

How to work remotely at the AER:

FIRST! Please ensure you have the Microsoft Authenticator app installed and set up on your phone.

Please contact the Service Desk if you need assistance with this.

There are several ways employees can work remotely at the AER. The steps you'll follow will depend on the computer hardware or setup that has been provisioned for you.

Desktop

AER Desktops remain plugged in at the office, and staff can connect to them using a [Remote Desktop Connection](#) from a personal computer

Laptop or Tablet

You can take the device home and stay connected to the AER network by connecting to our [Virtual Private Network \(VPN\)](#).

Azure Virtual Desktop

You do not have a physical computer; you can access an [Azure Virtual Desktop](#) from the Windows App.

None/Other

You may not need to sign into an AER computer to perform your duties. There are [other systems](#) accessible through a web browser available to staff.

How to configure and use the Remote Desktop Connection (RDP) application

There are several ways to use the Remote Desktop Connection. Use the app that suits your setup and is compatible with the computer you have at home.

Note: Teams calls and meetings are not supported through Remote Desktop as microphone passthrough is not enabled. Please [install Microsoft Teams](#) on your home computer or mobile device to take calls or join meetings from.

I have a Windows computer at home:

[Windows App Setup and Installation for Windows Computers with Multiple Monitor Support](#)
(Recommended)

[Remote Desktop from a Web Browser](#) (Only single monitor supported)

I have a Mac computer at home:

[Windows App for Mac](#) (Recommended)

[\(Optional\) Enabling multiple monitors for Mac](#)

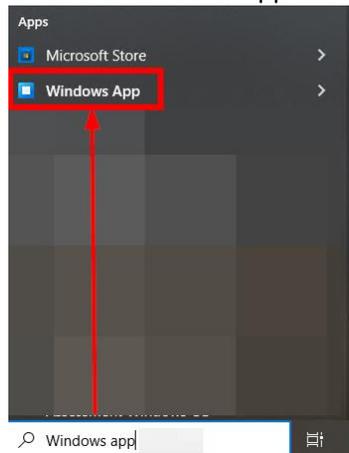
[\(Optional\) Fix Menu Bar and Connection Bar on Mac](#)

[Remote Desktop from a Web Browser](#) (Only single monitor supported)

Windows App Setup and Installation for Windows Computers

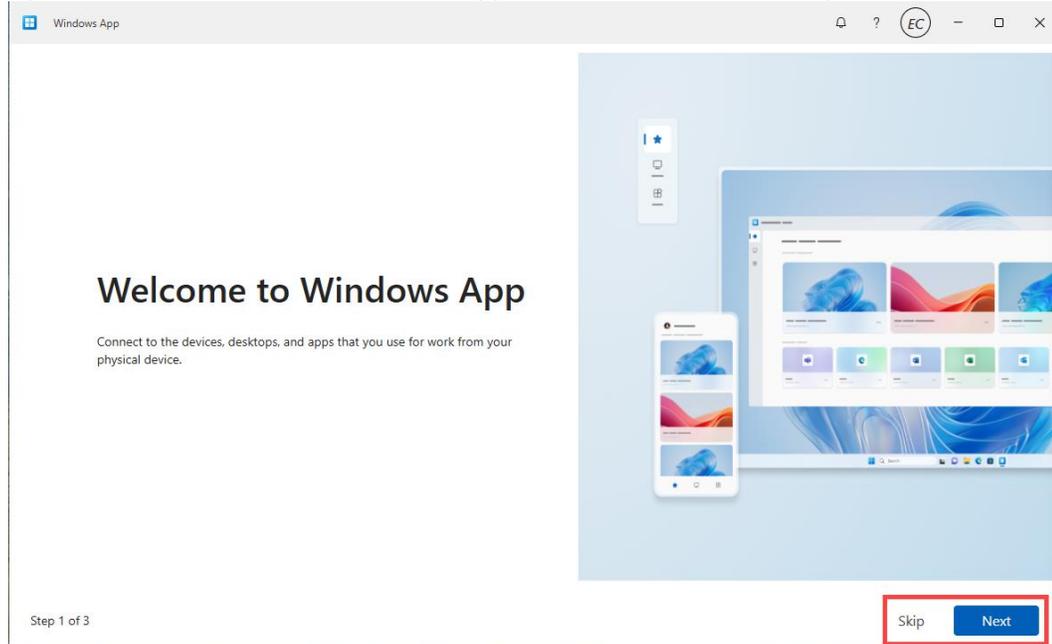
How to Install the Windows App

1. Click the following link to obtain the Windows App
<https://apps.microsoft.com/detail/9N1F85V9T8BN>
2. You can install the app by either clicking the Download button or the View in Store button
3. Follow the prompts to install the app
4. Once the Windows App is installed, launch the app from your Start Menu

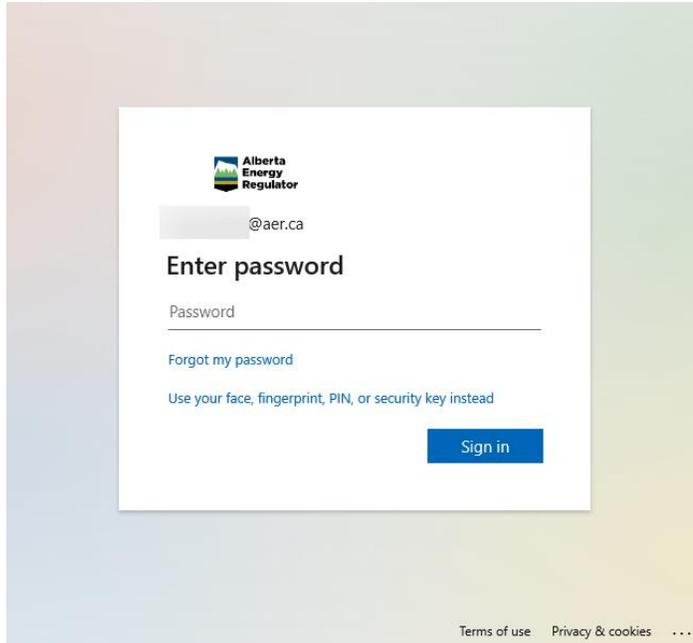


First Launch of the Windows App

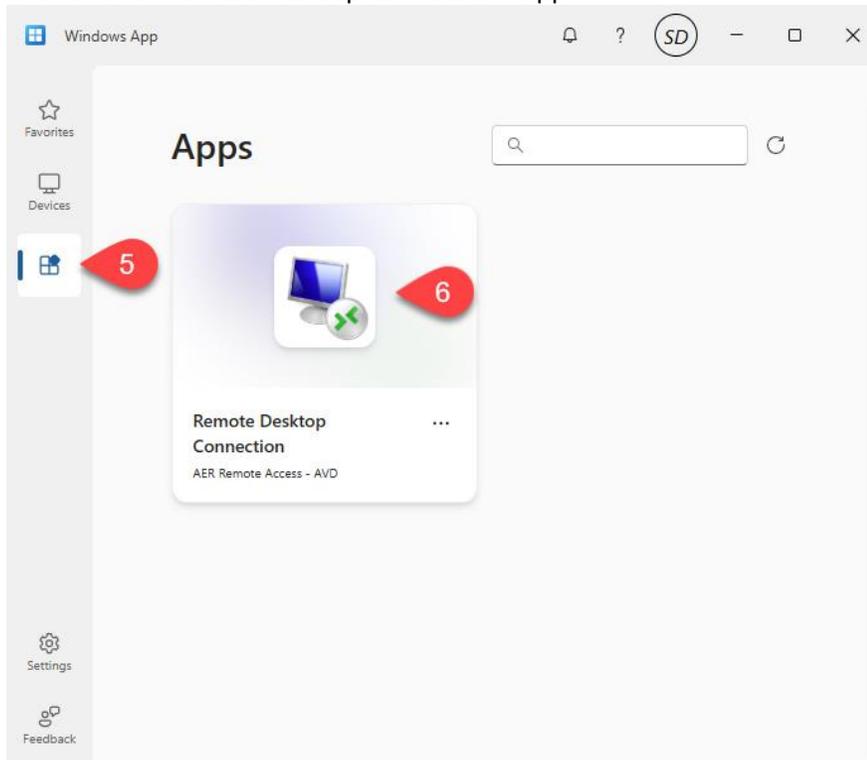
1. Upon the first launch of the Windows App, a welcome screen will be presented to the user



