Remote Desktop on MacOS for Employees to Work Offsite
## UF Health Jacksonville Guidelines

Important Message

These instructions should only be followed after installing and connecting with UF Health Jacksonville's GlobalProtect VPN client. If you need instructions for GlobalProtect VPN please call UF Health IT at 904.244.7828.
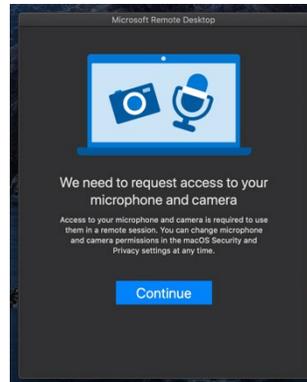
Install Microsoft Remote Desktop for MacOS

- You will need to download a copy of the Microsoft Remote Desktop Application from the App store.
- Either search within the App Store for "Microsoft remote Desktop" or click on this link from your Mac: https://apps.apple.com/us/app/microsoft-remote-desktop-10/id1295203466?mt=12
- Once you download the Remote Desktop application, run it once to clear the alerts that are displayed after the application is first installed.
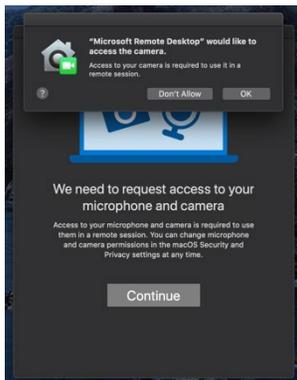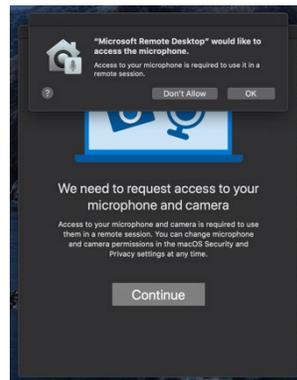
1. Click Not Now.
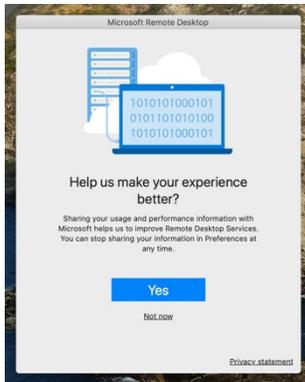
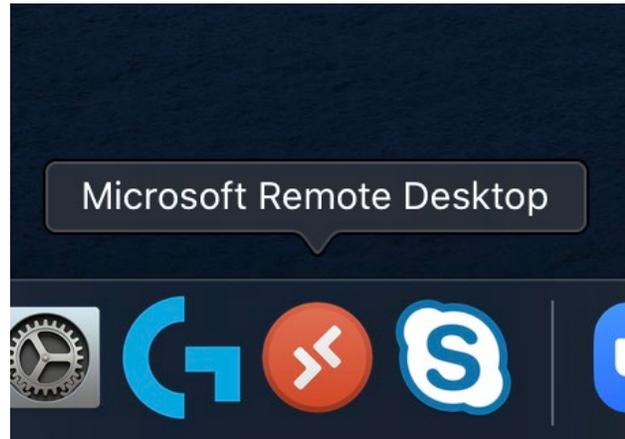2. Click Continue.

3. Click OK to allow access to camera.

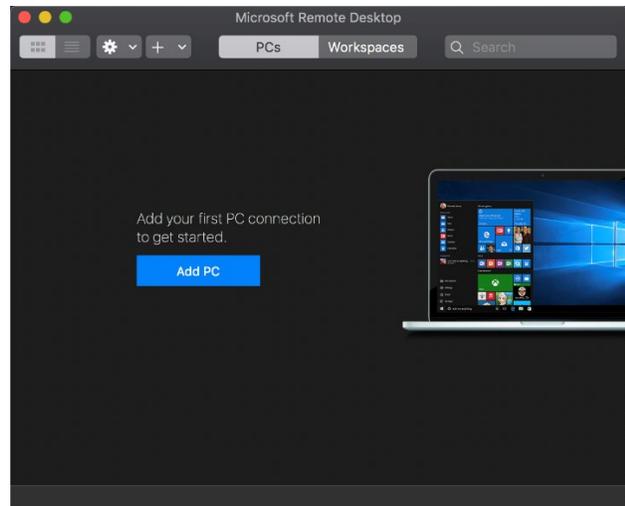4. Click OK to allow access to microphone.

