Remote Access to CSI Computer Lab - for Windows Users

IMPORTANT MESSAGE:

PLEASE READ BEFORE PROCEEDING!!!

Would you like to CONVENIENTLY access software that you need? Then follow these EASY, step-by-step instructions.

If you follow these steps IN THE PROPER ORDER, the process will be clear and you will avoid problems.

There are ONLY 2 Phases you need to complete:

In **Phase 1**, you will install Global Protect, which is necessary to connect to CSI's network. <u>You will **ONLY** need to install the program **THE FIRST TIME** you use a <u>new device.</u></u>

In **Phase 2** you will use Microsoft Remote Desktop, which will allow you to remotely use one of the available computers in a CSI computer lab.

You will also learn how to **SAVE YOUR WORK** and **LOGOFF PROPERLY**.

Attention Students: If at any point you get authentication failed or a wrong password error, please try resetting your CSI password at: <u>https://slasreset.csi.cuny.edu</u>

> If any questions, please contact the CSI Helpdesk at: 718-982-3695 HelpDesk@csi.cuny.edu

Students: When contacting Helpdesk, please provide your full name, EMPLID, the class you are taking, and the best phone number to contact you.

Please Follow These Instructions Carefully

There are 2 Phases in this guide to connect to CSI's Remote Access Computer Lab:

For the initial setup, follow Phase 1 & 2:

Follow Steps 1 to 14 and then Steps 19 to 31

(This <u>only needs to be done the first time</u> you connect from your desktop computer, laptop, tablet, etc.)

If you ever connect from a different device, you will have to complete all these steps again

 After you have installed and setup the Global Protect VPN, follow Phase 2 (starts on page 7): You Only Have To Follow Steps 15 to 31 (This will need to be done every time you want to connect)

Phase 1: Installing Global Protect

(Global Protect is a VPN Client, which is software that will ultimately allow connection from your device to a computer on campus)

- 1. Open your Web Browser (Chrome, Edge, Firefox...)
- 2. In the navigation bar type: SLAS-VPN.CSI.CUNY.EDU
- 3. Press Enter (you should see the screen below)

	• *	© :
paloalto		
GlobalProtect Portal		
Username firstname.lastname@		
Password ••••••		
LOG IN		

4. Login using your <u>CSI credentials</u>

Note: Format for usernames below:

- Students Use firstname.lastname@cix.csi.cuny.edu and your SLAS Password
- Faculty/Staff Use firstname.lastname@csi.cuny.edu and your FLAS Password

For the next screen you will need to know what version of Windows you are using

5. To find out what version of Windows you have, **Right-Click** the **Start Button** and **Select System**, so that your screen looks like the following:



- a. Look under Device specifications
- b. Next to **System type** you will see whether you are using the <u>32-bit or 64-bit</u> version of Windows (Red arrow above)
- c. Make a note of this and then you may close this window by **Clicking** the **X** in the top right corner

After you clicked LOG IN, you should see the following window:

6. Click the GlobalProtect Agent link on the top right of the webpage (Red arrow below)

← → C O a slas-vpn.csi.cuny.edu/global-protect/portal.esp	or \$	© :
malalta GLOBAL PROTECT		•
	Application URL Solution	×~

- 7. When you get to the *GlobalProtect Portal* webpage below, **Click** the version that matches your device's Operating System (in this case, either Windows 32 bit or Windows 64 bit)
- After the file downloads, Click the downloaded file to run the Installer (Red arrow below) Note: If you do not see the downloaded file, check your downloads folder (Usually in C:\Users\YourUsername\Downloads)



9. On the Welcome to the GlobalProtect Setup Wizard window, Click Next



10. On the Select Installation Folder window, Click Next

🛱 GlobalProtect		-		>	K
Select Installation Folder	71	p 🎤	alo	alt	0 RKS*
The installer will install GlobalProtect to the following folder.					
To install in this folder, click "Next". To install to a different folder, "Browse".	ente	r it be	low or c	lick	
Eolder: C:\Program Files\Palo Alto Networks\GlobalProtect\		E	3rowse		
		Di	isk Cost.		
Cancel < Ba	ack		Nex	>	