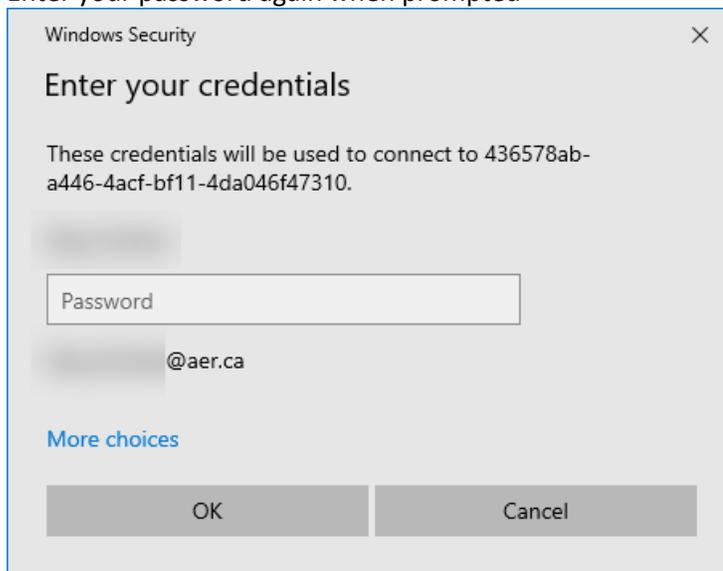
2. Click through the welcome screen steps or click Skip
3. Next, the Windows App will prompt you to Sign In with your AER account
4. Log in with you AER email and password, and authenticate your login



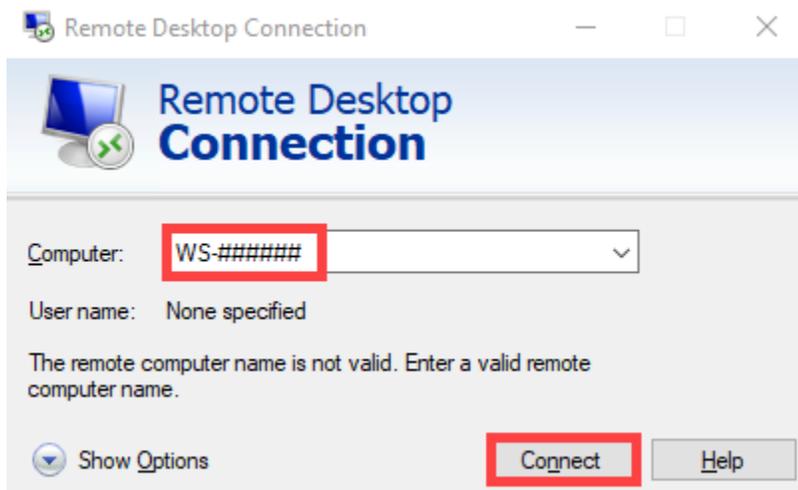
5. Click on Apps tab on the left-hand edge
6. Click on the "Remote Desktop Connection" app



7. Enter your password again when prompted

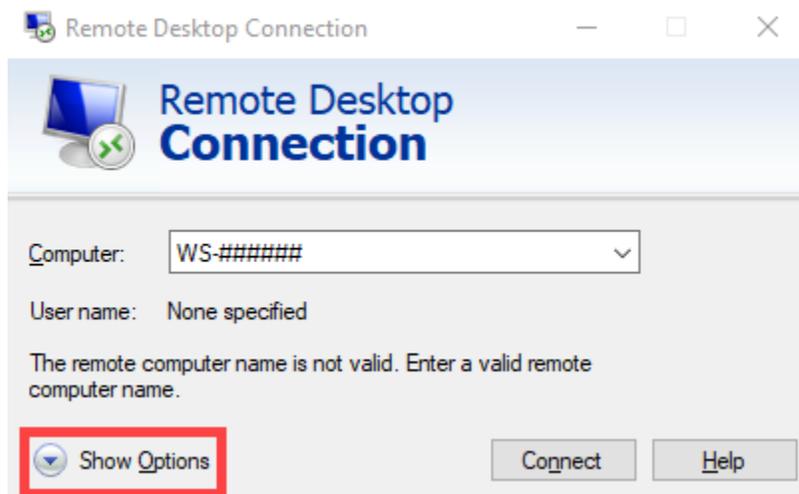


8. Enter your **Workstation ID** into the Computer field (it will remember this after your first login).
9. If you don't have multiple monitors or only want to use a single monitor, click **Connect** and skip to step 12.



Otherwise, to enable multiple monitors, complete Steps 10-11.
(These settings will be saved after your first login.)

10. Click on **Show Options**



11. Under the **Display** tab, check the option for **Use all my monitors for the remote session**. Click **Connect**



12. Log into your workstation with your **AER password** when prompted and click **OK**



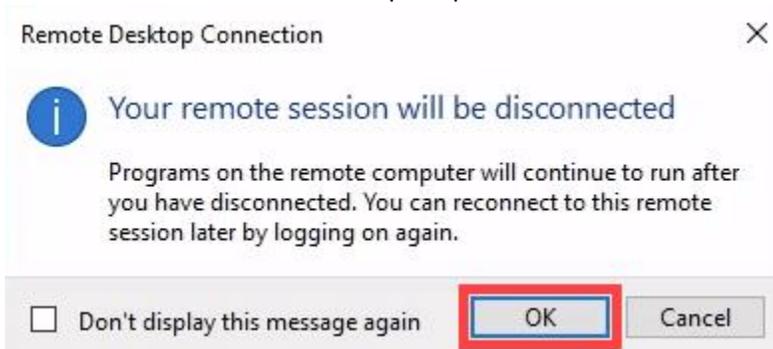
Note: To log in the next day, launch the Windows App, then repeat steps 5-7, 9, and 12.

