

Connecting to a LiveDesktop Session from a Windows Device

<https://support.addigy.com/hc/en-us/articles/4403549724819-Connecting-to-a-LiveDesktop-Session-from-a-Windows-Device>

To connect to a LiveDesktop session from a Windows device, you will need to download and use a third-party client which supports VNC.

For this example, and as a general recommendation, we will be using Remote Desktop Manager, a remote control client that supports Apple's Remote Management service beyond normal VNC specifications. You can download Remote Desktop Manager here:

<https://remotedesktopmanager.com/home/download>. Devolutions, the company which produces Remote Desktop Manager, offers unlimited free usage of the app by creating a free account.

Of course, there are many other VNC clients that may work with LiveDesktop. Please feel free to use any client that you find works well for you.

Once you have installed Remote Desktop Manager, follow these steps to connect via LiveDesktop.

1. Enable LiveDesktop on the Integrations page. More information can be found in our article [Addigy LiveDesktop Overview](#).
2. Click the LiveDesktop icon on the **Devices** page or within a GoLive session to start a new session.

Addigy Devices.png

3. From the LiveDesktop session modal window, select the **Start Session** button.

Addigy Devices.png

4. A VNC URL and VNC password will appear.

Note: Depending on the VNC client, the VNC password may not be needed. It is not needed for Remote Desktop Manager.

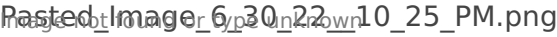


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5. In Remote Desktop Manager, click the **+** in the top-left of the window, then select **Add Session**.

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6. Select **Apple Remote Desktop (ARD)** as the session type, then select **OK**.

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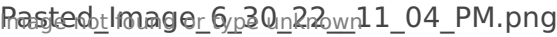

7. Copy the VNC URL from the Addigy console, paste it into the **Host** field in Remote Desktop Manager and select **OK**.

8. Select **Open Session**.

9. Enter a valid local username and password for the target macOS device and select **Connect**.


That's it! You're remotely connected to your macOS device via LiveDesktop.

Requesting Permission to Share the Desktop

Remote Desktop Manager also supports the ability to request access to the Desktop if a user is currently logged in.

Please note: Due to Apple's Screen Sharing functionality, when requesting permission using LiveDesktop, there is a mandatory timeout of 10 minutes. Apple's security measure will require this in intervals of 10 minutes with no activity in the session.

1. Edit the **Properties** of the session.
2. Under Settings, change the **Authentication type** to **ARD ask control** and the **When viewing this computer...** option to **Ask other login to share display**.

3. Leave the username and password blank when using this method to connect. The user will instead be prompted to allow access.


Connecting with Other VNC Clients

If using a VNC client other than VNC Viewer, you may be presented with only a password field. This means that the VNC client only supports legacy VNC authentication. Please use the **VNC password** instead of a username and password to complete authentication to the device.

Deploying a Local Admin User for Authentication

It is possible to deploy an admin account for IT purposes across devices to which you will be connecting from a Windows device. For information on deploying admin user accounts to your macOS devices, check out the following articles:

[How To Create User Accounts For All Devices In A Policy](#)

[How To Create A User Account On A macOS Device](#)

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