

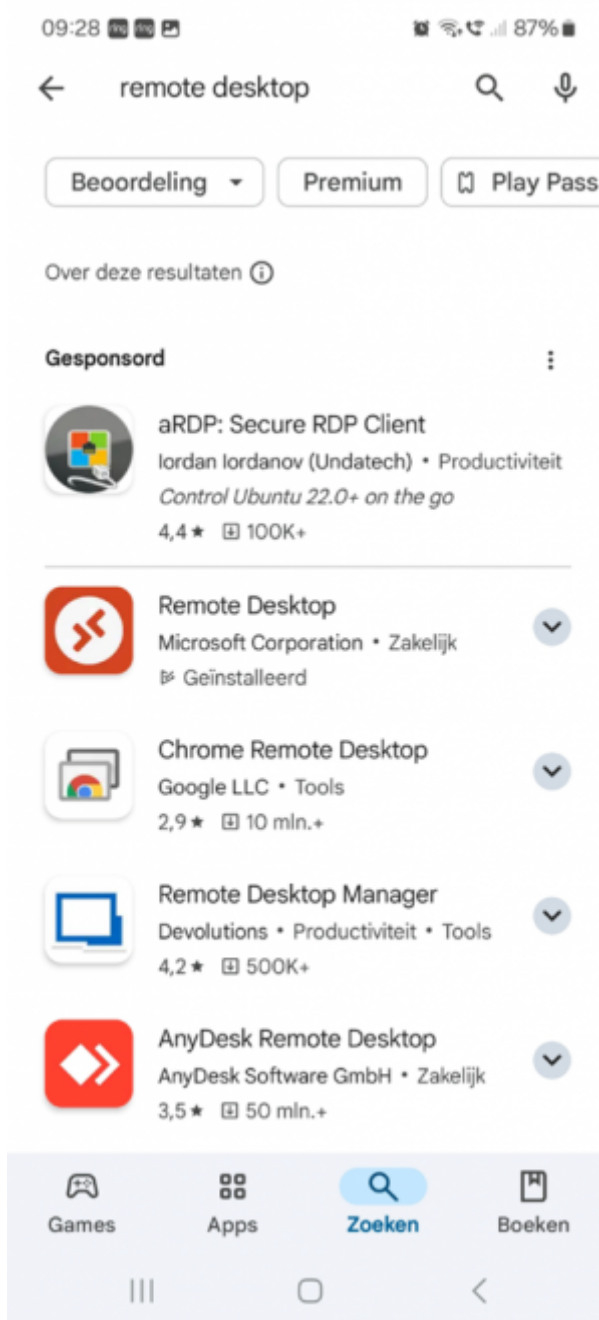
# Remote Desktop (RDP) access via gateway in iOS/Android

When you want to use the Remote Desktop protocol (RDP) to access your Windows office computer, please send an email request to the ICT helpdesk (helpdesk@Physics.LeidenUniv.nl) and provide us with the name of the computer you want to access remotely. We must grant you remote access rights on that specific computer before RDP will work.