Disconnecting from Remote Desktop

1. To disconnect at the end of the day, click the X in the connection bar at the top of your screen.

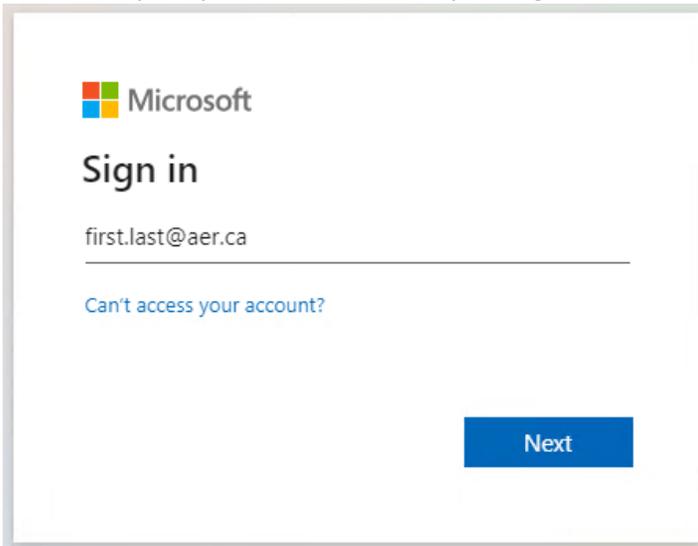


2. Then click OK on the disconnect prompt

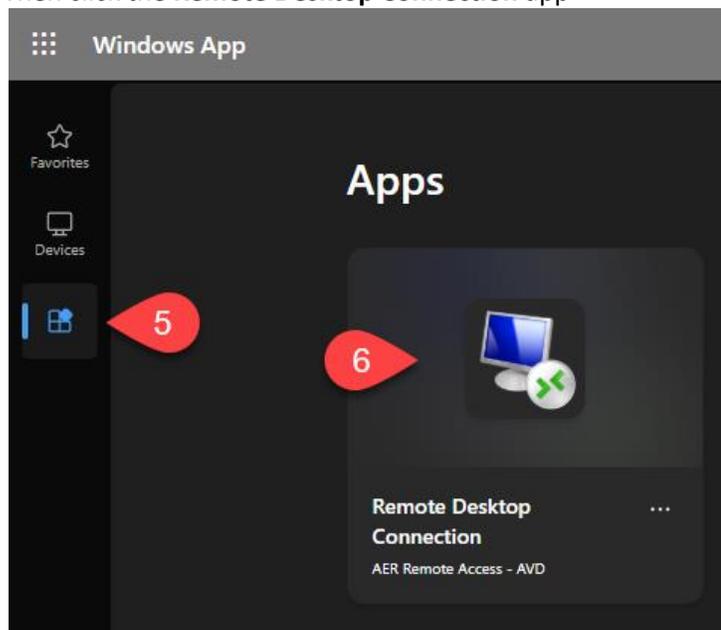


Remote Desktop from a Web Browser

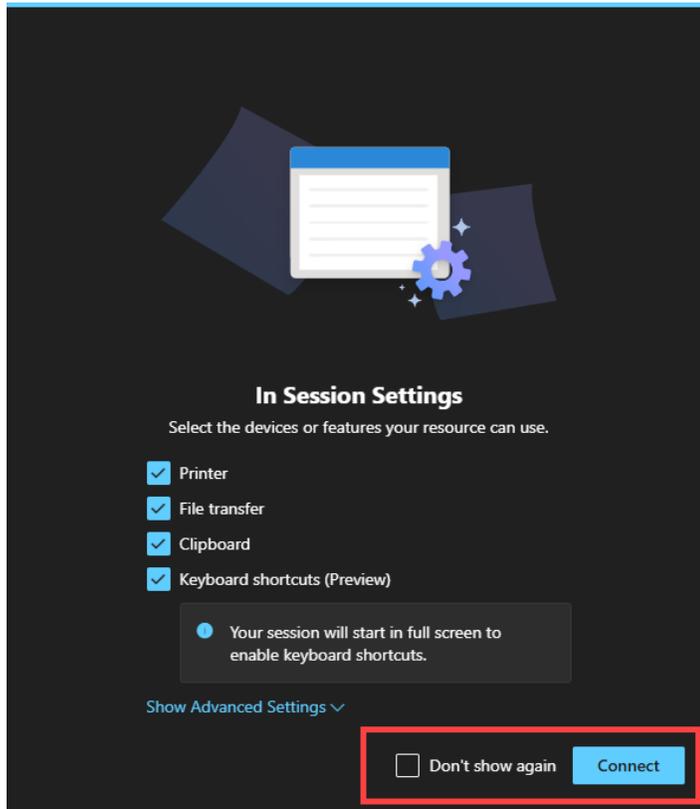
1. Navigate to <https://windows365.microsoft.com/ent#/apps>
2. You can bookmark this URL for quick access
3. At this screen, sign in with your **AER email and password**.
You will be prompted to authenticate your login with the **Microsoft Authenticator**



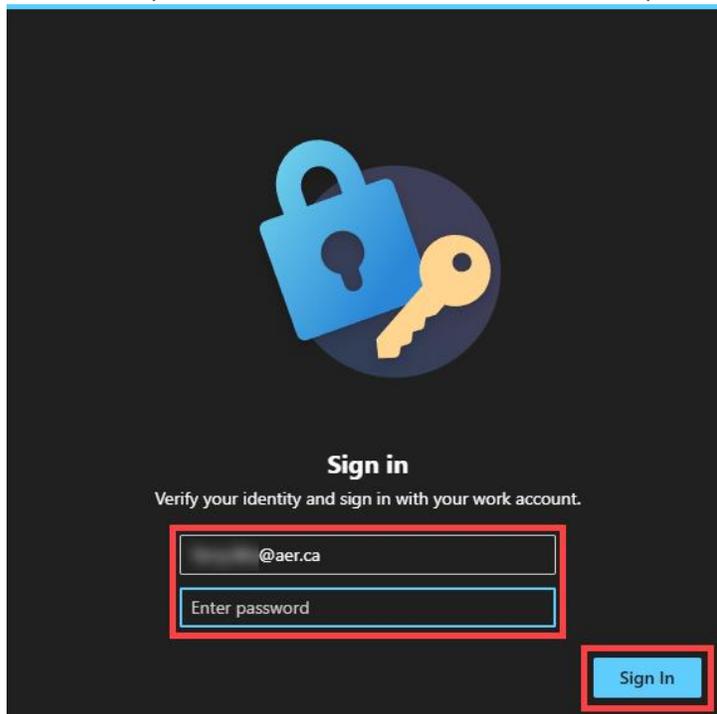
4. On your first login, you will be presented with a welcome screen.
Skip or click **Next** to proceed to the Windows App
5. Click on the **Apps** tab
6. Then click the **Remote Desktop Connection** app



7. Select which resources will be allowed to be shared with the remote AER computer. Click Connect.



8. Enter your AER email address and password, then click Sign In. It can take up to a few minutes for the Remote Desktop Connection application to launch.



- Once launched, if the **Computer** field is blank, enter your **Workstation ID**, then click **Connect**.
(This will be remembered after successfully connecting.)



- Enter your email address and password one last time to connect to your office computer.

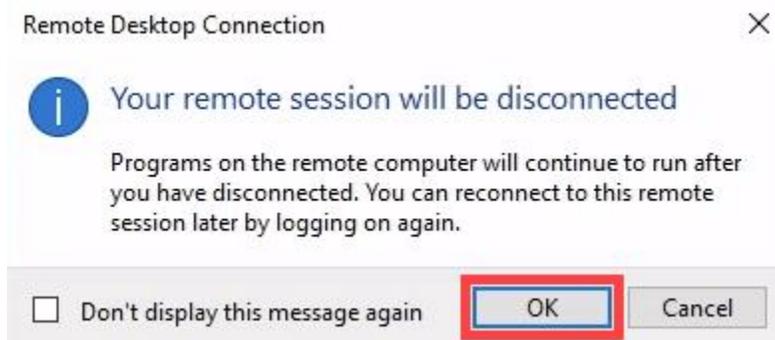
Note: Multiple monitors are not supported by this method.

Disconnecting from Remote Desktop from a Web Browser

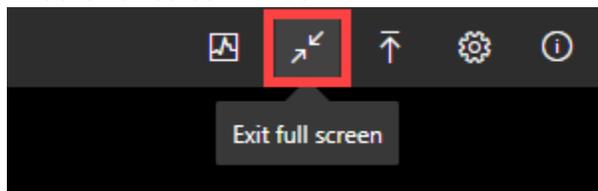
- To disconnect at the end of the day, click the X in the connection bar at the top of your screen.



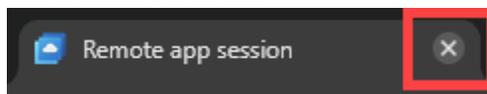
- Then click OK on the disconnect prompt



