

## WORKING REMOTELY - TIPS AND TRICKS REFERENCE GUIDE

### INTRODUCTION

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Access your university information and services remotely. This guide provides information on the required and optional tools available for connecting to and accessing campus resources.

If you own your own computer or are using a work one, as long as you have administrator rights to your computer, you'll be able to perform some of these tasks yourself. Other tasks may require contacting your local technical support staff for assistance.

### OVERVIEW

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To work remotely from CSUN, there are several things you need to know. The needed items will depend on what kind of remote worker you are, the type of work you need to perform remotely and the frequency.

This document provides information on the tools available for the remote worker. Some of the tools necessary to work remotely are a one-time setup only. Once set up they are easy to use.

If you have any question, consult with your local technical support for assistance.

### WEBMAIL

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You can access your CSUN email account from any off-campus location by using Webmail through the internet. You can use any web browser to access Webmail but we recommend using Internet Explorer 7 or higher to make full use of the enhanced features available in Webmail. To access Webmail, visit <http://www.csun.edu/webmail/> and select the **Faculty & Staff CSUN Webmail** button. Sign in with your CSUN user ID and password.

If you would like to learn more about using Webmail, visit <http://www.microsoft.com/exchange/code/OWA/index.html>.

### WHAT IS THE VIRTUAL PRIVATE NETWORK (VPN)?

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The VPN allows you to access CSUN computing resources from off-campus in an encrypted or protected manner. You will need to utilize the VPN whenever you want to access files that you have stored on university servers such as the uDrive or other shared file storage in your college or division.

Downloading the VPN client is all you need to take advantage of this service. Download the Cisco VPN client for Windows, Mac OS/X, Unix, and Solaris – from the Software Download Page at <https://www.csun.edu/itr/downloads/index.cgi>. Sign in with your CSUN user ID and password.

Here are just a few examples of what you will be able to do with remote computers while using the VPN client.

1. Use the CSUN email system with a standard email client (i.e. Netscape Messenger, Microsoft Outlook etc.)
2. Easy access to Library resources (no need to enter your library bar code!)
3. Connect to on-campus servers that have your files.
4. Secure all network communications between your computer and CSUN with 168bit encryption.

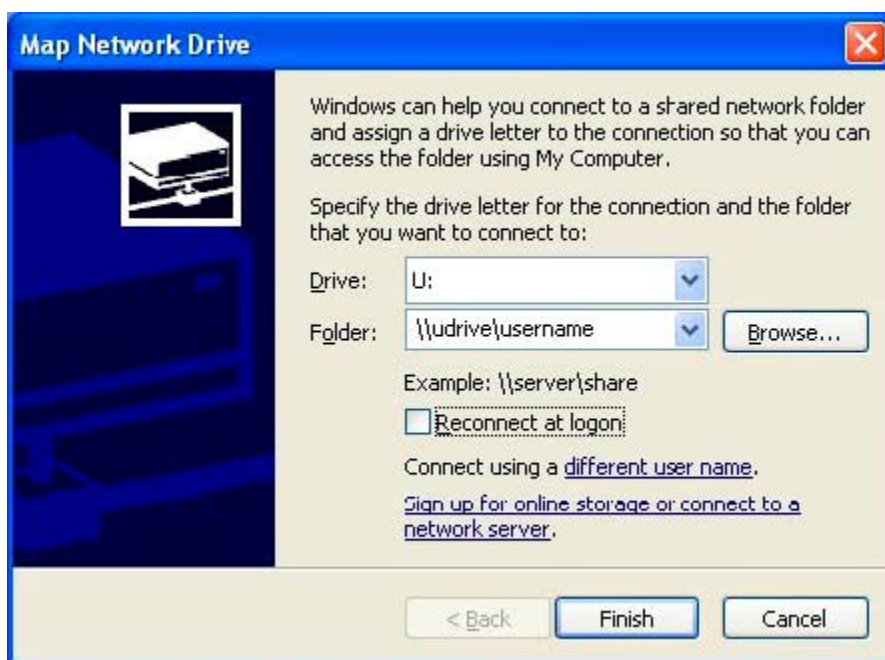
## WHAT IS THE UDRIVE?

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The uDrive is a document/file container that provides limited disk space for campus faculty, staff, and students to store coursework, work files, and research documentation, etc. For instructions on mapping the uDrive, please locate your operating system and follow the indicated steps:

### Mapping the uDrive - PC Users

1. Right-click the **My Computer** icon on your desktop, and select **Map Network Drive**.
2. The **Map Network Drive** window appears.



3. In the **Drive** box, select the down arrow and select the **U:** drive from the list of available drive names for the drop down menu. The default drive is **Z:**.
4. Select the **Folder** text box and type **\\udrive\xxxx** where the **xxxx** is your CSUN user ID, such as **jsmith**.
5. Select **Finish**.

6. A window listing your files and folders will be displayed in the **My Computer** window. You may copy, move, and delete files to and from this drive, the same way you use any window on your PC.
7. The title bar of this window reads something like **xxxx on uDrive@CSUN (udrive) (U:)** where **xxxx** is your CSUN user ID. This window displays the My Computer component of Windows. In fact, most of its features are the same as those in My Computer. It may also be used in Windows Explorer view mode.