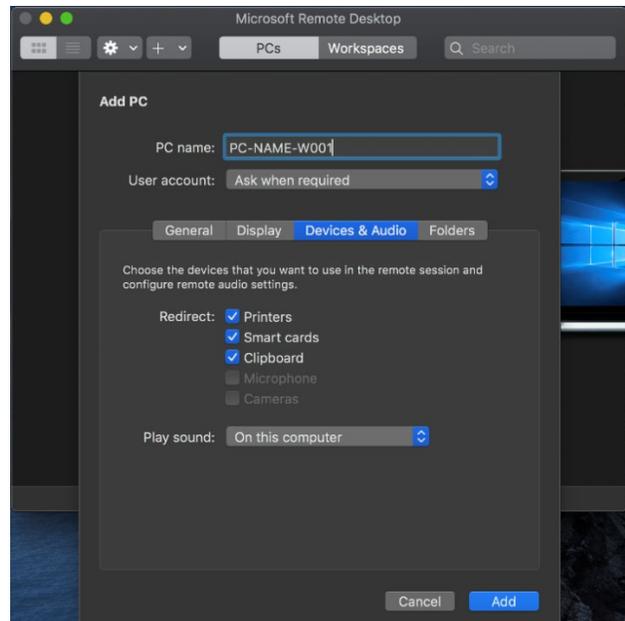## Connect to a work PC using Remote Desktop (MacOS)
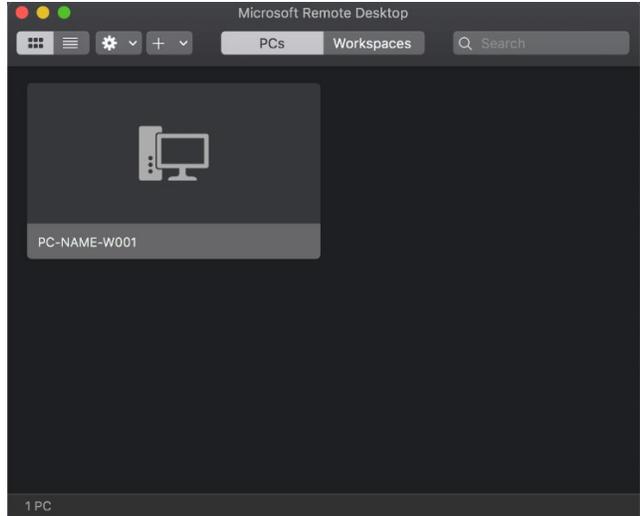
1. Start Microsoft Remote Desktop.

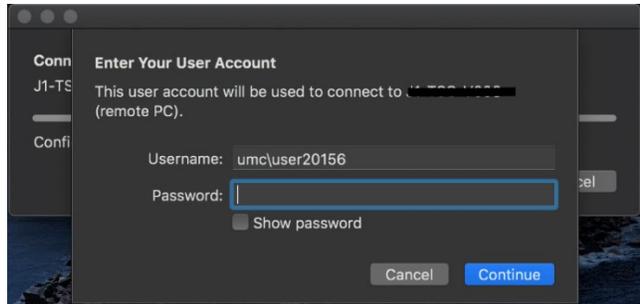2. Click on **Add PC** to create your RDP Connection.

3. Type in your **PC name**. Additionally, click on the **Devices and Audio** tab and confirm that **Printer** and **Smart Cards** are checked. This will prevent errors when starting EPIC on your work PC.

4. After creating the connection, click on the computer tile with your work PC name.

5. Type in your UMC **username** and UMC **password**.

Remote Desktop should now connect to your work PC. If you need additional assistance please call UF Health IT at 904.244.7828.