



# New Remote Portal Terminal Session User Setup

## **Announcement:**

On **06/26/20**, ITS will implement an upgrade to the Remote Portal located at <https://remote.rsccd.edu>.

**IMPORTANT:** This upgrade will require you to **manually re-create** your Terminal Session connection settings, using the New Remote Portal website.

## **Before 06/26/20:**

- Before **06/26/20**, the current remote portal is located at <https://remote.rsccd.edu>
- Before of **06/26/20** the upgraded remote portal is located at <https://newremote.rsccd.edu>

## **After 06/26/20:**

- After **06/26/20** the current remote portal will switch to <https://legacyremote.rsccd.edu>
- After **06/26/20** the upgraded remote portal will be located at <https://remote.rsccd.edu>

Recreating the Terminal Session connection is a 2-step process. This document goes over these steps:

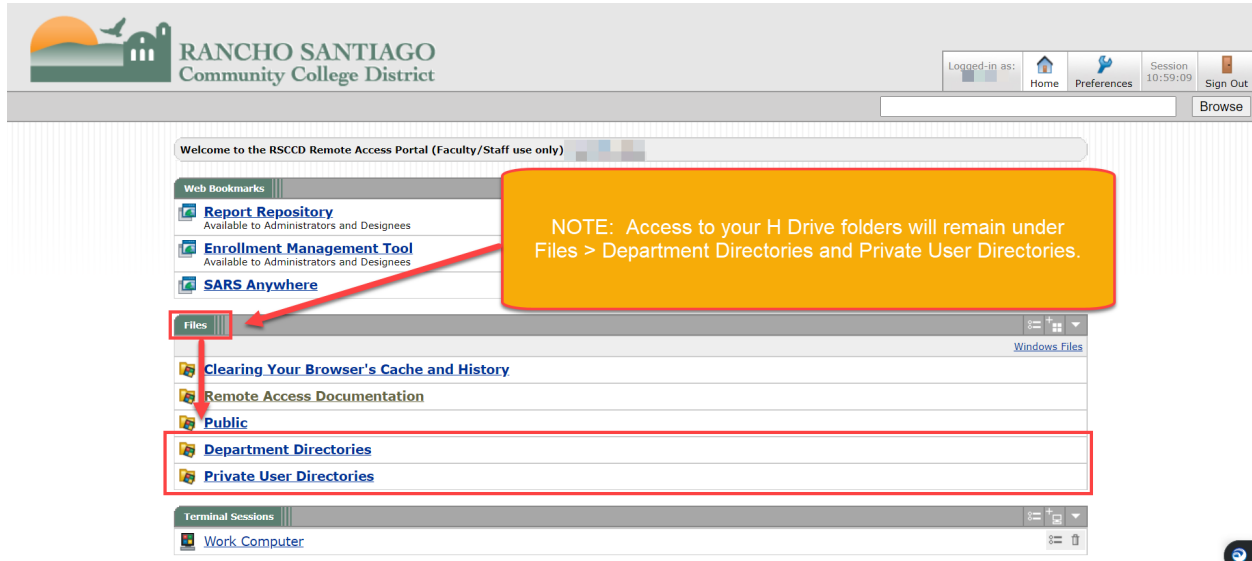
- **Step 1:** Acquire Host Name (full computer name) from the current Remote Portal
- **Step 2:** Create a new Terminal Session connection on the new Remote Portal
- **Summary of Steps**
- **Pulse Secure Application Launcher & Examples**

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 | Ext 44357 | [helpdesk@rsccd.edu](mailto:helpdesk@rsccd.edu) | [webhelpdesk.rsccd.edu](http://webhelpdesk.rsccd.edu) | Mon-Fri, 7:30am-4:30pm

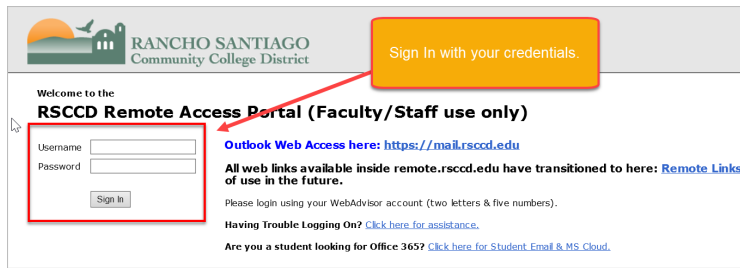
**NOTE:** The following steps are for users who have already been granted access to Terminal Sessions on their District PC. If you do not have access, ticket must be submitted to the Help Desk with Vice President, Assistant Vice Chancellor or higher approval.