The first time you access the uDrive, you will see the files that currently reside in your campus account. Many of these files may not be familiar to you. Never delete files with which you are unfamiliar, as they may cause problems with your account. Ignore these files and simply use the drive to copy, move, organize and navigate through your files, folders and drives.

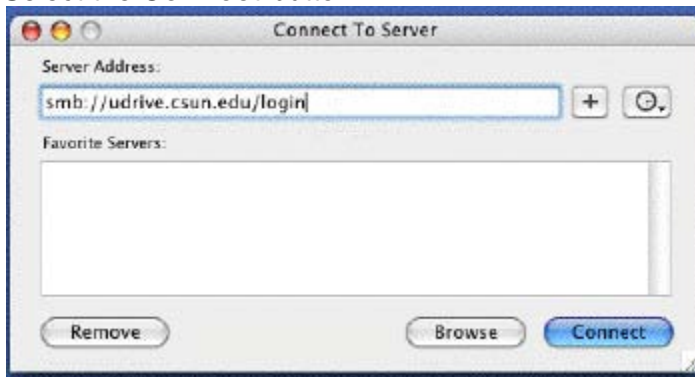
**NOTE:** To access the uDrive the first time, you may be required to change your CSUN password. To change your CSUN password, visit <http://www.csun.edu/it/helpdesk/outages/accounts.html>. Your uDrive will be recognized. This only needs to be done once.

### Mapping the uDrive - Mac Users

1. From the **Go** menu on the blue apple menu bar at the top of the display, choose **Connect to Server**.



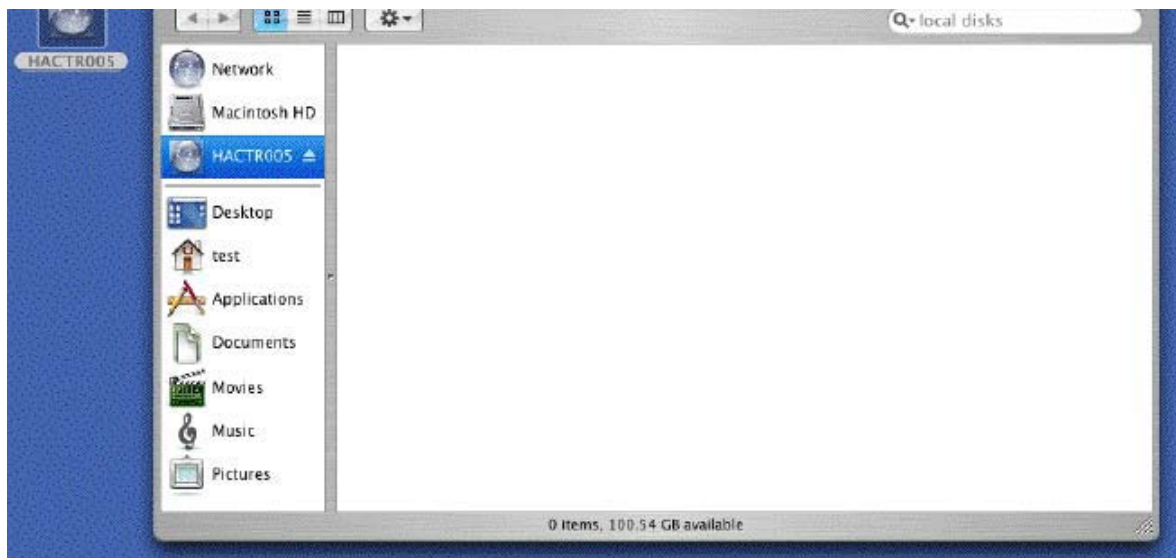
2. In the **Connect to Server** window, type in the location of the account that you wish to map. The correct format for the path is **smb://udrive.csun.edu/xxxx** where "xxxx" is your CSUN User ID.
3. Select the **Connect** button.



4. In the **Authentication** window, leave the **Workgroup/Domain** box blank. Type in your CSUN **User ID** and **Password** in the boxes indicated.
5. Then select the **OK** button.



6. The icon for your uDrive will appear on your desktop. Double-click on the icon to open and view the contents.



The first time you access the uDrive, you will see the files that currently reside in your campus account. Many of these files may not be familiar to you. Never delete files you are not familiar with as they may be necessary to maintain your account. Ignore these files and simply use the drive to copy, move, organize and navigate through your files, folders and drives.

**NOTE:** To access the uDrive the first time, you may be required to change your CSUN password. To change your password, visit <http://www.csun.edu/it/helpdesk/outages/accounts.html>. Your uDrive will be recognized. This only needs to be done once.

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## **Dial-Up Services**

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As a cost saving measure, the university dial-up internet service at (818) 677-6700 was discontinued. Although the university does not endorse a particular provider, there are numerous dial-up providers available to provide this service. To view a list of free ISP providers in the 818 area

code, visit <http://www.all-free-isp.com/818-area-code.php>. If you have any additional questions, please contact the IT Help Center at (818) 677-1400

## **NEED HELP?**

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Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in Oviatt Library Room 33.