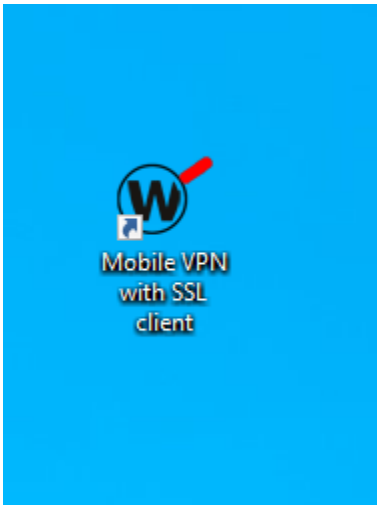
Home user – Remote user

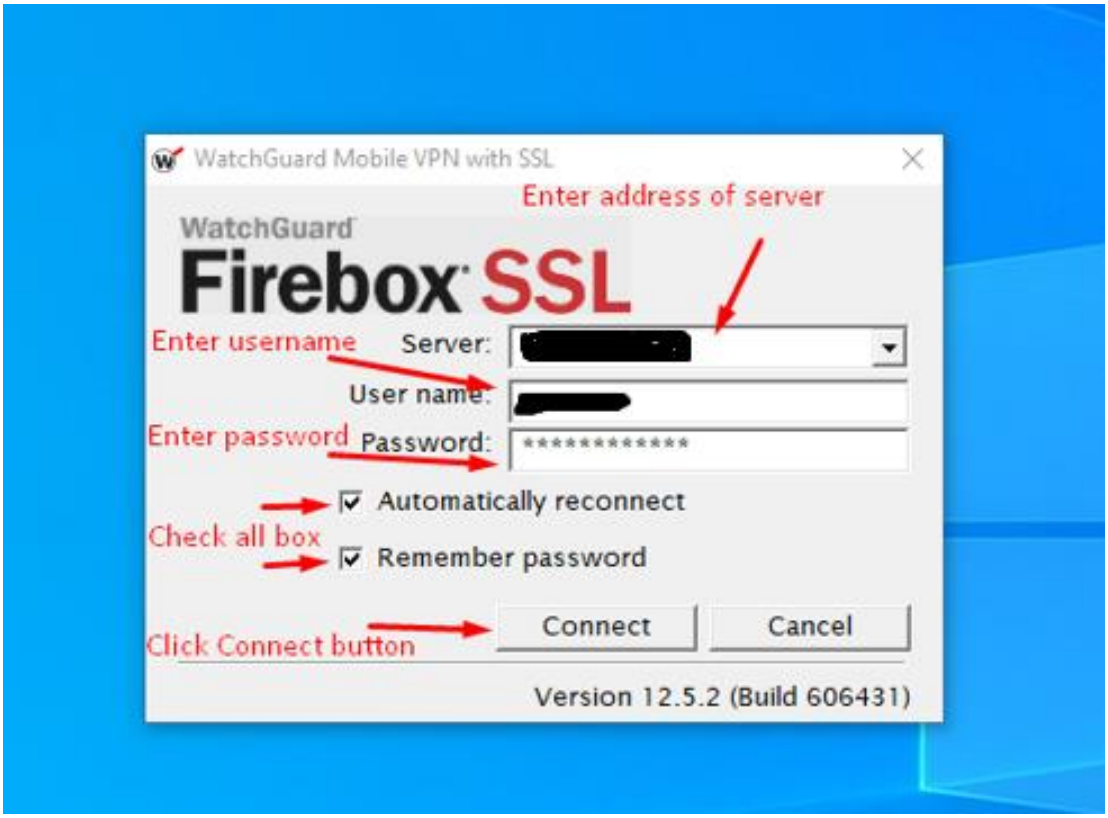
WatchGuard, formally known as WatchGuard Technologies, Inc is a Seattle, Washington-based network security vendor. Its products are designed to protect computer networks from outside threats such as malware and ransomware.

1. How to Connect on WatchGuard

To connect to WatchGuard, the user needs to click on the WatchGuard icon on their PC. The icon is pictured below.



When this icon is selected, the following text box will appear and you will be required to enter in the necessary credentials



First, the user will need to enter the Server address, which is shown in the picture above. The server address is the same for all users. Once that is entered, the user needs to then enter their user name and password.

