Connect to Brown's RemoteApp Service on macOS

Stephanie Obodda - 2023-11-02 - Comments (0) - RemoteApp

******IMPORTANT (This RemoteAPP service is for Brown Staff only) Brown's RemoteApp service has been replaced by MyApps. This article is published so that STAFF have instructions in connecting to legacy RemoteApps that have not yet been transitioned to the new service.**

Faculty and staff should review and connect to the MyApps service to use access applications virtually without having to fully install them on their computer.

Brown's RemoteApp service allows members of the Brown community to access applications virtually without having to fully install them on the computer.

Note: RemoteApp connections will automatically disconnect after 8 hours of inactivity.

There are two methods of connecting to RemoteApps:

- Recommended Method: Microsoft Remote Desktop
- Alternate Method: Connect Via the Web

After you've connected, check out our Tips for Using RemoteApps.

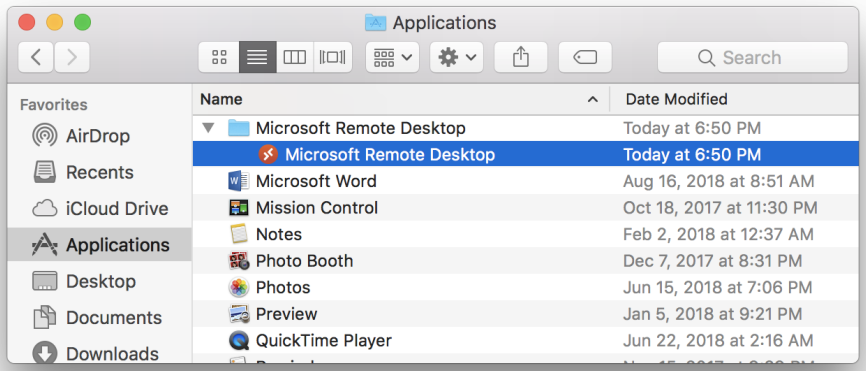
Install Microsoft's Remote Desktop Application

- On your *University-issued* Mac, copy and paste this text into your browser's address bar to open Self Service and install:
    - jamfselfservice://content?entity=policy&id=488&action=view
    - Alternatively you can open the Self Service app, navigate to "Brown Core Software" and install Microsoft Remote Desktop
- On your *personal* Mac, click here and open the Mac App Store and install.
- Microsoft Remote Desktop 10 requires macOS 10.12 or later. If you are using a Mac with an unsupported version of macOS, you can attempt to download and configure Microsoft Remote Desktop 8.0.44 using instructions here.

