Logging into Desktop Anywhere

Please browse to Desktop Anywhere by clicking on the "Connect to DesktopAnywhere" button at https://www.bangor.ac.uk/itservices/desktopanywhere/

BEFORE you use Desktop Anywhere for the first time you will need to install the client.

1. Installation Instructions for Windows
2. Installation Instructions for Apple Mac

Once you have used Desktop Anywhere once you will not need to install the client again and can log in as normal.

Installing Desktop Anywhere Client for Windows

Before attempting to log in install the client

- Click on 'Client Option':

- Select to install the client

- Click on 'Download the Secure Global Desktop Client for Microsoft Windows' link to download the client:

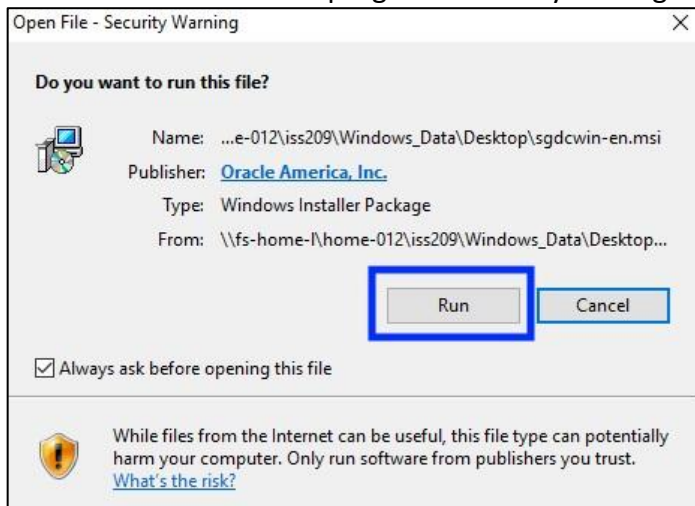| Microsoft Windows | • Download the Secure Global Desktop Client for Microsoft Windows, sgdcwin-en.msi, to a temporary directory on your PC. |
| | • Double-click sgdcwin-en.msi to install the Secure Global Desktop Client. |
| | • Follow the instructions on your screen. |
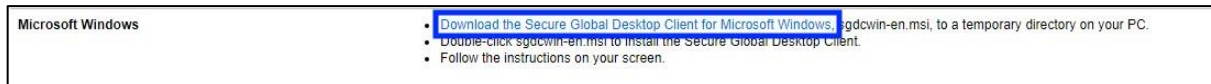
- Once downloaded click on the installation file to run the installation. If you can't open the file from within the browser it should be in your Downloads folder:
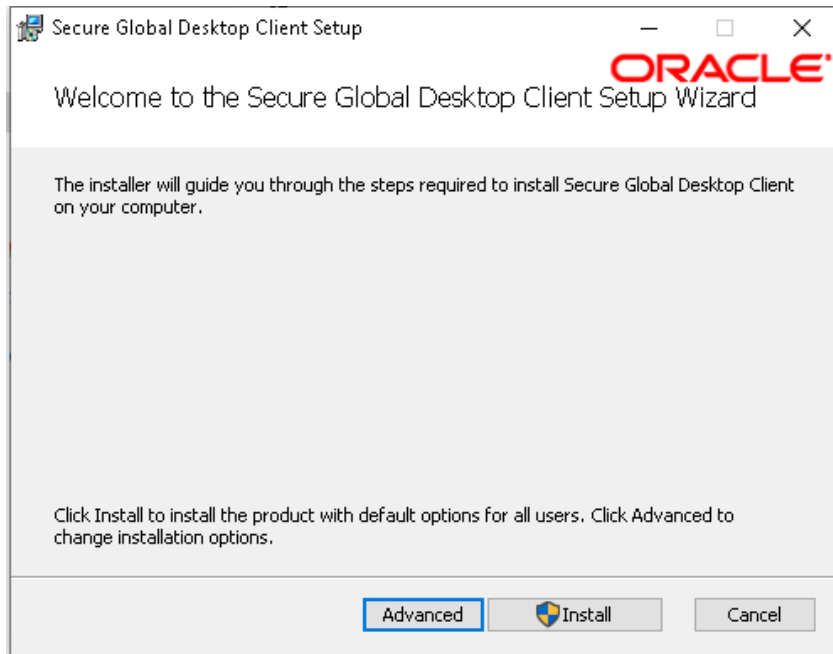
sgdcwin-en.msi

- If prompted, allow the executable to run by clicking 'OK'.

Open Executable File?   ✕

"sgdcwin-en(2).msi" is an executable file. Executable files may contain viruses or other malicious code that could harm your computer. Use caution when opening this file. Are you sure you want to launch "sgdcwin-en(2).msi"?

