

Guide to the LSE Remote Access Service

The LSE Remote Access Service (<https://remote.lse.ac.uk>) is a new, easier and more secure way of accessing your email and files when off campus. This service replaces the old Remote Desktop and LSE VPN methods of remote working.

Using the LSE Remote Access Service, students and staff can access:

- Remote Desktop
- LSE for You
- LSE Email
- Library Catalogue
- Find a PC application
- Network drives such as H: space or P: drive

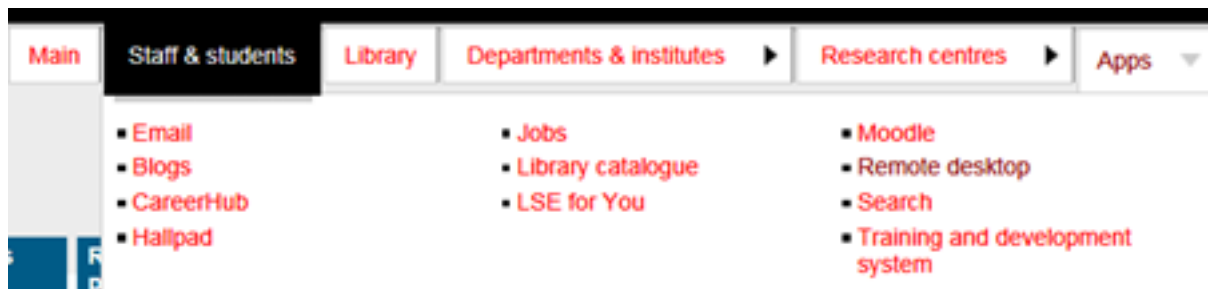
The remote desktop provides access to Office 2010 applications and has a Windows 7 look and feel. A wider range of teaching and administrative applications will also be made available in due course.

You can log on to the LSE Remote Desktop from anywhere in the world with an Internet connection.

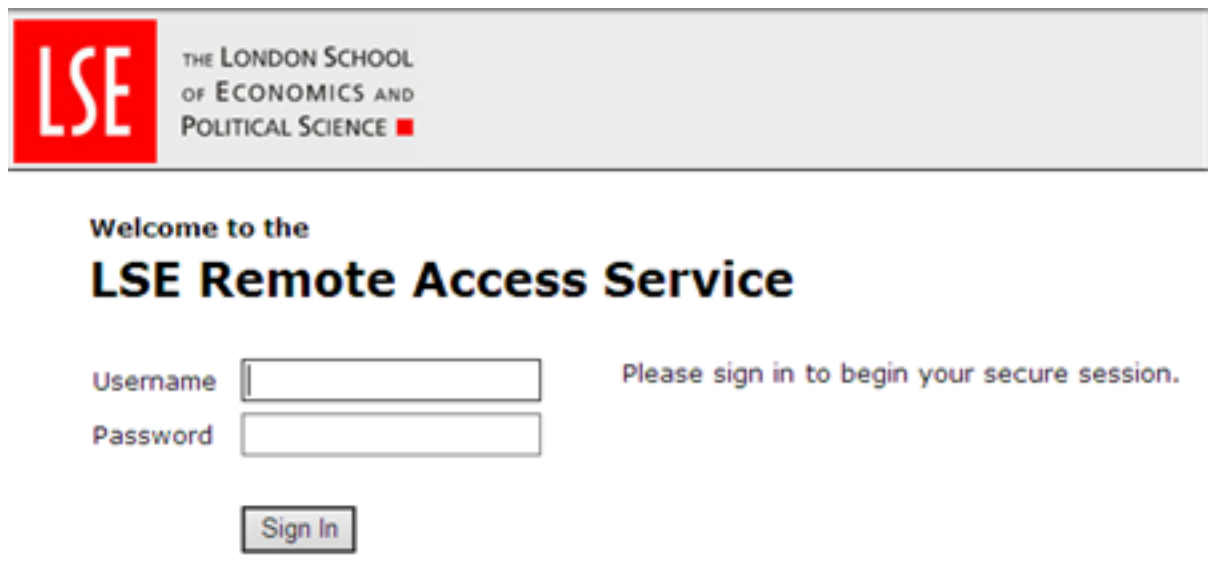
Using the Remote Access Service

To use the LSE Remote Access Service:

1. In a web browser, go to <https://remote.lse.ac.uk> or from the LSE website, open the Apps menu in the upper right corner and choose **Remote Desktop**