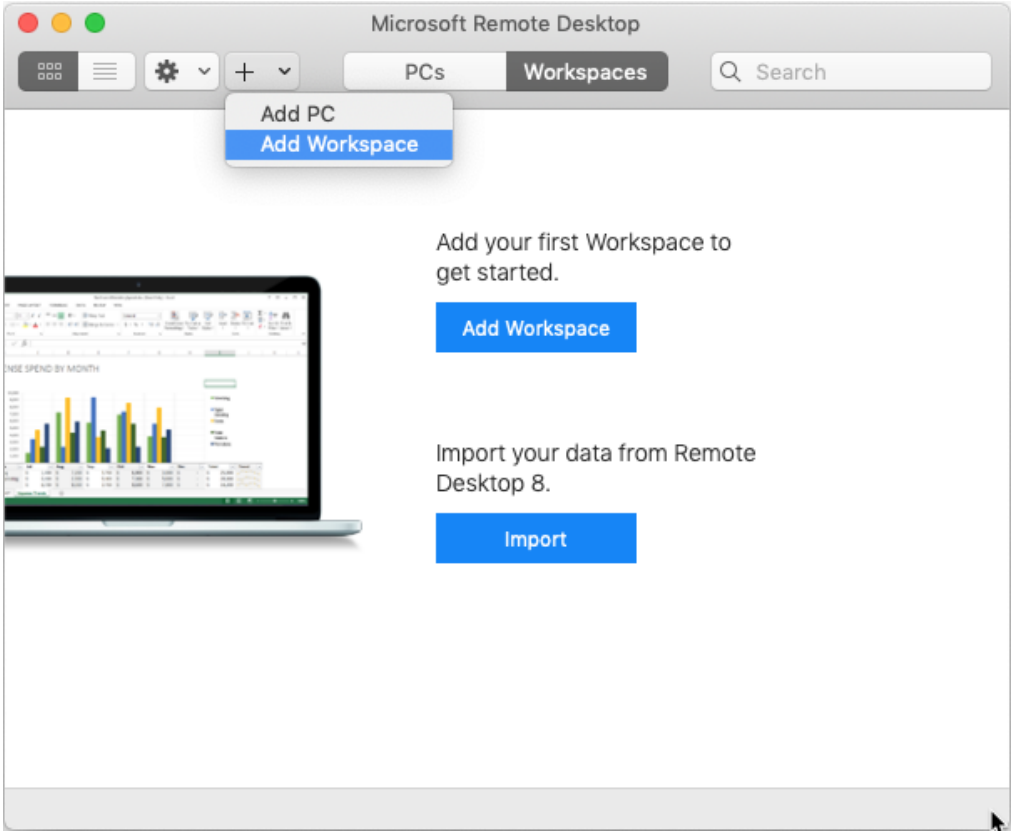
Recommended Method: Microsoft Remote Desktop App

If you regularly use the same computer to connect to your RemoteApp sessions, you can add a direct connection via the Microsoft Remote Desktop client. This will allow you to easily access RemoteApps from your computer.

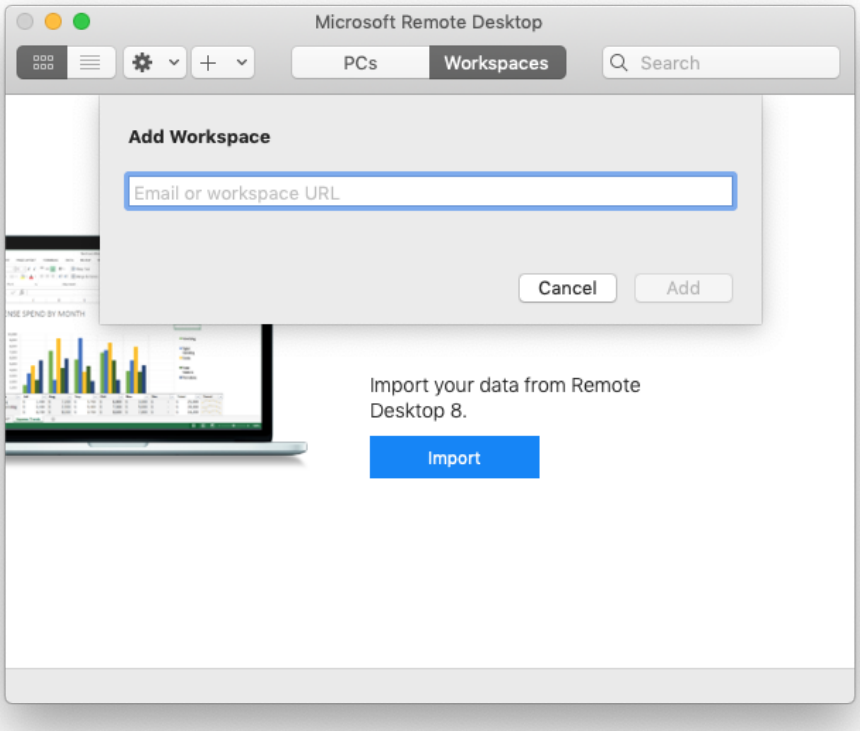
1. Install the Microsoft Remote Desktop app as described above.
2. From your Dock or Applications folder, launch the "Microsoft Remote Desktop" app you installed in the previous step.



