University of Vermont
Larner College of Medicine

Remote Gateway Connection

The Larner College of Medicine Remote Gateway is a remote desktop connection for those in our community who are not able to come to campus. You do not need the Cisco VPN to access this resource.

The LCOM Remote Gateway contains common applications that are deemed useful for all members of our community. As such, it may not have all the applications necessary for your job.

The Remote Gateway is not recommended for Teams or Zoom conferencing.

Prerequisite

You must be enrolled in multi-factor authentication for your **@med.uvm.edu** account using the mysignins.microsoft.com webpage. Your **Default sign-in method** must be set to **Microsoft Authenticator – notification** or **Phone – call**.

Option 1 (Mac or PC): Web Browser

This is the easiest, and most secure method of connection, but gives no access to local computer files.

1. Open a web browser, navigate to https://gateway.med.uvm.edu/, and sign in with your COMID and LCOM password.
2. Click **Office Desktop**.
3. If the "Access local resources" box appears, tick the box next to **Don't ask me again for connections to this computer**, and then click **Allow.**
4. When the message "Opening remote port" appears on your computer screen something should happen on your phone. If you receive a notification and are given the option, tap **Approve**. If you get a phone call, answer the phone, and follow the audio prompts. If you receive a text message, your Default sign-in method is set incorrectly.

NOTE: *Your COMID is likely the same as your NetID but hopefully has a different password.*

Option 2 (PC): Remote Desktop Connection

1. If you have not already, navigate to https://gateway.med.uvm.edu, and sign in with your COMID and LCOM password.
2. Click the gear icon in the top-right corner, then select **Download the rdp file**.
3. Click the **X** to close the Settings menu and then select **Office Desktop**.
4. **Save** the downloaded file to your Desktop or to any folder on your computer you can find later.
5. Double-click the downloaded file to start the Remote Desktop Connection application.
6. Enter **MED**<your comid> as your username (even if it says "email address") and enter your LCOM password. Press **Enter**.
7. Tap **Approve** on the Authenticator prompt on your phone or answer the phone and respond to the audio prompts.
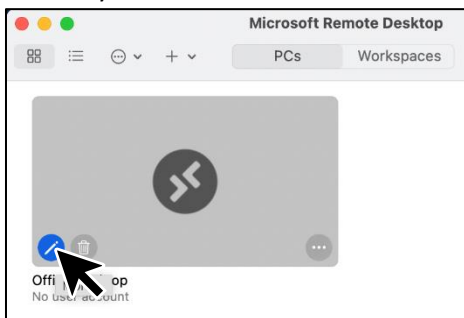8. The next time you want to connect, skip to **step 5**.

For additional assistance, please contact the COMTS Service Center by submitting a Footprints request at https://comis.med.uvm.edu/footprints or calling us at (802)488-5553.

Option 3 (Mac): Microsoft Remote Desktop Application

1. If you have not already, navigate to https://gateway.med.uvm.edu/ and sign in with your comid and LCOM password.
2. Click the Gear icon in the top-right corner and select **Download .rdp file**.
3. Click the **X** to close the Settings menu and then select **Office Desktop**.
4. **Save** the downloaded file to your Desktop or to any folder on your computer you can find later.
5. Open the **Microsoft Remote Desktop** application. If you can't find it in the Applications folder or a Spotlight search, search for and install it from the **AppStore**. *If this is a work computer, submit a Footprint ticket to request that the Microsoft Remote Desktop Application be added to your computer.*
6. Click, drag, and drop the **Office Desktop.rdp** file into the **Microsoft Remote Desktop** window.
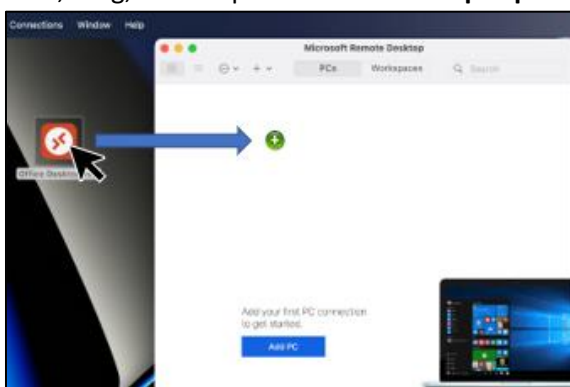
7. Hoover your mouse over new **Office Desktop** object that appears and click the pencil (**More...**).

8. Click **Folders**.
9. Tick the box next to **Redirect folders**.
10. Click the plus **+** symbol.
11. Make sure your user folder is selected.
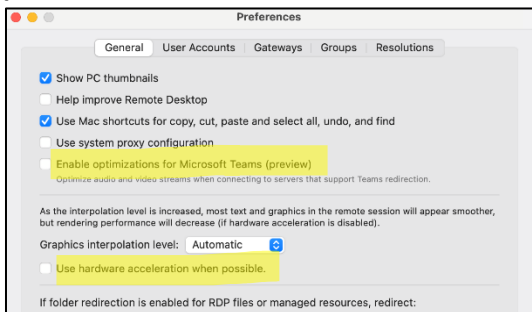12. Click **Open.**
13. Click **Save**.

