

Get Started with Remote Desktop to Your Own PC

This is the best option for people who have their own dedicated PC at WakeMed. This will give you the same desktop you are used to every day, with all the applications, and at similar speeds.

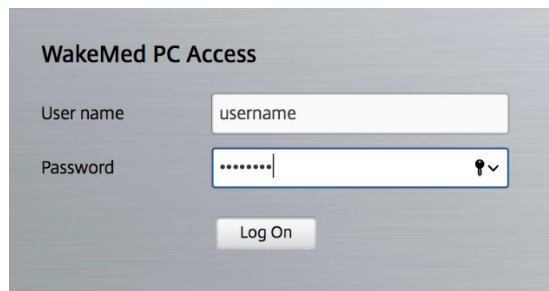
What do I need to use this? Dedicated WakeMed PC (turned on and connected), **the workstation name of your PC**, Duo account, home PC (Windows, Mac), Internet connection

Browse to

<https://pcaccess.wakemed.org>

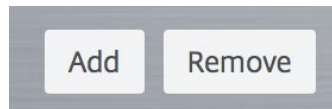
Note, this site is not accessible from the WakeMed network.

At the Citrix Gateway page, enter your username (do not add @wakemed.org!) and password and then click the “Log On” button.

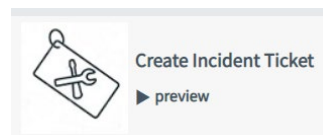


The screenshot shows a login form titled "WakeMed PC Access". It has two input fields: "User name" with the placeholder text "username" and "Password" with a masked password "....." and a visibility toggle icon. Below the fields is a "Log On" button.

In the “Web Sites” section, click “Add” link



Know the name of your PC?
Skip this step!



Retrieve the name of your PC by going to the [Service Desk portal](#). Click “Create Incident Ticket”. The name of your PC is listed as “My Assigned Computer(s)”. In this example, it’s “MyPC”.

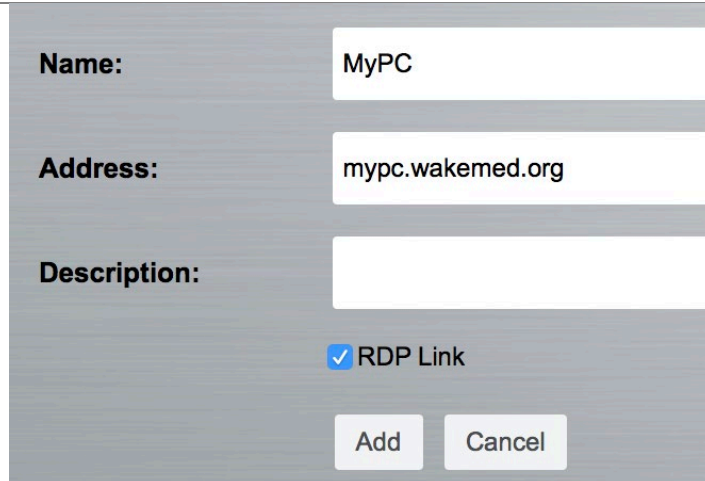
My Assigned Computer(s)



The image shows a list of assigned computers, with "MyPC" listed in a light pink box.

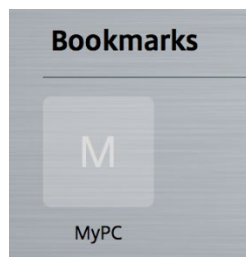
Fill in the form:

- Choose a name
- Enter the name of your PC and **add .wakemed.org**
- Description is optional
- Check the “RDP Link” box
- Click Add



A screenshot of a web form with a grey background. It has three input fields: 'Name:' with 'MyPC', 'Address:' with 'mypc.wakemed.org', and 'Description:' which is empty. Below the fields is a checkbox labeled 'RDP Link' which is checked. At the bottom are two buttons: 'Add' and 'Cancel'.

Back at the first screen you should now see your PC as a bookmark. If not, please refresh your browser.



Click the icon to launch a connection to your PC.

This should download a file with the extension .rdp (e.g. app.rdp) – launch the connection by opening that file.

If you get a certificate warning, please choose to continue the session.

Note, on Windows this should work automatically, on a Mac you will have to install “Microsoft Remote Desktop” from the Apple store. This goes beyond the scope of this document.

Enter your username and password. Please make sure to add @wakemed.org.

Click Continue.

Enter Your User Account

This user account will be used to connect to pcaccess.wakemed.org:443 (remote PC).

Username:

Password:

Show password

Cancel

Continue

You should now be connected to your PC!

The bookmark only has to be created once. Future sessions will remember your PC. You will still have to login, of course.

Please sign out as you typically would when you complete your work for the day to ensure you can successfully reconnect.