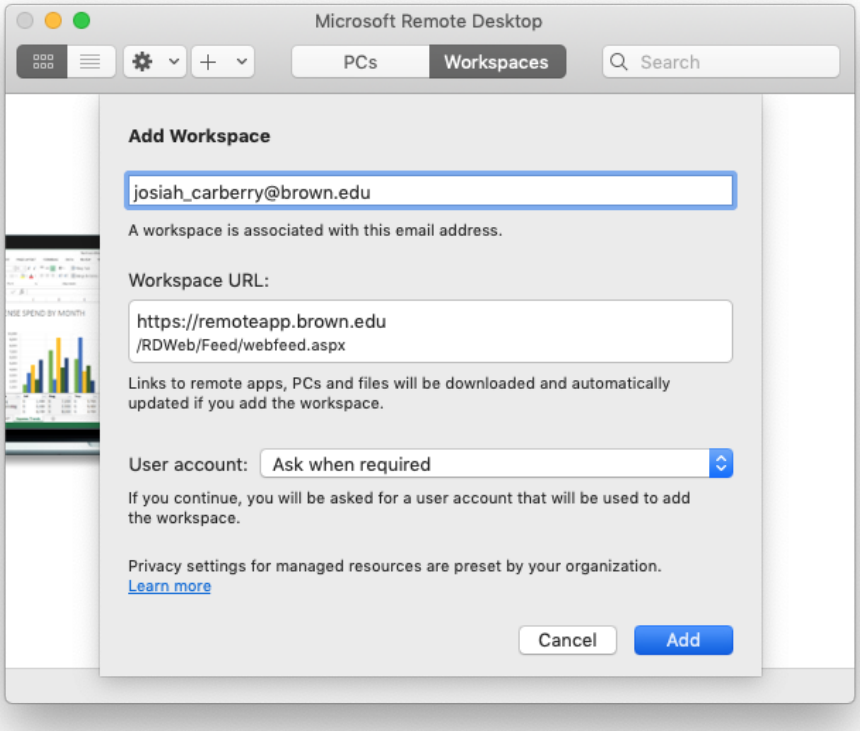
3. Click the "+" button in the menu bar and click "Add Workspace".



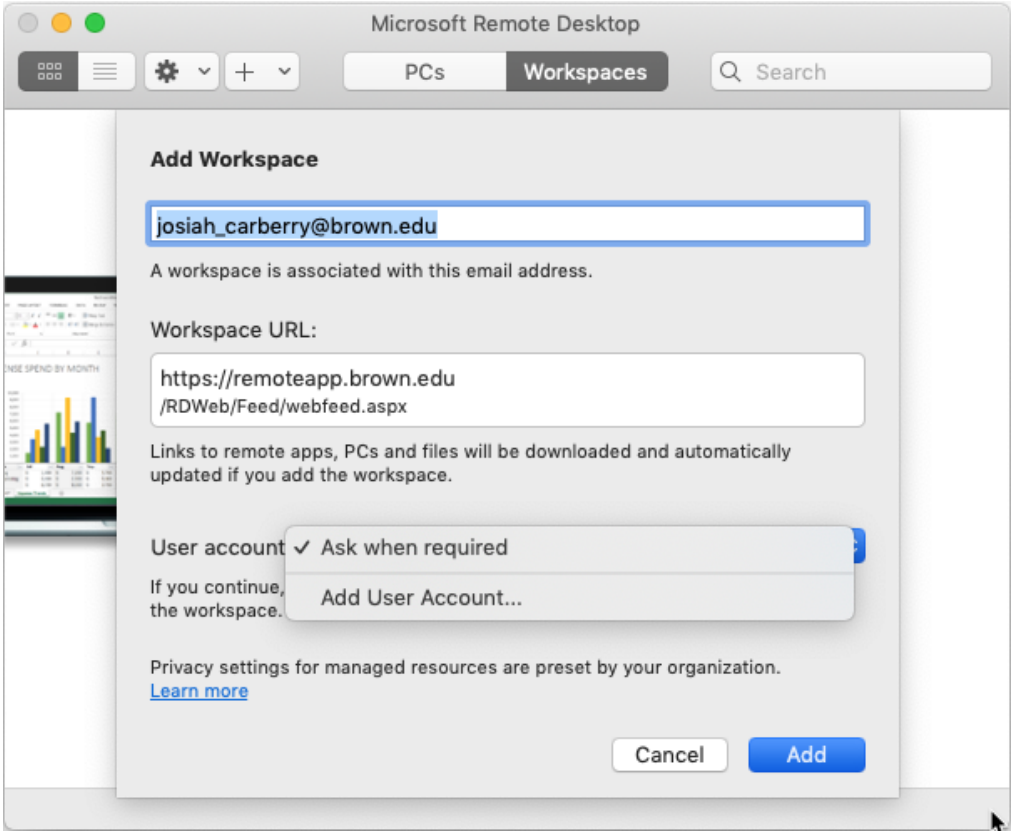
4. Enter your Brown email address when prompted.