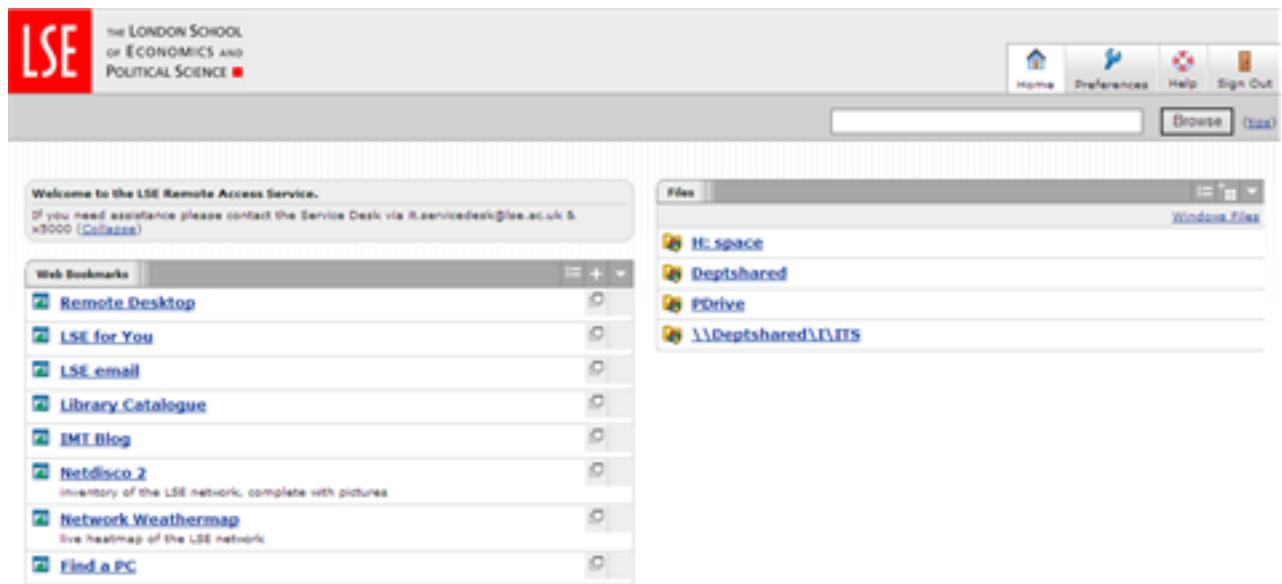


2. Log in with your LSE username and password



The screenshot shows the login page for the LSE Remote Access Service. It features the LSE logo and the text 'THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE'. Below this, it says 'Welcome to the LSE Remote Access Service'. There are two input fields for 'Username' and 'Password', and a 'Sign In' button. A message on the right says 'Please sign in to begin your secure session.'

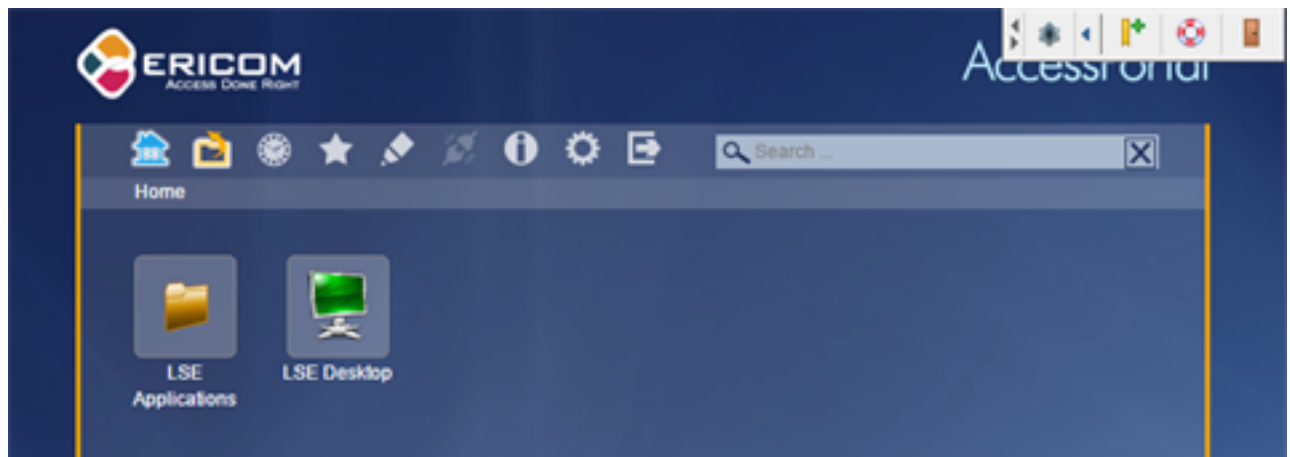
3. Select the service or application you would like to access



Your options may differ from those above, depending on your role (staff, student) and department. For example, IMT Blog, Netdisco 2 and Network Weathermap are only available to members of the Information Management and Technology (IMT) Division.