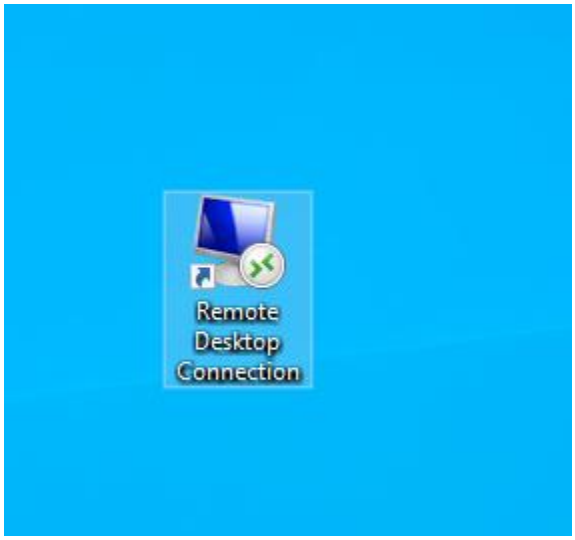
Check the box titled, “Automatically reconnect” and “Remember password”, then click the “Connect” button to log on to WatchGuard.

You are successfully connected to WatchGuard when the icon is green, so you will need to check to make sure. Please see the picture below to see what it looks like to be successfully connected to WatchGuard:

2. How to connect on Remote Desktop Connection

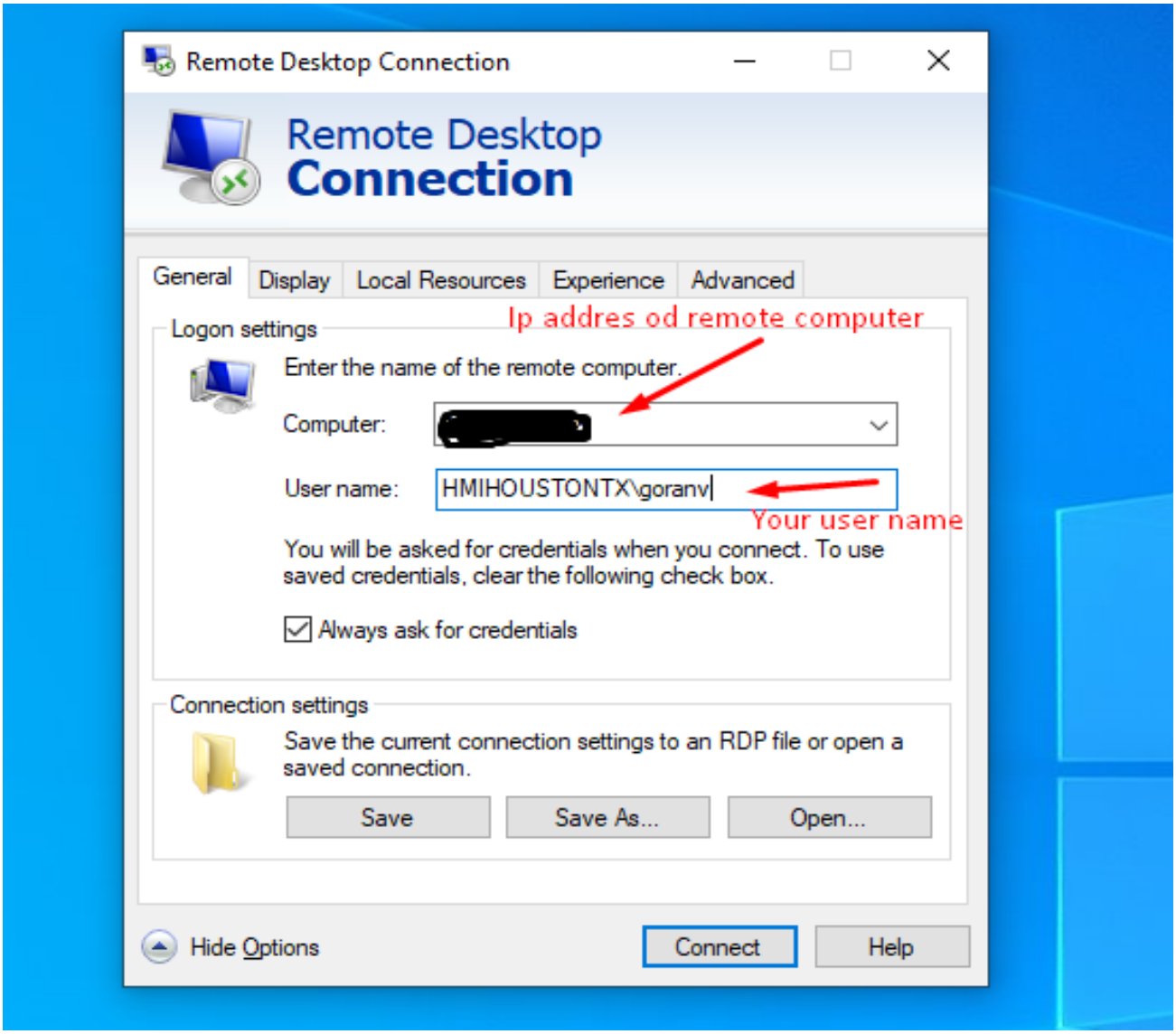
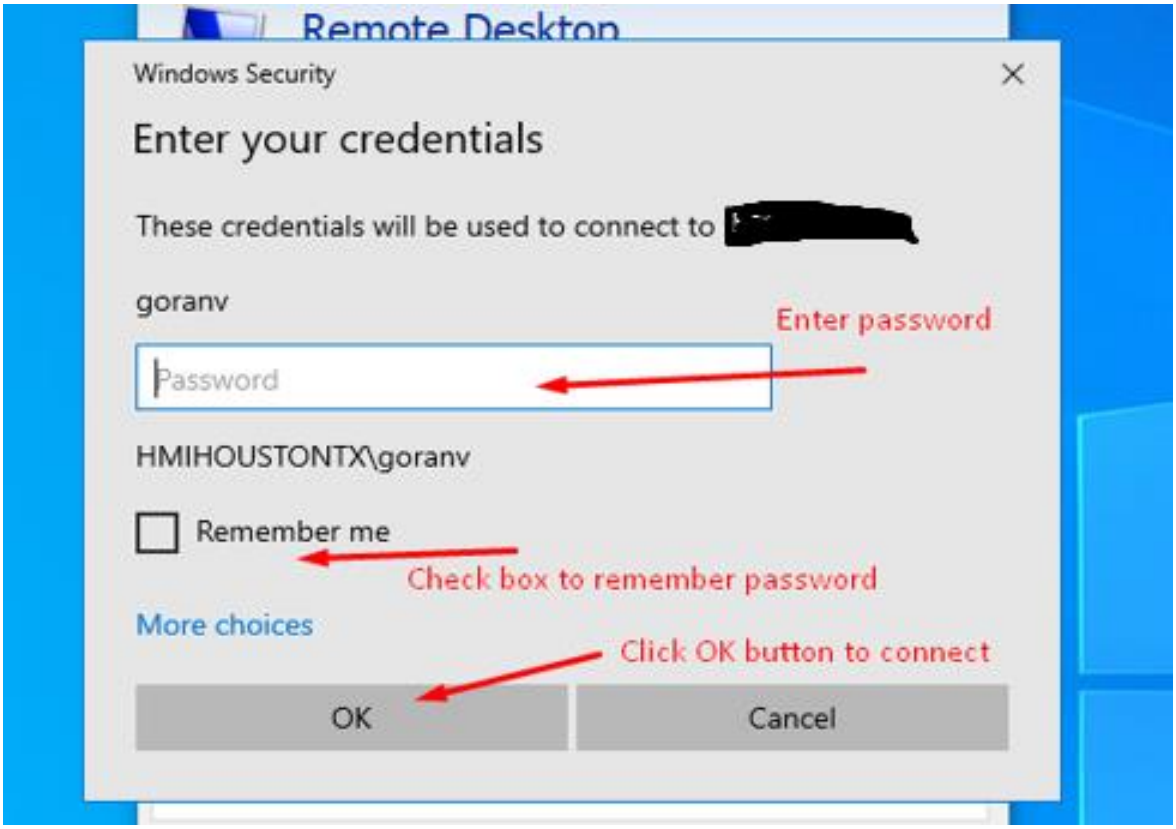
Before the user can access the Remote Desktop Connection, they must first must be connected to **WatchGuard**. Once that is complete, they can start connecting on their remote desktop.

To connect on a remote desktop, the user must start have this icon installed on their PC and then double click (see picture below).



After the remote desktop icon is opened, the user will need to enter credentials. This will require entering the name of the remote computer-you will get your address for your computer-and the username must start like this “HMIHOUSTONTX\your user name”

After the user enters the computer name and username, they will need to click on the “Connect” button to continue (see picture below)


Remote Desktop Connection
Remote Desktop
Connection
General
Display
Local Resources
Experience
Advanced
Logon settings
Ip addres od remote computer
Enter the name of the remote computer.
Computer:
[redacted]
User name:
HMIHOUSTONTX\goranv
Your user name
You will be asked for credentials when you connect. To use saved credentials, clear the following check box.
Always ask for credentials
Connection settings
Save the current connection settings to an RDP file or open a saved connection.
Save
Save As...
Open...
Hide Options
Connect
Help

The final step is to enter your password and check the box to “Remember password”. After this is done, press the “OK” button to connect on the remote desktop.