

<http://vpn.uws.edu.au>

## What is a Virtual Private Network (VPN)?

A VPN uses public infrastructure to provide remote users with access to an organisation's network.

[More detailed definition...](#)

## What is UWS VPN?

The University's Virtual Private Network uses the Internet to provide staff with off-campus access to My Documents, shared network folders and some applications.

## Restrictions

UWS VPN is **not** generally provided as an alternative to using the on-campus network for normal day to day purposes. There are limitations to VPN:

- Time out limits
- Limited software – you may not be able to use files created in software that is not available on the VPN.
- UWS VPN may not be used for recreational purposes – the [IT Acceptable Use of Resources Policy](#) and other relevant [University policies](#) apply.

## Who can have access?

All staff with a valid and current MyUWSAccount.

## Is access automatic?

No. At this stage, you need to formally apply for access.

## How do I apply?

Log a job at <http://itsm.uws.edu.au> or contact the IT Service Desk –

- Phone: 02 9852 5111.
- Ext: 5111
- Email: [its servicedesk@uws.edu.au](mailto:its servicedesk@uws.edu.au)

## What do I need?

- An Internet connected computer.
- Enough rights on the computer to install the Citrix VPN software (free download). Most staff using University laptops have sufficient rights.
- Current MyUWSAccount credentials.

## How do I login?

After access has been granted and you have installed the software, login by visiting:

<http://vpn.uws.edu.au>, and entering your MyUWSAccount credentials.

### **What can I access?**

What you can access varies depending on your role and permissions. Standard access includes:

- My Documents
- Shared network folders
- Office 2007
- Internet Explorer 6 and 7
- Adobe Reader
- Paint Shop Pro
- Windows Explorer

### **Can I get email when using UWS VPN?**

Yes, however, you need to access it using the software available within the VPN. If you are already using Outlook Web App (OWA) when you connect to the VPN, OWA will close. Once you are connected to the VPN, you can access OWA through the VPN's Internet Explorer.

### **How do I access other applications?**

Not all applications are available. If you need access to available corporate applications, (such as Oracle, Raisers Edge, CMS, etc) please inform the IT Service Desk at the time you request access to UWS VPN. Web based applications should be accessible without using UWS VPN.

### **I don't use Windows at work – can I still use UWS VPN?**

Yes. However, to ensure that you have access to My Documents and shares, ITS recommends that you contact the Service Desk first (ext 5111) to ensure that you have a Windows Vista user profile. All staff at UWS have a Windows profile, whether they use Windows or not.

### **Can I use my a Mac to connect?**

Yes. However, you will be connecting to a Windows XP environment. You will need to obtain the correct client software from Citrix. A link to Citrix is available on the VPN Welcome page after you log in.

### **Can I use Linux or UNIX to connect?**

Yes. It is technically possible, however, UWS does not provide or support Linux or UNIX connections. You will need to obtain the correct client software from Citrix. If you are able to connect, it will be into a Windows XP environment. A link to Citrix is available on the VPN Welcome page after you log in.

### **How secure is UWS VPN?**

UWS VPN uses HTTPS, a secure method of connection used for most web based financial transactions. Internet Explorer displays a locked padlock when using secure web sites, and the web address is prefixed with https instead of http.

### **How long can my connection be inactive before I am logged off?**

You will be automatically logged off after 15 minutes of inactivity.

### Why can't I access my USB device?

USB devices (drives, printers, etc) must be attached to your computer **before** logging into UWS VPN, or they won't be available.

### How do I print?

All printing is sent to your regular printer, but you can change printers in the usual manner. See the VPN Fact Sheet – [Accessing Applications and Printing](#) for information on changing printers.

**Note:** USB printers must be connected **before** you connect to UWS VPN.

### Why shouldn't I use the VPN Staff Desktop application?

If you don't have a Windows Vista profile your profile may be corrupted if you access the UWS Staff Desktop (all staff have a Windows profile, whether they use Windows at work or not). Staff with a Windows XP profile are able to access the UWS Staff Desktop, but risk corrupting their user profile and potentially losing data.

### How do I access My Documents

UWS VPN only provides access to My Documents to staff with a Windows Vista profile. If you have a Vista profile, you can connect to the UWS Staff Desktop, and your My Documents icon will appear on the VPN Desktop and in the Start menu. If you don't have a Vista profile, would like to convert to a Vista profile, or would like to check, contact the IT Service Desk on ext 5111.