11. On the Confirm Installation window, Click Next



12. On the Installation Complete window, Click Close



The following *GlobalProtect Connection* window should open up:



13. Enter SLAS-VPN.CSI.CUNY.EDU in the box and Click Connect

14. On the *GlobalProtect Sign In* window below:

Sign In using your CSI credentials

Note: Format for usernames below:

- Students Use firstname.lastname@cix.csi.cuny.edu and your SLAS Password
- Faculty/Staff Use firstname.lastname@csi.cuny.edu and your FLAS Password

GlobalProte	ect X	GlobalProtect 🗮
	Sign In Please enter your CSI Credentials	
	Portal: SLAS-VPN.CSI.CUNY.EDU Username firstname.lastname@	Connected Your connection has been secured
	Password Cancel Sign In	Disconnect

After you are connected you should see the window on the right

Continue to step 19 (page 9)

Phase 2: Connecting to Global Protect VPN and then using Windows Remote Desktop (Follow these instructions <u>every time</u> you want to connect to CSI's Remote Computer Lab)

- 15. In Windows Click Start, Scroll to and Click on the Palo Alto Networks Folder
- 16. Click GlobalProtect



The following *GlobalProtect Connection* window should now open up:



17. Enter SLAS-VPN.CSI.CUNY.EDU in the box and Click Connect

18. On the *GlobalProtect Sign In* window:

Sign In using your CSI credentials

Note: Format for usernames below:

- Students Use firstname.lastname@cix.csi.cuny.edu and your SLAS Password
- Faculty/Staff Use firstname.lastname@csi.cuny.edu and your FLAS Password

GlobalProtect
Sign In Please enter your CSI Credentials
Portal: SLAS-VPN.CSI.CUNY.EDU
firstname.lastname@
•••••
Sign In
Cancel

After you are connected you should see the following window:



- 19. Open your Web Browser (Chrome, Firefox, Edge...)
- 20. In the navigation bar type: <u>https://remoteaccess.labstats.com/college-of-staten-island-cuny</u>
- 21. **Press Enter** and you should see the webpage below:

\leftrightarrow \rightarrow C \triangle $\hat{\mathbf{a}}$ remoteaccess.labstats.com/college-of-state	ten-island-cuny		*	© :
College of Staten Isla REMOTE COMPUTER ACCESS	and CUNY			Î
Computer Labs	1L212 48 computers available			
	1 L212A-26	1L212A-26.slas.csi.cuny.edu	Connect	
	1L212A-14	1L212A-14.slas.csi.cuny.edu	Connect	
	1 L212-16	1L212-16.slas.csi.cuny.edu	Connect	
	1 L212-10	1L212-10.slas.csi.cuny.edu	Connect	
	1 L212-12	1L212-12.slas.csi.cuny.edu	Connect	
	1L212A-01	1L212A-01.slas.csi.cuny.edu	Connect	
	1L212-18	1L212-18.slas.csi.cuny.edu	Connect	•

This webpage lists all computers available for use, at any given time.

- 22. **Click** the **Connect** button next to one of the available computers
- 23. You should see the following window, **Click** the **Download** button

College of Staten Island Cl REMOTE COMPUTER ACCESS	Connect to 1L212-10	×	
Computer Labs 1 1L212 48	 □ → □ Follow these steps: Download and open the connection file Download Press the 'Connect' button Log in with your username and password You may need to choose 'More choices' and 'Use a different account' to enter your correct username 		Connect Connect Connect Connect
Ļ	 1L212-12 1L212A-01 	1L212-12.slas.csi.cuny.edu 1L212A-01.slas.csi.cuny.edu	Connect
11212-10.rdp			Show all X

24. After the *Windows Remote Desktop Configuration* file downloads, **Click** on it to connect to the computer (Red arrow above)

Note: If you do not see the downloaded file, check your downloads folder (Usually in C:\Users\YourUsername\Downloads)

