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. *You will **ONLY** need to install the program **THE FIRST TIME** you use a new device.*

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: https://slasreset.csi.cuny.edu

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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 only needs to be done the first time 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)
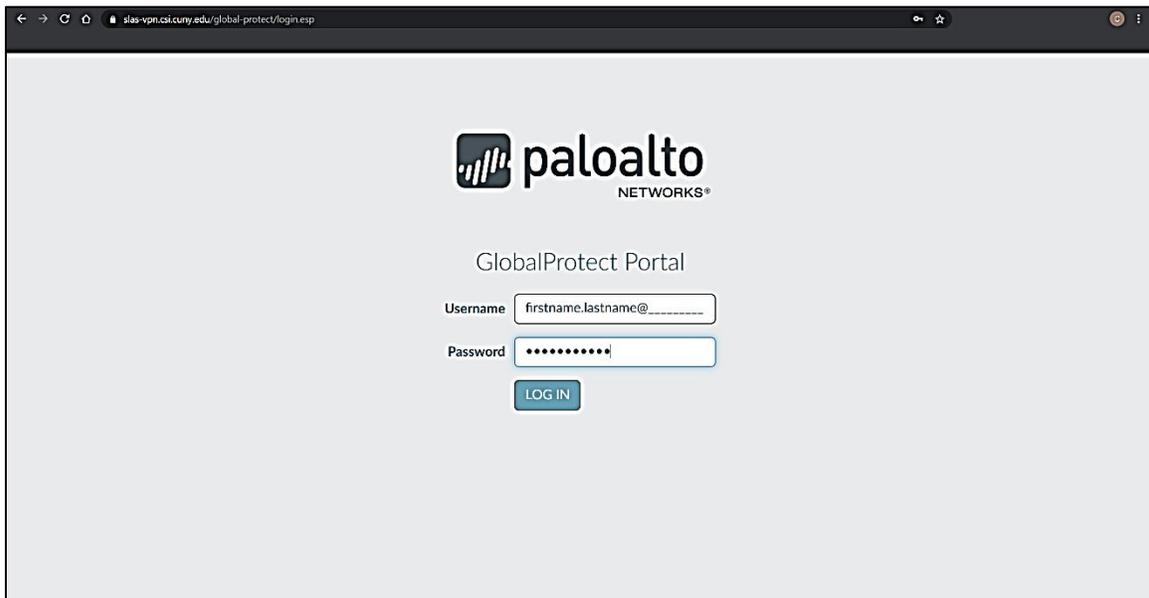
4. **Login** using your CSI credentials

   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**

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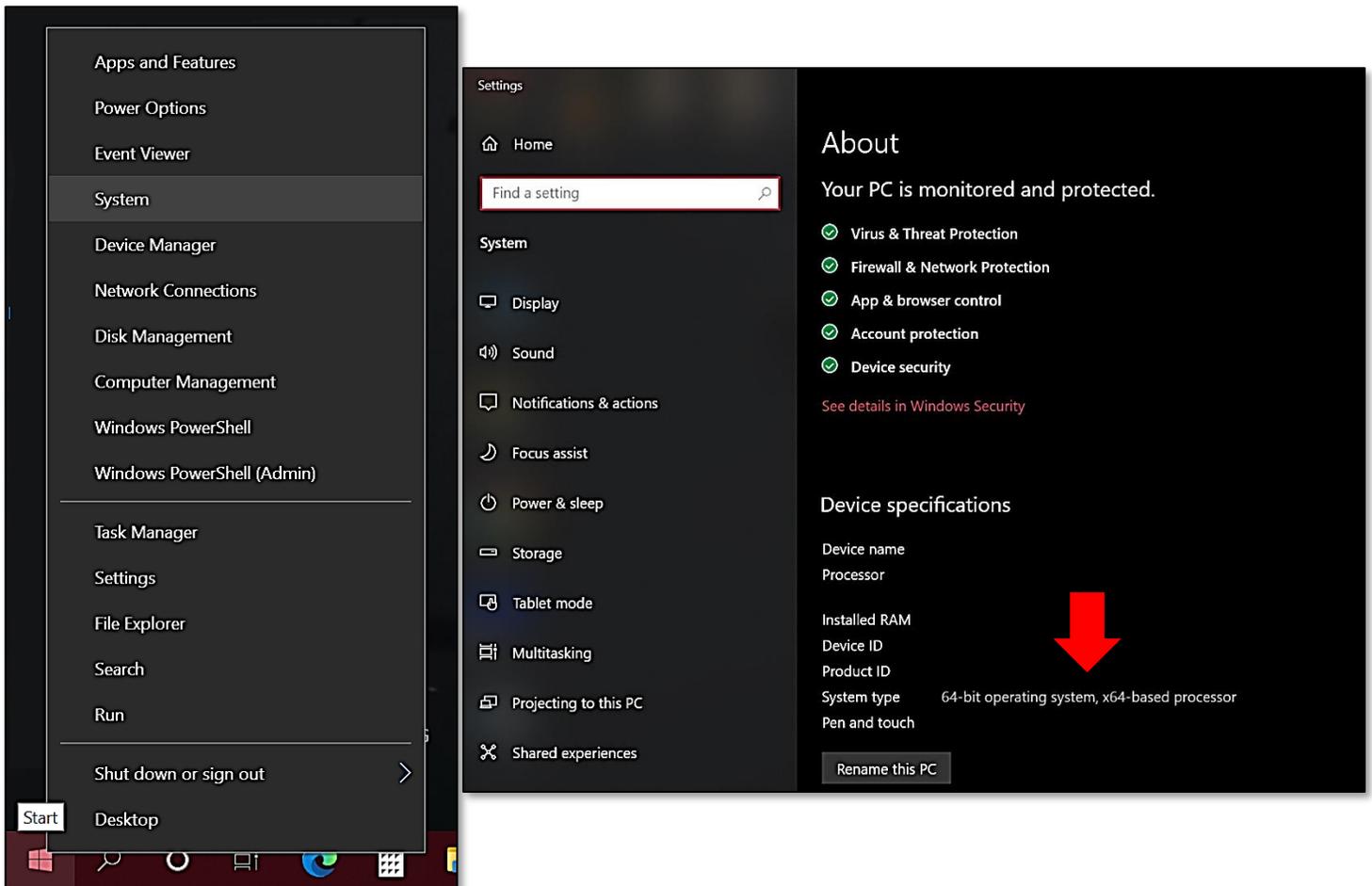
a. **Look** under **Device specifications**
b. Next to **System type** you will see whether you are using the 32-bit or 64-bit version of Windows (Red arrow above)
c. Make a note of this and then you may close this window by **Clicking** the **X** in the top right corner

