Remote PC Usage Instructions

RemotePC will allow you to remotely connect to a lab machine on campus without having to be there in person to use the software installed on those computers. This may be a requirement in the case that software cannot be installed on your personal computer or if you cannot use the physical lab computers in Gould Hall.

To gain access to use RemotePC you must submit a formal request to IT. This is still a work in progress for this semester so please bear with us and follow the instructions carefully.

Use this link to go to the Computer Lab Assistance Request page and then click Request Service to access the form: https://itsupport.ou.edu/TDClient/35/Norman/Requests/ServiceDet?ID=96&SIDs=83

Please sign in or make sure the information given is correct as we will need your OU e-mail address to give access.
Under "What is the issue you are experiencing?" select **Problem using a computer**
Select **Cannot Login** as the option for "What is your computer issue?"
For the "Computer Name" enter, **RemotePC Access**
Finally, under the additional details box please provide the following information to verify your access:
Professor Name, Course Number/Name

We will give you access as soon as possible and reply to your request once that has been completed.

Once your request has been processed to use RemotePC, you will receive an invite to create an account at RemotePC.com. Here is an example of that e-mail -------- >

After going to the website, when at the sign-in screen make sure you choose the "Sign in to SSO Account" option. Then put in your OU e-mail address and it will direct you to the normal OU sign-in site and MFA approval.

RemotePC™

Dear user,

has invited you to create a RemotePC account.

Create account now!

With RemotePC, you will be able to access your computers from any PC, Mac, Linux, or mobile devices, from anywhere!

Just follow these simple steps:

1. Create your RemotePC account .
2. On logging in, you will see all computers assigned to you. You can securely connect to these computers and work just as if you were sitting right in front of it.

☐ ⊞ LAB-GH245-01	Connect	🟢 Online
☐ ⊞ LAB-GH325-02	Connect	🟢 Online
☐ ⊞ LAB-GH350-02	Connect	🟢 Online

It is recommended that you use the RemotePC Viewer (download link on the top right of the web page) but you can also use the Web Browser or temporary Desktop client which will require you to go to the website each time. The RemotePC viewer and desktop client will give you additional options not available on the browser client such as file transfer. After connecting to the computer you can **login with your 4+4 and Password** like you would on a normal lab computer.

BEST PRACTICES – Important things to keep in mind when using RemotePC

1. Save your files to the network drive, cloud storage or your computer when you are finished.
   (If you save your files on the lab computer's user profile **they will be removed** after 24/48 hrs)

2. Sign out of the computer when you are finished! Just closing the window does not sign you out.
   a. On the RemotePC client on the top bar use Action -> Lock -> Sign Out
   b. When signed into the computer, right-click the start button -> Shutdown or sign out, then finally Sign out. Example:

Essentially, before you close the RemotePC window, make sure you can see the sign-in screen or other students might have access to your work.