Remote Access

Below you will find information and links to support documentation regarding various remote access topics, including VPN configuration and remote desktop solutions, provided by Information Technology Services (ITS) and various groups throughout campus.

Need Help? Contact the ITS Help Desk 7 days a week by calling 315.443.2677, emailing help@syr.edu, or stopping into 1-227 Center for Science and Technology (Hours of Operation).

Need to Teach or Work Remotely?
Check out our Working & Teaching Remotely page if you need to work remotely, traveling, or simply unable to visit campus due to prolonged campus or building closures.

Internet Connection Required
Whether you are on or off campus, an internet connection is required to connect a device via VPN or to remote desktop solutions. Available networks on campus as well as internet solutions off campus are available in detail on the Networks page.

- Virtual Private Network (VPN) Configurations
  - Windows (via SURA)
  - macOS
  - Other Operating Systems and Devices
- File Management and Sharing Solutions
- Remote Desktop Solutions
  - Syracuse University Remote Desktop Services (RDS)
  - General Faculty and Staff Remote Desktop (RDP)
  - School or College Specific Solutions
    - Architecture RemoteLab
    - Arts and Sciences Faculty and Staff Instructions
    - iSchool RLab (formerly Remote Lab)
    - Engineering Remote Access
    - Visual and Performing Arts (VPA)
    - Whitman Remote Desktop

Virtual Private Network (VPN) Configurations

Some University resources and web-based applications are not accessible unless the user is connect via a secure connection. If you require a secure connection to access University resources via virtual private network (VPN) please use the steps below based on your operating system.

Windows (via SURA)

In order to connect Windows computers to the VPN, Information Technology Services (ITS) has provided Window using a downloadable tool, called Syracuse University Remote Access, or SURA. Using SURA provides access to University network drives (H drive), connect to SU’s VPN (virtual private network), use network printers at SU, and access your email via a web client.

SURA Utility for Windows

macOS

macOS computers require manual configuration to achieve a VPN connection.

Configure VPN on macOS
Connect Remotely to a Network Drive on macOS

Other Operating Systems and Devices

ITS does not provide VPN configuration and settings for use on Linux, Android, or iOS devices. Faculty and Staff requiring approved work-related configurations should contact their academic or administrative support personnel.

File Management and Sharing Solutions

ITS provides many file storage and sharing solutions both on and off campus.
• **Campus H: Drive** - The H: Drive is a personal network drive available throughout campus in labs and office locations where you log into your campus Windows profile. Please following the instructions on the Windows or macOS pages as needed:
  - Connect Remotely to Campus Drives on Windows
  - Connect Remotely to Campus Drives on macOS

• **Campus G: Drive** - The G: Drive, also available throughout campus in labs and office locations, is a shared drive managed by your administrative department or school or college. Please note that the campus G: drive is not accessible for mapping on non-university owned devices. Faculty or staff seeking to access their G: drive remotely should connect to their work or office desktop using a remote desktop solution or contact your academic or administrative support personnel for additional options.

• **OneDrive** - All active faculty, staff, and students are provided an Office 365 account that includes Microsoft OneDrive. To login, simply visit [http://microsoft.onedrive.com/](http://microsoft.onedrive.com/) and use your campus email address as your username. Additional details, including accessing by device type, can be found on the Microsoft OneDrive page.

• **Google Drive** - All active faculty, staff, and students are provided a Google G Suite account that includes Google Drive access. If you are looking to login into your Syracuse University Google account, navigate to the Google sign in page and use NetID@g.syr.edu as your username. Additional help can be found on the Logging into G Suite page.

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**Remote Desktop Solutions**

**Syracuse University Remote Desktop Services (RDS)**

Syracuse University's Remote Desktop Services (RDS) is a virtual desktop environment for students, faculty, and staff to remotely access a university desktop from any personal computer with a stable broadband internet connection. Complete details, including configuration instructions for both web interface and via a remote desktop (RDP) connection, are available on the Syracuse University Remote Desktop Services page. If you know how to connect already, feel free to go directly to [rds.syr.edu](http://rds.syr.edu).

**Who has access?** Syracuse University RDS is available to active SU faculty, students, staff, and guests as well as ESF faculty, students, and staff.

⚠️ Faculty and Staff - RDP Preferred

Please note that users who have access to remote connection to a secure campus workstation are encouraged to use that connection over the RDS solution.

**General Faculty and Staff Remote Desktop (RDP)**

Faculty and Staff may have the option of connecting remotely to a University owned desktop computer. This feature may require training and/or departmental approval for certain functionality such as accessing shared network drives and/or connecting to a dedicated PC through a remote desktop connection.

**Need to connect?** To request access remotely to your on-campus desktop, configure your work desktop, or to report an issue related to connecting to your work computer, please contact your academic or administrative support personnel.

**School or College Specific Solutions**

**Architecture RemoteLab**

Architecture provides remote access for Architecture students to its Slocum computer labs through RemoteLab. This service will be available until the campus is back to normal operations.

**Arts and Sciences Faculty and Staff Instructions**

The College of Arts and Sciences IT Support Group has created a cluster of Windows Remote Desktop systems for faculty and staff use. To use the new AS-TS cluster, please follow the instructions found on the Connecting to A&S Terminal Server Cluster via RDP Client page.

**iSchool RLab (formerly Remote Lab)**

The iSchool RLab is a remote desktop environment available to iSchool students only. Full information, including configuration and troubleshooting, can be found in the RLab support documentation.

⚠️ RDP Recommended

Users are encouraged to use the RDP client (on both Mac and Windows) as errors with the HTML5 web client may occur.

**Engineering Remote Access**

The Engineering School, in collaboration with the Student Association, provides Engineering students remote access to a lab environment. Full instruction to configuration both Windows and Mac computers on or off campus can be found on the ECS Remote Access home page.
Please note that students enrolled in the College of Engineering and Computer Science (ECS) need to obtain an ECS computing account for college-specific computing services, including ECS computer lab access and ECS specialized software applications. ECS computing accounts can be obtained through the ECS Computing and Information Technology Group.

Visual and Performing Arts (VPA)

Faculty and Staff: SU ITS and VPA IT offers VPA faculty and staff several options for remote access to systems and data at the University. The right choice for you depends on your individual needs and circumstances. Full details can be found on the VPA Remote Access page.

Students: Please use the Syracuse University Remote Desktop Services (RDS) solution.

Whitman Remote Desktop

Whitman Remote Desktop is a remote desktop solution available to Whitman faculty, staff and students. It provides a Computer Lab experience accessible over the internet and from any device. Full details can be found on the Whitman Remote Desktop page.