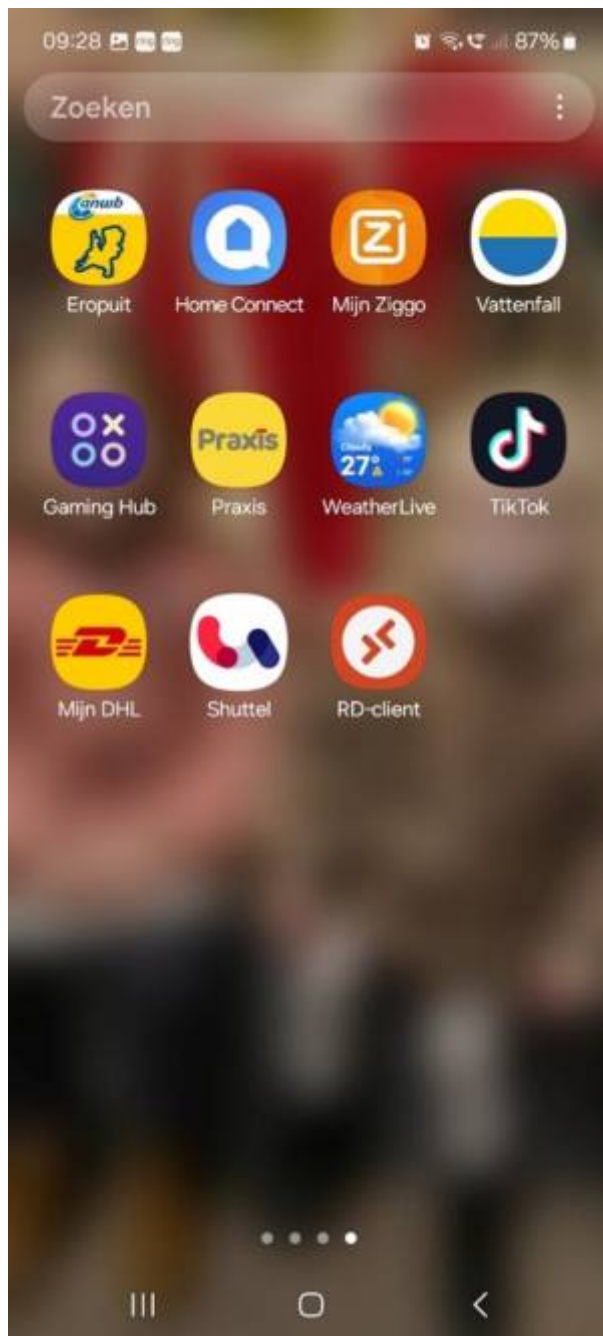
Note: For this to work, you need to have the DUO Mobile app installed on your smart phone and enable the Push option.

To set up RDP from a smart phone running iOS or Android:

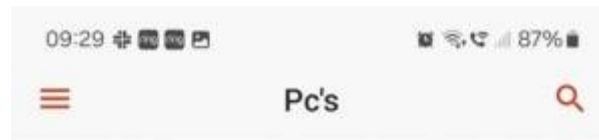
[Go to the Apple Store or Play Store and install the Remote Desktop app \(Microsoft Corporation\)](#)



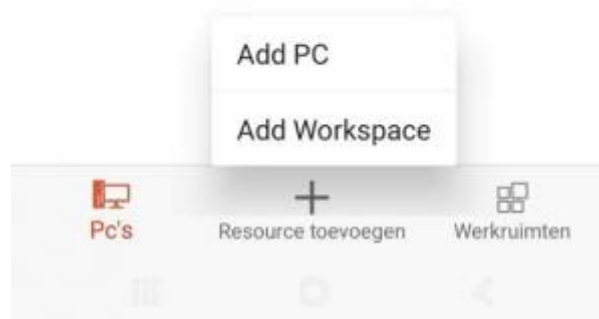
[Start the RD Client \(Remote Desktop\) app on your smart phone.](#)



Click on Add (or Resource toevoegen), then on Add PC.



Geen pc's



Under PC NAME, fill in the full computer name you want to access (including .physics.leidenuniv.nl).

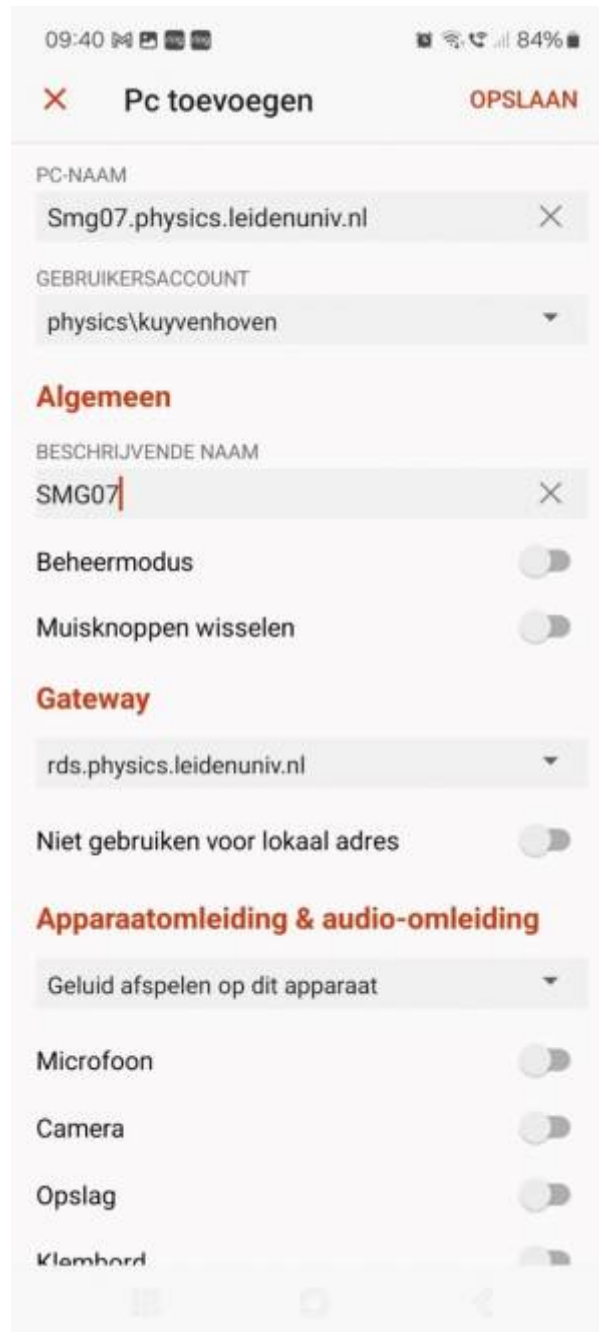
Under the USER ACCOUNT pull-down menu, select Add user account.

