

Remote Access

Remote Access

SU ITS and SOE IT offer several options for remote access to systems and data at the University. The right choice for you depends on your individual needs and circumstances. This page is intended to serve as an overview of the available options, and provide a guide for access specific systems and data. If you have questions, contact SOE IT using OrangeTracker by emailing soehelp@syr.edu

Remote Access Options Available

Information and links to support documentation regarding various remote access topics provided by ITS and individual units across campus.

- [Remote Access](#)
- [How to Access local computer resources while using Remote Desktop \(rds.syr.edu\)](#)

Accessing University Email

Individual Email (NETid)

To quickly access your personal "netid@syr.edu" address you can visit sumail.syr.edu. This will give you full access to your email, calendar and contacts in a web version of Outlook.

Shared Departmental Email

1. Log into sumail.syr.edu with your own netid / password.
2. Once you are logged in, click on the head in the upper right corner of the window.
3. Select the option to **Open another mailbox**.
4. In the open another mailbox window, you have two options:
 - a. Type in the email address of the account that you would like to access, or
 - b. Begin to type in the name of the account that you wish to open. Once you start typing, you can click "Open" to bring up a list of accounts that include the letters that you have type so far. Select the account by clicking on the name.
5. Click Open.
6. The new account should now be open in place of your account that you had previously logged in to.

File Storage, Access, and Sharing Solutions

ITS provides many [file storage and sharing solutions](#) both on and off campus including the G and H drives, OneDrive, and Google Drive.

Microsoft Office 365

The latest release of the Microsoft office suite includes the OneDrive and Teams cloud storage services, facilitating team collaboration and access to documents and other files from anywhere with an internet connection. Faculty, staff, and students may install the Office 365 software on up to five computers, including personally-owned computers, for access to the same applications and services when working remotely. Use of Office 365 does not require VPN or Remote Desktop, and even works for many use cases from any standard web browser by visiting the [Office 365 Portal](#). You will be able to access all of your personal OneDrive storage (250 Gigabytes) and storage associated with Microsoft Teams for which you are a member (250 Gigabytes per Team).

[Information on Office 365 at Syracuse University](#)

Google G-Suite

G-Suite is a set of cloud computing, productivity and collaboration tools, software and products similar to Office 365, and providing similar cloud storage and team collaboration. Access to G-Suite applications and files stored there is available from any computer with a standard web browser and internet connection.

[Information on Google's G-Suite at Syracuse University](#)

Available Web Conferencing Options

Syracuse University has a few Web Conferencing options available to our students, staff and faculty. ITS has created a useful chart to [compare the options here](#). Please contact SOE IT at soehelp@syr.edu if you would like to discuss these options and how they would best fit you or your department.

Remote Onbase Access

Use Remote Desktop Connection to Access Application OR [WebAccess for Onbase](#). There are [video tutorials on Answers](#), by Client (Web, Unity, Thick).

SU Library Resources for Online Courses

The SU Library has a [guide for using Syracuse University Libraries resources in online courses](#).