

How to work remotely at the AER:

<u>FIRST!</u> 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 <u>Remote Desktop</u> <u>Connection</u> from a personal computer

Laptop or Tablet

You can take the device home and stay connected to the AER network by connecting to our <u>Virtual</u> <u>Private Network (VPN)</u>.

Azure Virtual Desktop

You do not have a physical computer; you can access an <u>Azure Virtual Desktop</u> from the Windows App.

None/Other

You may not need to sign into an AER computer to perform your duties. There are <u>other systems</u> 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 <u>install Microsoft Teams</u> on your home computer or mobile device to take calls or join meetings from.

I have a Windows computer at home:

<u>Windows App Setup and Installation for Windows Computers with Multiple Monitor Support</u> (Recommended)

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

I have a Mac computer at home:

<u>Windows App for Mac</u> (Recommended)

(Optional) Enabling multiple monitors for Mac

(Optional) Fix Menu Bar and Connection Bar on Mac

<u>Remote Desktop from a Web Browser</u> (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

	argy gulator		
enter pa	ssword		
Password			_
Forgot my pass	word		
Use your face, f	fingerprint, PIN, or sec	curity key instead	
		Sign in	

- 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

Windows Security	×
Enter your credentials	
These credentials will be used to a a446-4acf-bf11-4da046f47310.	connect to 436578ab-
Password	
@aer.ca	
More choices	
ОК	Cancel

- 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.

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N	Remote Desktop Connection			
<u>C</u> omputer: User name:	WS-####### None specified	~]	
The remote of computer name	computer name is not valid. Enter a v me.	alid remote		
Show C	ptions	Co <u>n</u> nect	He	elp

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



10. Click on Show Options

퉣 Remote	Desktop Connection	_		\times
N	Remote Desktop Connection			
<u>C</u> omputer:	WS-######	~]	
User name:	None specified			
The remote of computer name	computer name is not valid. Enter a v ne.	valid remote		
Show C	ptions	Co <u>n</u> nect	<u>H</u> e	lp

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

General	Display	Local Resources	Experience	Advanced		
Display	configurat	tion				
K	Choos way to	e the size of your re the right to use the	emote desktop e full screen	. Drag the slid	der all th	e
0	Small	and ngine to doo the	l an	ne		
	ondi	1111111111		30		
	-	Full Scree	n			
	🗹 Us	e all my monitors fo	r the remote se	ession		
Colors	Us 🗹	e all my monitors fo	r the remote se	ession		
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12. Log into your workstation with your **AER password** when prompted and click **OK**

Windows Security	
Enter your credentials	
These credentials will be used t	o connect to WS-
Password	
Charles .	
Mara chaices	
More choices	

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.





Remote Desktop from a Web Browser

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

Nort

- 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.

In Session	Settings
Select the devices or feature	es your resource can use.
🖌 Printer	
✓ File transfer	
🖌 Clipboard	
Keyboard shortcuts (Previe	ew)
 Your session will state enable 	art in full screen to nortcuts.
Show Advanced Settings \checkmark	
	Don't show again Connect

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.

Sign in	
Verify your identity and sign in with your work account	
@aer.ca	
Enter password	
	Sign In



9. Once launched, if the **Computer** field is blank, enter your **Workstation ID**, then click **Connect**.

(This will be remembered after successfully connecting.)

😼 Remote	Desktop Connection	<u></u>	
	Remote Desktop Connection		
<u>C</u> omputer:	WS-#######	Ŷ	1
User name:	None specified		-
The remote o	omputer name is not valid. Enter a	valid remote	
computer nar	ne.		

