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](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](https://remote.rsccd.edu)
- Before of **06/26/20** the upgraded remote portal is located at [https://newremote.rsccd.edu](https://newremote.rsccd.edu)

**After 06/26/20:**

- After **06/26/20** the current remote portal will switch to [https://legacyremote.rsccd.edu](https://legacyremote.rsccd.edu)
- After **06/26/20** the upgraded remote portal will be located at [https://remote.rsccd.edu](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 | 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.

NOTE: 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 “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.

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

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

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

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: D0250000X.rscd.org

Full Computer Name is the “Host” field (ex. D0250000X.rscd.org)

NOTE: This was the Host name (full computer name) acquired from Step 1. A. Find your computer name by following these steps:
Examples: D0250000X.rscd.org
Summary of Steps (After 06/26/20)

**NOTE:** After the cutover date of 06/26/20, the legacy remote portal will still accessible at [https://legacyremote.rsccd.edu](https://legacyremote.rsccd.edu) for a short period of a few weeks. After those few weeks, the website [https://legacyremote.rsccd.edu](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](https://legacyremote.rsccd.edu)

**Step 2:** Create a new Terminal Session connection on the new Remote Portal
[https://remote.rsccd.edu](https://remote.rsccd.edu)

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

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 these steps.
Example: D0250050X.rsccd.org