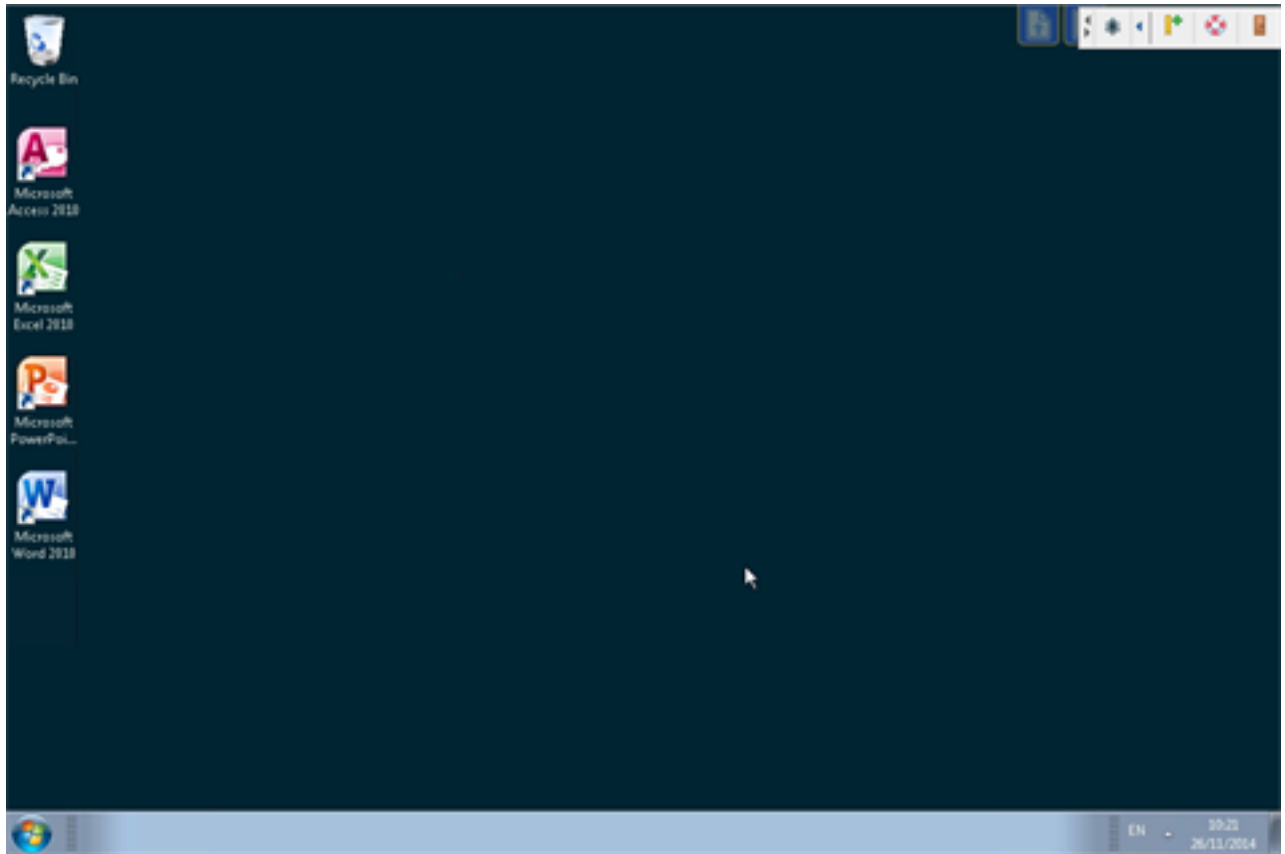
To access Windows 7 and other desktop applications:

1. Once logged in to the LSE Remote Access Service, click on **Remote Desktop**



You will be presented with the Remote Desktop service

2. Click **LSE Desktop**



The LSE Remote Desktop will load in a new window. From here, you can access Office 2010 applications as well as a number of specialist, business and teaching applications.

Working with network files

You will automatically have access to all your network shares, such as H: space, the P: drive or Deptshared. To work with files from these locations, you will need to download them from the Remote Access Service, make any changes, then upload the files again to the network. It is not possible to open, edit and save directly within the service. Note that you cannot download files larger than 2GB, nor can you upload files larger than 500MB.

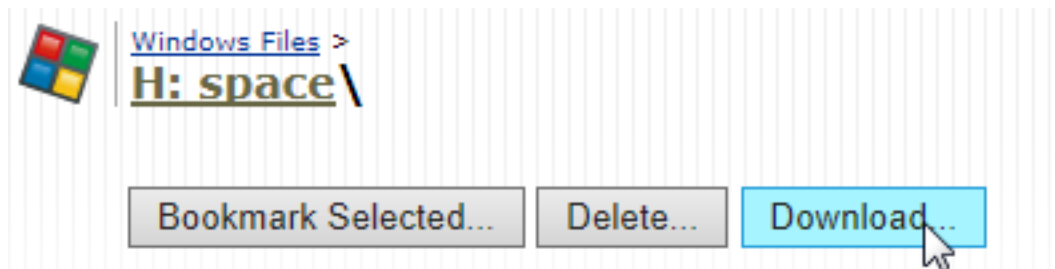
To access files on the network:

1. Click on the network share containing the files you wish to access
2. To download a single file, click the file name. The file will be downloaded – see step 7 for the next step.
3. To download multiple files, tick the checkboxes to the left of the files you wish to download

