



Terminal Session User Setup Tips

About

Updated 08/01/2022.

The following steps are for users who have already been granted access permission to Terminal Session on their District PC.

Access to Terminal Session through Remote Portal at <https://remote.rsccd.edu> requires a Vice President (VP) to approve your access.

If you still need this access please contact the [ITS Help Desk](#).

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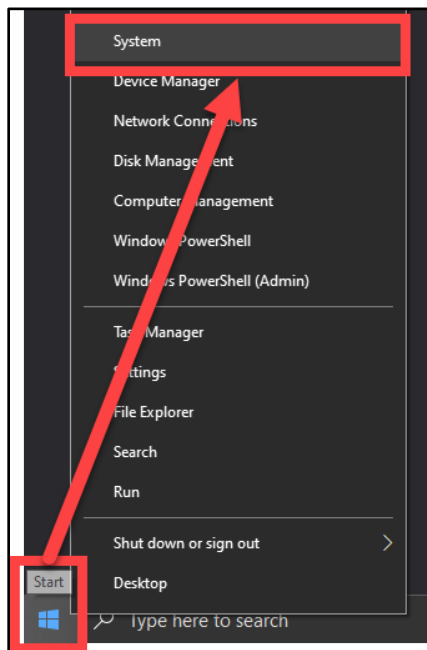
Prerequisite: Full Device Name of District PC on Campus

You will need the Full device name when configuring [Terminal Session settings](#).

If you do not have access to the District PC located on campus, please contact the [ITS Help Desk](#) so we can help you find the PC Name.

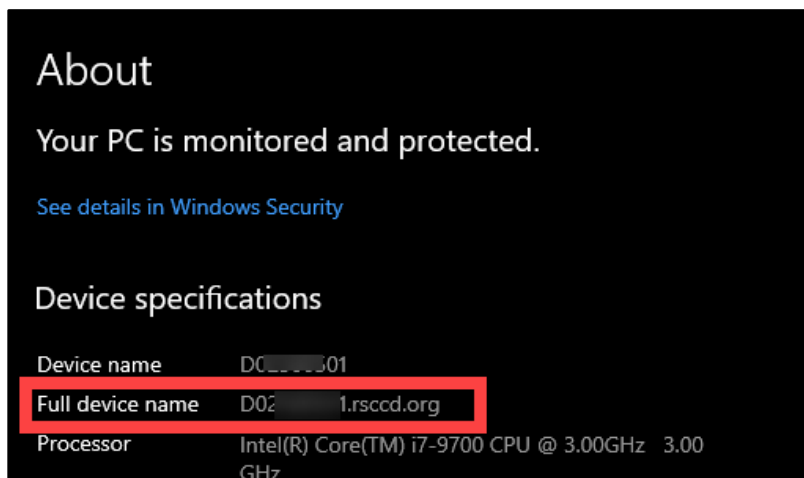
Step 1 – Right click the Start Menu and select System.

On the District PC on campus - right click the **Start Menu** icon select **System**.



Step 2 – Under About, find the Full device name ending in rscdd.org

Under **About**, find the **Full device name**, ending in **rscdd.org**.



Prerequisite: Download the Pulse Upgrade Helper

NOTE: Terminal Session using the Pulse Secure helper application is only compatible when using Windows OS; MacOS and Chromebook are not supported.

Step 1 – Open a Web Browser and go to Remote Portal site

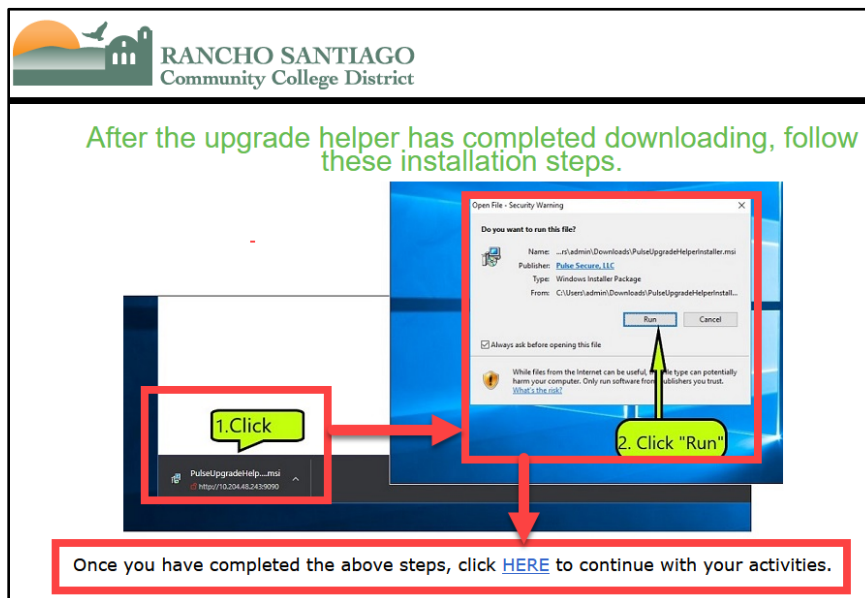
Open a web browser and go to the [Remote Portal](https://remote.rssccd.edu) site at <https://remote.rssccd.edu>.

