Getting you where you need to go

**REMOTE DESKTOP CONNECTION**

PREPARE

Prepare early. Find your computer’s full device name well in advance of your building migrating to NGN.

Restart. If, after NGN migration, your computer is still not connecting and you’ve taken the steps above, try restarting it before contacting the ITS Help Desk for support.

Need more help? If you still need assistance connecting after these steps, contact the Help Desk - Helpme.Yale.Edu

SUMMARY

If you connect remotely to your Windows-based computer at Yale, this is for you. Once your building is on the Next Generation Network, you’ll need to use your computer’s name, not its IP address, to connect. We’ll get you there quickly in 1-2-3-4.

STEPS TO TAKE

1. Once logged into your on-campus computer, click on the START icon in the bottom left corner of your screen.

2. Type the word “About” into the search bar.

3. Click “About Your PC” at the top of the menu.

4. You will see “Device Name” and “Full Device Name”; note your full device name. It should look like xxxxx.yu.yale.edu.

**About**

Your PC is monitored and protected.

See details in Windows Security.

Device specifications:

- Device name: MWC123DEF
- Full device name: MWC123DEF.yu.yale.edu
- Processor: 11th Gen Intel(R) Core(TM) i5-1135G7 @ 2.40GHz, 2.42 GHz
- Installed RAM: 16.0 GB (15.7 GB usable)
- Device ID: ABC123DEF-456GHi-789jKL
- Product ID: 000-111-222-3333
- System type: 64-bit operating system, x64-based processor
- Pen and touch: No pen or touch input is available for this display.