- Exit the Full Screen window



- Close the browser tab

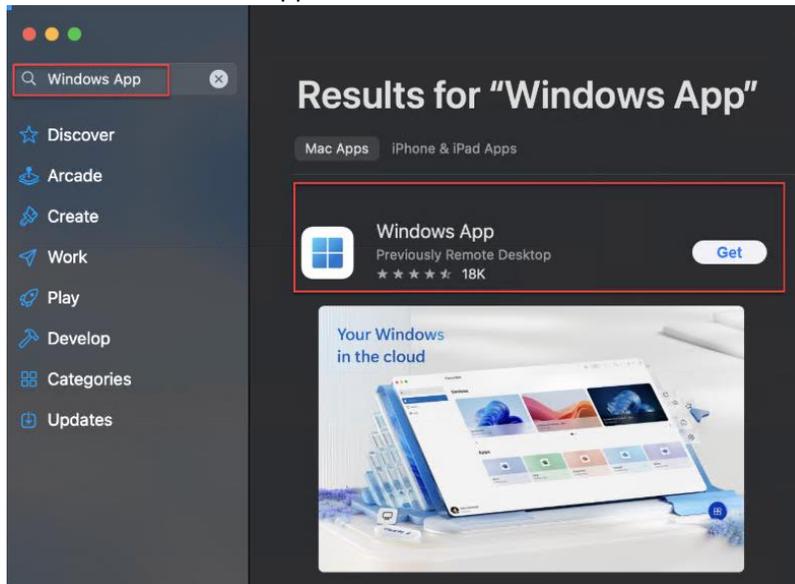


Windows App Installation on Mac Computers

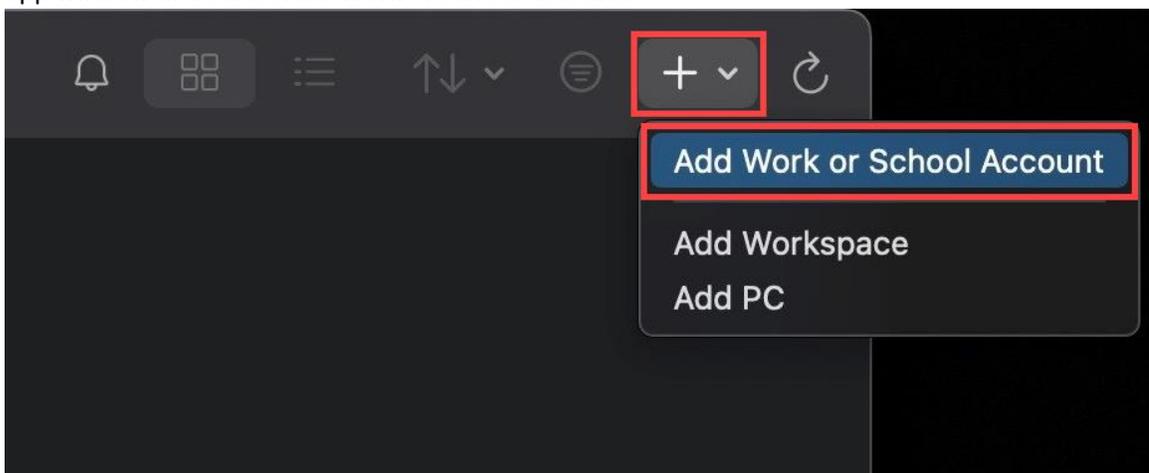
1. Launch the App store



2. Search for “Windows App” and select Get



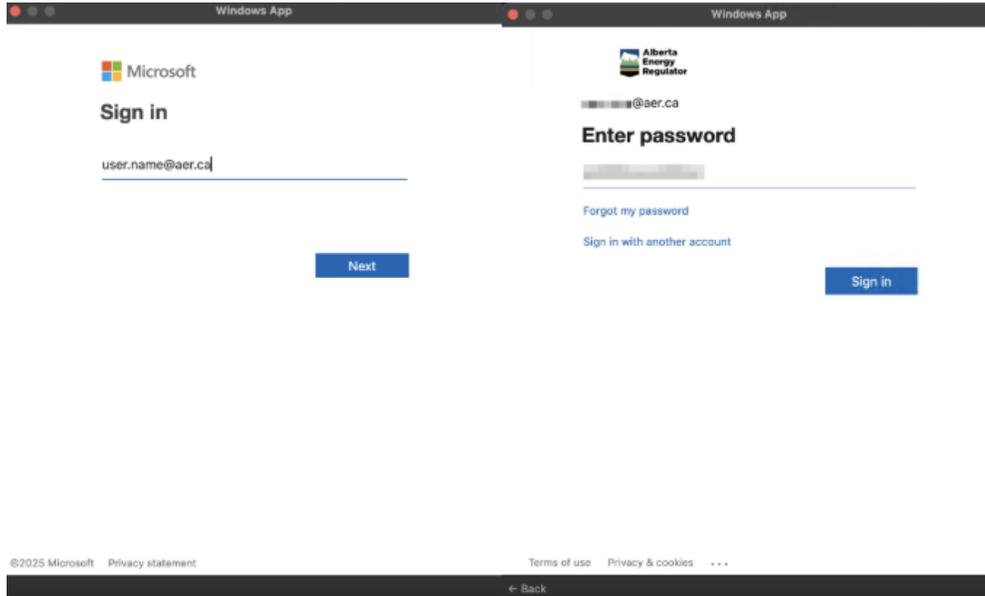
3. Once the app is installed, launch it by selecting the Open button, or from the Application list.
4. By default, no apps will be displayed in the app. Select the + button in the top right corner of the app window and select Add Work or School Account.



Note: If you are unable to sign in to your Microsoft account, then alternatively, select the **Add Workspace** option and enter the following

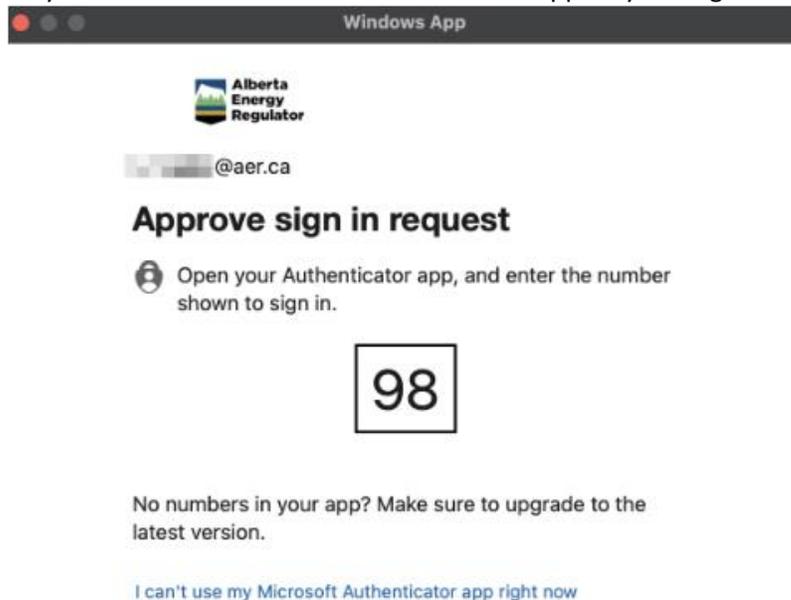
URL: <https://rdweb.wvd.microsoft.com/api/arm/feeddiscovery>

5. You will be prompted by Microsoft Sign-in to enter your username and password. Please enter your AER email and network password and click **Sign in**.



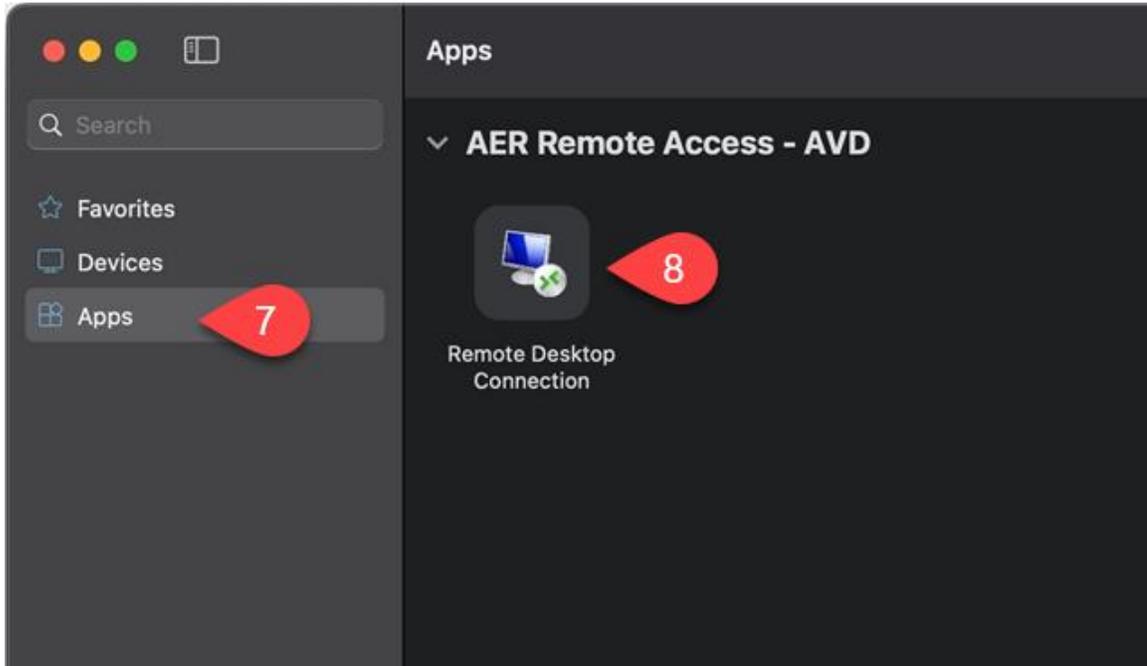
The screenshot shows two side-by-side browser windows. The left window is titled 'Microsoft Sign in' and contains a text input field with 'user.name@aer.ca' and a blue 'Next' button. The right window is titled 'Enter password' and contains a password input field, a 'Forgot my password' link, a 'Sign in with another account' link, and a blue 'Sign in' button. At the bottom of the browser windows, there is a footer with copyright information and a 'Back' button.

6. You will be prompted to authenticate via Microsoft Authenticator app. Enter the code displayed on your Mac device in the MS Authenticator app on your registered phone.



The screenshot shows a browser window titled 'Windows App' displaying the 'Approve sign in request' screen. It features the Alberta Energy Regulator logo, the email address '@aer.ca', and the heading 'Approve sign in request'. Below the heading is a lock icon and the instruction: 'Open your Authenticator app, and enter the number shown to sign in.' A large box displays the number '98'. At the bottom, there is a message: 'No numbers in your app? Make sure to upgrade to the latest version.' and a link: 'I can't use my Microsoft Authenticator app right now'.

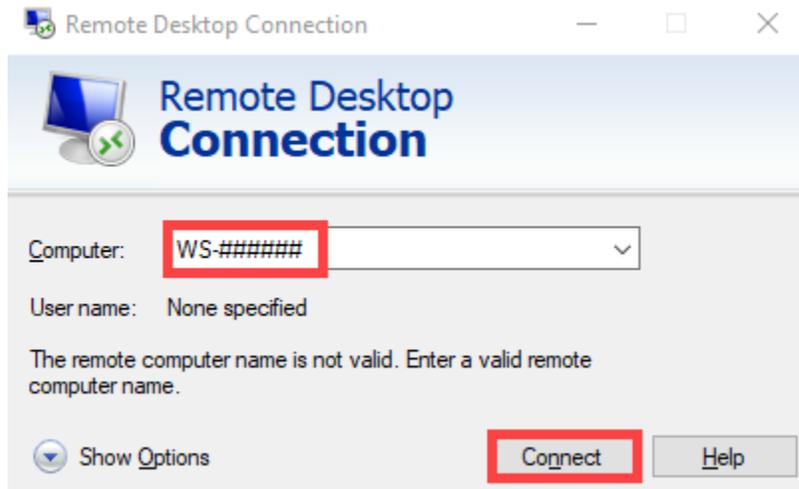
- Once authenticated, click on the **Apps** tab on the left side
- Double click on the **Remote Desktop Connection** app to launch it.