25. If you get the following *Unknown Publisher* warning window, **Click Connect**

Semote Desktop Connection			×	
	The publisher of this remote connection can't be identified. Do you want to connect anyway?			
This remo this conne	ete connection could han ection came from or have	n your local or remote computer. Do not cor e used it before.	nect unless you know where	
	Publisher:	Unknown publisher		
<u> </u>	Туре:	Remote Desktop Connection		
	Remote computer:	1L212-10.slas.csi.cuny.edu		
Don't ask me again for connections to this computer Show Details Connect Cancel				

The following window should open up:

Cl	Connect to 1L212A-12					
	$\Box \rightarrow \Box$					
11		Windows Security	×			
26	Follow t	Enter your credentials				
	1. Dc	These credentials will be used to connect to 1L212A-12.slas.csi.cuny.edu.				
		firstname.lastname@				
Ę		••••••				
	2. Pr	Remember me				
Ę	3. Lo	More choices				
	ro ac			ereni		
		S Use a different account			ļ	
	1L212A	OK Cancel				

26. Login using your <u>CSI credentials</u>

Note 1: Format for usernames below:

- Students Use firstname.lastname@cix.csi.cuny.edu and your SLAS Password
- Faculty/Staff Use flas\firstname.lastname and your FLAS Password

Note 2: If you have used Windows Remote Desktop on your computer before you may have to **Click More choices** on the bottom and **Select Use a different account** before entering in your login information

- 27. Click OK
- 28. If you see the Remote Desktop Connection Certificate error window below, Click Yes

Cl	Connect t	to 1L212-10	×	
		Semote Desktop Connection X		
11		you want to connect anyway?		
48	Follow thes	The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.	1	
	1. Down	Name in the certificate from the remote computer: 1L212-10.slas.csi.cuny.edu		
	Do	Certificate errors The following errors were encountered while validating the remote computer's certificate: The certificate is not from a trusted certifying authority.		
	2. Press	Do you want to connect doonito these partificate arrars?		
	3. Log in	✓ Don't ask me again for connections to this computer		
	You m	View certificate Yes No	different	
Ę	accou			

You should now be connected to the computer you selected on the College of Staten Island's Remote Computer Access Website

29. Click OK to login when the following screen appears:

Office Automation & User Services If you have forgotten your SLAS password you can have it reset at:
the Helpdesk in 2A-306D
a
IT Doctor at the Reference Desk in the Library.
A valid photo ID is required.
Proceeding to the next screen means you will ablide by the nules outlined in the College of Staten Island's Computer User Responsibilities Policy and the City University of New York's Computer User Responsibilities Policy.
FOR USE BY:
AUTHORIZED CSI STUDENTS FOR EDUCATIONAL PURPOSESIII

The computer should automatically login. Please wait as the computer "Prepares Windows" Afterwards, you should see the desktop and can use the computer as if you were sitting in the lab

Saving Your Work and Disconnecting From Lab Computer

ALL WORK <u>MUST</u> BE SAVED EITHER TO YOUR EMAIL OR SOME OTHER ONLINE STORAGE (DROPBOX, ONEDRIVE, etc...)

DO NOT SAVE WORK ON THE LAB COMPUTER - IT WILL BE ERASED!

Once you are done using the computer and have **<u>saved your work (online)</u>** you must **Sign out** from the remote computer

- 30. A. Click Start, Move your mouse up along the left navigation pane to the User Icon (💿)
 - B. Click Your name or the User Icon
 - C. Click Sign out (Refer to picture below)



Note: This will sign you out of the remote computer but you are still connected to the VPN

31. To disconnect from the GlobalProtect VPN, **Click Disconnect**



Note: If you do not see the *GlobalProtect Disconnect* window above, you can access it through the Start Menu:

- 1. In Windows Click Start, Scroll to and Click on the Palo Alto Networks Folder
- 2. Click GlobalProtect
- 3. Click Disconnect



You are now completely disconnected from the CSI network!