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)
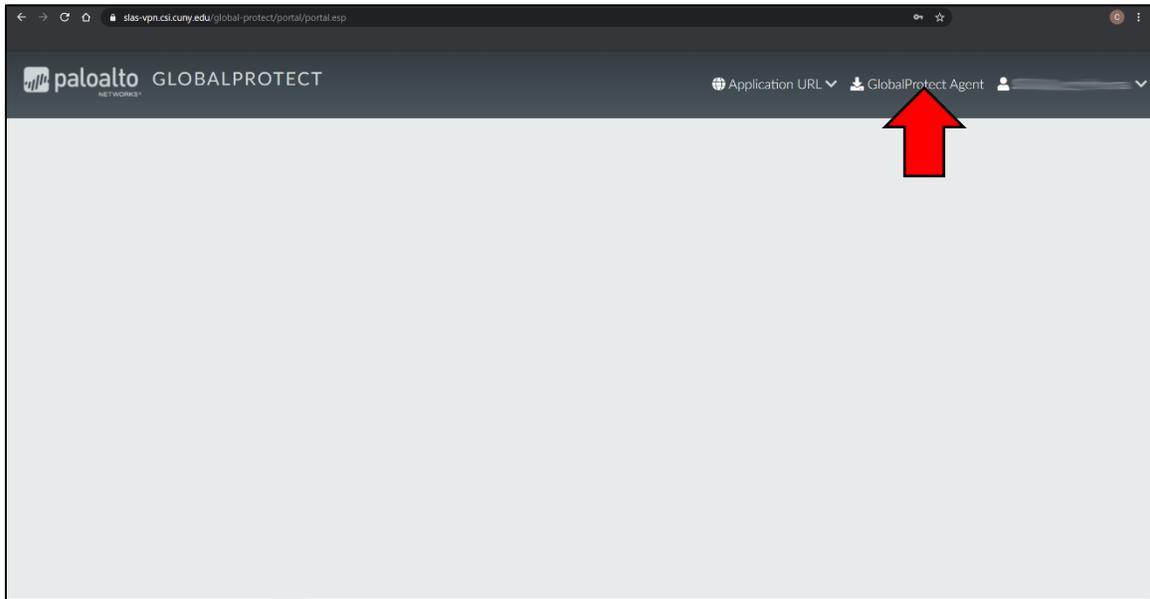
7. When you get to the *GlobalProtect Portal* webpage below, **Click** the version that matches your device's Operating System (in this case, either Windows 32 bit or Windows 64 bit)
8. After the file downloads, **Click** the **downloaded file** to run the Installer (Red arrow below)
   Note: If you 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**