- You will be prompted for your log in information again. Enter your email and password and click **Continue**. The Remote Desktop Connection app will launch shortly.



10. Enter your **Workstation ID** into the Computer field (it will remember this after your first login).
If you don't have multiple monitors, or only want to use a single monitor for Remote Desktop, click **Connect**.



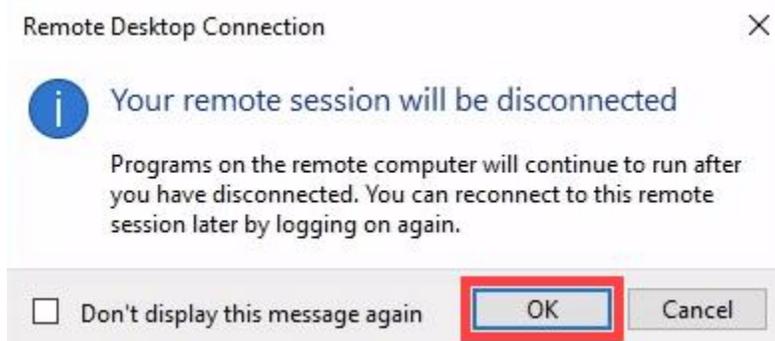
To enable multiple monitors on a Mac, follow the instructions in the [next section](#) before clicking Connect.

Disconnecting from Remote Desktop

1. To disconnect at the end of the day, click the X in the connection bar at the top of your screen.

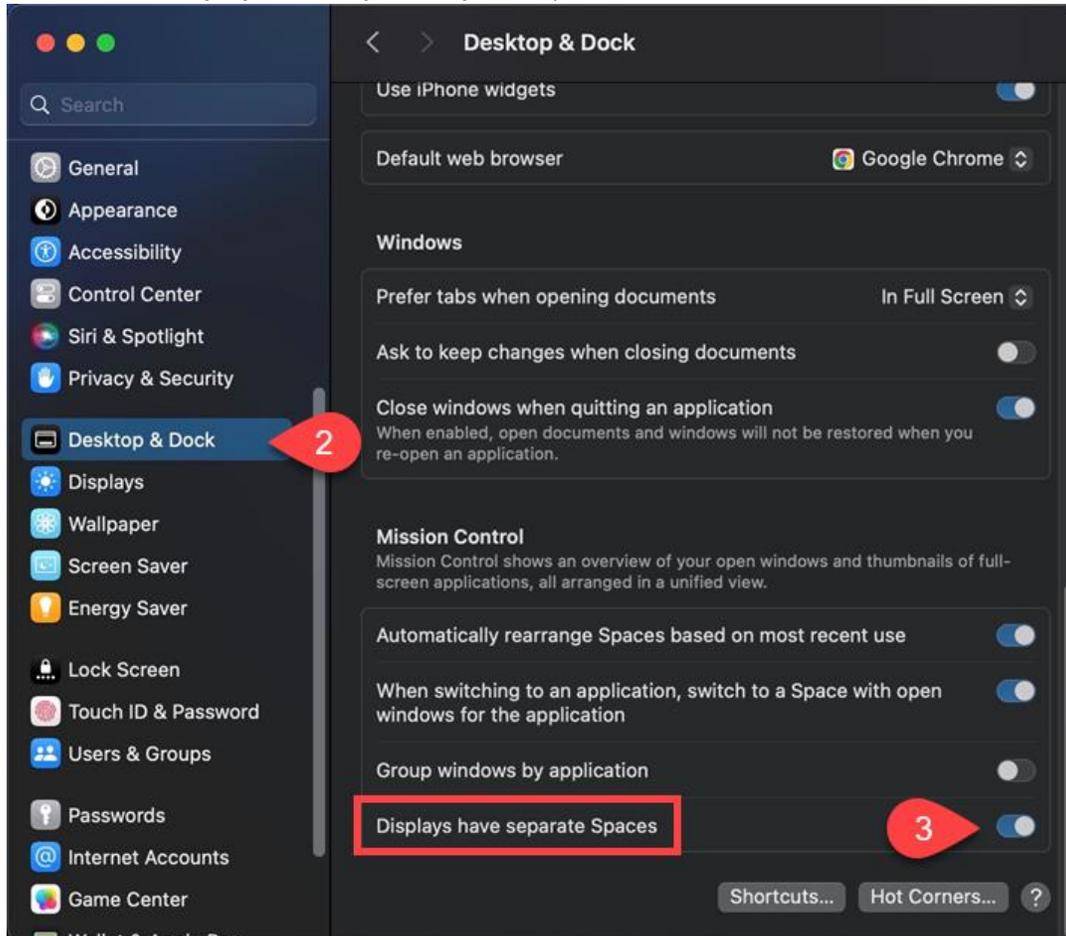


2. Then click OK on the disconnect prompt

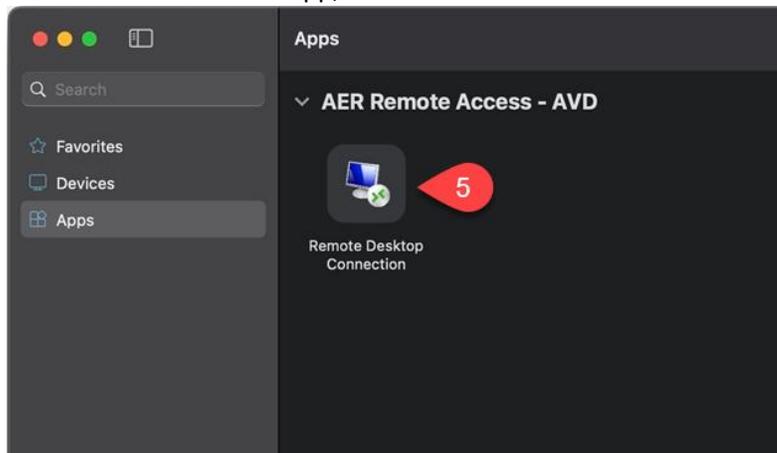


(Optional) Enabling Multiple Monitors for Mac

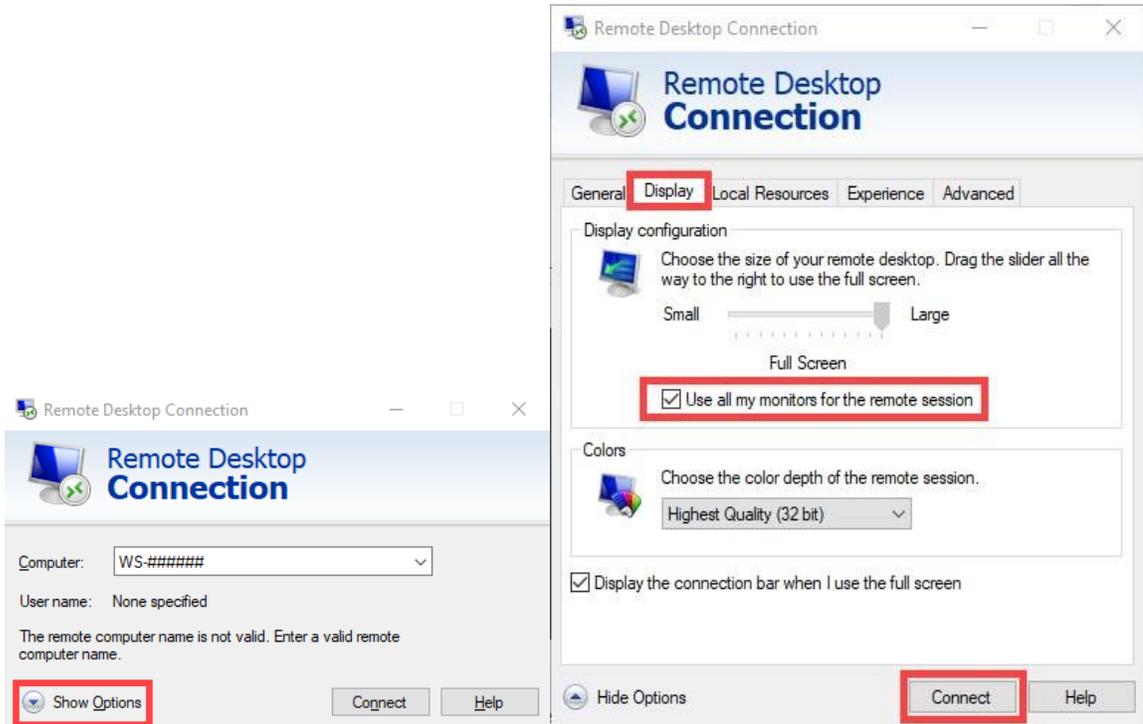
1. Open the System Preferences
2. Click on the **Desktop & Dock** section
3. Turn **OFF** the **Displays have separate Spaces** option