Fill in your username preceded by the domain name physics\, then enter your password.

[Click on Save.](#)



Back in the Add PC window under General, choose your own FRIENDLY NAME under which this connection will be known within this app.

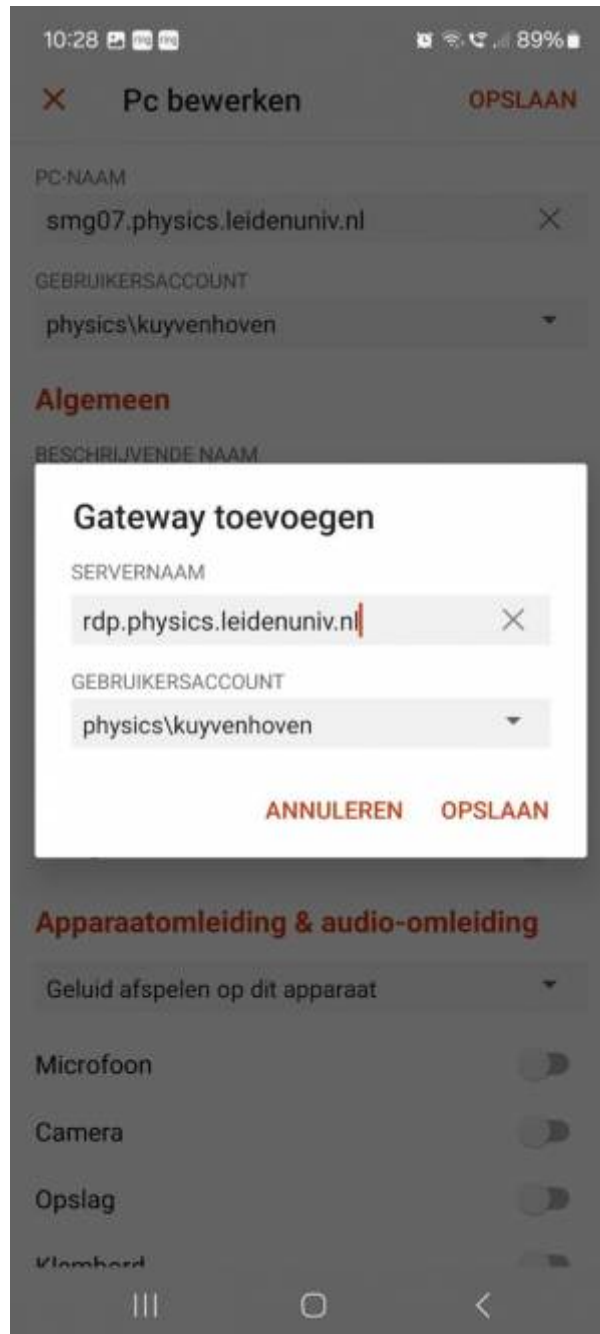


Under the Gateway pull-down menu, select Add Gateway.