10. 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

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

	× h. +
2.	Then click OK on the disconnect prompt
	Remote Desktop Connection X
	Your remote session will be disconnected
	Programs on the remote computer will continue to run after you have disconnected. You can reconnect to this remote session later by logging on again.
	Don't display this message again
3.	Exit the Full Screen window
	Exit full screen
4.	Close the browser tab
	Remote app session



Windows App Installation on Mac Computers

1. Launch the App store



2. Search for "Windows App" and select Get

•••	
Q Windows App 😣	Results for "Windows App"
☆ Discover	Mac Apps iPhone & iPad Apps
💩 Arcade	
🔊 Create	Windows App
🛷 Work	Previously Remote Desktop Get
🤣 Play	
剂 Develop	Your Windows in the cloud
Categories	
Updates	
	and a second sec

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



 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.

• • •	Windows App		Windows App	
	Windows App Microsoft Sign in user.name@aer.cs	@aer Enter pa Forgot my pass Sign in with and	Windows App rta Sileer ISSWORD word other account	
©2025 Microsoft	Privacy statement	Terms of use Privacy & c + Back	ookies	

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.

• • •	Windows App
	Alberta Energy Regulator
	@aer.ca
	Approve sign in request
	Open your Authenticator app, and enter the number shown to sign in.
	98
	No numbers in your app? Make sure to upgrade to the latest version.
	I can't use my Microsoft Authenticator app right now



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



9. 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.

Starti	Enter Your Credentials		100
laina	These credentials will be used to o r1.wvd.microsoft.com (remote PC).	onnect to rdgateway-	-0
Sabili	Username:	<i>ra</i>	
	Password:		
	Show pass	vord	
		Cancel Continue	



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.**

nemote 💀	Desktop Connection — 🗆 🗙
N	Remote Desktop Connection
<u>C</u> omputer:	WS-#######
The remote of computer nar	omputer name is not valid. Enter a valid remote ne.
Show O	ptions Co <u>n</u> nect <u>H</u> elp

To enable multiple monitors on a Mac, follow the instructions in the <u>next section</u> 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.

+ all		_	_ 8 ×
Then click OK on the dis	connect prompt		
Remote Desktop Connect	ion	×	
Vour remote	session will be disconne	ected	
Programs on the you have disconr session later by lo	remote computer will continue lected. You can reconnect to th ogging on again.	e to run after is remote	
Don't display this m	essage again OK	Cancel	

2.



(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.

	Nemote Desktop Connection – 🗆 🗙			
	Remote Desktop Connection			
	General Display Local Resources Experience Advanced			
	Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen.			
	Small Large			
nemote Desktop Connection — 🗆 🗙	Use all my monitors for the remote session			
Remote Desktop	Colors Choose the color depth of the remote session.			
	Highest Quality (32 bit) 🗸			
<u>C</u> omputer: WS-####### ✓				
User name: None specified	Display the connection bar when I use the full screen			
The remote computer name is not valid. Enter a valid remote computer name.				
Show Options Connect Help	Hide Options Connect Help			

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

×
connect to WS-8GJQRY3.
@
Cancel

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

	lock & Menu Bar	Q Search
Dock & Menu Bar	Dock Size:	Magnification:
Control Center Wi-Fi Menu Bar & Control Center Bluetooth Control Center Menu Bar & Control Center Do Not Disturb Menu Bar & Control Center Keyboard Brightness Control Center Screen Mirroring Menu Bar & Control Center	small large Position on screen: Left Botto Minimize windows using: Genie effe Double-click a window's title bar to Minimize windows into application Minimize windows into application Animate opening applications Automatically hide and show the D Show indicators for open application Show recent applications in Dock	min max m Right ct co zoom con cock ons
Display Menu Bar & Control Center Sound	Menu Bar	ienu bar

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 <u>Windows App</u> 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 <u>install Microsoft Teams</u> 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**:

- The Dedicated/Assigned AVD can be treated like a normal desktop computer, and you would connect using the <u>Remote Desktop Connection</u> 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.
- 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	
hese credentials will be used to connect to 436578ab- 446-4acf-bf11-4da046f47310.	
Password	
@aer.ca	
Caps Lock is on	
More choices	
ОК	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".

