How can I access ITU working environment from home?

ITU working environment can be accessed via:

- Remote desktop connection for desktop computers, laptop, tablets and mobile phones.
- GlobalProtect VPN (Your machine should be an ITU computer).

Remote Desktop Connection

There are 4 Remote servers: R01, R02, R03*, and R04* to which users can connect. R03 and R04 are reserved for Events Only.

Windows 10 Environment

1. Click on Windows 10 startup button.
2. Type in the search area "remote".
3. Double click on "Remote Desktop Connection".
Enter the remote server of your preference: r01, r02, r03, r04.

Click on “Show Options”.

Under the “General” tab, enter ITU_USERS/ followed by your username.

Then select “Ports” and “Drivers”. This selection allows using devices and resources you want to use in your remote session from your local machine.

Under the “Local Resources” tab, click “More…”
This is a security warning message due to Step 3. Click on “Connect”.

Enter your password and click Ok.
MAC Environment

1. First is to open the App Store and download “Microsoft Remote Desktop”. After downloading and installing the said application, launch it and proceed to Step 2.

2. Click “Add Desktop”.

3. Then you’ll receive a new screen prompt; enter “r01.itu.int” in the PC name. You can also use the other remote server like r02. Click “Add”
4. Double click the newly added desktop -> “r01.itu.int”.
5. Enter your ITU account username and password. Use “ITU_USERS\” as a prefix in the username field.

Click “Continue” after entering your credentials then you’ll be automatically connected to your chosen remote server.