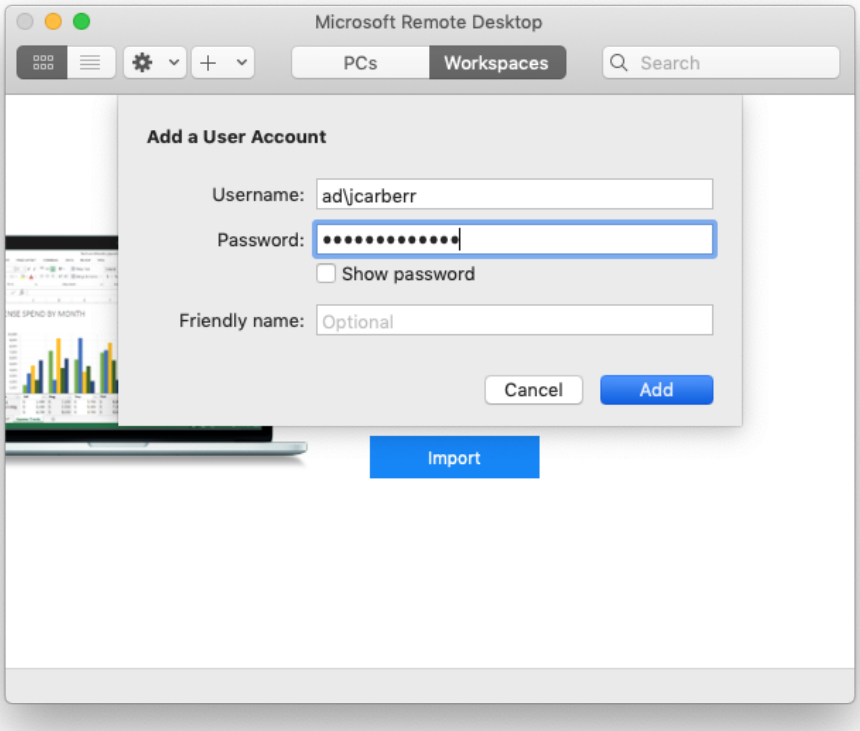
5. After entering your Brown email address, the Feed URL should appear.