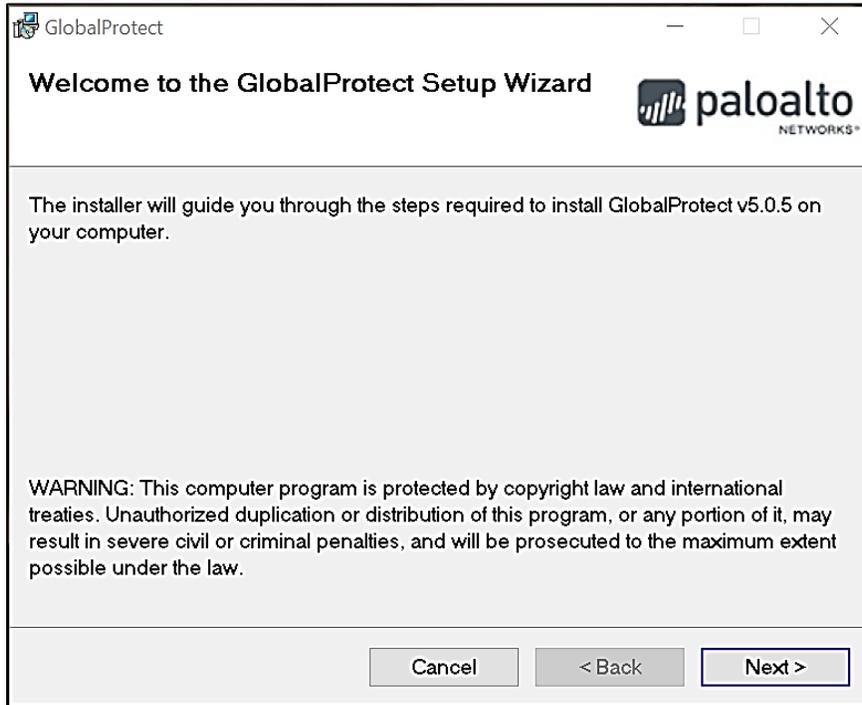
10. On the *Select Installation Folder* window, **Click** **Next**
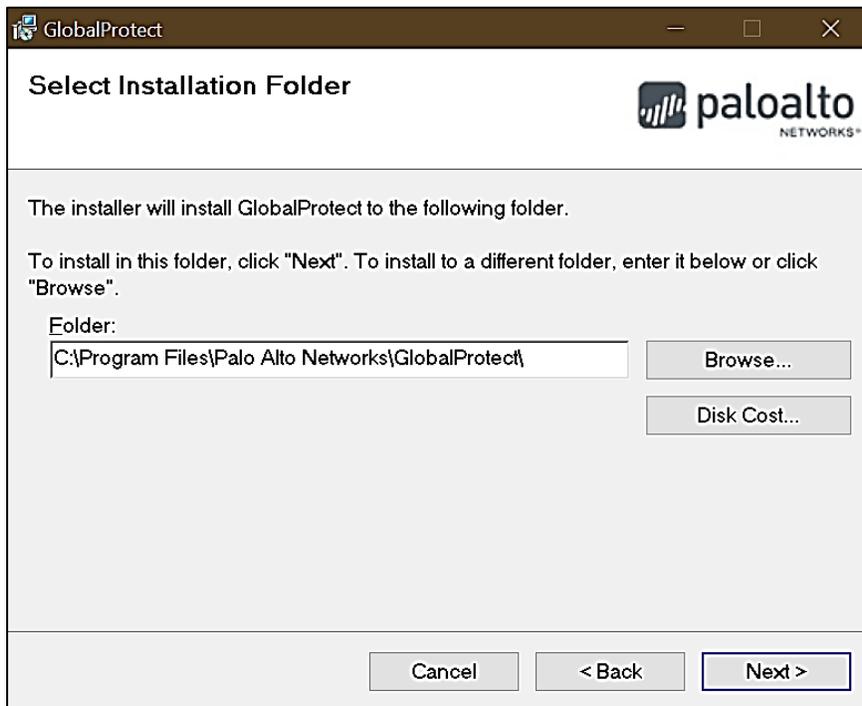
11. On the *Confirm Installation* window, **Click** Next
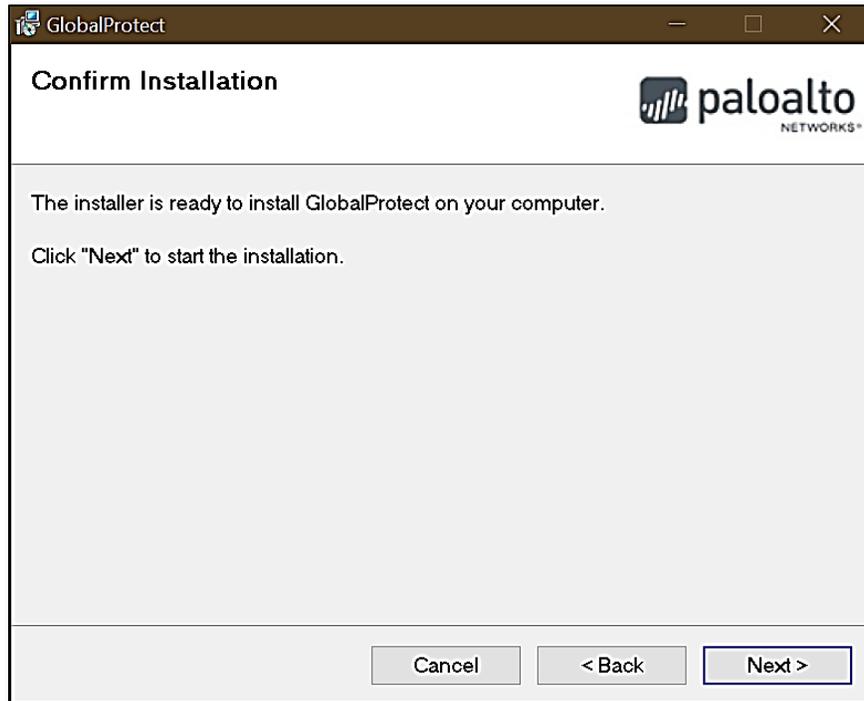
12. On the *Installation Complete* window, **Click** Close
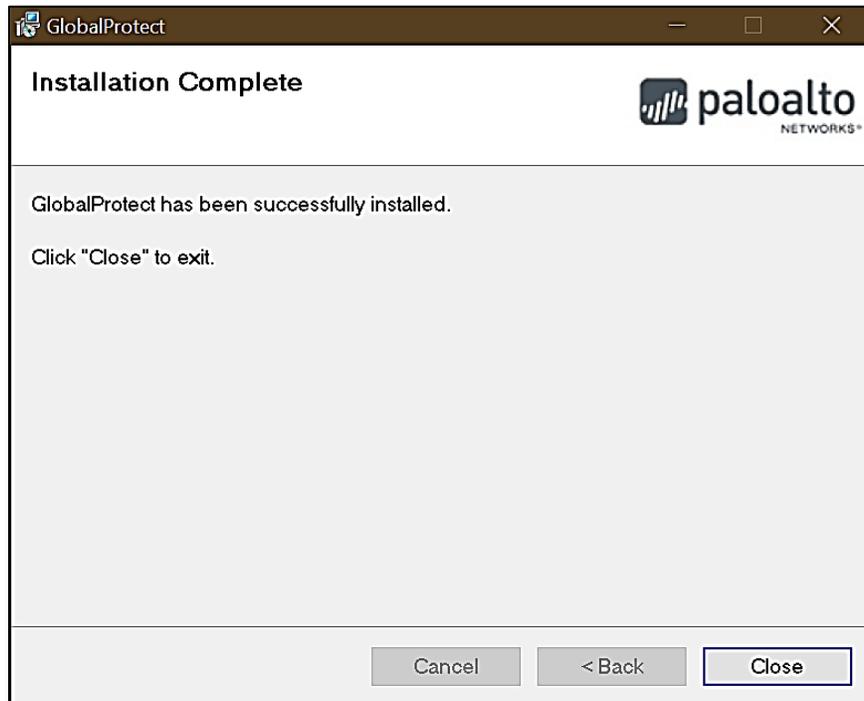
The following *GlobalProtect Connection* window should open up:

13. **Enter** SLAS-VPN.CSI.CUNY.EDU in the box and **Click Connect**
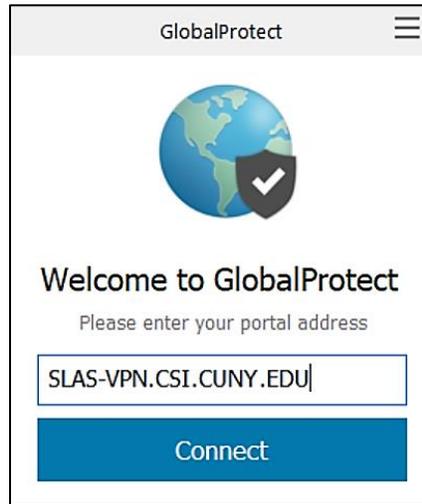
14. On the *GlobalProtect Sign In* window below:

    Sign In using your <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**
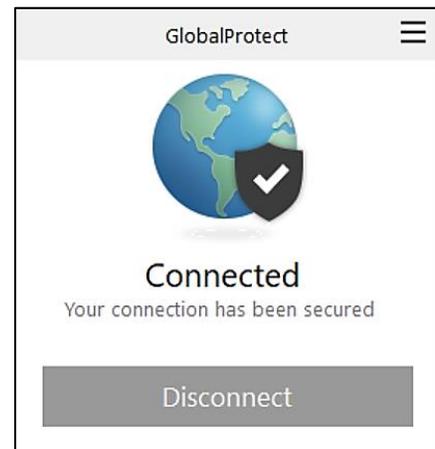
After you are connected you should see the window on the right

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**
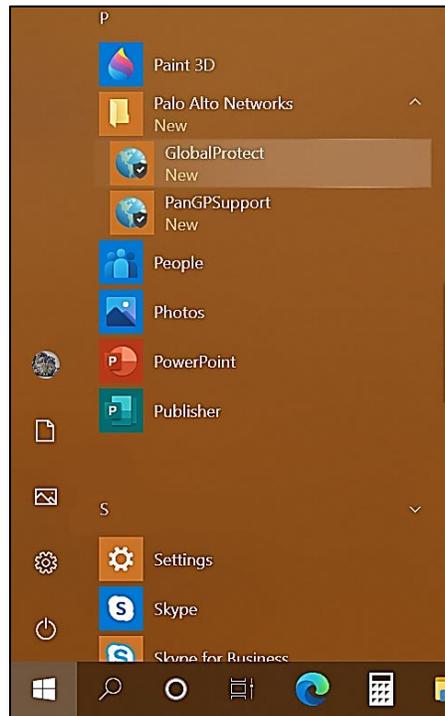
The following *GlobalProtect Connection* window should now open up:
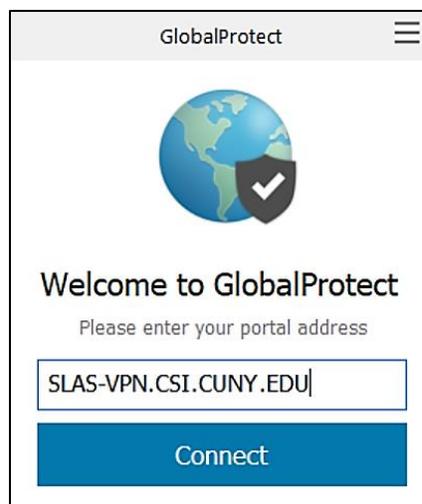
17. **Enter SLAS-VPN.CSI.CUNY.EDU** in the box and **Click Connect**

18. On the *GlobalProtect Sign In* window:

    Sign In using your <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**

After you are connected you should see the following window:

19. **Open** your **Web Browser** (Chrome, Firefox, Edge...)
20. In the navigation bar type: https://remoteaccess.labstats.com/college-of-staten-island-cuny
21. **Press Enter** and you should see the webpage below:
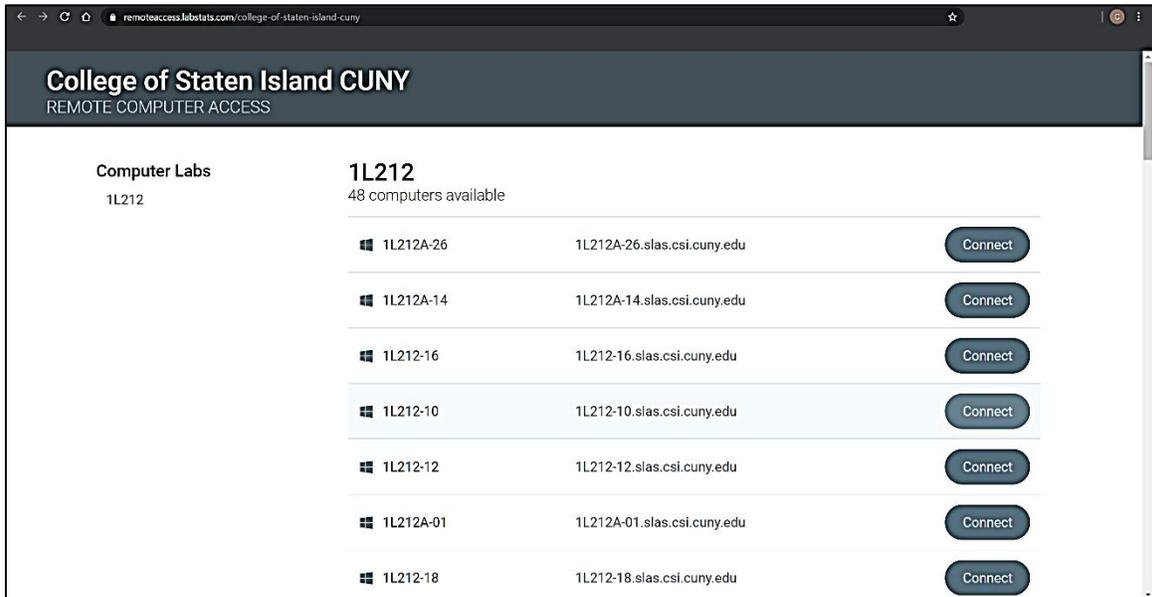
This webpage lists all computers available for use, at any given time.

22. **Click** the **Connect** button next to one of the available computers
23. You should see the following window, **Click** the **Download** button
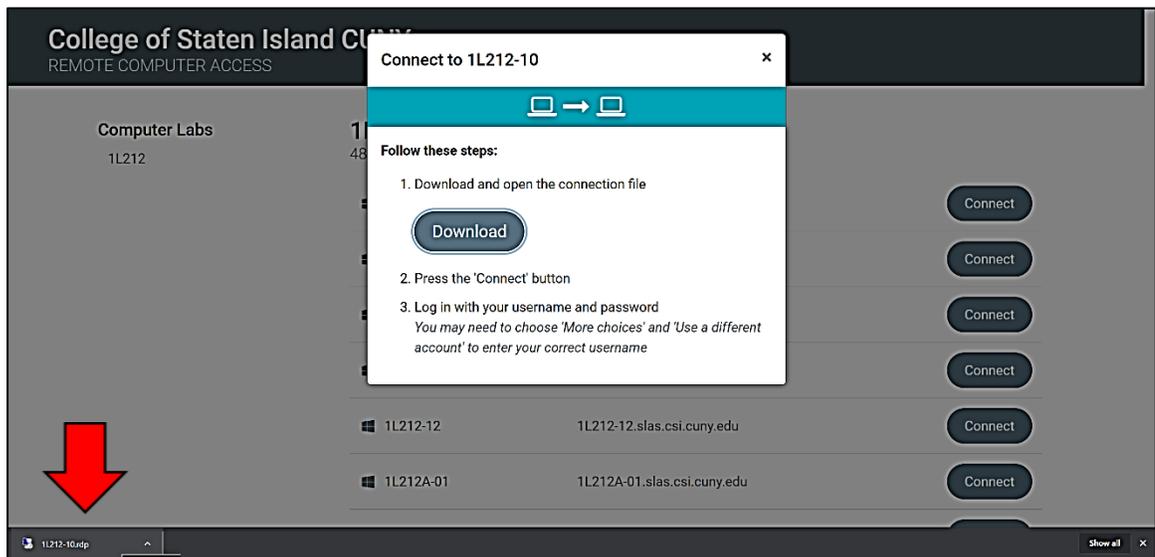
24. After the *Windows Remote Desktop Configuration* file downloads, **Click** on it to connect to the computer (Red arrow above)
    Note: If you do not see the downloaded file, check your downloads folder (Usually in C:\Users\YourUsername\Downloads)

