# **Remote Platform or Software Options (other than RIM)**

## Windows Remote Desktop Connection (built into Windows 11 Pro and Win 10 Pro)

Here are **simple instructions** for using the built-in **Remote Desktop Connection** feature in **Microsoft Windows 11**:

1. **Set Up the PC You Want to Connect To**:

Ensure you have **Windows 11 Pro** installed on the PC you want to connect to.

To verify this, go to **Start**, open **Settings**, select **System**, then click on **About**. Look for the **Edition** information.

If needed, upgrade to **Windows 11 Pro**.

Once ready, go to **Start**, open **Settings**, select **System**, and then choose **Remote Desktop**.

Set **Remote Desktop** to **On** and confirm the changes.

Make a note of the **PC name** (you’ll need it later).

1. **Use Remote Desktop to Connect**:

On your local Windows PC:

In the search box on the taskbar, type Remote Desktop Connection and select it.

Enter the name of the PC you want to connect to (from Step 1).

Click Connect.

On your Windows, Android, or iOS device:

Download the Remote Desktop app (available for free from Microsoft Store, Google Play, and the Mac App Store).

Add the name of the PC you want to connect to (from Step 1) in the app.

Select the remote PC name you added and wait for the connection to complete.

Remember that while the Remote Desktop server (the PC you’re connecting to) needs to run a Pro edition of Windows, the client machine (the device you’re connecting from) can run any edition of Windows (Pro or Home) or even a different operating system altogether.

## JAWS Tandem (built-into JAWS)

JAWS Tandem allows you to access another computer running JAWS, making it possible to provide hands-on technical support, write scripts remotely, or conduct remote JAWS training. Here’s a quick guide on how to set it up and run:

1. **Verify Prerequisites**:

Ensure you have **Internet access**.

Use **JAWS or Fusion 2022 or later** (recommended). If you’re connecting with JAWS or Fusion 2020 or 2021, make sure you’ve installed the **November 2021 updates** for these versions.

If you encounter issues connecting to the Tandem Center, ensure that the Internet address tandem2.freedomscientific.com and **port 443** are accessible through your firewall. In a corporate environment, reach out to your IT team with this information.

1. **Starting a JAWS Tandem Center Session**:

The controller user provides the target user with a meeting ID.

On the controller computer:

Press INSERT+J to open the JAWS application window.

Press ALT+U to open the Utilities menu.

Select JAWS Tandem, then choose Tandem Center from the submenu.

Select Get Access to a Computer, which opens the Get Access to a Computer dialog box.

Press SPACEBAR to activate the Get Access button.

The Meeting ID Created dialog box appears with an alphanumeric ID (not case-sensitive).

Share this meeting ID with the target user and wait for the connection process to complete on their system.

Once connected, you’ll have access to the target system’s desktop.

Note that the generated ID is valid for 60 minutes until a connection is made. If unused within this period, obtain a new ID from the Tandem Center.

Alternatively, you can simply instruct the target user to press INSERT+ALT+T instead of navigating through menus.

Remember, JAWS Tandem sessions are a powerful way to collaborate remotely, whether over the Internet (Tandem Center) or within a private network (Tandem Direct). Happy troubleshooting and training! For more detailed information, you can refer to the [official JAWS Tandem Quick Start Guide](https://support.freedomscientific.com/JawsHQ/JawsTandemQuickStart)[.](https://support.freedomscientific.com/JawsHQ/JawsTandemQuickStart)[1](https://support.freedomscientific.com/JawsHQ/JawsTandemQuickStart)

## TeamViewer ($25 to $230 per month)

**TeamViewer** is a powerful tool for remote desktop access and support. Let’s break down the steps to set it up and use it effectively:

1. **Download and Install TeamViewer**:

Visit the official TeamViewer website and download the appropriate version for your operating system (Windows, macOS, or Linux).

Run the downloaded installer and follow the installation prompts.

During installation, choose the **personal/non-commercial use** option.

1. **Create a TeamViewer Account** (Optional but recommended):

Open TeamViewer after installation.

Click **Sign Up** to create an account using your email address.

Confirm your account via the link sent to your email.

Log in to your TeamViewer account.

1. **Set Up Easy Access**:

On your **work computer** (the one you want to connect to):

Install TeamViewer and create an account (if not done already).

Set up **Easy Access** directly from the **Remote Control** tab.

Consider enabling **two-factor authentication** for added security.

On your **home computer** (the one you’ll use to connect):

Install TeamViewer and log in to your account.

With **Easy Access** granted on your work computer, you can connect to it with one click from your **Computer & Contacts** list.

1. **Control the Remote Device**:

Use TeamViewer to:

Remotely access your office computer.

Take control of the remote keyboard and mouse.

Access company files and applications as if you were physically there.

Switch between multiple monitors seamlessly.

For more detailed instructions, you can refer to the [official TeamViewer guide](https://www.teamviewer.com/en/info/working-remotely-with-teamviewer/)[.](https://www.teamviewer.com/en-us/info/working-remotely-with-teamviewer/)[1](https://www.teamviewer.com/en-us/info/working-remotely-with-teamviewer/)