🗄 Windows App	
Favorites	Devices
EB Apps	All Type V Workspace V
	Azure Virtual Desitop
	AER Cloud Deskop Shared Desktop
	छि Settings
(j) Settings	
e Feedback	

- Toggle the "Use Default Settings" option to OFF
 Choose your desired display configuration (All, Single, Custom)

AER	Cloud Deskop		\times
Di	splay		
	Use default settings	Off	
	Display Settings		
	Display configuration		
	All displays		
	All displays		
	Single display		
	Select displays		



- 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.

		AER Cloud Deskop	
De	vices.	Display	
	Choose for me		
All	800 x 600	Use default settings	Of
	1024 x 768		
	1280 x 720	Display Settings	
	1280 x 768	Single direlay	
	1280 x 800		
-	1280 x 1024	On	
AF	1366 x 768	Sit session to window	
Shar	1440 × 900	Off	
	1440 x 500	Undate the resolution on resize	
	1400 x 1050	Off	
-	1600 x 1200	Resolution	1
	1680 x 1050	Choose for me	
	1920 x 1080		
	1920 x 1200		
	2048 x 1536		
	2560 x 1440	× .	
	2560 x 1600		



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

Zscaler Client Connecto	r				- 0	×
< Czso	caler				=	
	Carrt access your acces	R Email A	.ddress*			
	🖏 Sign-in optic	ons				
			Terms	of use Pri	vacy & cookies	

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.



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

Zscaler Client Connecto	nc	-		×
< Czs	caler		Ξ	
	Energy Regulator Sign in *Your AER Email Address* Cart access your account?			
	Back Next			
	Terms of use	Privacy &	cookies	
Zscaler Client Connector	or	-		×
E zsca	ler			Dut
Private Access	Please authenticate again for uninterrupted Private Access ser Comparison Co	rvice exp	erience	е.
Notifications	л н <u>е</u> к			
More			C1	





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



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

Zscaler Client Conne	ector	×
E zso	aler	Log Out
	Connectivity	
Private Access	Username	@aer.ca
-	Service Status	ON UT TURN OFF
	Network Type	Off-Trusted Network
nternet Security	Authentication Status	Authenticated 😷 AUTHENTICATE EARLY
	Broker	165.225.211.252
(Ľ)	Client	.aer.energyregulator.ab.ca
igital Experience	Time Connected	Tue, Feb 20 2024 06:50:59 AM
•	Protocol	TLS
Notifications	Statistics	
Nouncations	Total Packets Sent	10.40 MB
More	Total Packets Received	50.17 MB



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: <u>https://outlook.office.com</u> Teams Web: <u>https://teams.microsoft.com</u> Spark: <u>http://spark.aer.ca/</u> Office Portal (for password resets): <u>https://portal.office.com</u> Workday: <u>https://wd3.myworkday.com/wday/authgwy/aer/login.htmld</u> AER Service Manager: <u>https://aerprod.service-now.com/esc</u>



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.

	Nemote Desktop Connection — 🗆 🗙		
	Remote Desktop Connection		
💀 Remote Desktop Connection — 🗆 🗙	General Display Local Resources Experience Advanced		
Remote Desktop Connection	Display configuration Choose the size of your remote desktop. Drag the slider all the way to the right to use the full screen. Small Full Screen Ulter all my monitors for the remote sension		
Computer: WS-######	Colors Choose the color depth of the remote session.		
User name: None specified	Highest Quality (32 bit)		
The remote computer name is not valid. Enter a valid remote computer name.	Display the connection bar when I use the full screen		
Show Options Connect Help	Hide Options Connect Help		

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 <u>Teams app</u> 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: <u>https://www.microsoft.com/en-ca/microsoft-teams/download-app</u> Mac: <u>https://www.microsoft.com/en-ca/microsoft-teams/download-app</u> Android Play Store: <u>https://play.google.com/store/apps/details?id=com.microsoft.teams</u> 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.