Step 2 – Download and install the Pulse Secure Upgrade Helper

A page may appear with text that reads, “It appears that the upgrade helper is not installed. Download now to proceed.”



If so, select the **Download** button, and select **Save File** to download the **PulseUpgradeHelperInstaller.msi** file. Then follow the prompts on the page to open and run the installer.



When complete, select the [click HERE](#) link to access [Remote Portal login page](#).

Configure the Terminal Session settings

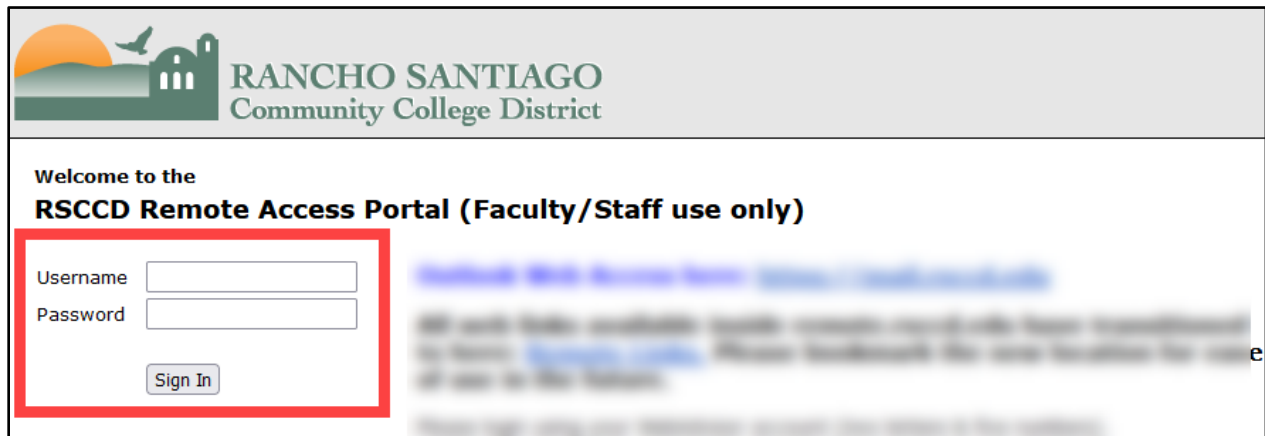
You will need the [Full device name of the District PC on campus and install the prerequisite Pulse Upgrade Helper](#) before configuring Terminal Session settings.

Step 1 – Login to the Remote Portal

On the Welcome to the [RSCCD Remote Access Portal](#) page, login with your username and password.

Your username would be your WebAdvisor ID (e.g., ab12345).

Your password would be the same one used for Single Sign-On.