Under SERVER NAME, fill in the gateway server name: rdp.physics.leidenuniv.nl

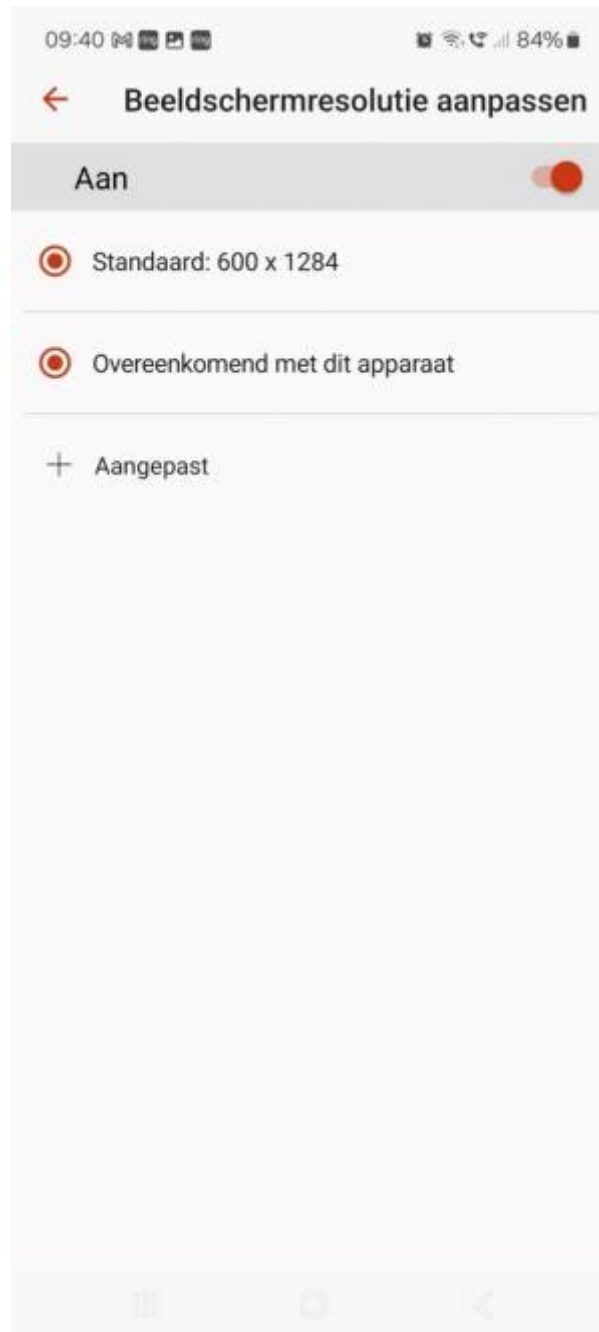
Under the USER ACCOUNT pull-down menu, select your saved physics\<<username>

[Click on Save.](#)



Back in the Add PC window under Display, select the Customize display resolution option.

Turn this option On, then select Match this device.



Back in the Add PC window, click on SAVE in the top-right corner.

Back in the app's main window, you can now click on the icon with the friendly name that represents your newly created connection.

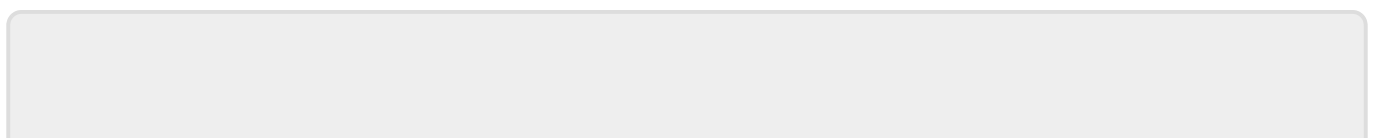


You will receive a push message in the DUO Mobile app on your phone. If it does not pop up automatically, please open the DUO Mobile app manually.

Click the green Accept button in your DUO Mobile app.

On your phone, a login window briefly appears, followed by the DUO window. In this window, click on Send Push.

You will get another Duo push message on your phone. Clicking on Accept again should start your Remote Desktop session.



From:

<https://helpdesk.strw.leidenuniv.nl/wiki/> - **Computer Documentation Wiki**

Permanent link:

[https://helpdesk.strw.leidenuniv.nl/wiki/doku.php?id=general:phone\\_desktop\\_gateway](https://helpdesk.strw.leidenuniv.nl/wiki/doku.php?id=general:phone_desktop_gateway)

Last update: **2025/02/07 11:10**

