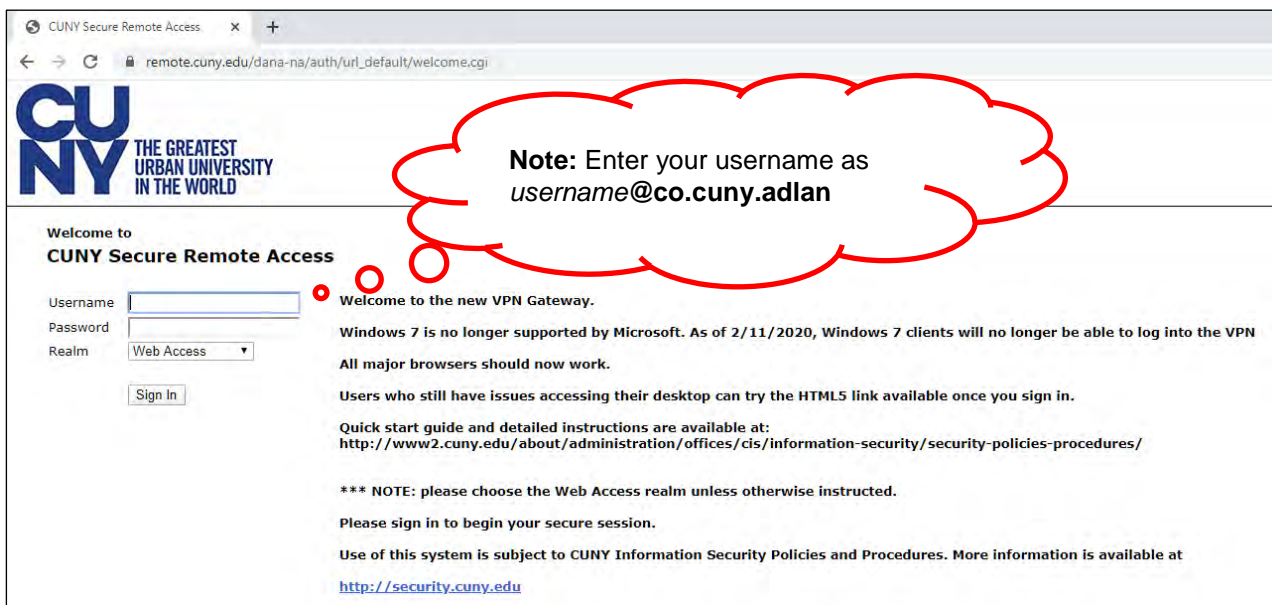
## Important Notes

- Your office Windows desktop computer must be powered on in order to be accessed remotely.
- If you are not using the desktop computer recorded in our inventory files, you will unlikely be able to remotely access your computer.
- Call the Central Office Service Desk at 646-664-2311 if you are unable to remotely access your desktop computer.
- The Windows 7 operating system is end-of-life and not allowed remote access to your CUNY desktop computer.
- Supported web browsers include Microsoft Edge, FireFox 52, Google Chrome, Internet Explorer 11, and Safari 6.0.
- You may be prompted to install Sun Java™ Runtime Environment (JRE) or Pulse software—you must have administrative rights on the remote computer to do so.
- You must disable browser pop-up window blockers.

## To Access your Windows Desktop Remotely

1. Using your web browser, go to Secure Remote Access's sign-in page located at <https://remote.cuny.edu/>.

You should see a page similar to the one that follows.



2. Enter the following information:

**Username**

Your Central Office Active Directory username as *username@co.cuny.adlan*, where *username* is your Active Directory login name that you use to normally log into your desktop computer.

**Password**

Your Active Directory password used to log into your desktop computer.

**Realm**

Choose **Web Access**.

3. Click the **Sign In** button.

A menu page of links will be displayed.

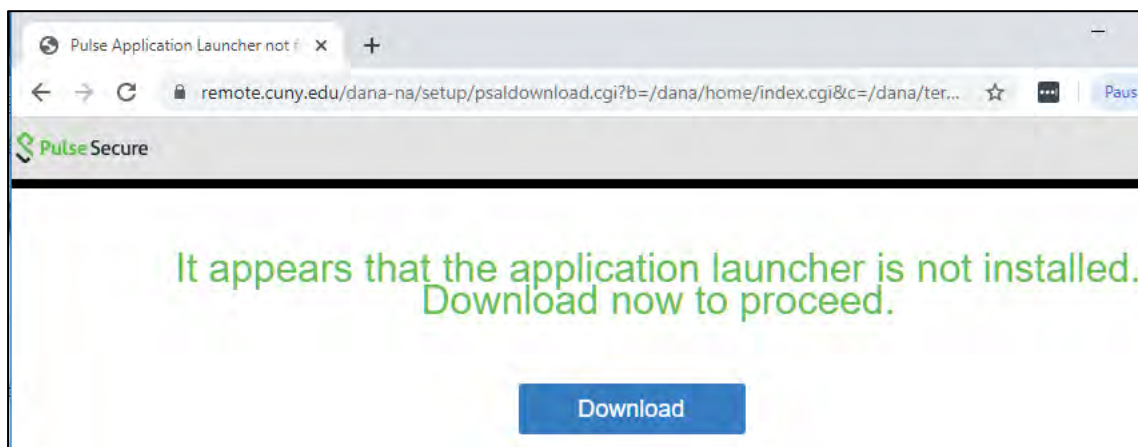
**For PC users**

Click on the link to their desktop (for example, “*Your Name’s Desktop*”) under the **Terminal Sessions** section.

**For Mac users**

There are three links under the **HTML5 Access Sessions** section that each support a different screen resolution. You should first try the **1600 x 900** resolution link first, as that seems to work well for many users. Skip to step 5.

First-time PC users see a prompt to download the Pulse Application launcher software:



4. After downloading is completed, use the **Run** option to install the Pulse Application launcher software.

You may be prompted to install additional Pulse VPN components.

Once all of the required software is installed, a remote desktop window should open. If the remote desktop window does not open, please ensure the pop-up blocker is disabled in the browser and repeat this step again.

**Note:**

For PC users: If you are unable to connect using the link in the **Terminal Sessions** section, please try one of the links under **HTML5 Access Sessions** as an alternative. HTML5 Access provides a browser-based remote desktop session that should be used only when the **Terminal Sessions** link does not work, as HTML5 is less efficient for PC users.

5. Be sure to sign out of the remote secure VPN access window after closing your remote desktop window. The sign out option is available at the top right corner of your screen.

If you have any issues, please contact the CIS Service Desk at [service.desk@cuny.edu](mailto:service.desk@cuny.edu) or 646-664-2311.