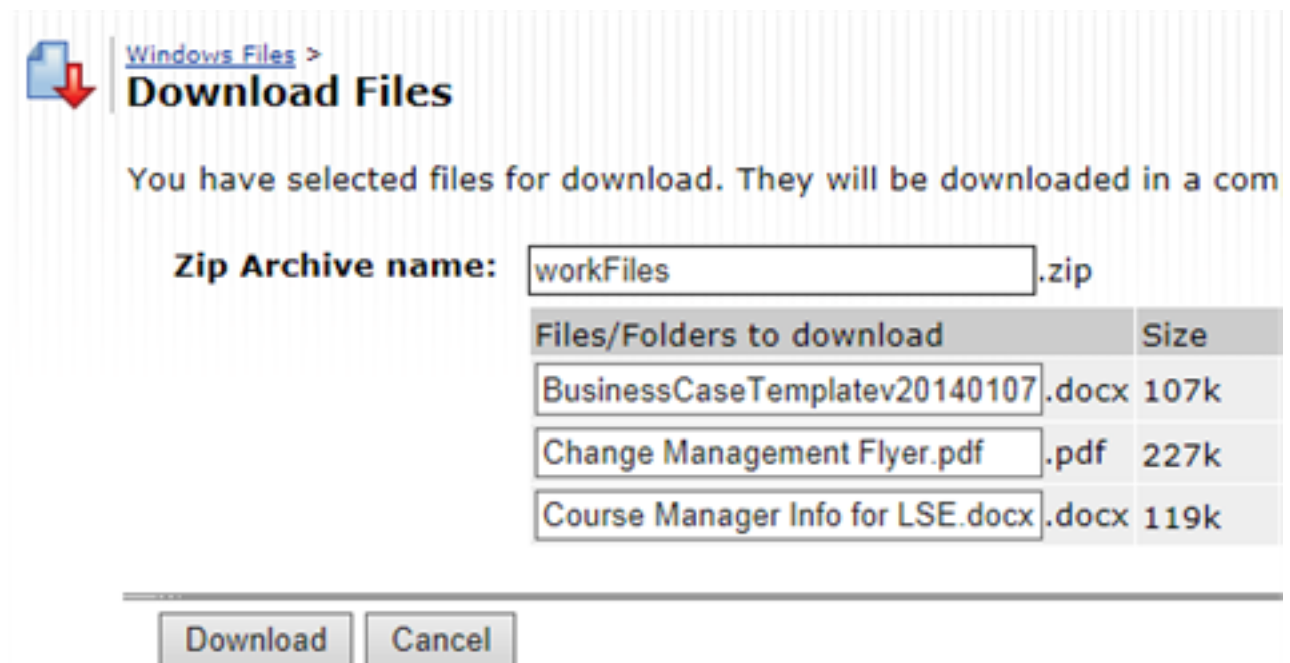
<input checked="" type="checkbox"/>		BusinessCaseTemplatev20140107.docx	File
<input checked="" type="checkbox"/>		Change Management Flyer.pdf	File
<input type="checkbox"/>		Chapter 1.doc	File
<input checked="" type="checkbox"/>		Course Manager Info for LSE.docx	File
<input type="checkbox"/>		Creating Confidence Intervals in Excel.doc	File

Please note: you can only download multiple files if they are in the same folder. If you wish to work with files from several different folders, you will need to download them separately.

4. Click **Download...**



5. In the **Zip Archive name:** box, give a name to this group of files. Files will be downloaded as a single zip file, with the name you provide here. They will automatically be downloaded to your default folder location – usually your My Documents folder.



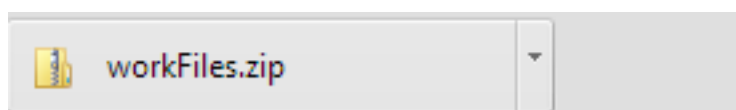
6. Click **Download**

7a. If you are using **Internet Explorer**, you will get the following prompt at the bottom of the screen:



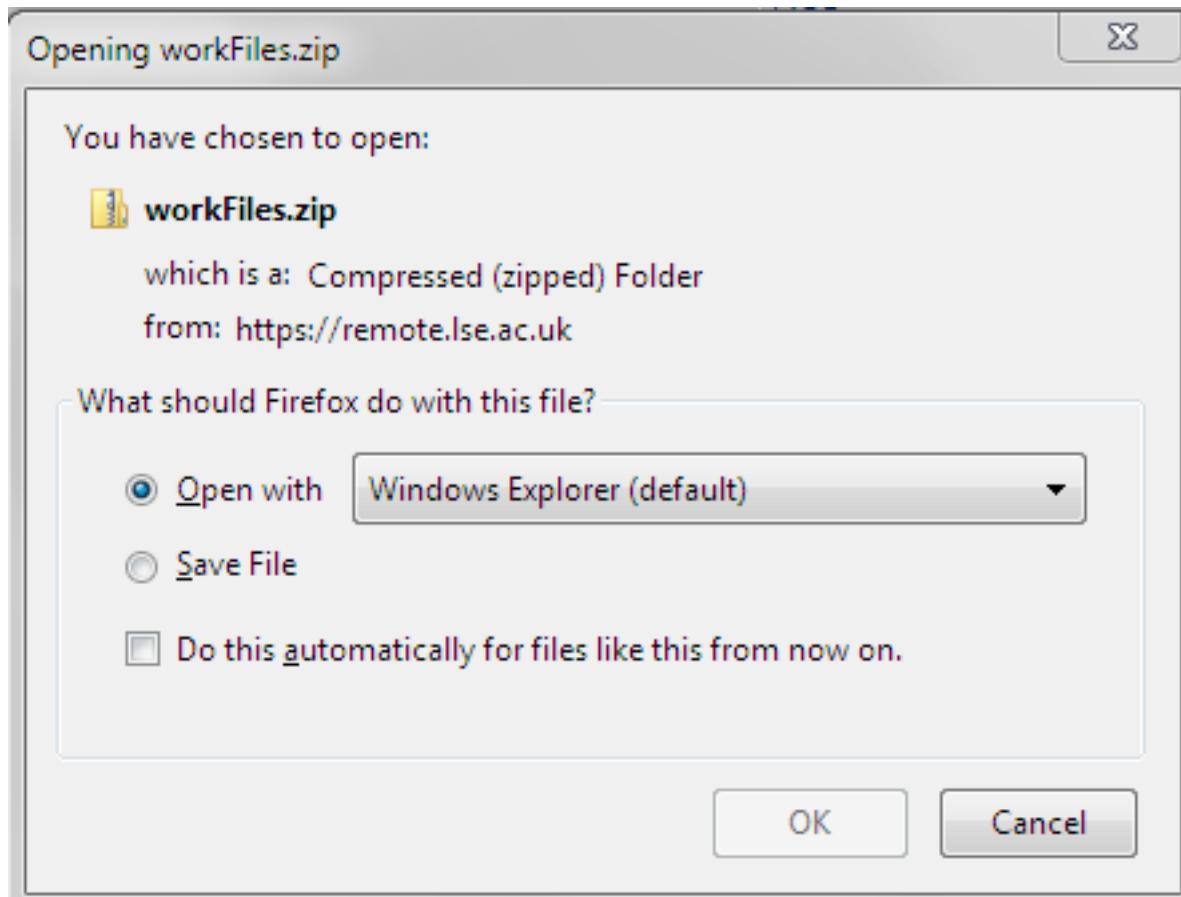
We recommend you choose **Save** and select a location to save your files

7b. If you are using **Chrome**, you will get the following prompt at the bottom left of the screen:



Clicking on the folder will open the zip file in your download folder. Take note of where this folder is, as you will need to locate it again when you want to upload your files to the network again.

7c. If you are using **Firefox**, you will get the prompt below:



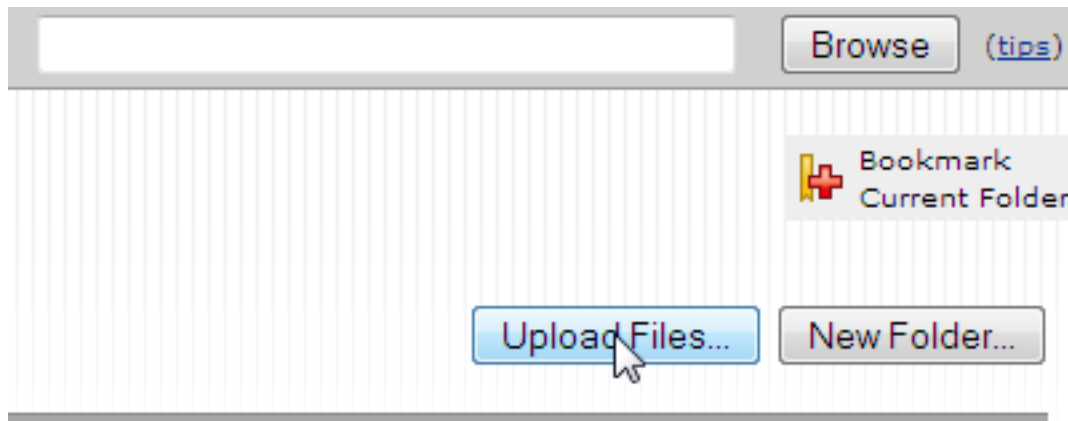
We recommend that you choose **Save File**, then click **OK**. Choose a location to save the files to while you work on them.

7d. If you are using Safari, your downloaded files will be automatically unzipped and placed in your Downloads folder. The zip file will be sent to the Trash.