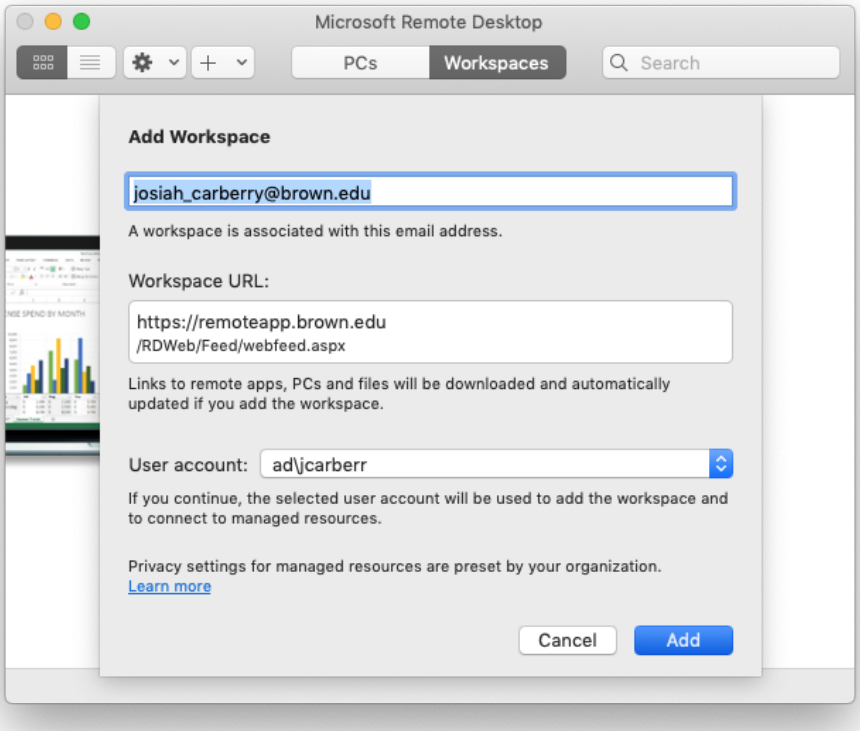
6. Click the drop-down menu next to "User Account:" and select "Add User Account..."



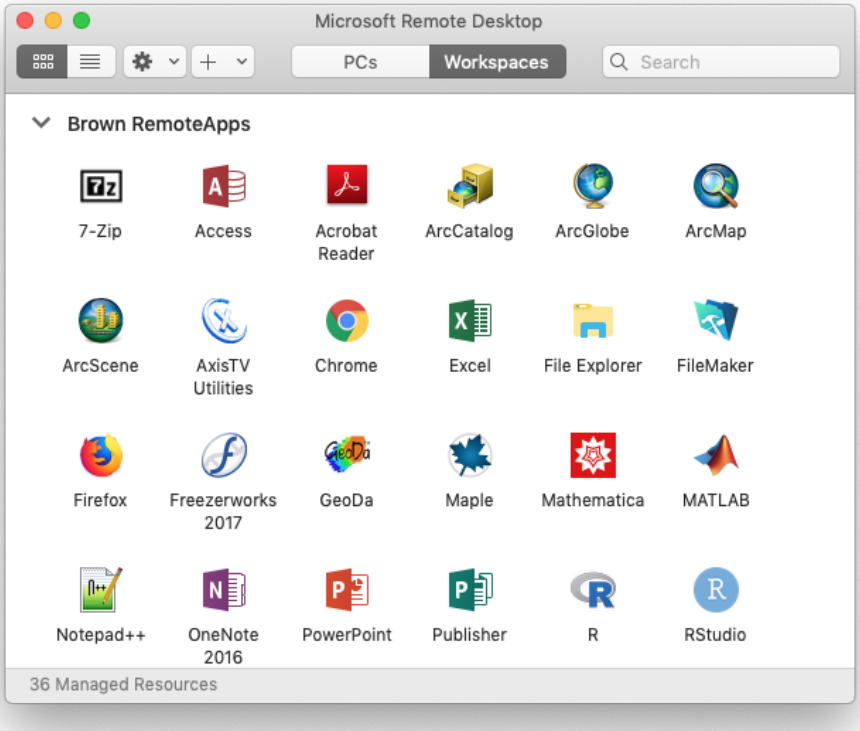
7. Enter your Brown username and password as depicted and click "Add".