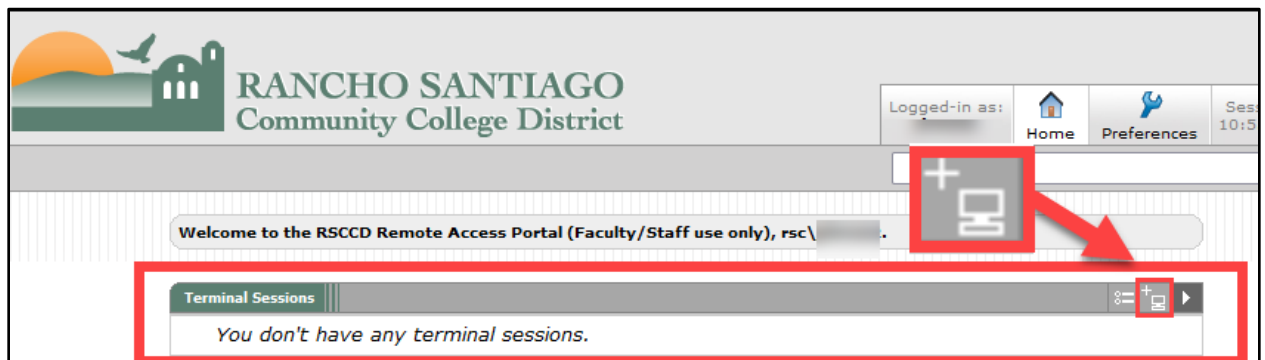


The screenshot shows the login page for the RSCCD Remote Access Portal. At the top left is the Rancho Santiago Community College District logo. Below it, the text reads "Welcome to the RSCCD Remote Access Portal (Faculty/Staff use only)". There are two input fields: "Username" and "Password", both highlighted with a red border. Below the fields is a "Sign In" button. To the right of the fields, there is a blurred area containing some text and a link.

Step 2 – Add a New Terminal Session under Terminal Sessions header

Find the header for Terminal Sessions and select the button for **Add a New Terminal Session**.

If you do not see the Terminal Sessions header you may not have been granted permissions yet. Please contact the [ITS Help Desk](#) to start a request.



The screenshot shows the RSCCD Remote Access Portal interface after login. At the top left is the Rancho Santiago Community College District logo. To the right, there is a "Logged-in as:" section with a home icon, a "Home" button, a "Preferences" button, and a "Session" indicator showing "10:5". Below this, there is a "Terminal Sessions" header. A red box highlights the "Terminal Sessions" header, and a red arrow points to a "+" icon in the header area. Below the header, there is a message that says "You don't have any terminal sessions."

Step 3 – Edit Terminal Services Session settings and Save Changes

Under **Edit Terminal Services Session**, please enter the following fields:

- **Bookmark Name:** The name of the session as it will appear in Remote Portal (e.g., **District PC in DO-123**).
- **Host:** The **Full device name of the District PC on campus**, which you acquired in previous steps (e.g., **DO1234567.rscdd.org**)
- **Authentication:** We encourage you to **leave the Authentication fields empty**.
- **Display Settings (optional):** Check the box for Desktop Composition (RDP 6.0 onwards) and Font Smoothing (RDP 6.0 onwards) for enhanced display.
- When complete, select **Add** at the bottom of the page.

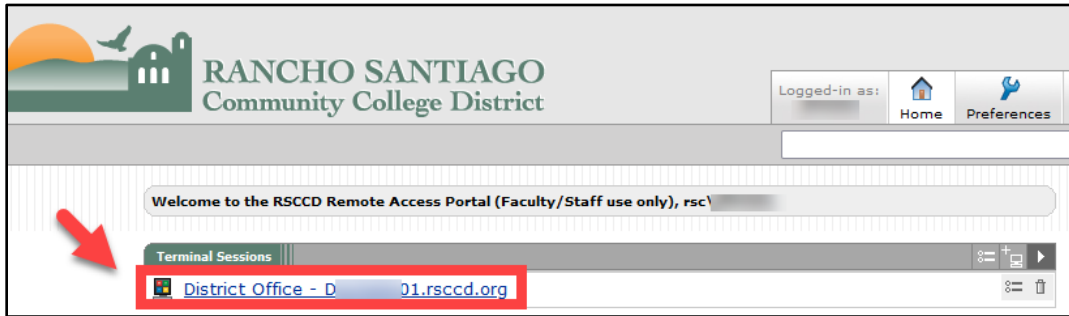
The screenshot shows the 'Edit Terminal Services Session' web form. Red boxes and arrows highlight the following fields:

- Session Type:** A dropdown menu set to 'Windows Terminal Services'.
- Bookmark Name:** A text input field.
- Host:** A text input field containing 'D025...rscdd.org'.
- Authentication:** Fields for 'Username' and 'Password'.
- Display Settings:** A section with several checkboxes: 'Desktop background', 'Menu and window Animation', 'Bitmap Caching', 'Desktop Composition (RDP 6.0 onwards)', 'Show contents of window while dragging', 'Themes', and 'Font Smoothing (RDP 6.0 onwards)'. The 'Desktop Composition' and 'Font Smoothing' checkboxes are checked.
- Add Terminal Services Session?:** A section with 'Add' and 'Cancel' buttons.