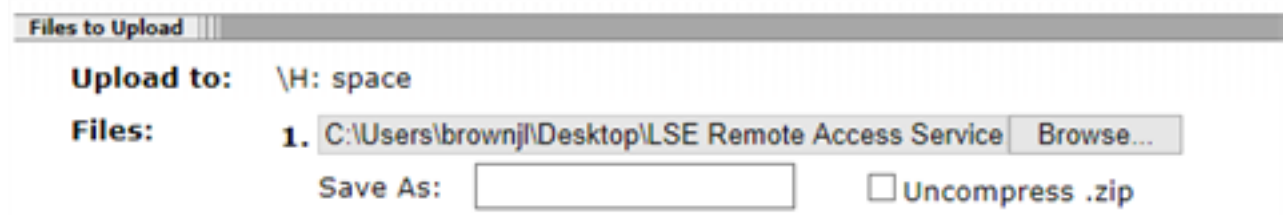
Please note: Once downloaded, you have a copy of the original file on your personal device. Files are not synced. If another user edits the copy of the file on the network, you will not see their changes. If you later upload your file to the network and replace the original, their changes will be lost. You may wish to rename files you download remotely with a version number or your initial, to ensure you do not accidentally overwrite a colleague's work. For files where frequent collaboration between colleagues is necessary, we recommend using **Sharepoint**.

To upload a file back to the network:

1. Select the folder you wish to upload your files to
2. Click **Upload files...**



3. Click the **Browse...** button to locate the files you wish to upload to the network.

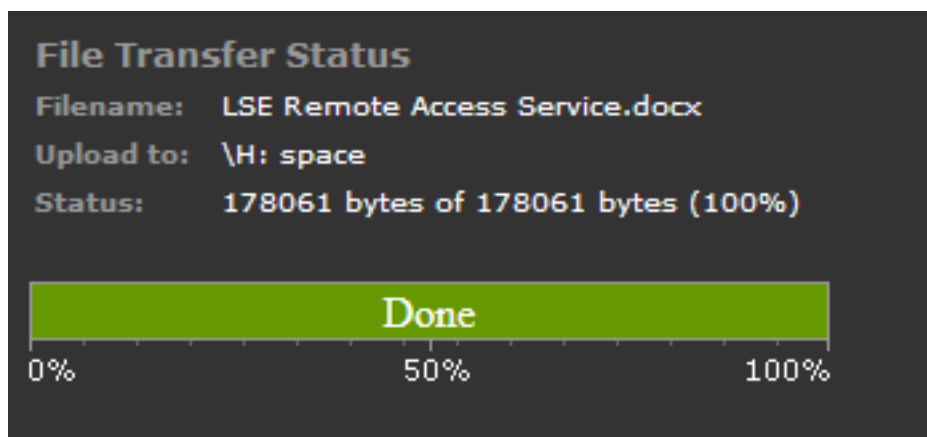


Your upload dialog may look slightly different, depending on the browser you are using.

Note: you can also change an individual file name by entering a new name in the **Save As:** box. You may upload individual files or the entire zip file you previously downloaded. If you upload the zip file, you may want to tick **Uncompress .zip** to ensure the files are added to the network as single files, rather than as a zip archive. In this case, the **Save As:** option will be greyed out.

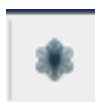
4. When you have selected all files you wish to upload to the network, click **Upload**

You will get a notification that your upload has been completed, like the one below



To return to the LSE Remote Access Service main page:

1. Click on the home button on the toolbar located at the top right of your screen.

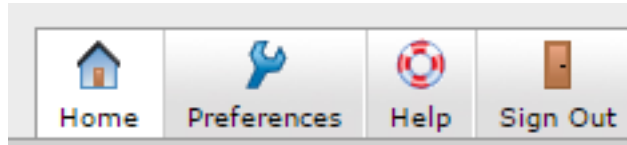


Customising the LSE Remote Desktop Service

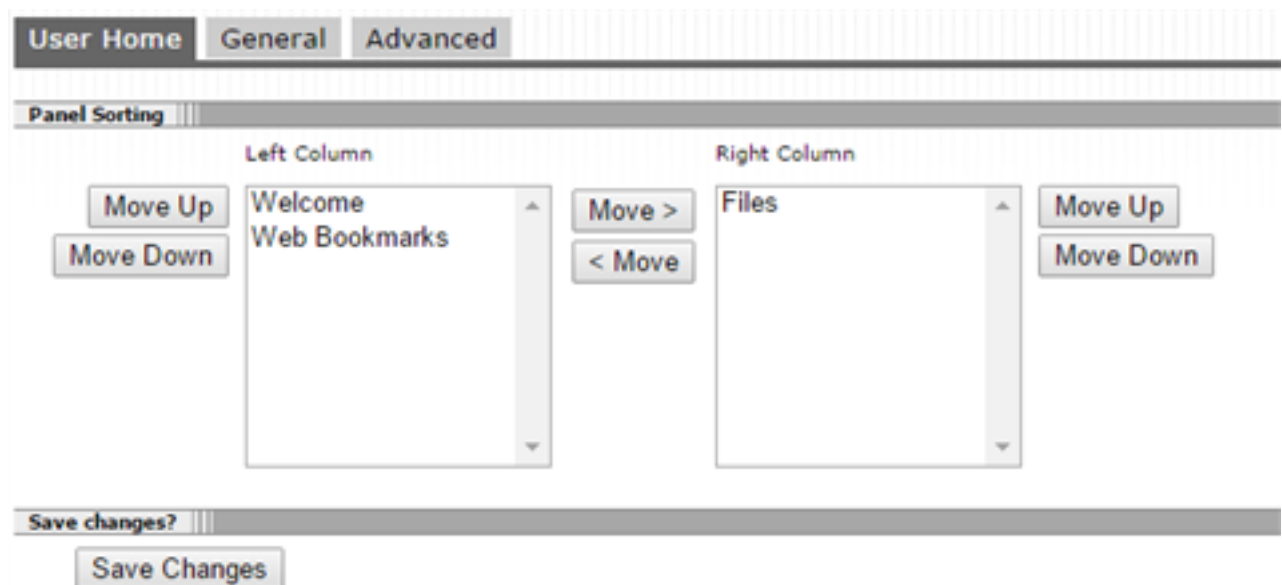
The new Remote Desktop Service offers a number of ways you can customise your experience, making it easier for you to access the website and files you need to work remotely.