**NOTE:** The steps for recreating your Terminal Session connection DOES NOT affect your H drive access. Access to your H drive folders will remain under Files > Department Directories and Private User Directories.

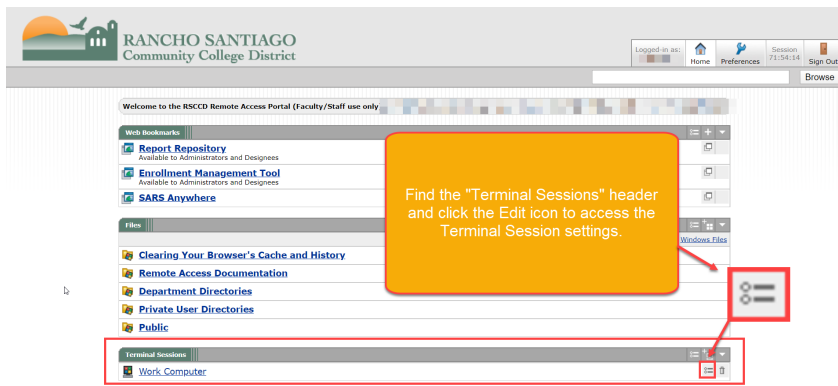


Step 1: Acquire Host Name (full computer name) from the current Remote Portal

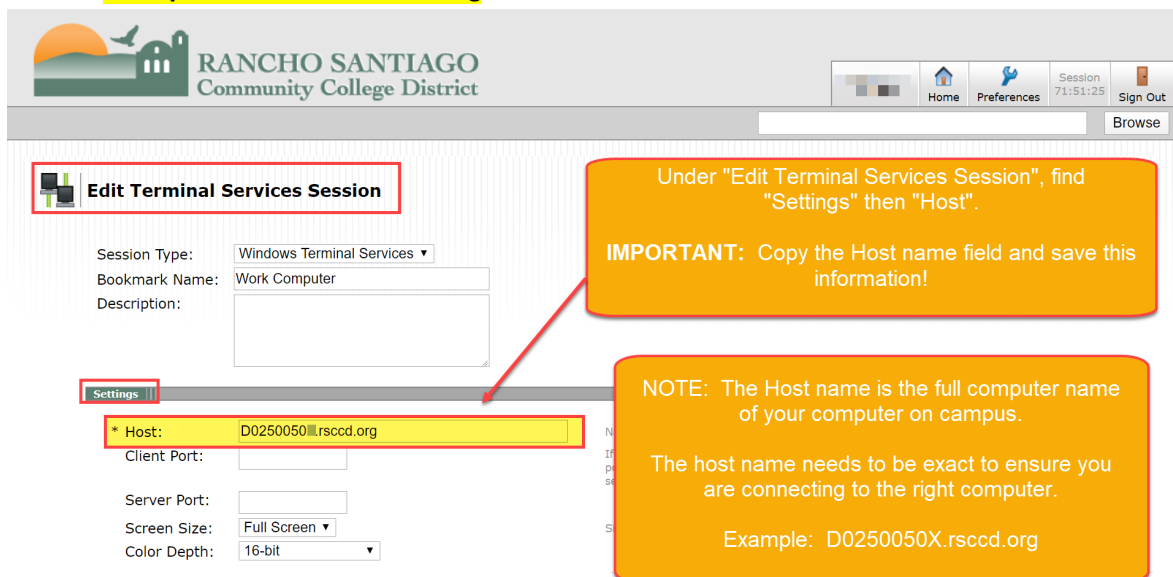
1. Open a web browser and go to <https://remote.rsccd.edu>
2. Sign in with your credentials.




