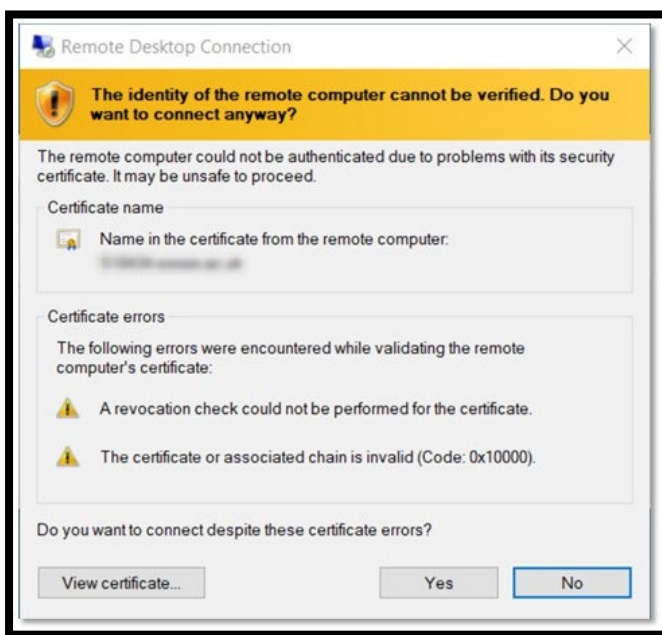


Updating your home computer to trust the new University security certificates for remote desktop access

These instructions show you how to configure your home Windows, Mac or Linux computer to remove the certificate warning when remotely connecting to your University desktop computer.

Windows

If you're on a Windows computer you may see a certificate warning like this:

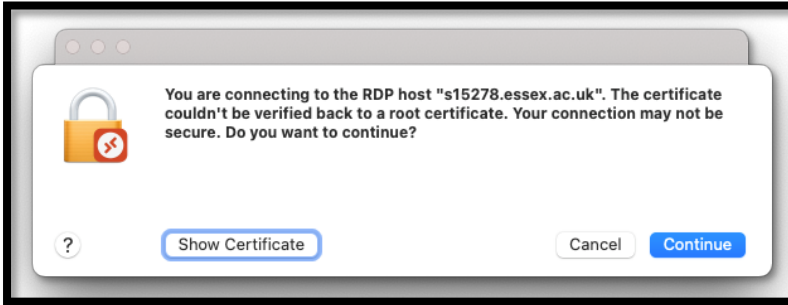


To install the new certificates:

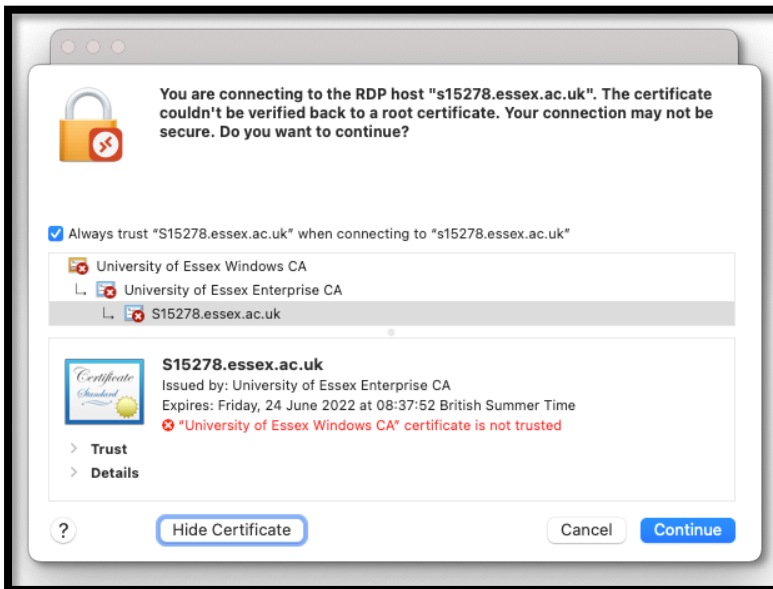
1. Go to the University's [Software Hub](#) and sign in with your University username and password. If this is your first time using the Software Hub, please follow the setup instructions shown on screen.
2. Once set up and signed in, use the search box in the top-right corner of your screen and search for "**UoE Trusted Certificates**" and then choose **Launch**.
3. The certificates will now install. A success message will appear on completion: "**Certificates installed successfully.**"

Mac

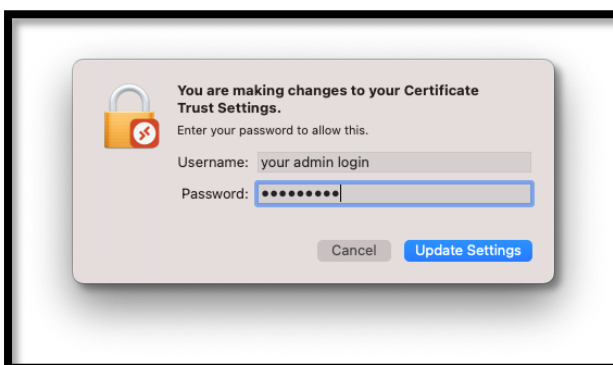
If you're on a Mac computer you may see a certificate warning like this:



1. Click **Show Certificate**
2. Tick/enable **Always trust**
3. Click **Continue**

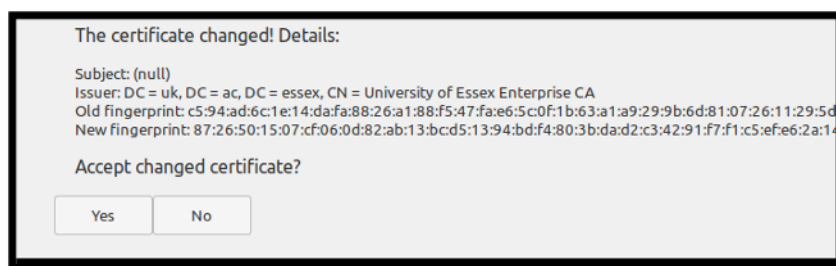


4. You may then be prompted to enter your personal Mac password to update your keychain.



Linux

If you're on a Linux computer you may see a warning like this:



If the **Issuer** is **DC=uk,DC=ac,DC=essex,CN=University of Essex Enterprise CA**, then it is safe to accept the changed certificate.

To manually download and install the certificates, or if none of the previous instructions work or apply to you

1. Connect to the University's OpenVPN service.
2. Open a web browser and go to <http://pki.essex.ac.uk/certdata>
3. Click on **University of Essex Root.crt** and **University of Essex Enterprise CA.crt** to download them.
4. Open both files and follow the prompts to install them.

Need help?

If you need help installing the certificates, please contact the [IT Helpdesk](#).