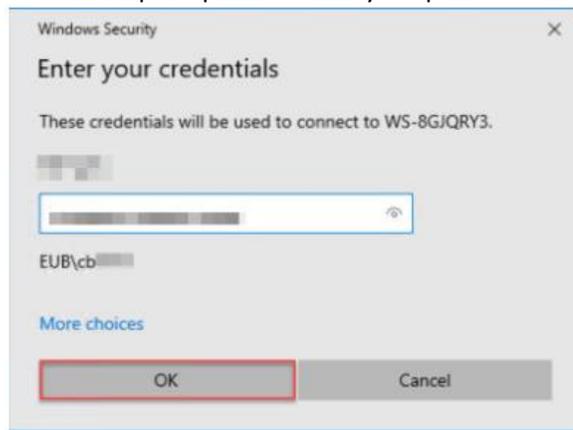
4. Log off or Restart your Mac to apply the changes.
5. Relaunch the Windows App, then double click on the **Remote Desktop Connection** icon



- Once the app launches, click on **Show Options**. Then switch to the Display tab and check the box for "Use all my monitors for the remote session" and click **Connect**.



- You will be prompted to enter your password once more, then click **OK**.



You should now see your Remote Desktop using all your available monitors.

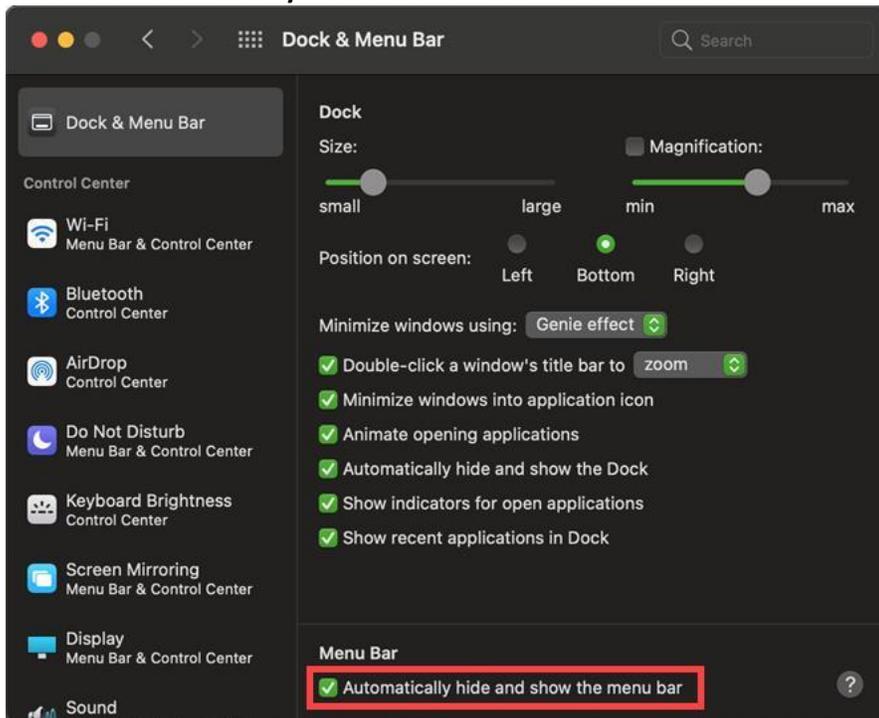
(Optional) Fix Menu Bar and Connection Bar on Mac

The Mac Menu Bar at the top of the screen will cover the top portion of your remote desktop, making it hard to click on buttons at the top. It may also cause the blue Connection Bar for your Remote Desktop to be offset and difficult to disconnect. To fix this, we need to automatically hide the menu bar.

1. Open the **System Preferences** from the Apple menu
2. Click on **Dock & Menu Bar**



3. Check the **Automatically hide and show the menu bar at the bottom**



4. Close and relaunch the Remote Desktop session

How to Connect to an Azure Virtual Desktop

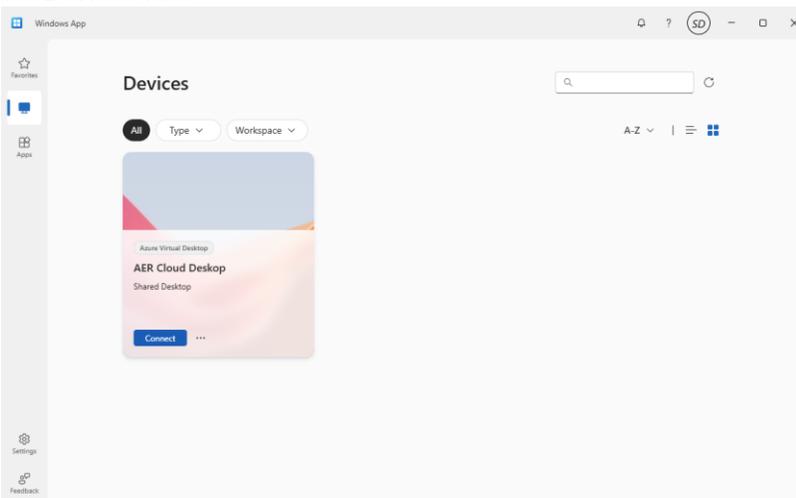
Some staff do not require a dedicated physical workstation and can benefit from the flexibility of using a virtual workstation in the cloud.

First, follow the steps for installing the [Windows App](#) that works for you.
Do not launch the Windows App Connection yet.

Note: Audio calls and meetings are not supported through Remote Desktop as microphone passthrough is not enabled. Please [install Microsoft Teams](#) on your home computer or mobile device to take calls or join meetings.

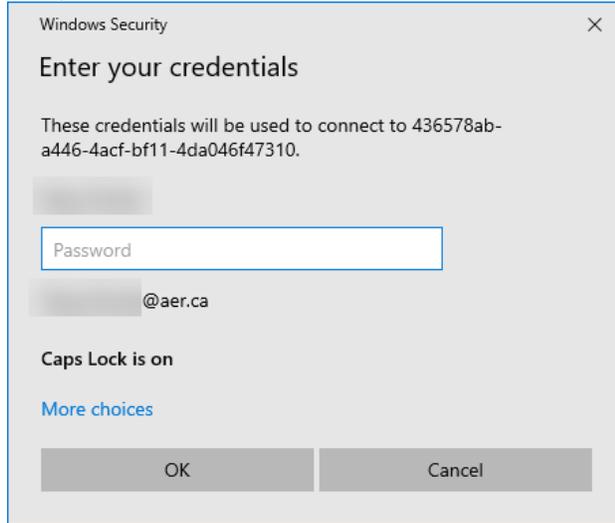
There are two types of Azure Virtual Desktop (AVD), a **Dedicated/Assigned AVD** and a **Shared/Pooled AVD**:

1. The **Dedicated/Assigned AVD** can be treated like a normal desktop computer, and you would connect using the [Remote Desktop Connection](#) like a physical workstation that only you access. **You will need to have the hostname of the AVD to connect in place of using a Workstation ID.**
2. The **Shared/Pooled AVD** is a barebones virtual desktop with **basic access** such as Outlook and Network Drives. These AVDs won't have specialized applications, and **all files must be saved in OneDrive/Network Drives prior to logging off or the files will be lost.** Most users have access to the "AER Cloud Desktop" which is a Shared/Pooled AVD.
 - a. Once you've set up the Windows App, you will have access to the **AER Cloud Desktop via Devices Tab.**



(The icon might be named or look a little different depending on the type of Cloud Desktop provided to you)

- b. When prompted for credentials, type in your AER email and password.



Windows Security

Enter your credentials

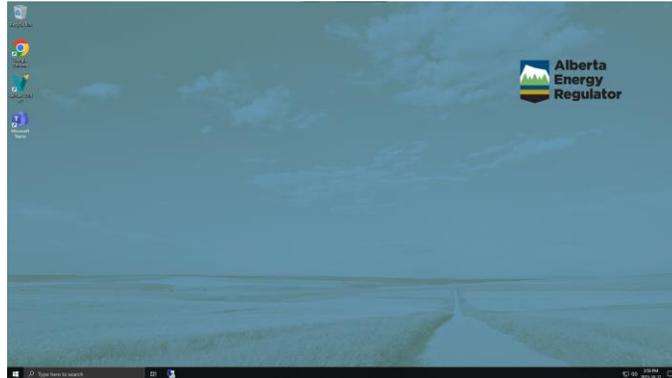
These credentials will be used to connect to 436578ab-a446-4acf-bf11-4da046f47310.