8. Click "Add".

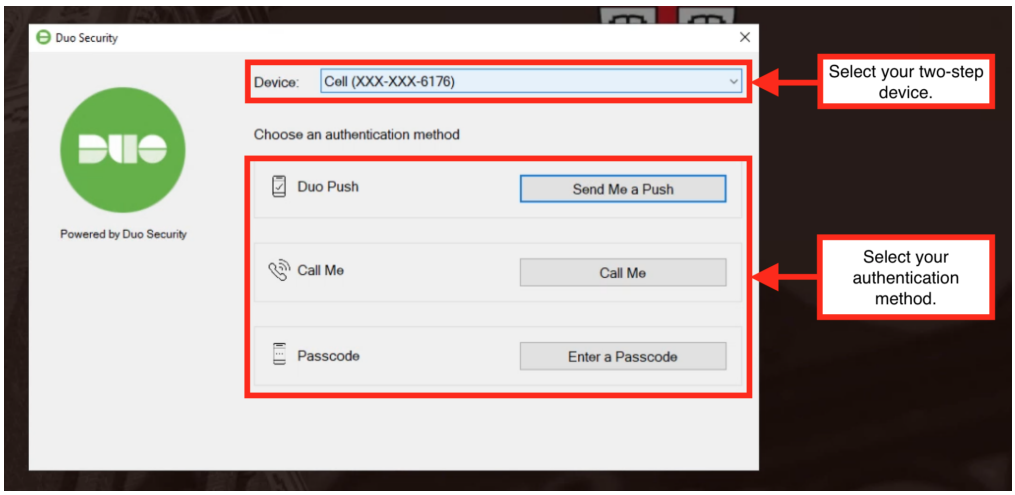


9. Click the "Workspaces" button in the menu bar to show available RemoteApps.



10. When launching an app, you will be prompted for two-step verification.

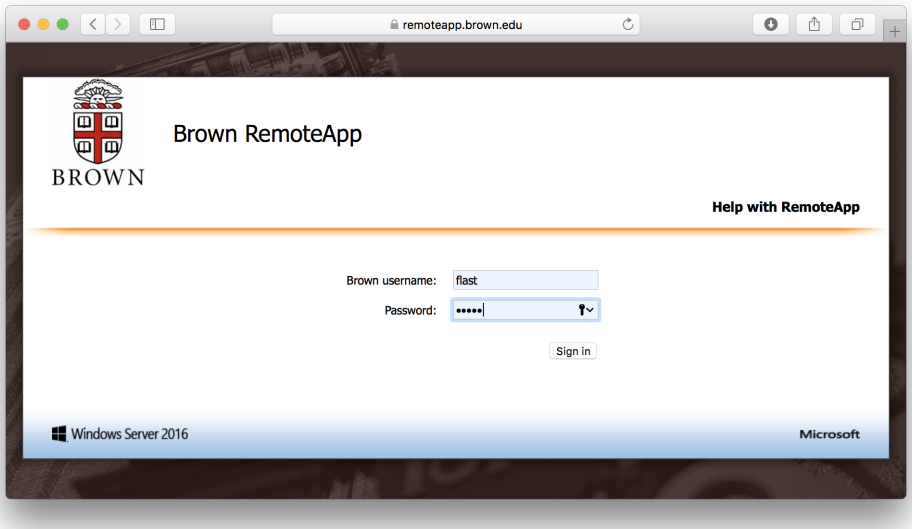
    NOTE: You may see a Windows login screen, briefly. Ignore this and wait for the two-step prompt to appear.



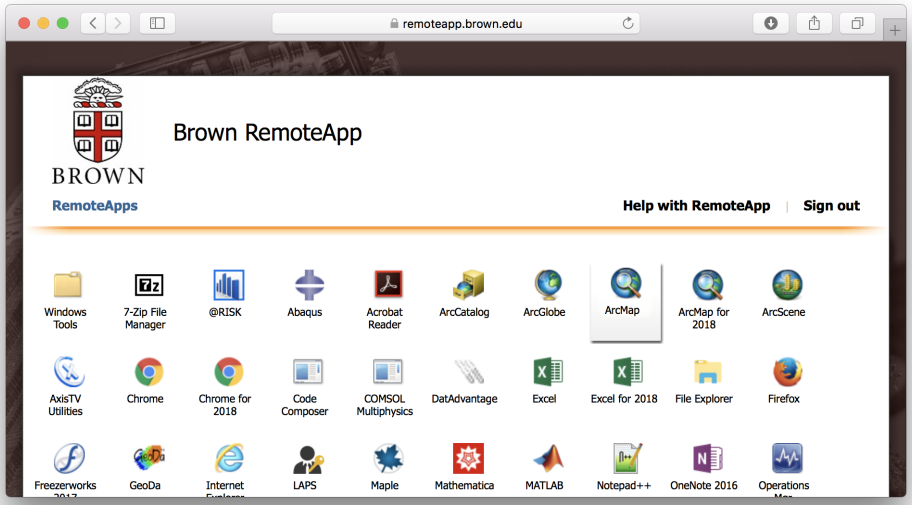
11. After you've connected, check out our Tips for Using RemoteApps.