To customise the home page layout:

1. Click on **Preferences** in the top right corner



2. Use the **Move Up** and **Move Down** buttons to change the order in which the 3 main panels appear



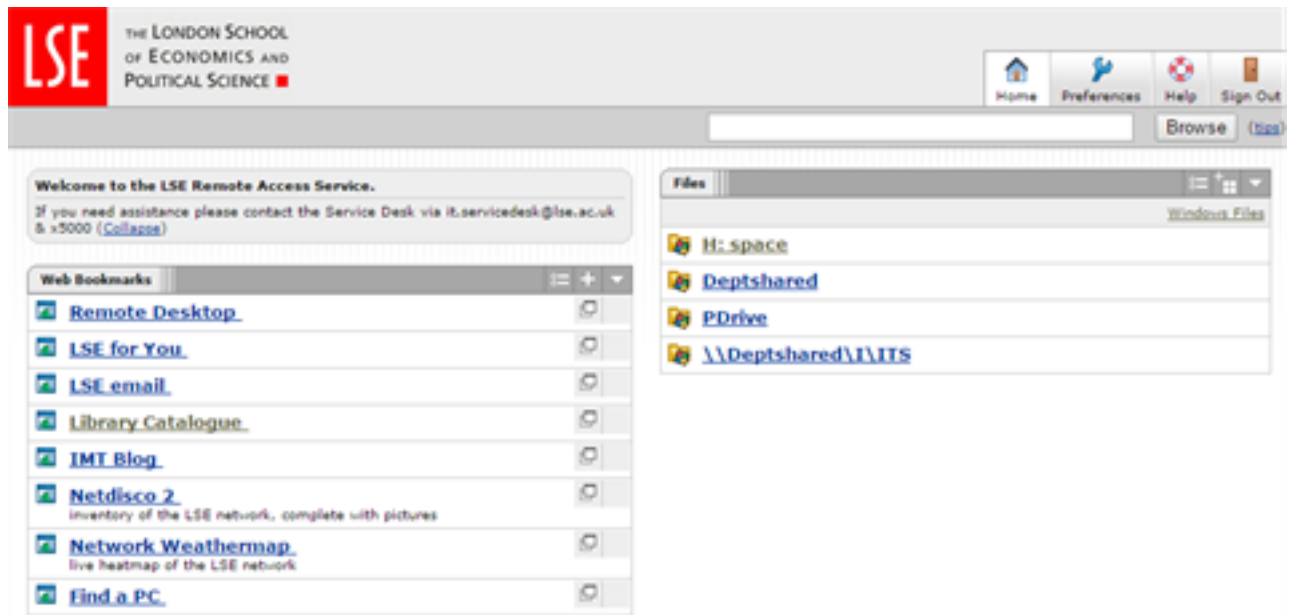
Please note: The **General** tab provides an alternative way to change/update your LSE network password. If you change your password here, it will change for all services that use your LSE ID.

The **Advanced** tab contains customisation options that are not necessary for the majority of users. We suggest you do not change anything in the Advanced tab unless you really know what you're doing.