Caps Lock is on

[More choices](#)

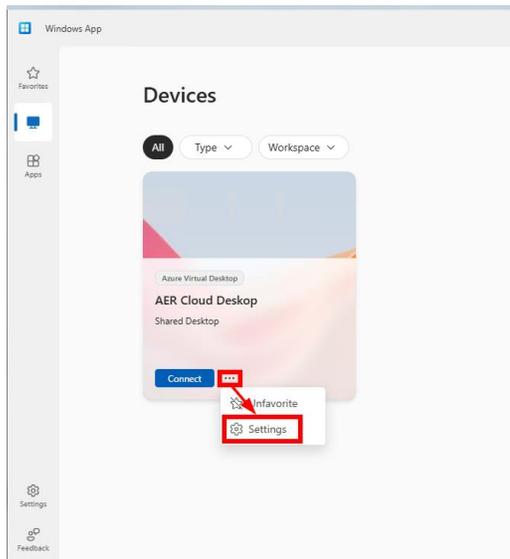
OK Cancel

- c. The Shared Cloud Desktop will then set up your profile and log you in

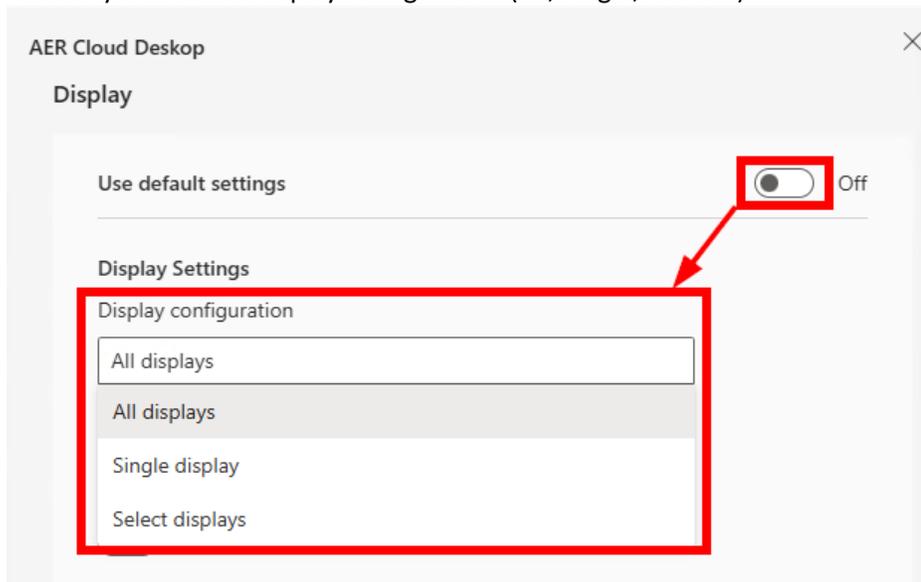


Changing Display Settings for Azure Virtual Desktops

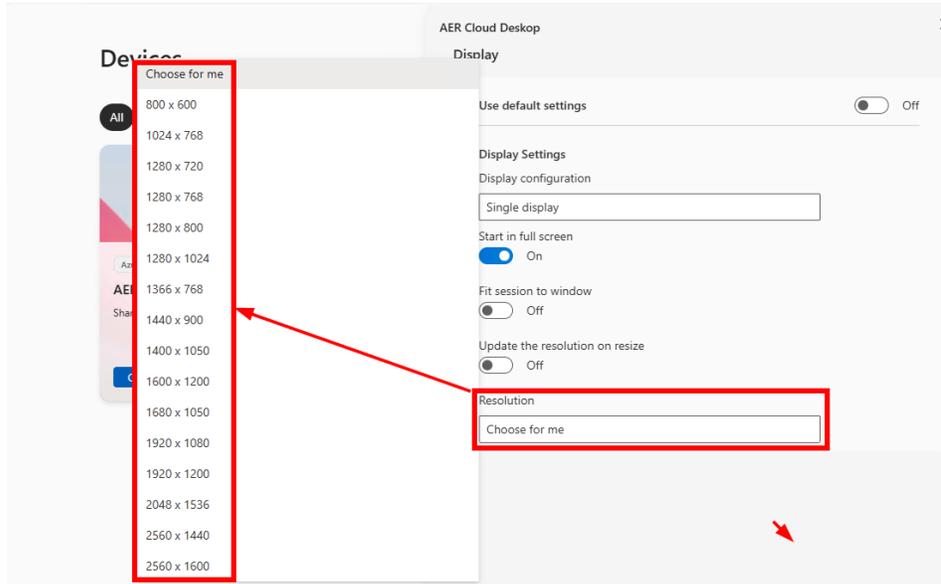
1. Click the three dots on the device and select “Settings”.



2. Toggle the “Use Default Settings” option to OFF
3. Choose your desired display configuration (All, Single, Custom)



4. You can either have Windows App automatically set the resolution based on window size or force a specified resolution
 - a. Fit session to window automatically changes resolution based on window size
 - b. Toggle 'Update the resolution on resize' to OFF, then select the resolution to set a static resolution regardless of window size.



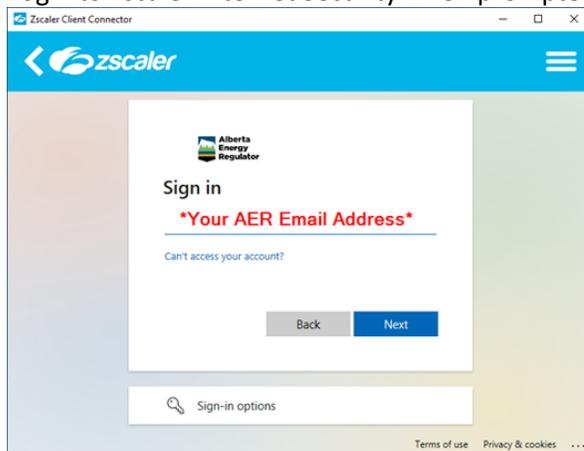
How to connect to AER's Virtual Private Network (VPN)

Zscaler is an application pre-installed on all AER computers. The **Private Access** feature of Zscaler will connect your laptop back to the AER network when you've taken your laptop out of the office. It will allow connectivity to network drives and other systems that would otherwise only be accessible from within the office.

Note: If you are in an AER office with your laptop, you don't need to login to **Zscaler Private Access**, however you will be prompted to log into the **Zscaler Internet Security** on your first login.

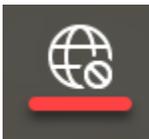
Before taking your AER computer out of the building, you must do the following to set up your account and Zscaler: (this is normally done with the Service Desk as part of your onboarding)

1. Log into Windows using your AER email and password
2. Log into Zscaler Internet Security when prompted



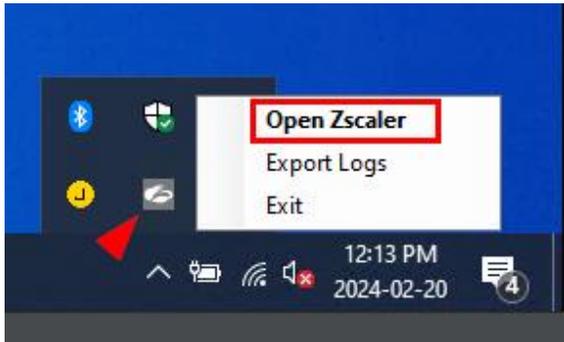
To access the AER network when out of the building:

1. Before starting, ensure your AER laptop is connected to your home Wifi network. In the bottom right corner of the login screen, click on the Globe icon (middle left icon), and connect to your home network.