Connect to Terminal Session

Step 1 – Login to Remote Portal and Open the Terminal Session

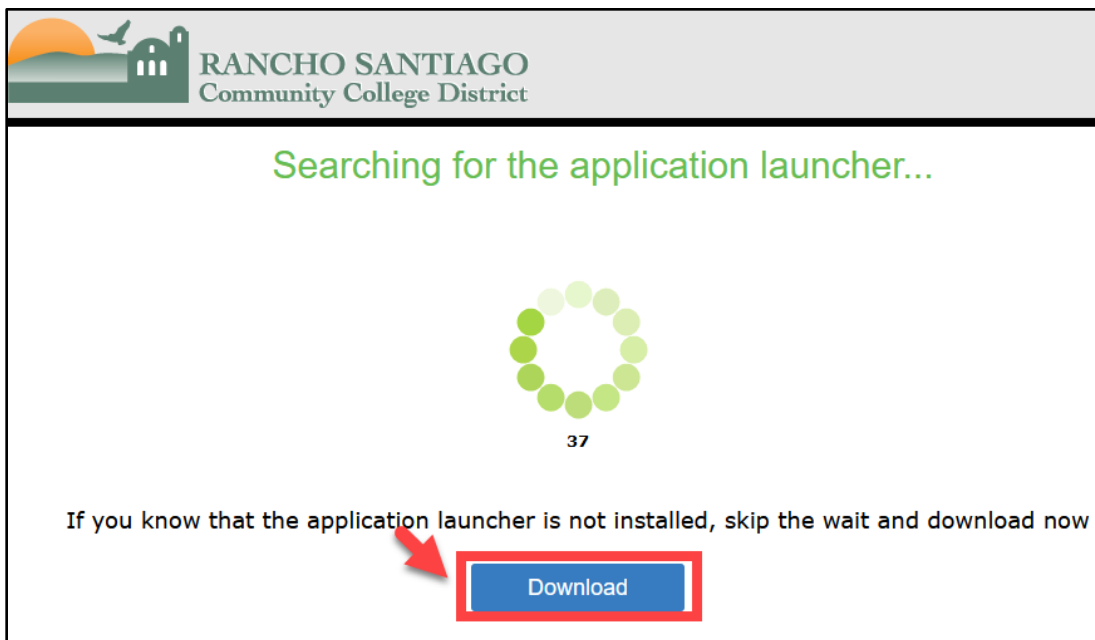
[Login to Remote Portal](#), then select the Terminal Session you [configured](#) earlier.



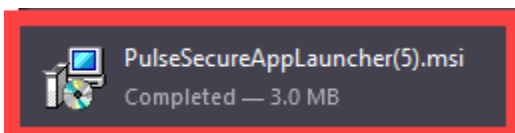
Step 2 – Wait for or Download the Pulse Application Launcher

You may encounter a screen that says **Searching for the application launcher...**


If you know that the application launcher is not installed, skip the wait and select the **Download** button.



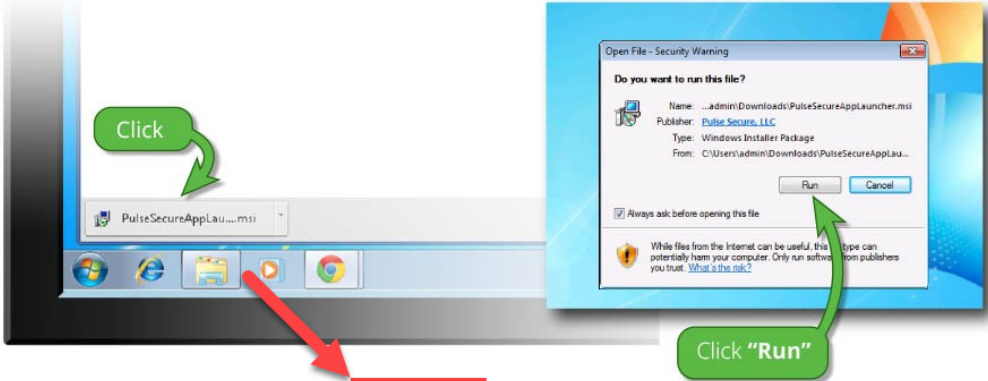
Then open and run the **PulseSecureAppLauncher.msi** installer file.



When the Pulse Application Launcher installation is complete, return to the page and select the “**click HERE**” link to continue with the Terminal Session launch.

 RANCHO SANTIAGO
Community College District

After the application launcher has completed downloading, follow these installation steps.

