

ONBASE 18 – REMOTE ACCESS FOR MAC AND WINDOWS

INTRODUCTION

This guide provides instructions for Mac and Windows users to access OnBase 18 remotely. Mac users must use the OnBase web client. Windows users can use the web client or the OnBase Unity client.

REMOTE ACCESS USING A WEB CLIENT (MAC AND WINDOWS)

Mac users will need to access OnBase through the OnBase web client. Windows users can use the web client as an option to access OnBase. Be sure to use one of the supported web browsers:

OnBase Web Client: Supported Browsers

Browser	Version
Apple Safari	10.1.x, 11.0.x, 11.1.x
Google Chrome	64 and newer
Microsoft Edge (Fully Supported)	EdgeHTML 16 and newer
Microsoft Edge (Limited Support)	EdgeHTML 14 and 15
Microsoft Internet Explorer	11
Mozilla Firefox	59 and newer
Mozilla Firefox ESR	52, 60

1. Ensure you have an Internet connection established with your computer.
2. Using one of the OnBase web browsers, go to the following link:
<https://onbase.csun.edu/AppNet/Login.aspx>
3. Use your **Portal username** and **password** to log in.

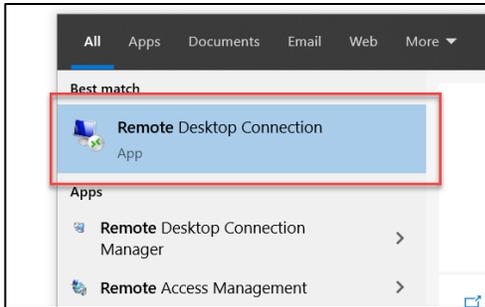
REMOTE ACCESS USING THE UNITY CLIENT (WINDOWS ONLY)

Windows users can use their Unity client on their computer to access OnBase remotely. Users must first establish their VPN connection for their computer and then use a remote desktop connection* to connect to their work computer. **Users can contact their local IT tech to be added to the remote desktop connection group.*

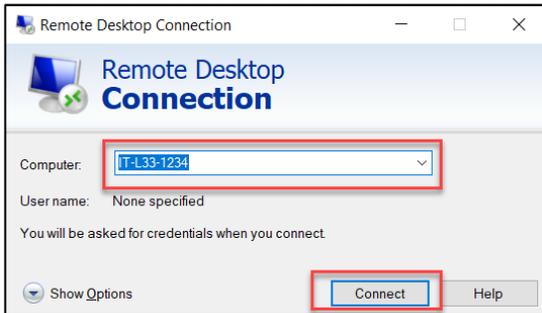
1. Ensure you have an Internet connection established on your computer.
2. Once an Internet connection is established, you must connect to the **Virtual Private Network (VPN), GlobalProtect**. To install and connect to the **VPN**, view the instructions on the **Virtual Private Network** webpage at: <https://csun.edu/it/vpn>.

3. Once the **VPN** connection is established, you will need to use the **Remote Desktop Connection** to access the resources on the computer you've connected to. A remote desktop connection allows you to use any computer or device to virtually connect with another computer.

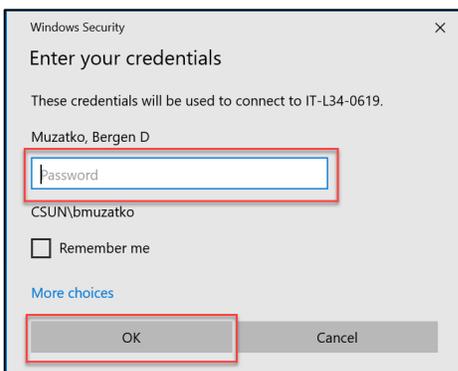
Launch the **Remote Desktop Connection** application on your computer.



4. In the **Remote Desktop Connection** window, enter the name of your CSUN computer (e.g. **IT-L33-1234**) and select the **Connect** button.



5. Enter your **Portal password** and select the **OK** button.



6. Once the remote desktop connection is established, you will be virtually connected to your CSUN computer and have access to the contents and familiarity of your computer set up. Navigate to your OnBase Unity client and connect as you normally would.



NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).