3. Find the "Terminal Sessions" header and click the Edit icon  to access the Terminal Session settings.

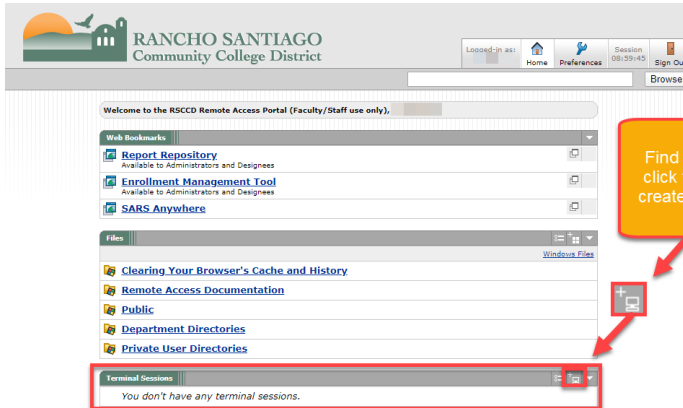


4. Under "Edit Terminal Services Session", find "Settings" then "Host".  
**IMPORTANT:** Copy the Host name field and save this information!  
**NOTE:** The Host name is the full computer name of your computer on campus. The Host name needs to be exact to ensure you are connecting to the right computer.  
**Example:** D0250050X.rsccd.org

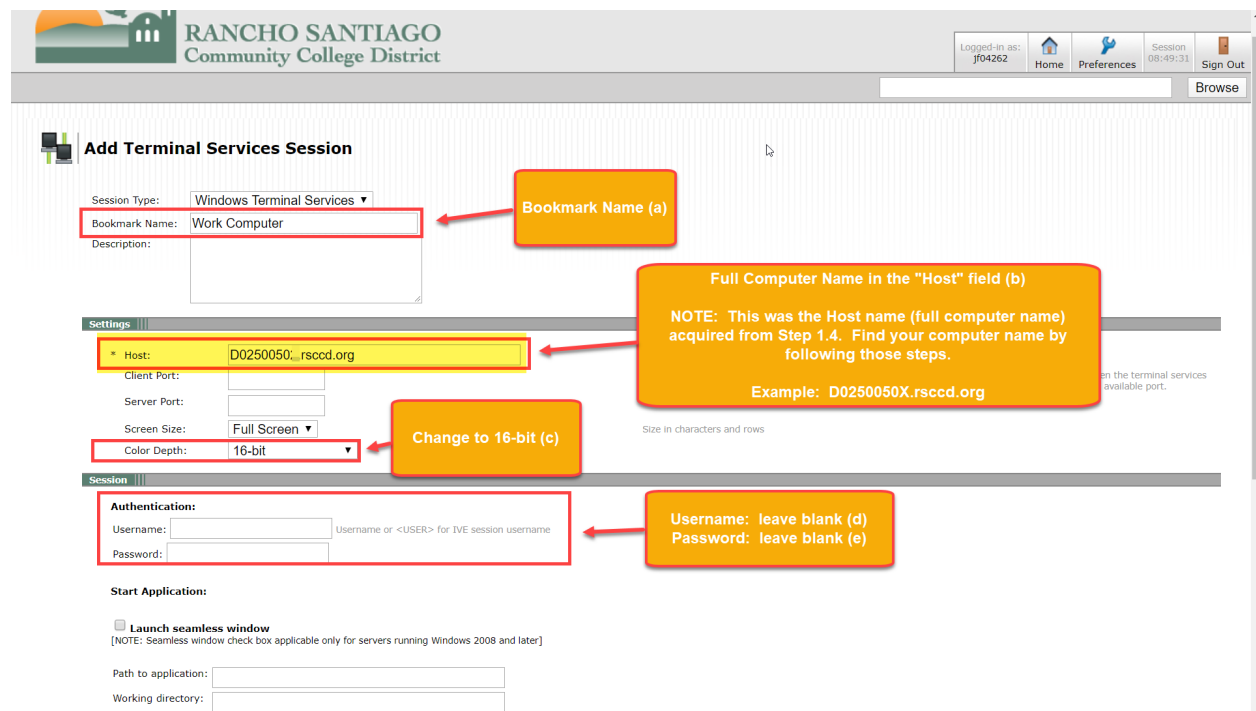


Step 2: Create a new Terminal Session connection on the new Remote Portal

1. Open a web browser and go to <https://newremote.rsccd.edu>
2. Find the “Terminal Sessions” header and click the the “Add a Terminal Session” icon  to create a new Terminal Session connection.



