Remote PC Usage Instructions

RemotePC will allow you to remotely connect to a lab machine on campus without having to be there in person to use the software installed on those computers. This may be a requirement in the case that software cannot be installed on your personal computer or if you cannot use the physical lab computers in Gould Hall.

To gain access to use RemotePC you must submit a formal request to IT. This is still a work in progress for this semester so please bear with us and follow the instructions carefully.

this link to go to the Computer Lab Assistance Request page and then click Request Service to access the form: https://itsupport.ou.edu/TDClient/35/Norman/Requests/ServiceDet?ID=96&SIDs=83

Please sign in or make sure the information given is correct as we will need your OU e-mail address to give access.
Under "What is the issue you are experiencing?" select **Problem using a computer**
Select **Cannot Login** as the option for "What is your computer issue?"
For the "Computer Name" enter, **RemotePC Access**
Finally, under the additional details box please provide the following information to verify your access:
Professor Name, Course Number/Name

We will give you access as soon as possible and reply to your request once that has been completed.

RemotePC™

Once your request has been processed to use RemotePC, you will receive an invite to create an account at RemotePC.com. Here is an example of that e-mail -------- >

Dear user,

has invited you to create a RemotePC account.

☐ ⊞ LAB-GH245-01		Connect	🟢 Online
☐ ⊞ LAB-GH325-02		Connect	🟢 Online
☐ ⊞ LAB-GH350-02		Connect	🟢 Online

BEST PRACTICES—Important things to keep in mind when using Remote PC

1. Save your files to the network drive, cloud storage or your computer when you are finished.