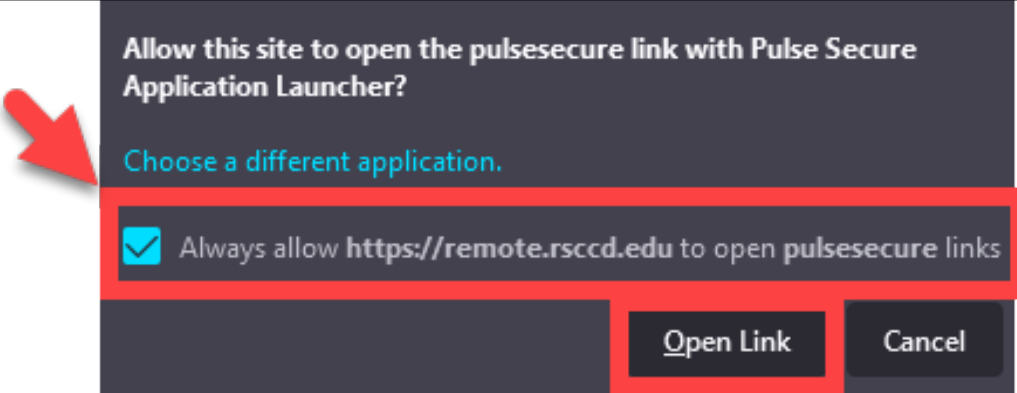


Once you have completed the above steps **click [HERE](#)** to continue with the Windows Terminal Services launch. We recommend selecting "remember" and "always" during the installation process.

Step 3 – Select “Always allow” to open pulsesecure link with Pulse Secure Application Launcher

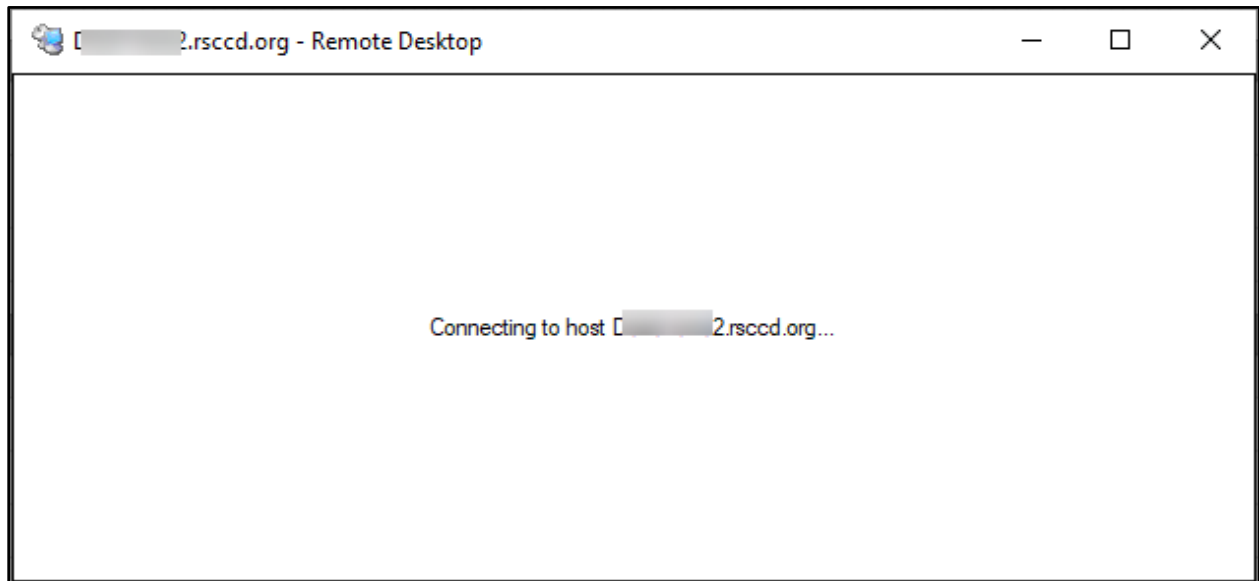
You may also encounter a popup box that says “**Allow this site to open the pulsesecure link with Pulse Secure Application Launcher?**”

If so, check the box for “**Always allow <https://remote.rscdd.edu> to open pulse secure links,**” then select **Open Link**.