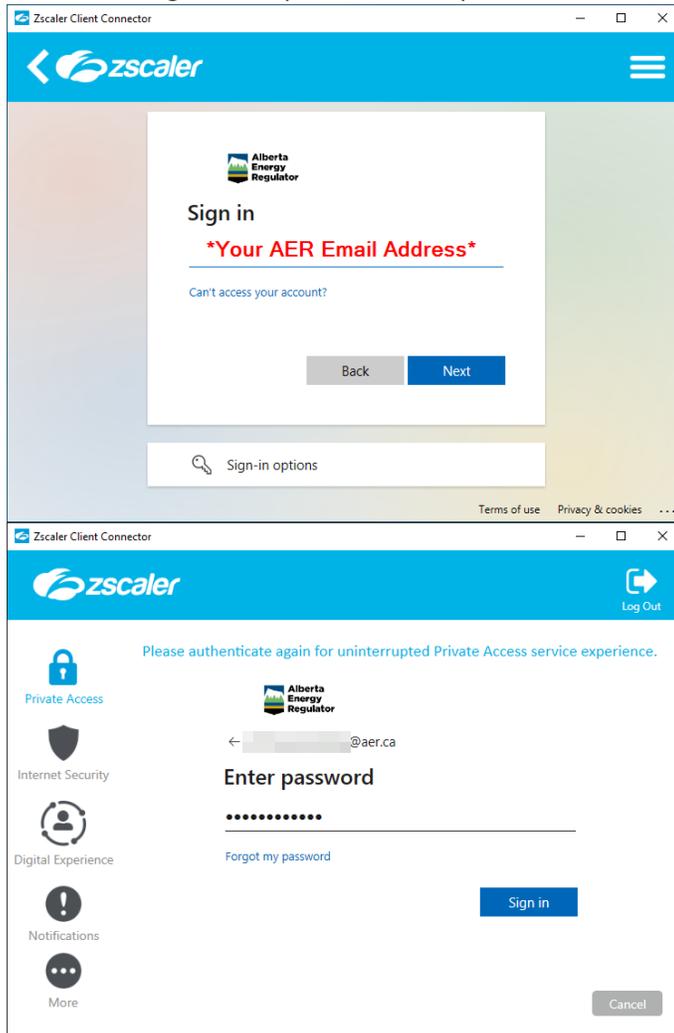


2. Log into Windows like normal with your AER password.

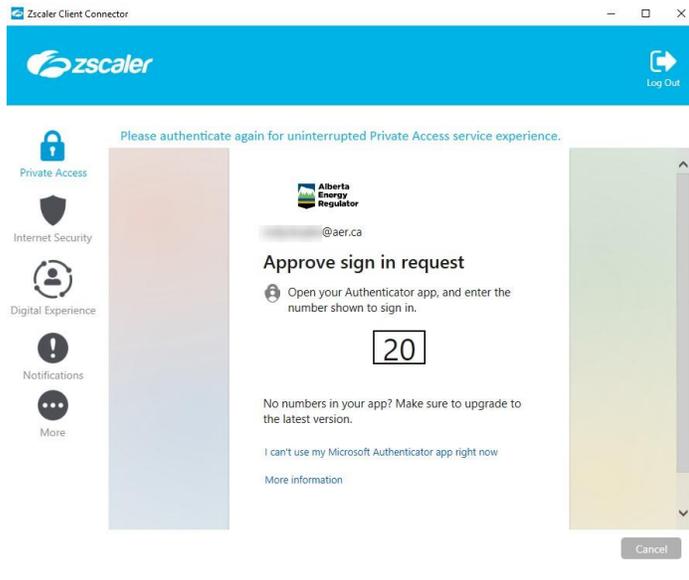
3. If Zscaler did not automatically appear at login, you can open Zscaler by right clicking the system tray icon. If you do not see the icon, it may be hidden under the ^ arrow.



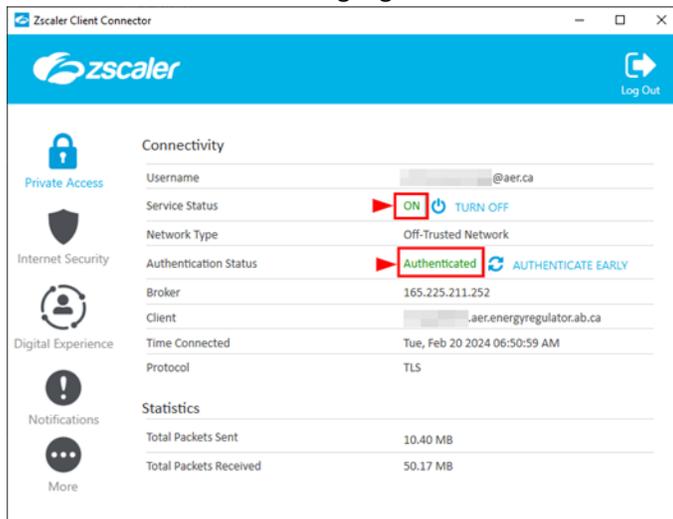
4. Zscaler will prompt for your sign-in
Sign In Username: AER Email Address
Password: Regular computer/account password



- You will then be prompted to authenticate your login using the Microsoft Authenticator app on your mobile phone.



- After successfully authenticating, in the **Private Access** section, you should see **Service Status** and **Authenticator Status** highlighted in GREEN.



Other Remote AER Resources

There are other online systems available to staff that do not require an AER Workstation/Cloud Virtual Machine to access. You will need to log in with your AER email, password, and authenticate with Microsoft Authenticator.

Outlook Web: <https://outlook.office.com>

Teams Web: <https://teams.microsoft.com>

Spark: <http://spark.aer.ca/>

Office Portal (for password resets): <https://portal.office.com>

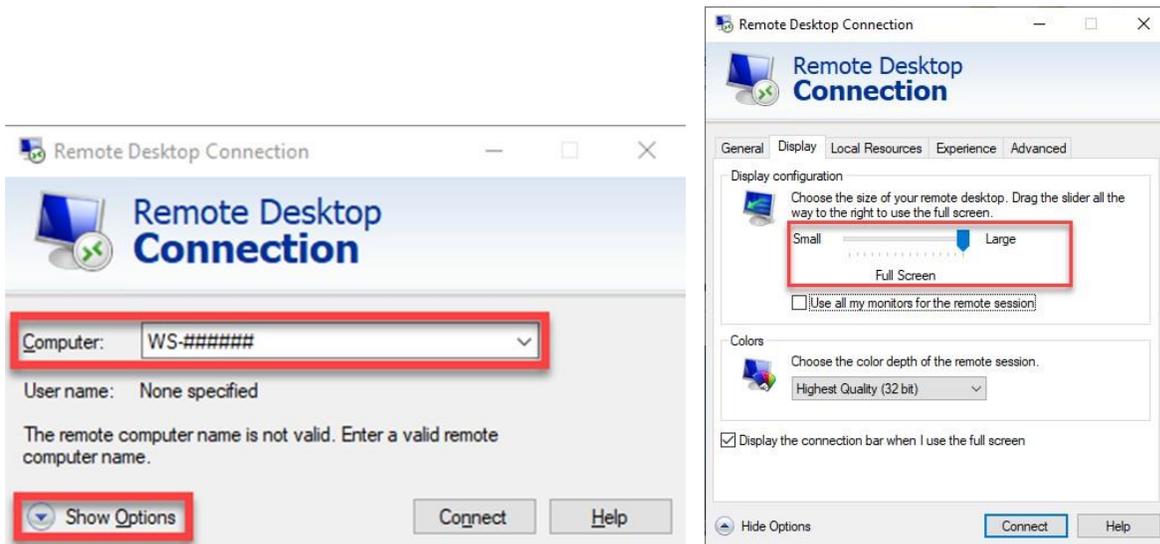
Workday: <https://wd3.myworkday.com/wday/authgwy/aer/login.html>

AER Service Manager: <https://aerprod.service-now.com/esc>

Frequently asked questions or issues

Q: I can't seem to get my remote desktop window to stretch across the entire screen, or 'full screen'

A: After you enter your computer workstation number on your Remote Desktop Connection, click **Show Options**, then the **Display** tab, and ensure display size slider is all the way to the right for full screen.



Q: I've just joined a call/meeting from my remote desktop, why can't anyone hear me through my mic?

A: Microphone passthrough over Remote Desktop Connection isn't supported. You will need to join your call/meeting with a separate [Teams app](#) on your home computer, mobile device, or via the meeting dial in number.

Q: I think I closed or minimized my remote window by accident, and now all I see is a black screen when using Remote Desktop from a web browser.

A: Check for a toolbar at the top of your screen, or three dots that may allow you to resume your Remote Desktop session



Installing and configuring the Microsoft Teams app

If you are connecting via Remote Desktop, your microphone will not pass through to your Teams application on your remote (office) computer. Staff are encouraged to install the Microsoft Teams app either on their home computer or mobile device to place or receive calls.

Install the Teams app on your respective platform:

Windows: <https://www.microsoft.com/en-ca/microsoft-teams/download-app>

Mac: <https://www.microsoft.com/en-ca/microsoft-teams/download-app>

Android Play Store: <https://play.google.com/store/apps/details?id=com.microsoft.teams>

iPhone/iPad: <https://apps.apple.com/ph/app/microsoft-teams/id1113153706>

After installing and launching the app, log in with your AER email address and password, and approve your login with the Microsoft Authenticator.