☐ Don't ask me this again

OK   Cancel
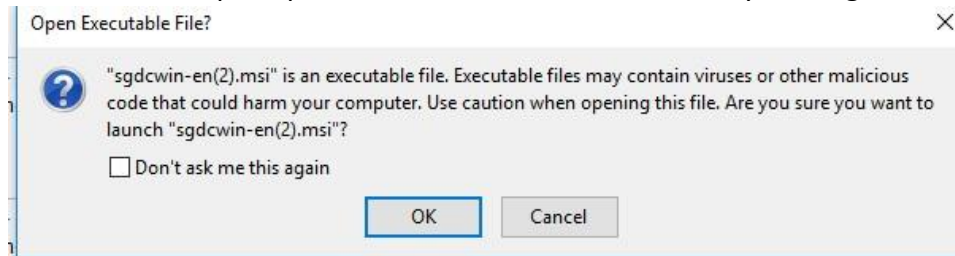
- Allow the program to run by clicking 'run' :

Open File - Security Warning   ✕

Do you want to run this file?

Name: ...e-012\iss209\Windows_Data\Desktop\sgdcwin-en.msi
Publisher: Oracle America, Inc.
Type: Windows Installer Package
From: \\fs-home-l\home-012\iss209\Windows_Data\Desktop...

Run   Cancel

☑ Always ask before opening this file

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

- When the installation file open you will be presented with this window:


- If you **know** you have Administrator rights, click Install – you will receive a "User Account Control" prompt to approve the installation.

- If you don't know or are unsure, click Advanced

- … and then 'Install just for you (username)':

- Click 'Next'
- Click 'Install' on the next window to start the installation

- Once the installation is complete you'll be greeted with the following window:
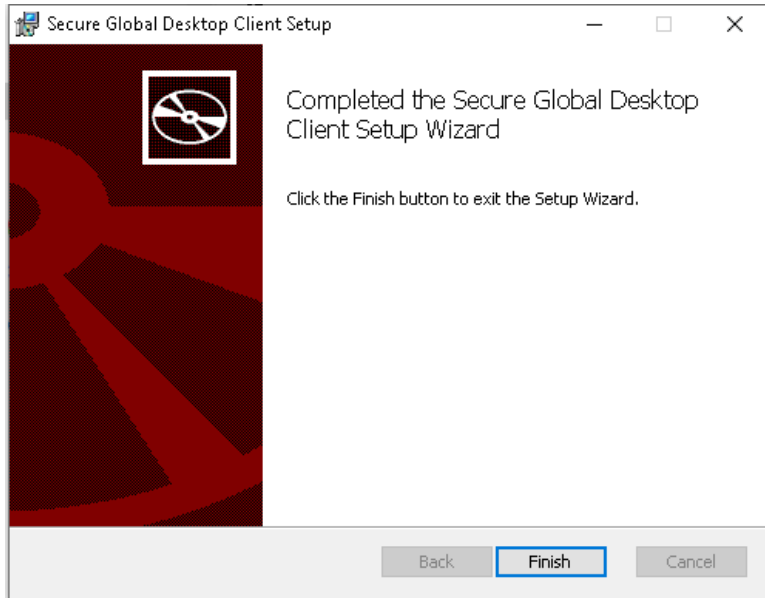
You can now click the Back button in your browser and then the "Click here to login" link under Desktop Client. Don't use the links in the Java or HTML5 sections.

Now that the client is installed, you only need to login at the initial box.

Installing Desktop Anywhere Client for Apple Mac

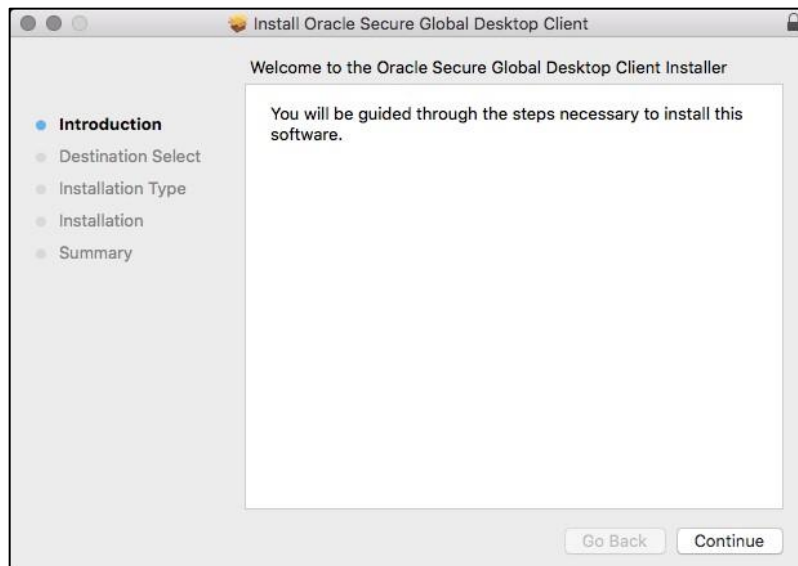Before you login to Desktop Anywhere

- Click on 'Client Option':