Step 3 – Connect to Host and Enter your Credentials

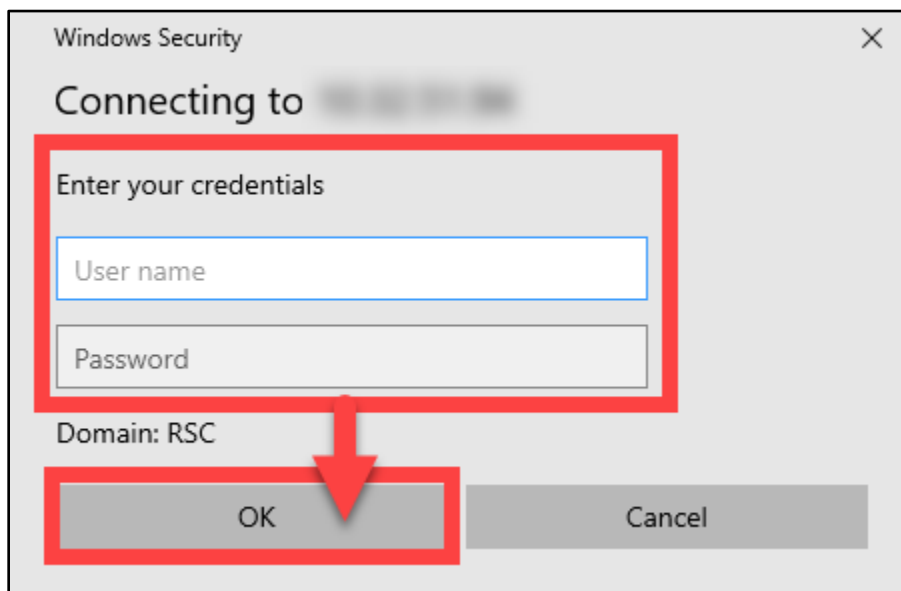
A new screen for **Remote Desktop** will appear, showing **Connecting to host..**



If prompted, enter your username and password then select OK.

The username would be **rsc\WebAdvisorID** (e.g., ab12345) or **your Single Sign-On username** (e.g., Powers_Austin@rscdd.edu).

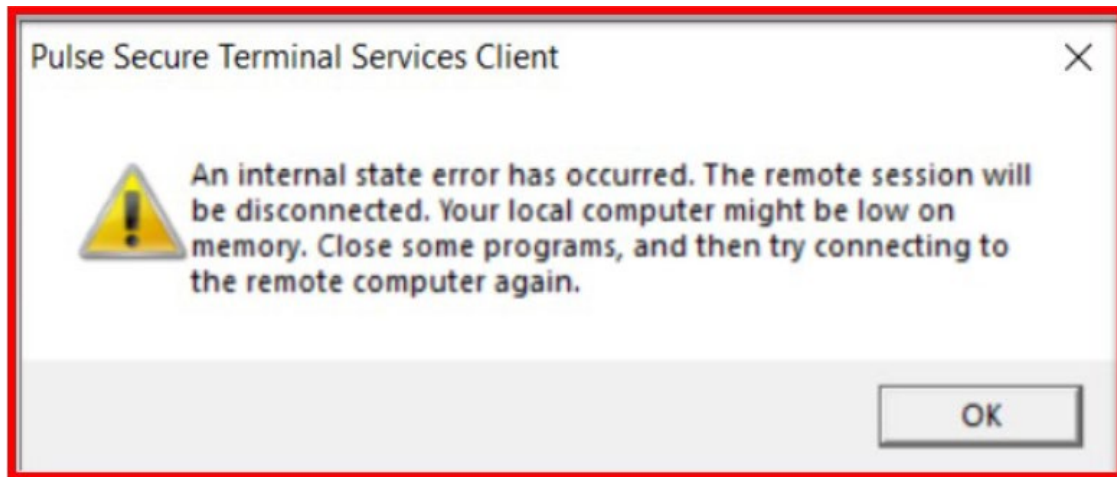
The password is the same one you use for Single Sign-On.



Troubleshooting problems

Troubleshooting common errors

If you received an **Internal State Error** when connecting to Terminal Session, your computer on campus may be turned off or disconnected. Please contact the [ITS Help Desk](#) so we can help with checking that.



Troubleshooting sign-in problems

- Use the [Password Reset page](#) if you've forgotten your password, or need to retrieve your username.
- Use the [Change Password page](#) to create a new password.
- Read the [Single Sign-On FAQs page](#) for other sign in issues.

Contact the ITS Help Desk

- Website: <https://webhelpdesk.rscdd.edu>
- Phone: **714-564-4357 Extension 0**
- Email: helpdesk@rscdd.edu

[*\(Select this link to return to the beginning of the document\)*](#)