

CONFIGURATION GUIDE TO ACCESS RDP ON APPLE IPAD

Updated on 16-September-2024

Contents

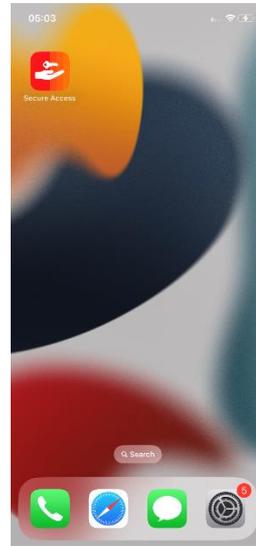
A.	First install the Ivanti Secure Access client from the Apple App Store.....	2
B.	First time RDP setup instruction.....	3
C.	Launch Secure Access App.....	5
D.	RDP Connection.....	6

A. First install the Ivanti Secure Access client from the Apple App Store.

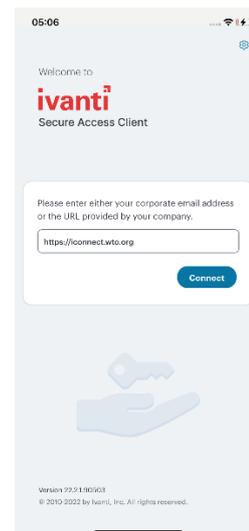
1. To install Ivanti Secure Access Client search for **Secure Access**
2. Once the installation is complete a **Secure Access** icon will appear on your Apple iPad device



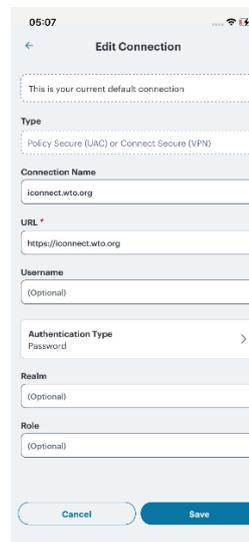
Ivanti Secure Access Client.



3. Tap on the **Secure Access** icon and enter URL: <https://iconnect.wto.org> and **Connect**.



4. Select **Connect/Save**

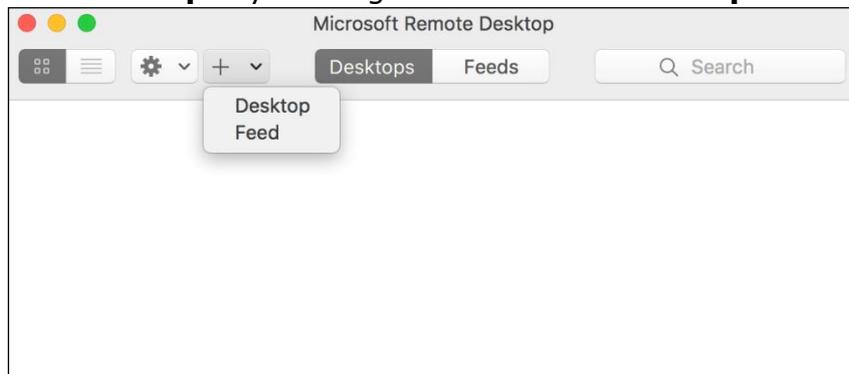


B. First time RDP setup instruction

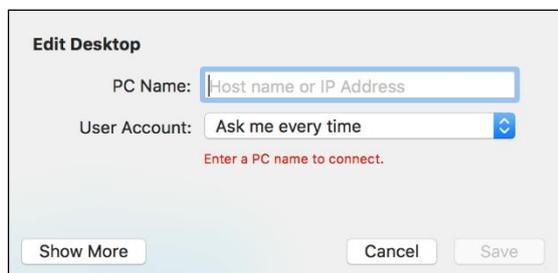
1. Install "**Microsoft Remote Desktop 10**" by using App Store.



2. Open "**Microsoft Remote Desktop**" application. Then add "**Desktop**" by clicking "+" and then "**Desktop**" buttons:

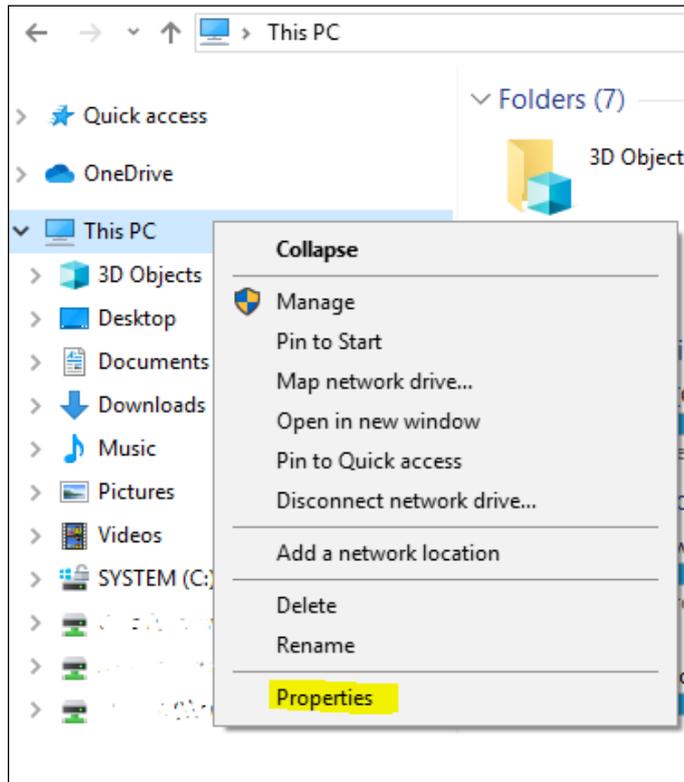


3. Write your WTO Computer name as "**PC Name.cwr.wto.org**":

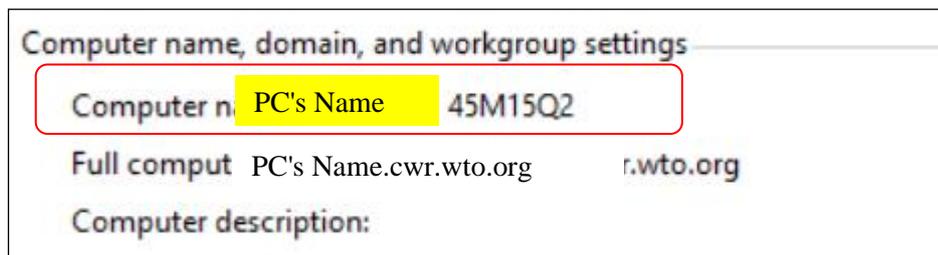


NOTE: We will use **Microsoft Remote Desktop** after connecting to Pulse Secure. Please keep open this application.

Steps to find your WTO computer name, check the properties of your WTO computer open the file explorer and right click "**This PC**" and then click "**Properties**".

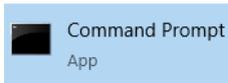


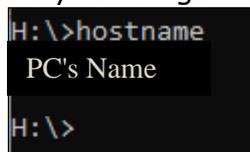
Computer name is your WTO computer name: note down to get remote desktop connection from personal computer:



WTO - Internal

Alternate way to find WTO computer name:

Click on start  type cmd click on  command 'hostname' and you will get the hostname as **PC name.cwr.wto.org**.



C. Launch Secure Access App

1. Select the connection for iconnect
2. Press **Connect**
3. Enter credentials
 - o Username: Your WTO windows **Username**
 - o Password: Your WTO windows **password**
 - o Token: your RSA **Token code**

Ivanti Secure for Apple iPad device establishes the connection

The Apple **[VPN]** icon appears in status bar

Figure 1

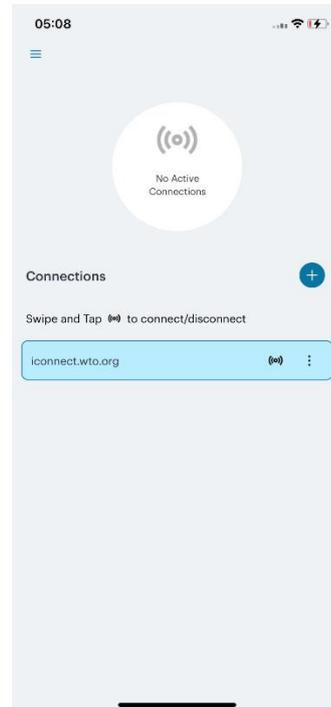


Figure 1

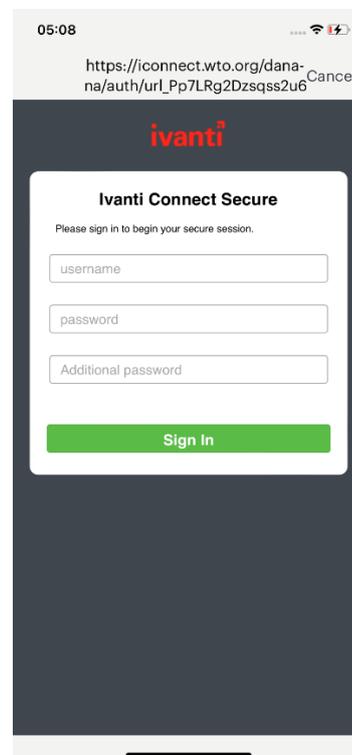
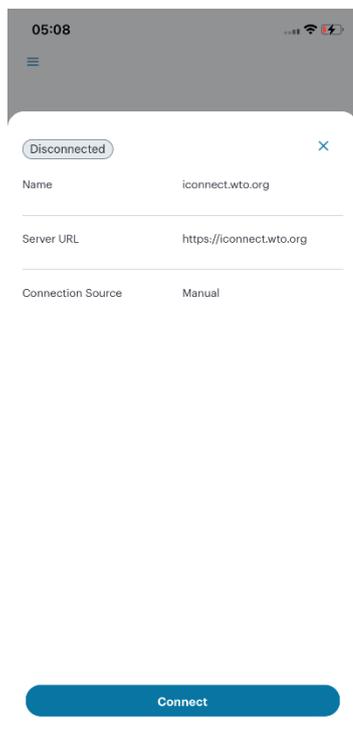


Figure 2



Note: During the VPN session, Internet Access on your IOS device will continue to work. For security reasons, all internet traffic will pass through the WTO network, which might cause some slowness in internet browsing. Personal printers on your IOS device will be disabled for security reasons. Suspend the VPN connection for temporary use of local printers and resume to connect.

D. RDP Connection

Open **Microsoft Remote Desktop** application and tap on previously saved desktop. It will prompt to enter WTO username and password. Please write username as **cwr\username** and then enter password.

It may prompt alert about certificate if this is the first time you access your PC. Click "Continue"

When you are done working, log off from your Windows session.

Finally, disconnect yourself from the VPN connection via the Pulse Secure client

Note: WTO Webmail access is not working with Ipads and Iphones due to some technical limitations. Therefore, to access WTO Email RDP connection should be used.

***** End of document *****