Connecting to Remote Desktop through the SonicWall NetExtender Client

A. Prerequisites

1. Remote access must be enabled on your College of Pharmacy desktop computer and your domain (Windows) user account. Contact College of Pharmacy Technology Services to request access at problem@pharmacy.ohio-state.edu. Be sure to specify your domain username and the computer you need to connect to (name and/or IP address).
2. You must install the SonicWall NetExtender Client on your remote computer (the computer you are using outside of the College of Pharmacy network, i.e. notebook or home computer). See: http://pharmacy.osu.edu/forms/techservices/content/COP_NetExtender_Install.pdf

B. Run the SonicWall NetExtender Client

1. Open the Start Menu and click the icon: SonicWALL SSL-VPN NetExtender
2. You will need to enter the settings below to connect:
Server: portal.pharmacy.ohio-state.edu
Username: (Your Pharmacy domain username)
Password: (Your Pharmacy domain password)
Domain: pharmacy

3. If connected successfully, you will see a message similar to this:

C. Open Remote Desktop

- On Windows XP, open the Start Menu and choose “Run.” In the box, type “mstsc” and hit Enter.

- On Windows 7 and Vista, open the Start Menu. In the search box, type “mstsc” and hit Enter.
Once Remote Desktop opens, enter the IP address of your College of Pharmacy computer in the “Computer” box. Then hit “Connect.”

D. IMPORTANT: Disconnect When Finished

1. It’s important to log off when finished with Remote Desktop. Clicking the red “X” in the upper right corner of the Remote Desktop window does not log you off. Instead, click the Start Menu in the remote window and choose “Log off.”

2. Once Remote Desktop is closed, disconnect from the NetExtender client.
   a. Open the Start Menu and click the icon: SonicWALL SSL-VPN NetExtender
   b. Click the Disconnect button.
F. If You Need Assistance

Contact College of Pharmacy Technology Services for assistance.

- E-mail: problem@pharmacy.ohio-state.edu
- Phone: 614-688-8000 (8-8000 on campus)