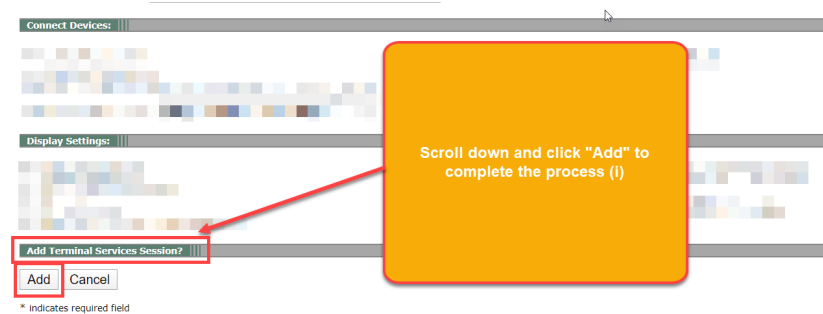
3. Add the following information on the “Add Terminal Services Session” screen:
  - a. **Bookmark name (e.g. Work Computer).** This is the name that will appear under Terminal Sessions on Remote.
  - b. **Full computer name in the “Host” field (e.g. D02500010.rsccd.org).**
    - i. **NOTE: This was the Host name (full computer name) acquired from Step 1.4. Find your computer name by following those steps.**
  - c. Click the pull-down menu next to **“Color Depth,”** and change the setting to **“16-bit.”**
  - d. Leave the **“Username”** field blank.
  - e. Leave the **“Password”** field blank.



- f. **Mark checkbox for “Allow Clipboard sharing”**. This enables you to Copy + Paste between your Terminal Session and local computer.
- g. **Mark checkbox for “Desktop Composition (RDP 6.0 onwards)”**. This enables your Terminal Session to conform to the resolution of your local computer monitor.
- h. **Mark checkbox for “Font Smoothing (RDP 6.0 onwards)”**. This improves the look of font quality on the Terminal Session.



- i. Scroll down and click **“Add”** to complete the process.



5. After clicking "Add" the system returns to the RSCCD Remote Access Portal Home page.
6. Note that the Terminal Session just created is now listed under the Terminal Sessions header at the bottom of the page. **Click this link to launch the Terminal Session.**

