Request for Remote Desktop Access

Remote Desktop is a technology that provides users of Microsoft Windows computers the ability to connect to a specific computer (usually an office PC) from another one (such as a home PC or laptop). Once connected, the user sees the same desktop and interface that they would if they were sitting in front of the computer, with access to the same applications and network resources. Although Remote Desktop offers many benefits, without proper controls it can also be a significant security risk. Using this form to request access ensures it is configured in a secure, standardized, and supported manner. See http://dc.med.utoronto.ca/content/documents for an electronic version of this form, and a user guide.

Send the completed, signed form to discovery.commons@utoronto.ca, or fax it to 416-971-2482.

Person Requesting Remote Desktop Access   Date: _____

Requestor Name: _____

Requestor Department: _____

Requestor Email: _____

Reason(s) for Request: _____

MAC address(es) of remote computers: _____

See reverse of this form to learn how to find your MAC address

Supervisor Approval

Supervisor Name: _____

Supervisor Email: _____

Supervisor Signature: _____

For Technician Use Only

Technician Name: _____

IP Address Assigned/Reserved: _____

User Account Assigned Access: _____

Firewall Exception Created: ☐   Sleep/Hibernate Settings Changed: ☐

MAC Address Filter Created: ☐   Remote Desktop Access Tested: ☐

User Training Provided: ☐   Request Filed: ☐

How To Find Your Computer's MAC Address

A Media Address Control (MAC) address is the unique ID of your laptop or home computer's network card, and is used to identify it and to allow it to access your work computer via Remote Desktop. Below are some instructions on how to find your MAC address, which always consists of six two-character pairs in hexadecimal form (using letters A-F & digits 0-9). An example of a MAC address is: 12:34:56:78:9A:BC.

Windows 7 and Vista

From the Start menu search field, type cmd and press Enter. This will open the command prompt.

At the command prompt, enter:

```
getmac
```

The MAC address is the six pairs of hexadecimal numbers in the field labeled "Physical Address".

Windows XP

From the Start menu, select Run...

In the "Open:" field, enter:

```
cmd
```

This will open a command prompt.

At the command prompt, enter:

```
getmac
```

The MAC address is the six pairs of hexadecimal numbers in the field labeled "Physical Address".

Apple OSX

To find your MAC address, from the Apple menu, select System Preferences, then, from the View menu in System Preferences, select Network.

- In Mac OS X 10.5 and later, in the left column of the Network preference window that opens, click the name of your connection (e.g., Wi-Fi, AirPort, Ethernet, Built-in Ethernet). Click the Advanced... button, and in the sheet that drops down, click the Hardware, Ethernet or AirPort tab. The address is the string next to "MAC Address:", "Ethernet ID:" or "AirPort ID:"
- In Mac OS X 10.4 or 10.3, in the Network preference window that opens, make sure the pull-down menu next to "Show:" lists your connection (e.g., AirPort, Built-in Ethernet). Under the Ethernet or AirPort tab, the string next to "Ethernet ID:" or "AirPort ID" is your MAC address.