25. If you get the following *Unknown Publisher* warning window, **Click Connect**
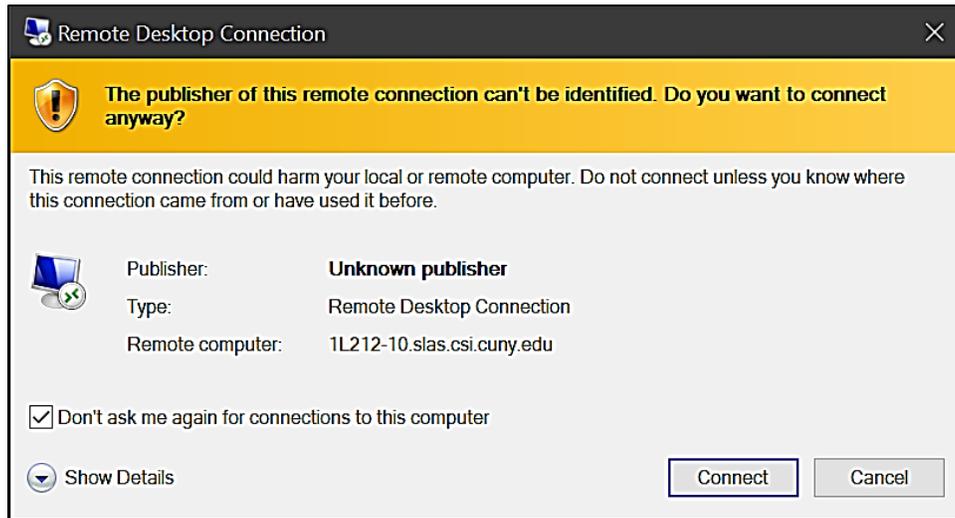
The following window should open up:
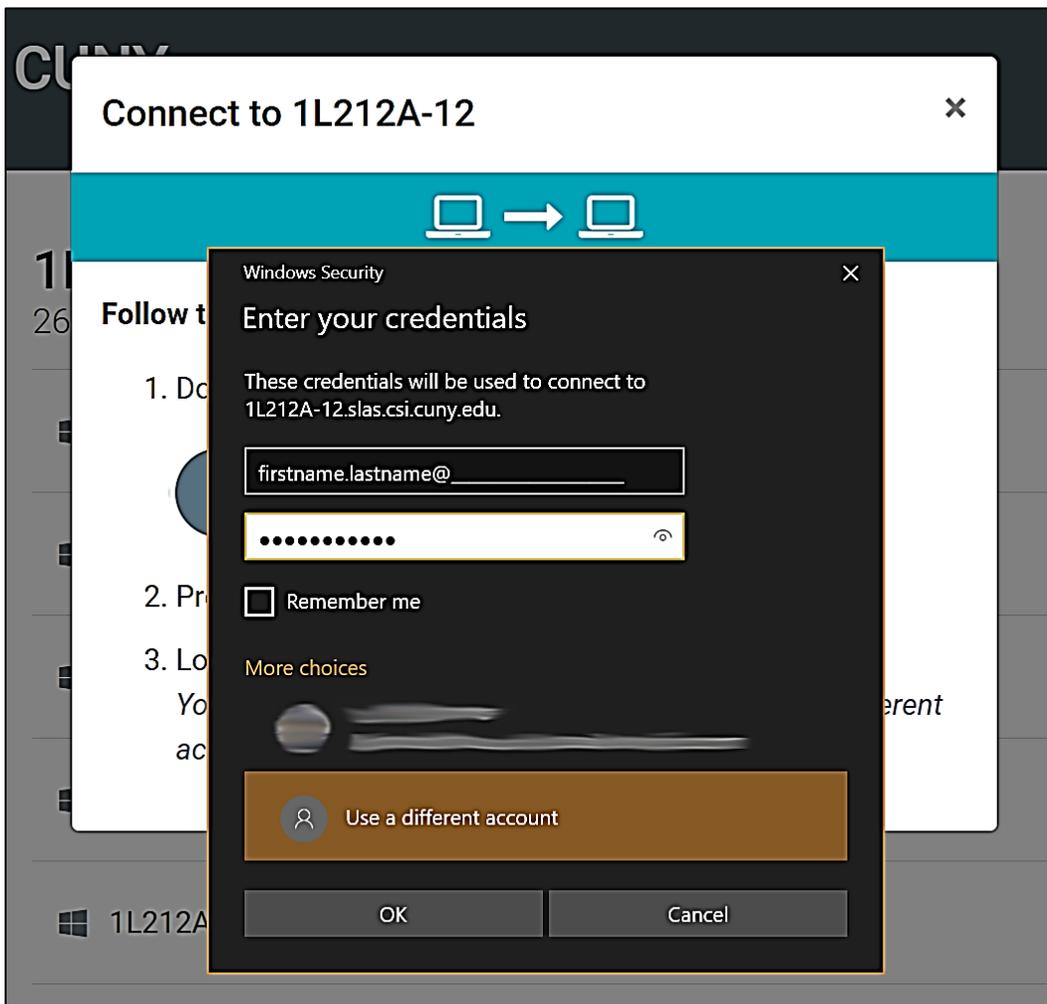
26. **Login** using your <u>CSI credentials</u>