Alternate Method: Access Via the Web

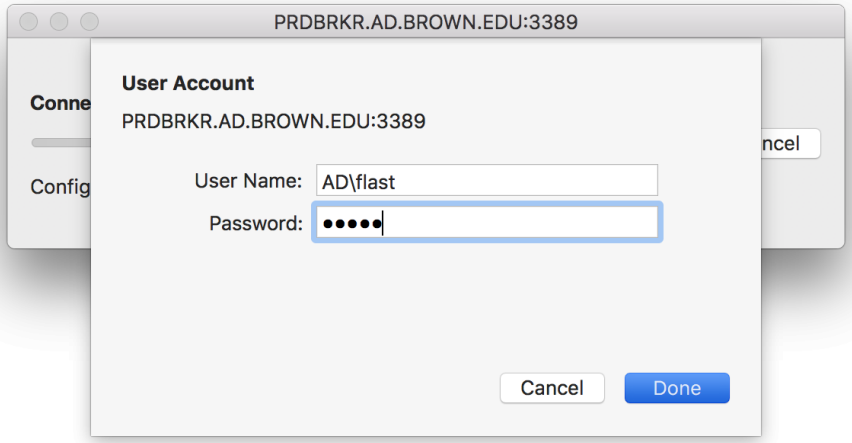
1. Install the Microsoft Remote Desktop app as described above.
2. Visit https://remoteapp.brown.edu and log in with your Brown username and password.



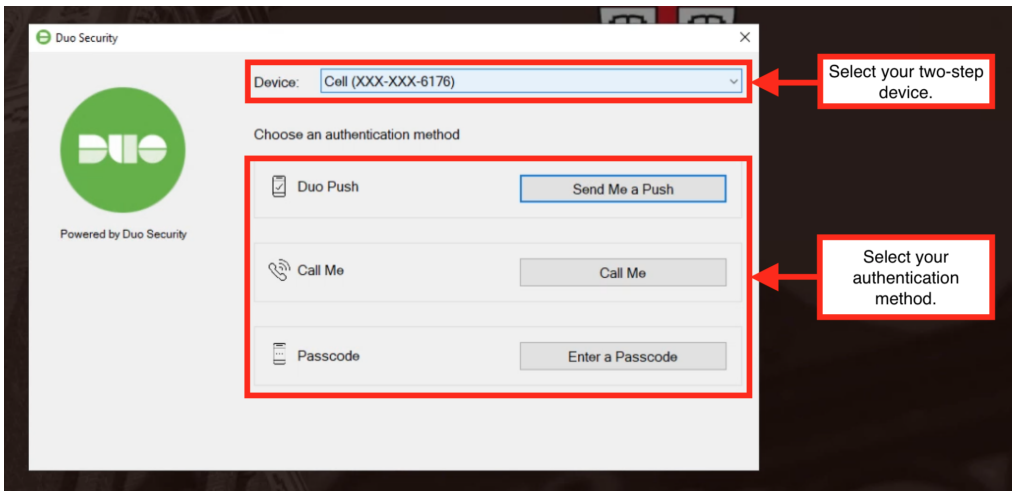
3. Once you've logged in, you will see the RemoteApps for which you are eligible.