### How do I access my shared network folders/drives

UWS VPN only provides access to shared drives to staff with a Windows Vista profile. Your shared folders should be available from the My Network places icon on the UWS Staff Desktop. If not, you will need to add them manually. You cannot add or open shared drives that you don't have permission to access. See the VPN Fact Sheet – [Adding a Shared Drive](#) (detailed and quick versions available).

### Can I use UWS VPN from an Internet Café?

It is very unlikely that you will be able to install software in an Internet café. Internet café computers may be insecure or compromised, and are not recommended for any secure computing, be it banking or UWS VPN.

### Is it called Citrix or UWS VPN?

UWS VPN is the system. Citrix is the server and web browser software running the system. If UWS stops using Citrix, alternative software will be used.

### Can I customise settings?

You can make minor changes to presentation, connection and workspace settings for the UWS Staff Desktop. Click the Settings icon on the Welcome page to see the options available.



*Settings icon*

### What is the Message Center?

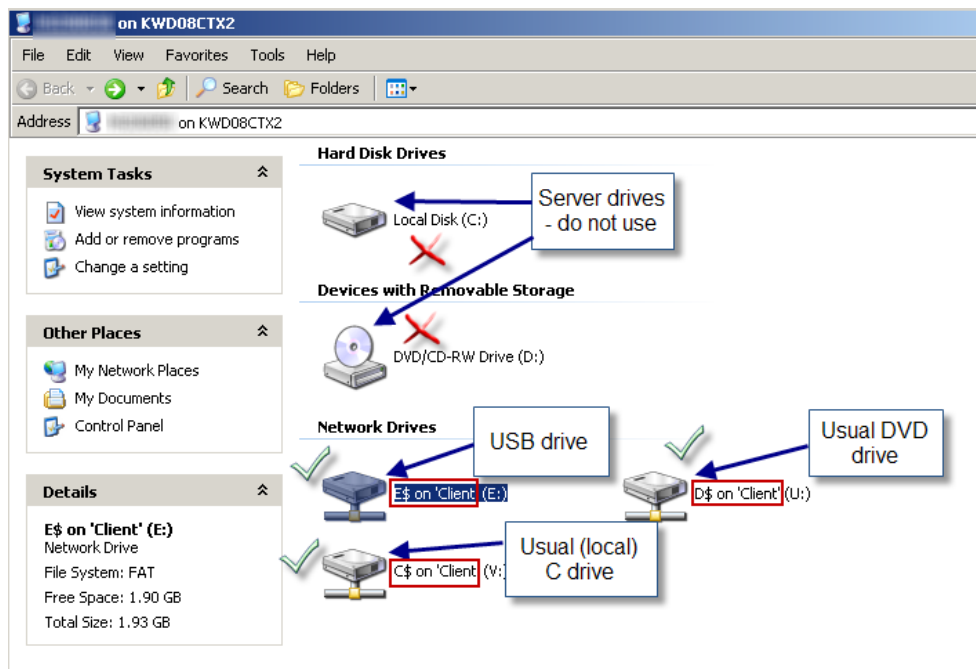
The Message Center (sic) displays error and other system messages.

**Why can I see two C drives?**



Your local (usual) drives appear as **C\$ on client** or **D\$ on client**. "Local Disk (C:)" is NOT your local drive while using UWS VPN – it is the VPN server.

Other local drives (including USB) will be shown as <letter>\$ on 'Client', as shown.



Local drive names.



Your use of UWS VPN is subject to the University's IT Acceptable Use of Resources Policy.



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	<a href="mailto:itservicedesk@uws.edu.au">itservicedesk@uws.edu.au</a>
Web:	<a href="http://www.uws.edu.au/itservicedesk">http://www.uws.edu.au/itservicedesk</a>
Self Service job logging:	<a href="http://itsm.uws.edu.au">http://itsm.uws.edu.au</a>
UWS IT Services Catalogue:	<a href="http://www.uws.edu.au/its">http://www.uws.edu.au/its</a>
ITS Fact Sheets	<a href="http://www.uws.edu.au/itfactsheets">http://www.uws.edu.au/itfactsheets</a>