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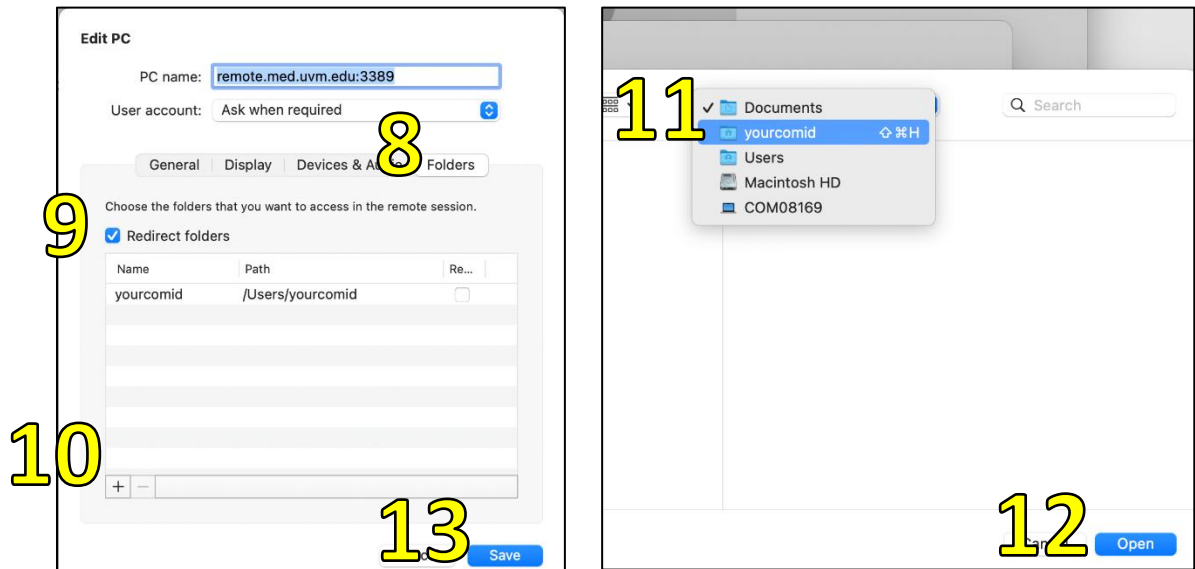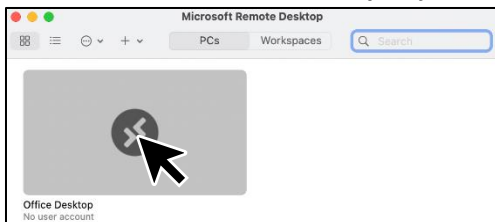
14. Open the **Microsoft Remote Desktop** menu in the top-left corner of the screen.

15. Select **Preferences…**.

16. *Un*tick the boxes next to **Use system proxy configuration** and **Use hardware acceleration when possible**. Close the Preferences window.


17. Double-click the **Office Desktop** object.

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18. Enter **MED\\<your comid>** as the username (where "<your comid>" is your own username) and enter your LCOM password.
19. Click **Continue**.
20. When the message "Configuring Gateway" appears on your computer screen something should happen on your phone. If you receive a notification and are given the option, tap **Approve**. If you get a phone call, answer the phone, and follow the audio prompts. If you receive a text message, your Default sign-in method is set incorrectly.
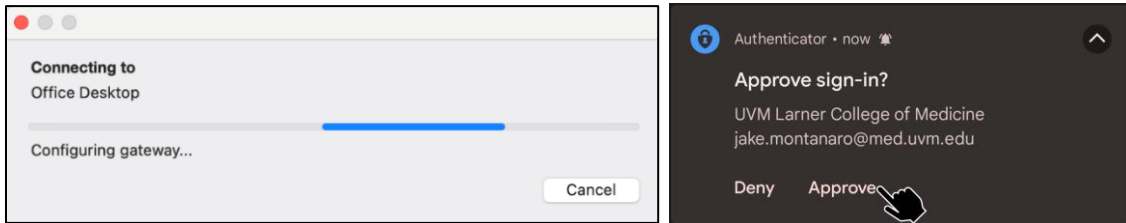

21. The next time you want to connect, simply open the Microsoft Remote Desktop application, and skip to **step 17**.

Transfer files to and from your local computer

Use these instructions to transfer files *from* your local computer to the L:-drive or from the L:-drive or Remote Gateway *to* your local computer. You must connect using **Option 2 (PC)** or **Option 3 (Mac)** above to do so.

1. Open the **File Explorer** from inside the Remote Gateway.
2. Locate your local directory on the left-hand navigation pane. It will be called "C on <your device name>" (where "C" may be the folder you chose to redirect from your Mac).
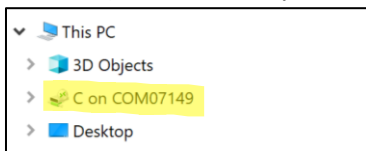
3. Select this folder and drag-and-drop files to or from this location as needed.

Proper Shut Down

When you are done using the Remote Gateway or at the end of the day, it is best practice to end your session by double-clicking the red **Sign Out** icon on the Desktop background of the Remote Gateway. This ensures a fresh session when you reconnect in the future and eliminates some common errors.

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