4. Double-click the application you'd like to use.
5. You'll be prompted to download a small helper file.
6. When you open the file, you will be asked to log in with your Brown username and password again.



7. You will be prompted to complete your two-step verification.



8. Your application will start, and you can use it in a similar fashion as if was installed locally on your own computer.

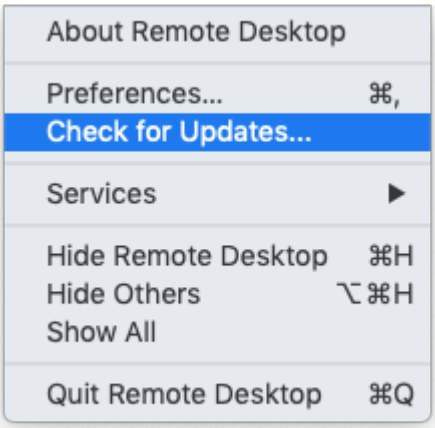
After you've connected, check out our Tips for Using RemoteApps (below).

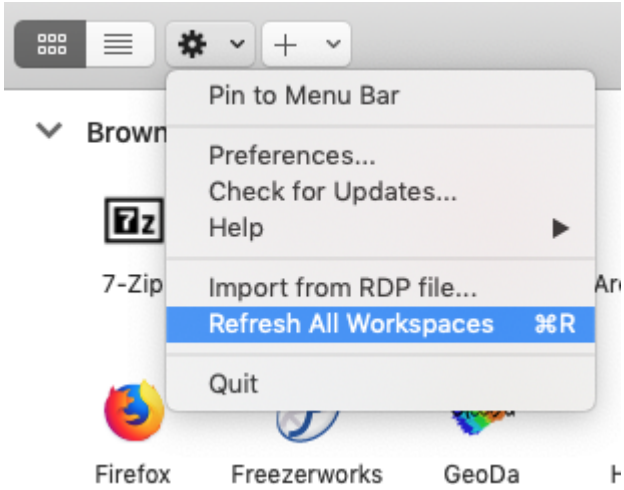
Using Brown's RemoteApps

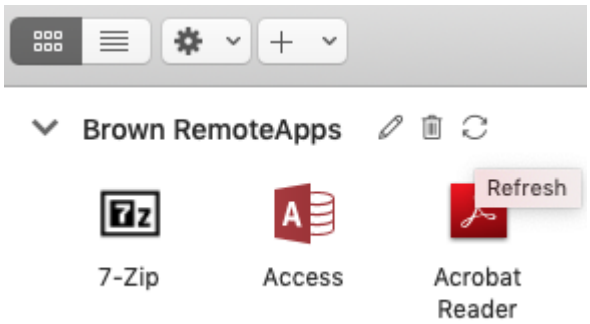
- Even though the application looks as if it's running locally on your computer, the application is actually running remotely on a computer in Brown's datacenter. This enables us to keep the application up-to-date and conserve computing resources when they are not in use.
- The "My Documents" in the RemoteApp service ties into the Documents folder in your Brown Network Home Folder. So, you can save information between sessions, and copy and paste files into your Documents folder when needed. If you'd like to access this folder outside the RemoteApps, see our article [Connecting to your Network Home Folder](#).
- If you leave your RemoteApp open for more than two hours without mouse or keyboard input, you may be logged out. However, if you have a short disconnection, you will be able to pick up right where you were - even if you switch computers.

Troubleshooting

- If you encounter an error with when attempting to connect to a RemoteApp, please first attempt to update Microsoft Remote Desktop by clicking "Microsoft Remote Desktop" in the menu bar, and clicking "Check for Updates..."



- If after updating the Microsoft Remote Desktop you still encounter issues, please try connecting to a RemoteApp again after refreshing the feed. To refresh the feed, you may:
  - Click the gear icon in the toolbar and click "Refresh All Workspaces".
  - 

  - Hover over the text "Brown RemoteApps" and click the clockwise-rotating-arrows icon.
  - 

  - Use the keyboard shortcut Command+R.

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- Working with Files in RemoteApp
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