- Click on 'Download the Secure Global Desktop Client for Mac OSX' link to download the client:
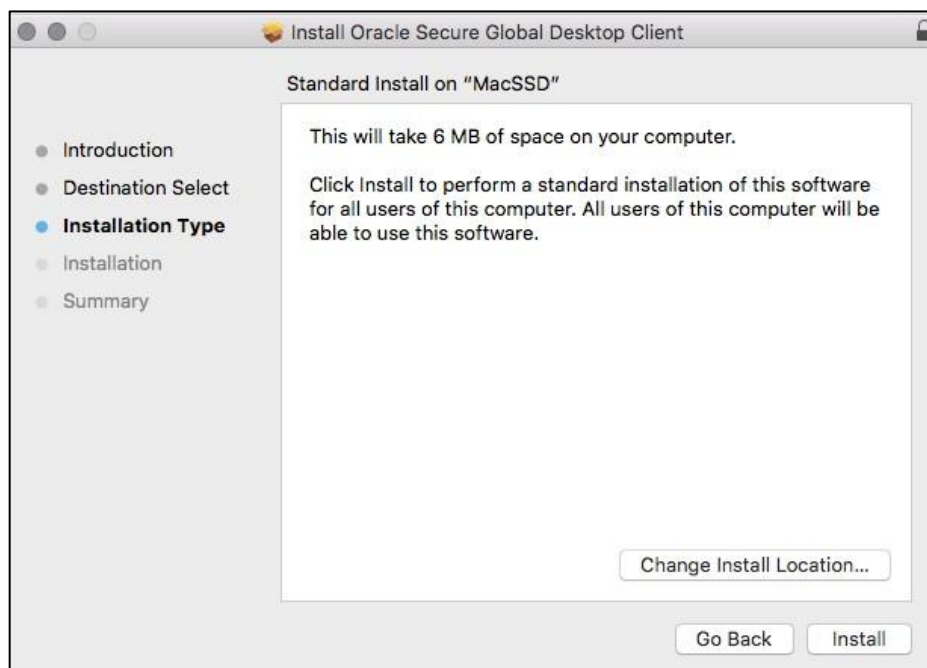

- Once downloaded run the installer by double-clicking on it:

- Once the installer opens, you'll be greeted with the following window:

- Click 'Continue'

- Leave the destination install location as it is and click 'Install':

- The system will then ask for your administrator password. Please input this to continue the installation.

- Once the installation is complete you'll be greeted with the window below. Please close all windows and restart your web browser:
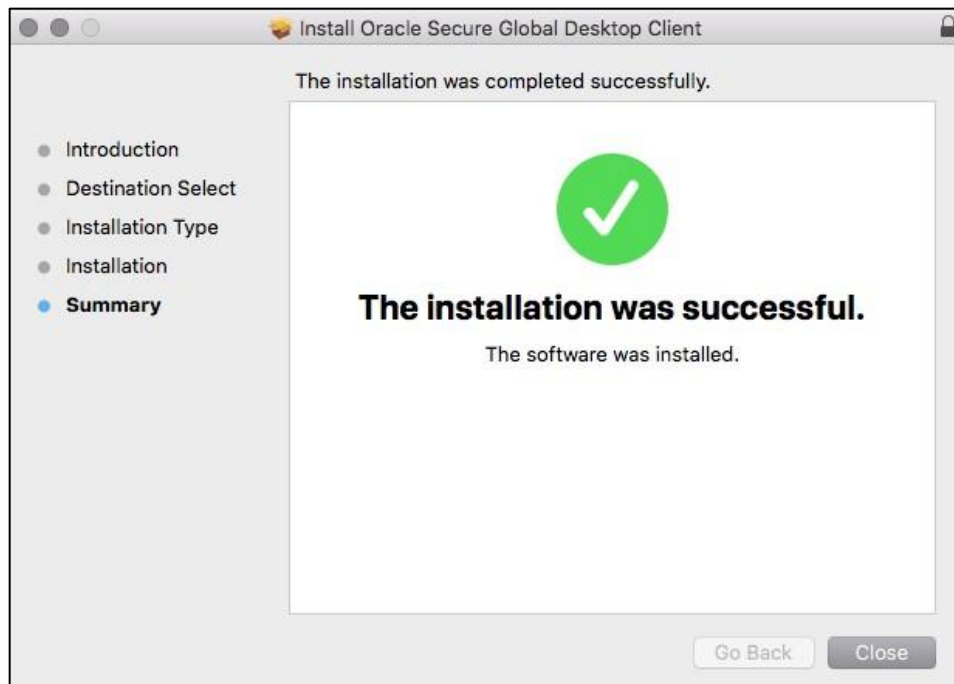
- You will then need to log back into Desktop Anywhere and you will need to allow the Desktop Anywhere client to run on your browser in order to access Desktop Anywhere
- Once this is done you can use Desktop Anywhere as normal.

