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).

Virtual Private Network (VPN) Configurations

- **Windows (via SURA)**
- macOS
- Other Operating Systems and Devices

File Management and Sharing 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](https://example.com)

**macOS**

macOS computers require manual configuration to achieve a VPN connection.

[Configure VPN on macOS](https://example.com)

[Connect Remotely to a Network Drive on macOS](https://example.com)

**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](https://example.com) or [administrative](https://example.com) 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 administrative support personnel for additional options.

• **OneDrive** - All active faculty, staff, and students are provided an [Office 365 account](https://microsoft.onedrive.com/) 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](https://microsoft.onedrive.com/).

• **Google Drive** - All active faculty, staff, and students are provided a Google [G Suite](https://accounts.google.com) 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](https://accounts.google.com) and use NetID@g.syr.edu as your username. Additional help can be found on the [Logging into G Suite page](https://accounts.google.com).
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.