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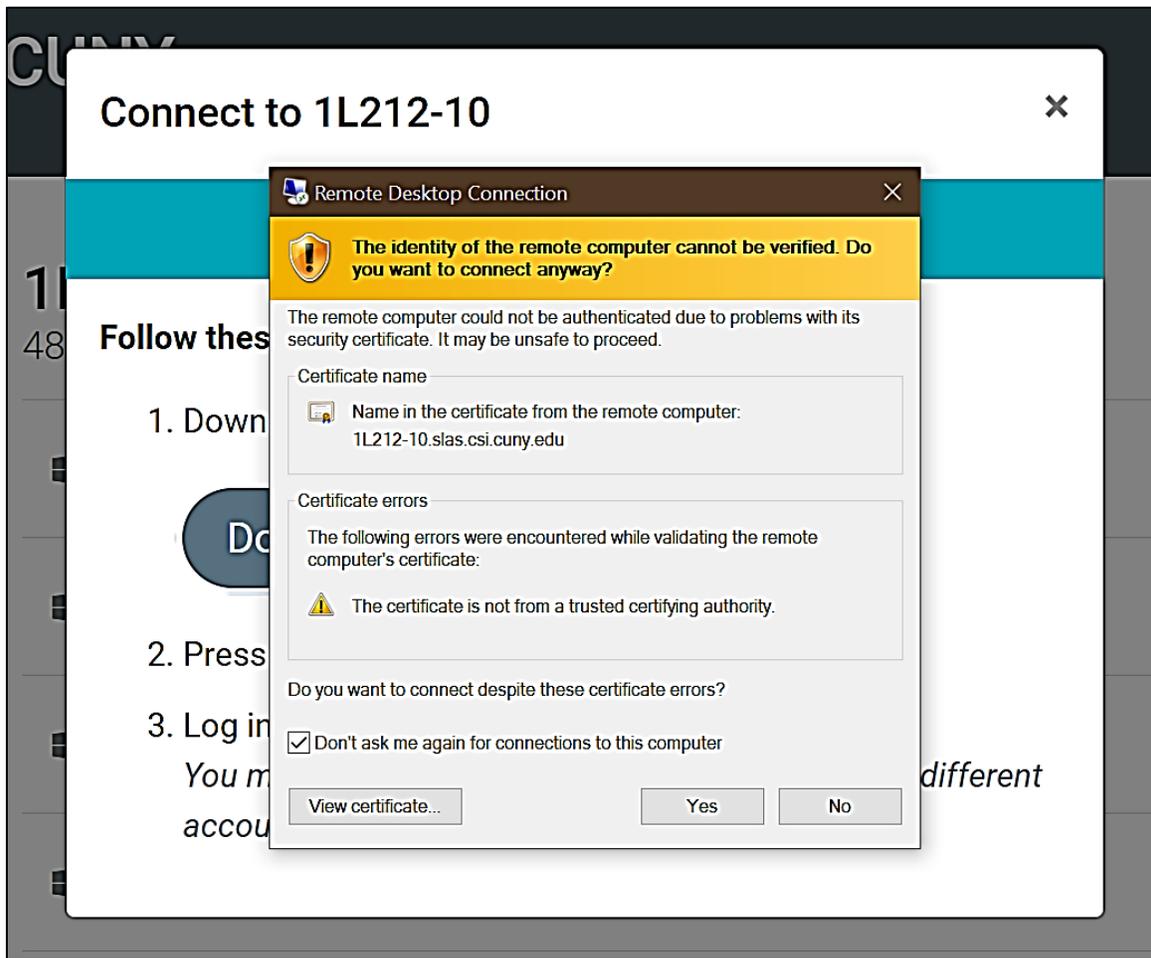
You should now be connected to the computer you selected on the College of Staten Island's Remote Computer Access Website

29. **Click OK** to login when the following screen appears:
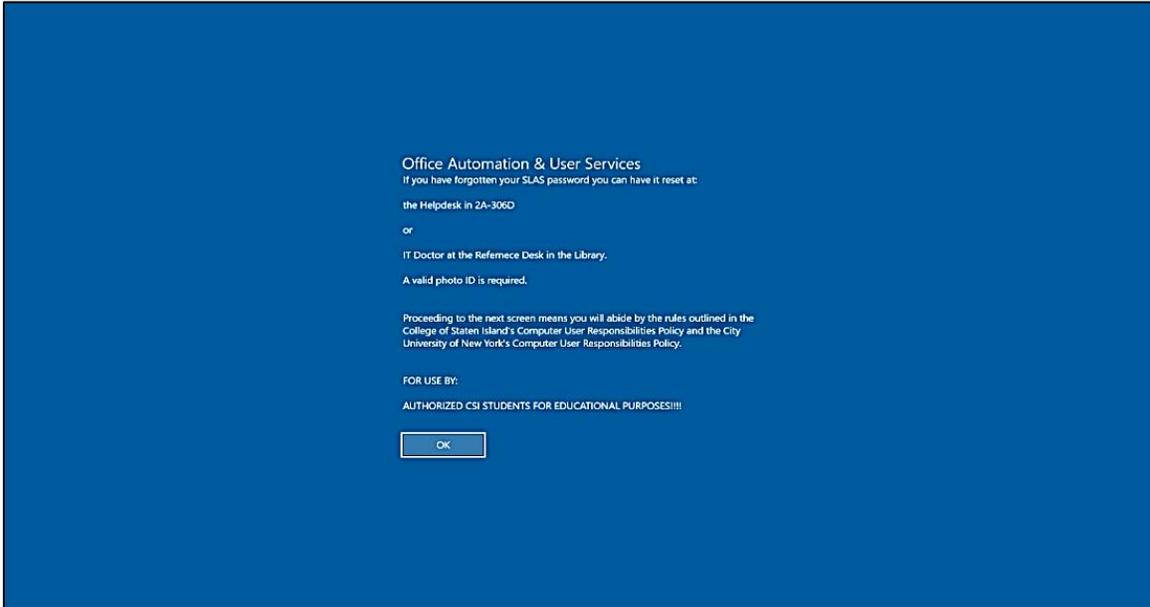
The computer should automatically login. Please wait as the computer "Prepares Windows" Afterwards, you should see the desktop and can use the computer as if you were sitting in the lab

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 <u>NOT</u> SAVE WORK ON THE LAB COMPUTER – IT WILL BE ERASED!