Accessing Desktop Anywhere for Windows

If the Desktop Anywhere client is installed, and you log in to Desktop Anywhere, you'll be prompted to run the Desktop Anywhere client. Dependent on the web browser you are using you will need click to run Desktop Anywhere in one of the following ways
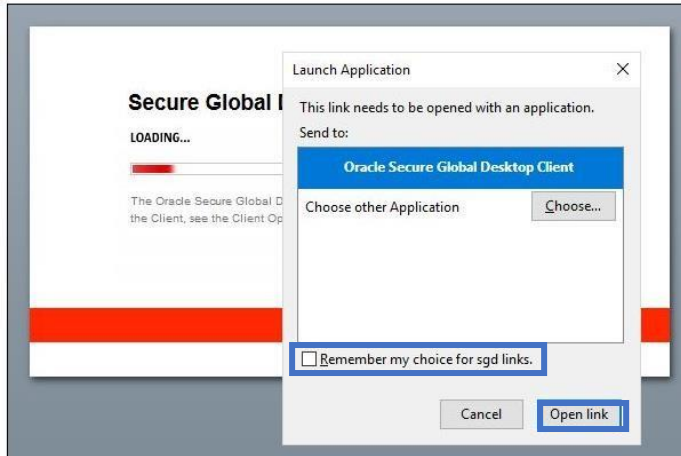
Chrome

Click Open Secure G...Desktop Client

Firefox

Click Open Link. If you are going to use the PC regularly then check 'Remember my Choice for sgd links'
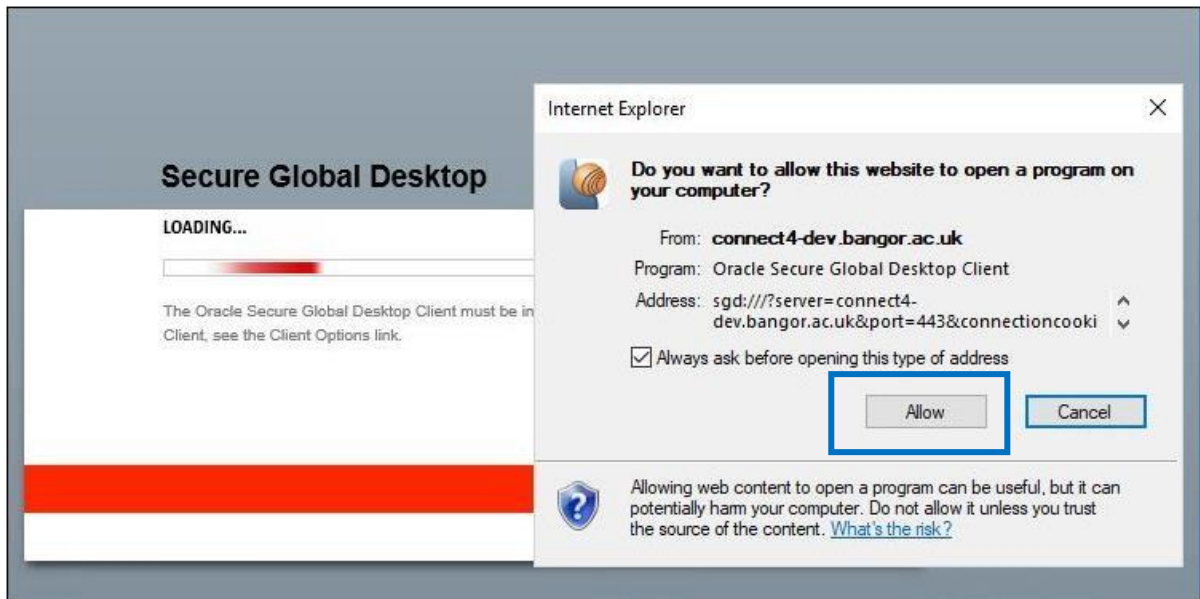

Microsoft Edge

Click 'Yes' when prompted to change application

Internet Explorer

Click 'Allow' when prompted if you want to allow the program to run

This will then log you into Desktop Anywhere as previously.

Accessing Desktop Anywhere for Mac

If the Desktop Anywhere client is installed, and you log in to Desktop Anywhere, you'll be prompted to allow the Desktop Anywhere client to run

Click ''allow'

This will then log you into Desktop Anywhere as normal.