Using Remote Desktop (RDP) to connect to your office PC
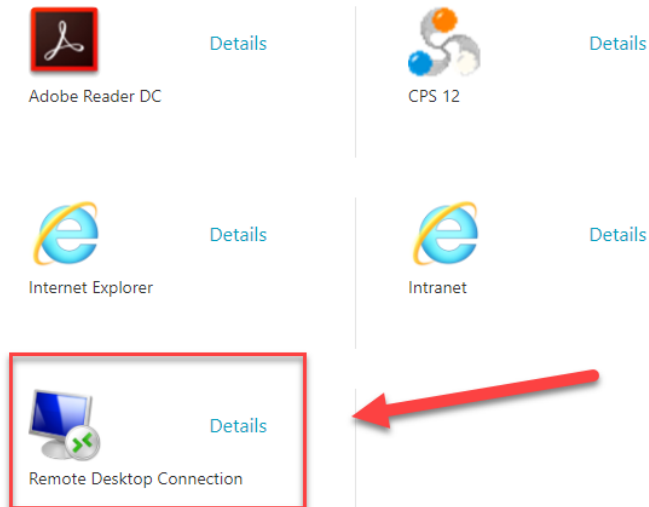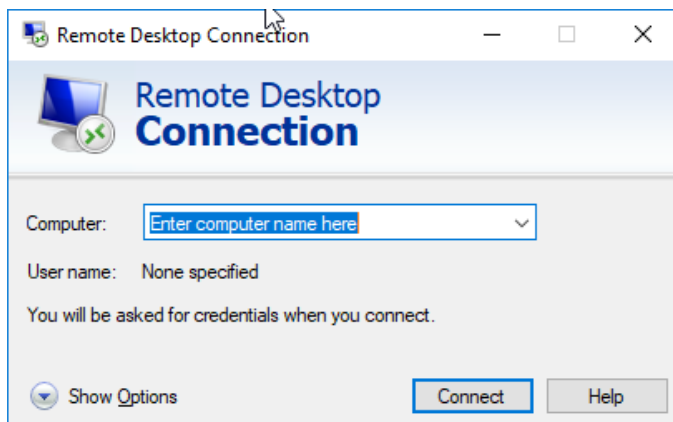
All guides and materials for remote work can be found at: https://fenwayhealth.org/it-faq/

For installation of citrix, please review our Citrix guide
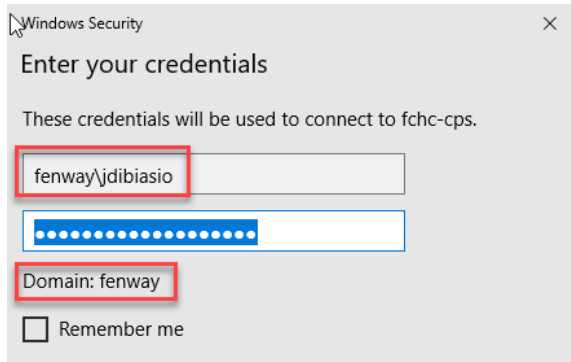
1. Once you have logged into Citrix, please select "Remote Desktop Connection".

2. A menu will appear asking for the computer name to connect to. **If you do not know your computer name, more on that below.**
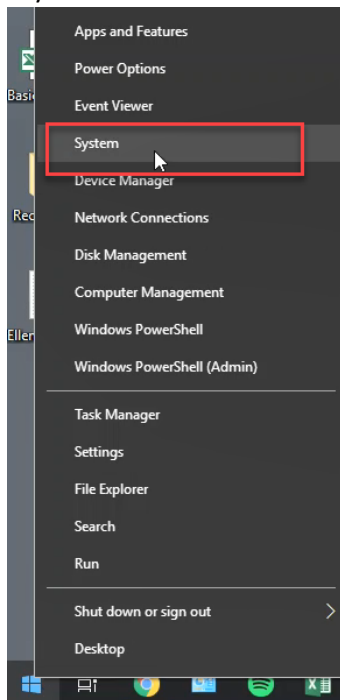
3. You will be asked to verify your Windows login at the next screen. The domain must be "Fenway", but to be safe you can type your username in this format: Fenway\username. An example is below:

4. You will then connect to your Fenway Desktop.

Instructions on how to view your computer name

1. In the bottom left hand corner of your computer, right click the windows icon. Then select "System".

2. Your computer name will be displayed under Device Specifications:

About

Your PC is monitored and protected.

- ✅ Virus & Threat Protection
- ✅ Firewall & Network Protection
- ✅ Device performance & Health
- ⚠️ App & browser control
- ✅ Account protection
- ✅ Device security
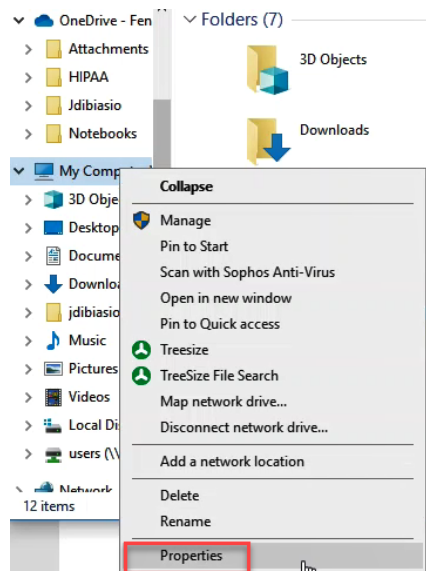
See details in Windows Defender

Device specifications

Device name	WS-9FL-JDIBIASIO
Processor	Intel(R) Core(TM) i7-6700 CPU @ 3.40GHz 3.41 GHz
Installed RAM	8.00 GB (7.88 GB usable)
Device ID	4BBDDCA6-59B1-451D-910F-175AB74687DB
Product ID	00342-50212-00000-AAOEM
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

Second Method:

1. Additionally you can click the folder icon on your desktop:

2. Right Click "My Computer" and select properties.

3. Your computer name will be displayed under the 'Computer name, domain, and workgroup" menu.

Computer name, domain, and workgroup settings

Computer name:	WS-9FL-JDIBIASIO
Full computer name:	WS-9FL-JDIBIASIO.fenway.local
Computer description:	
Domain:	fenway.local

If you require assistance or have additional questions please email helpdesk@fenwayhealth.org