Once you are done using the computer and have **saved your work (online)** 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)
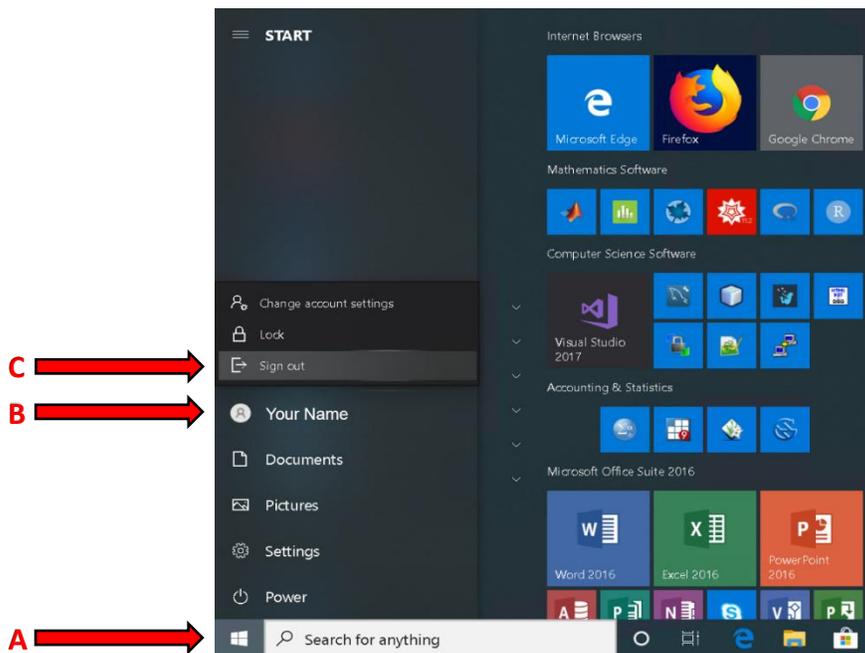
Note: This will sign you out of the remote computer but you are still connected to the VPN

31. To disconnect from the GlobalProtect VPN, **Click Disconnect**
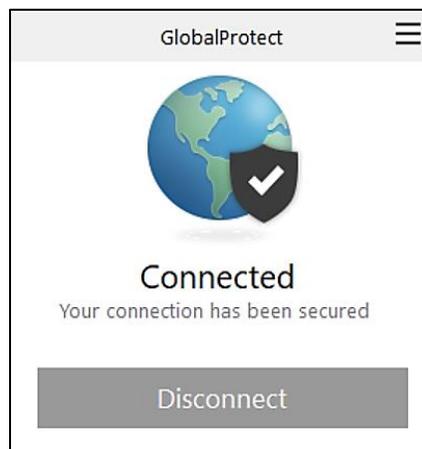
Note: If you do not see the *GlobalProtect Disconnect* window above, you can access it through the Start Menu:

1. In Windows - **Click Start**, **Scroll to** and **Click** on the **Palo Alto Networks Folder**
2. **Click GlobalProtect**
3. **Click Disconnect**
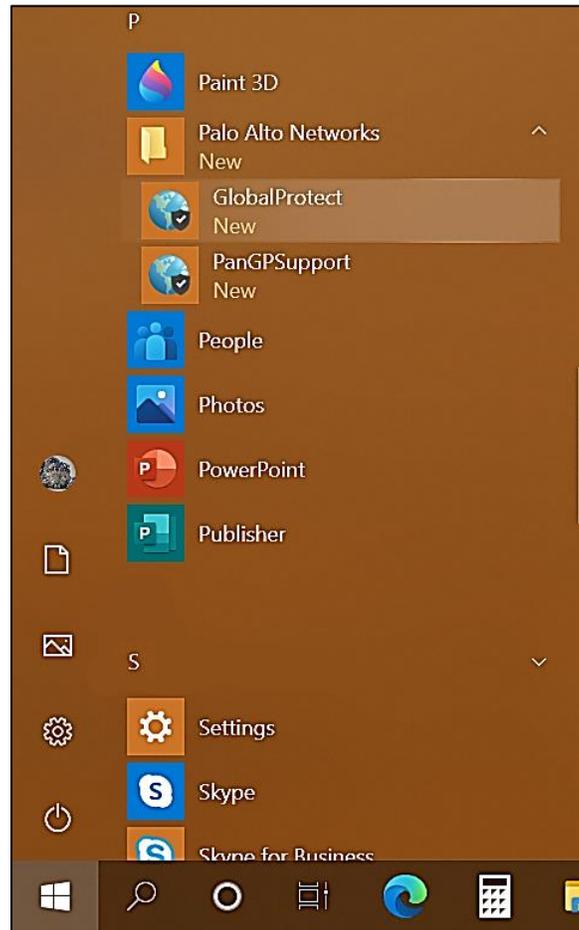
You are now completely disconnected from the CSI network!