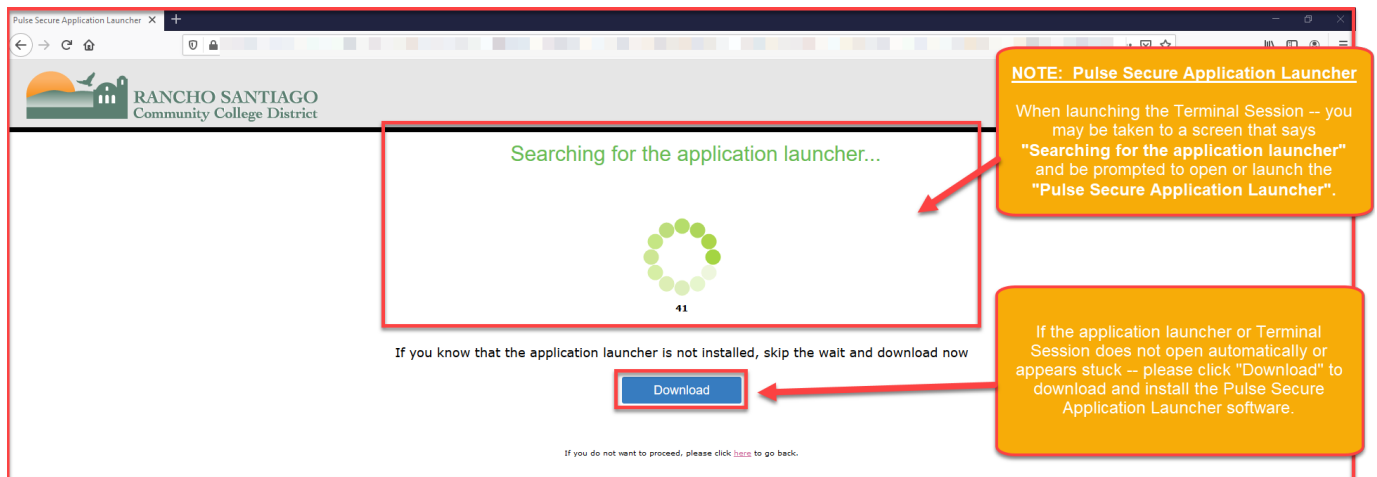


### NOTE: Pulse Secure Application Launcher

When launching the Terminal Session -- you may be taken to a screen that says **“Searching for the application launcher”** and be prompted to open or launch the **“Pulse Secure Application Launcher”**.

If the application launcher or Terminal Session does not open, or appears stuck – please click **“Download”** to download and install the Pulse Secure Application Launcher software.

**NOTE:** The installation process for the Pulse Secure Application Launcher software may require administrator credentials. If you are on a District issued computer, prompted for administrator credentials, and are unable to proceed -- please contact the ITS Help Desk at 714-564-4357 or [helpdesk@rsccd.edu](mailto:helpdesk@rsccd.edu).



See the following page for a list of examples.

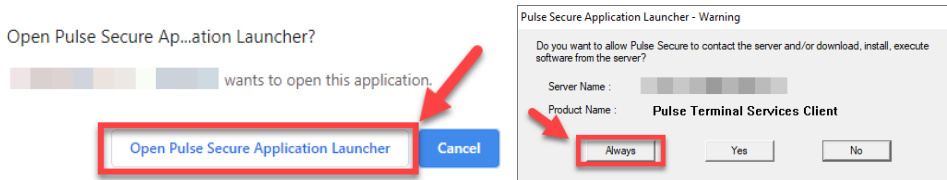
Examples: Pulse Secure Application Launcher

**NOTE:** The examples below are for the new remote portal. The legacy remote portal (which will become <https://legacyremote.rsccd.edu> after the cutover) is only accessible using Internet Explorer.



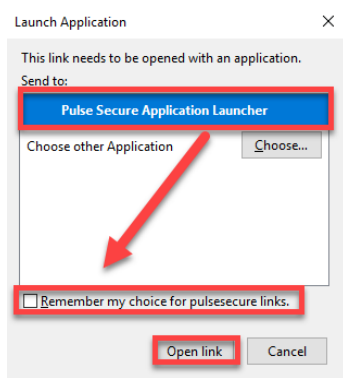
For Google Chrome

- Click “Open Pulse Secure Application Launcher”
- Click “Always” when prompted with the Warning.



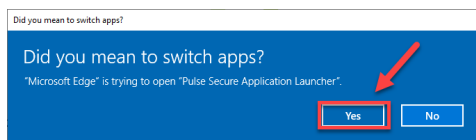
For FireFox

- Select “Pulse Secure Application Launcher”, check the box for “Remember my choice for pulsesecure links”, and click “Open Link”



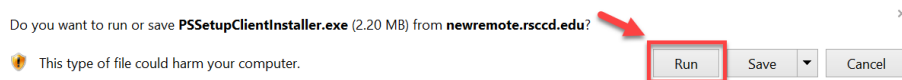
For Microsoft Edge

- Click “Yes” when prompted with the “Did you mean to switch apps?” screen.



For Microsoft Internet Explorer

- Click “Run” when prompted with “Do you want to run or save **PSSetupClientInstaller.exe**?”



For Safari

- TBD (the process will look similar to the other web browsers listed above).

**NOTE:** When signing out of the Remote Portal website, you may be prompted to “Open Pulse Secure Application Launcher” again. Please ignore this and click “Cancel” to continue the Sign Out process.