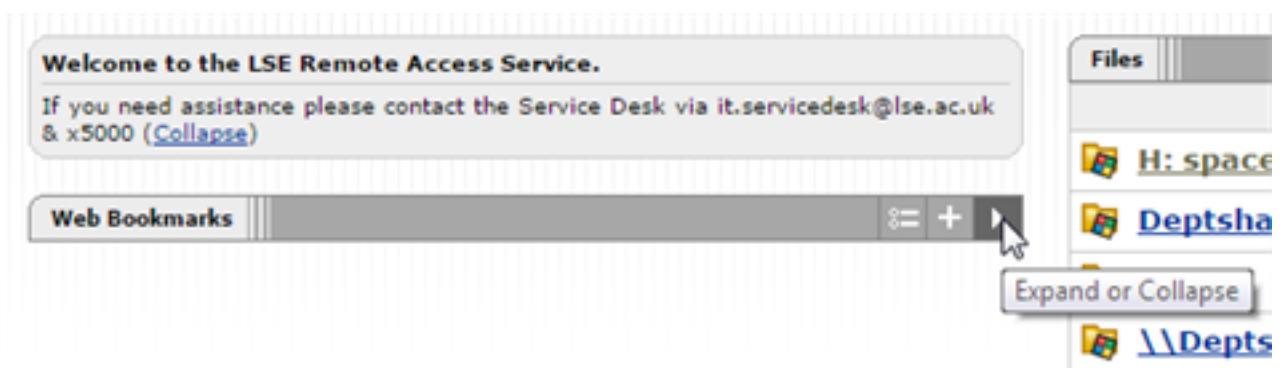
To customise the panels:

1. Use the buttons at the top right of each panel to customise the look and contents of the panel

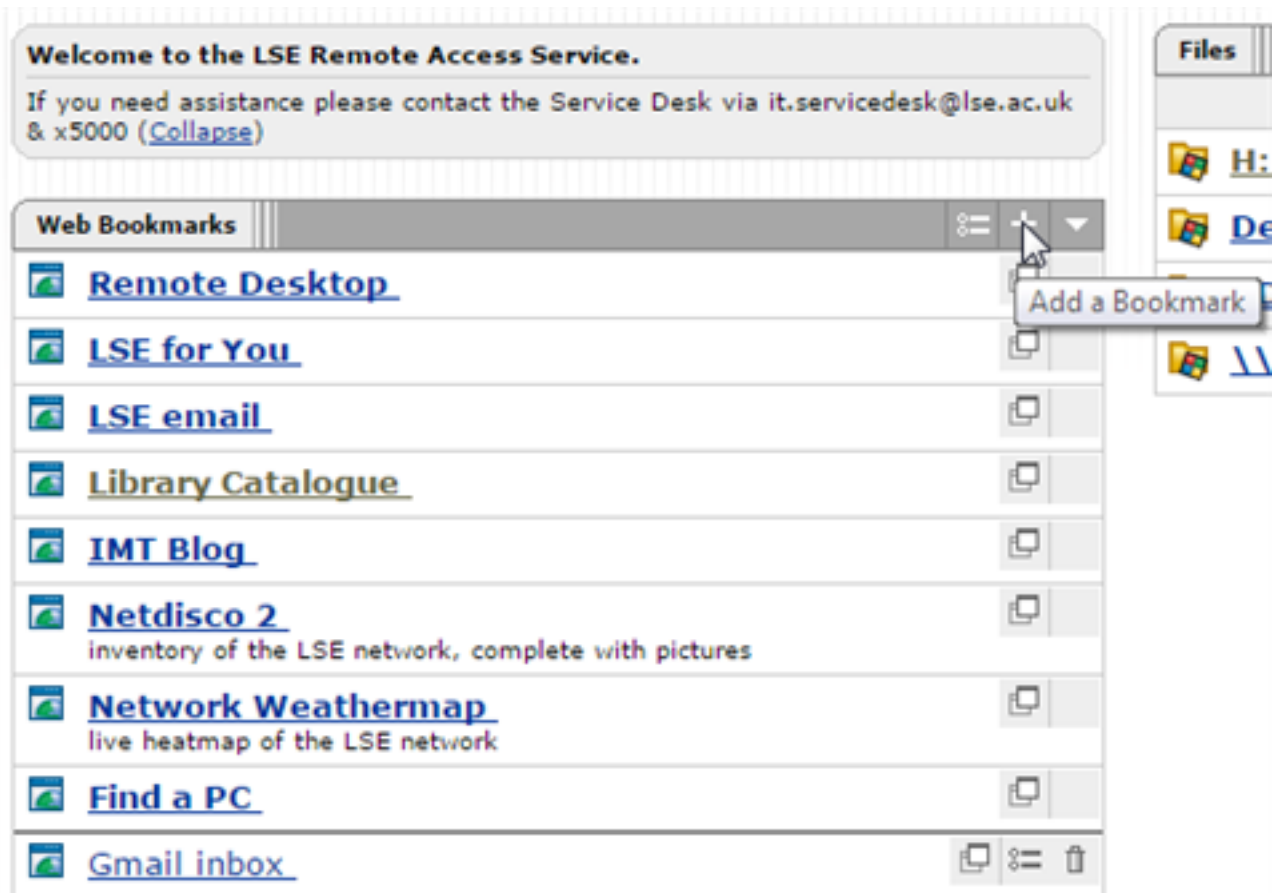
Default panel view:



View with the Web Bookmarks panel collapsed:



View with additional website (Gmail inbox) added as a bookmark:



Panel preferences button, which allows you to rearrange the order of web and custom bookmarks:



Files Panel with folder bookmark added:



*To add a folder bookmark, locate it on the network share and use the **Bookmark current folder** button:*