The image shows a screenshot of the RSCCD Remote Access Portal interface. At the top left is the RANCHO SANTIAGO Community College District logo. Below it, the text reads "Welcome to the RSCCD Remote Access Portal (Faculty/Staff use only)". A yellow box highlights the message: "Your session has ended. For increased security, please close your browser." In the top right corner, a dialog box asks "Open Pulse Secure Application Launcher?" with the URL "https://newremote.rsccd.edu" and two buttons: "Open Pulse Secure Application Launcher" and "Cancel". A red box highlights this dialog box. A red arrow points from the dialog box to a yellow callout box on the right. The callout box contains the text: "NOTE: When signing out of the Remote Portal website, you may be prompted to 'Open Pulse Secure Application Launcher' again. Please ignore this and click 'Cancel' to continue the Sign Out process." Another red arrow points from the callout box to the "Cancel" button in the dialog box.



### Summary of Steps (Before 06/26/20)

Step 1: Acquire Host Name (full computer name) from the current Remote Portal  
<https://remote.rsccd.edu>



Step 2: Create a new Terminal Session connection on the new Remote Portal  
<https://newremote.rsccd.edu>

**Edit Terminal Services Session**

Session Type: Windows Terminal Services  
Bookmark Name: Work Computer  
Description:

**Settings**

\* Host: D0250050.rsccd.org  
Client Port:  
Server Port:  
Screen Size: Full Screen  
Color Depth: 16-bit

Under "Edit Terminal Services Session", find "Settings" then "Host".  
Copy the Host name field and save this information!

NOTE: The Host name is the full computer name of your computer on campus.  
The host name needs to be exact to ensure you are connecting to the right computer.  
Example: D0250050X.rsccd.org

**Add Terminal Services Session**

Session Type: Windows Terminal Services  
Bookmark Name: Work Computer  
Description:

**Settings**

\* Host: D0250050.rsccd.org  
Client Port:  
Server Port:  
Screen Size: Full Screen  
Color Depth: 16-bit

**Authentications**

Username:  
Password:

**Start Application**

Launch seamless window  
[NOTE: Seamless window check box applicable only for servers running Windows 2008 and later]

Path to application:  
Working directory:

Full Computer Name in the "Host" field (b)  
NOTE: This was the Host name (full computer name) acquired from Step 1.4. Find your computer name by following those steps.  
Example: D0250050X.rsccd.org

### Summary of Steps (After 06/26/20)

**NOTE:** After the cutover date of 06/26/20, the legacy remote portal will still be accessible at <https://legacyremote.rsccd.edu> for a short period of a few weeks. After those few weeks, the website <https://legacyremote.rsccd.edu> will automatically redirect to the new remote portal.

Step 1: Acquire Host Name (full computer name) from the legacy Remote Portal  
<https://legacyremote.rsccd.edu>



Step 2: Create a new Terminal Session connection on the new Remote Portal  
<https://remote.rsccd.edu>

The screenshot shows two side-by-side views of the remote portal interface. The left view is the 'Edit Terminal Services Session' page, and the right view is the 'Add Terminal Services Session' page. Both pages are for 'Windows Terminal Services' sessions. The left page has a 'Host' field containing 'D0250050@rsccd.org'. The right page has a 'Host' field also containing 'D0250050@rsccd.org'. Annotations in orange boxes provide instructions and notes. A red arrow points from the 'Host' field in the left page to the 'Host' field in the right page. The top of the page shows the 'RANCHO SANTIAGO Community College District' logo and navigation links like 'Home', 'Preferences', 'Session', and 'Sign Out'.

**Edit Terminal Services Session**

Session Type: Windows Terminal Services  
Bookmark Name: Work Computer  
Description:

**Settings**

Host: D0250050@rsccd.org  
Client Port:  
Server Port:  
Screen Size: Full Screen  
Color Depth: 16-bit

Under "Edit Terminal Services Session", find "Settings" then "Host".  
Copy the Host name field and save this information!

NOTE: The Host name is the full computer name of your computer on campus.  
The host name needs to be exact to ensure you are connecting to the right computer.  
Example: D0250050X.rsccd.org

**Add Terminal Services Session**

Session Type: Windows Terminal Services  
Bookmark Name: Work Computer  
Description:

**Settings**

Host: D0250050@rsccd.org  
Client Port:  
Server Port:  
Screen Size: Full Screen  
Color Depth: 16-bit

Full Computer Name in the "Host" field (b)  
NOTE: This was the Host name (full computer name) acquired from Step 1.4. Find your computer name by following those steps.  
Example: D0250050X.rsccd.org