

University of Hertfordshire RDM Remote Access Guide

Guide for researchers

This document gives step-by-step instructions on accessing your email, your UH storage, and staff services. A quick reference guide is also available in the Appendix.

Mr Mohamed Hansraj Dr Joanna Goodger Dr William Worthington





This document was produced as part of the Service Orientated Toolkit for Research Data Management project funded by JISC and based at the University of Hertfordshire.

The contents of this guide for Remote Accessing the UH network based on previous guidance written by the LIS, expanded and updated to include off campus instructions for using the network connect, Outlook and Athens for Windows, Mac, Linux and mobile device OS.





Introduction

The UH Net is a web tool for accessing your UH email, personal and shared drives, and UH services (a full list is provided in the Appendix). Log into UH Net at

https:\\unvpn.herts.ac.uk

This guide focusses on the features that help you work efficiently and easily at home.

§1 Email: How to access your email through the Microsoft Exchange online How to set up Outlook, (Mac Email) and Linux mail servers
§2 Storage: How to access your U:, R:, and S: drives online at the NetStore How to install and access Novell at home and network your drives
§3 Access: How to view journals using the UH subscription with Athens How to gain access to the UH Net for your collaborators

Login to UH Net

From the UH Net website: https://unvpn.herts.ac.uk log in using your staff id and password attaching `@staff' to your user name (e.g. ab12aaa@staff).

University of Hertfordshire		
Welcome to Secure A	the Access Service	
Username Password		Please sign in to begin your secure session. Staff login with username@staff Student login with username@student
	Sign In	

Welcome to the UH Net!

Jniversity of Hertfordshire			home	Meetings	م Preferences	Session 03:59:49	📀 Help	Sign Ou
		Web Bookmarks						
Welcome to the Secure Access Service, jg06aaa@staff.		staff and studen	t access	to studynet				Ð
Client Application Sessions		StaffNet						Đ
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EMRG ssh access to galaxy		Meetingroon	<u>15</u> ooking					Ð
Genesis staff vt+ access to lancer		HR & Payroll	StaffPo	ortal				Ð



1. UH Email

The UH email operates through Microsoft Exchange Mail. The link for this service is on the right-hand Web Bookmarks menu.

The domain is herts so login using your staff user name (e.g. herts\ab12aaa) and password.

As you can see below, you'll be taken to the Office Outlook Web Access Light site. When first visiting the UH Net page you may see a Security Alert message or a message about security certificates.

Choose YES to proceed and accept our security certificate.

Office Outlook Web Access	Office Outlook Web Acces	s Type here to search This Fo	ider 🗸 🔎	🔝 Address Book 🛛 📄 Options 🔞	Log
Conce Outlook web Access	🌧 Hail	🚯 New Message 🛛 🎦 Move 💥 Delete 💧	🐻 Junk 🗟 🧧 🐕 Check Messages		044
	Calendar	1 🖬 0 🛄 From	Subject	Received -	
	See Contacts		the Arrangement Transmouth	12/11/2012 12:01	1
curity (show explanation)	Deleted Items (193)			12/11/2012 11:28	-
 This is a public or shared computer 	Drafts	0	the second second second second	12/11/2012 11:25	
This is a private computer	inbox [0	State line on the line of	12/11/2012 10:39	
	Junk E-Mail (61)		to the second se	12/11/2012 10:30	1
	C Contraine		A Debug of some state	12/11/2012 10:21	1
Use Outlook Web Access Light	Click to view all folders as	A 11-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	W. Subject with some	12/11/2012 10:07	7
The Light client provides fewer features and is sometimes			the West of stress and set	12/11/2012 10:03	3
faster. Use the Light client if you are on a slow connection or	Manage Folders		And in case of the owner, in case of the	12/11/2012 09:59	
settings. If you are using a browser other than Internet			W. Harting or marks spread	12/11/2012 09:28	3
Explorer 6 or later, you can only use the Light client.			And State and Street.	12/11/2012 09:11	1
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			phone bits had been railing	12/11/2012 06:11	1
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		🙆 🛅 Rente Root	CM Contractions	10/11/2012 16:15	5
d:		🔒 🔄 menoritain	DO THE HARD RETURNS A.	09/11/2012 18:06	5
			fault and dama in the section.	09/11/2012 15:25	5
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ted to Microsoft Exchange		🖌 🖾 resul, filmed		08/11/2012 16:33	E.

Unless you use MS Explorer, you will not be able to view your calendar in anything but week mode. Using the Web Access service is ideal for public computers; however, for more permanent access, you should use a web client. Here we describe how to set up MS Outlook for Windows, mail for Mac, and for Linux clients. In Section 1.4, we also describe the settings you need for mobile devices (android, blackberry, and iPhone).

1.1 Windows: MS Outlook

To attach an email account to Outlook from the Microsoft Exchange, you need to add the Email account via the Control Panel and Mail options.

Select Email Accounts, then add a new account. This will open a wizard to choose the type of account and the settings.

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Adjust	t your computer's settings						View by: Large icons -	
×	Action Center	÷	Administrative Tools		AutoPlay	*	Backup and Restore	Î
R	BitLocker Drive Encryption	1	Color Management	Q	Credential Manager	ď	Date and Time	
۲	Default Programs		Desktop Gadgets	4	Device Manager	-	Devices and Printers	
	Display	٢	Ease of Access Center	۶	Flash Player	13	Folder Options	
A	Fonts		Getting Started	e	HomeGroup	æ	Indexing Options	
	Intel(R) GMA Driver for Mobile	e	Internet Options	(Java	٩	Keyboard	
	Location and Other Sensors	٩	Mail	Ĩ	Mouse	1	Network and Sharing Center	
	Notification Area Icons	8	Parental Controls		Performance Information and Tools	K	Personalization	
(2)	Phone and Modem	۲	Power Options	R.	Programs and Features	Q	QuickTime	
×	Recovery		Region and Language	<u>ی</u>	RemoteApp and Desktop Connections	0	Sound	
Ą	Speech Recognition	۲	Sync Center	1	System		Taskbar and Start Menu	
	Troubleshooting	8	User Accounts	3	Windows CardSpace	鼺	Windows Defender	
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Office Outlook Web Access	Find Someone	Address Book	→ <i>P</i>	😰 Address Book	Dptions	0	Log Of	
🚖 Mail	Close							
🖬 Calendar								
Contacts	About Outlook	Web Acces	S					
enional Settings	Use the information below to t	troubleshoot problems	and report issues to technical supp	port.				
lessaging	Mailbox owner:			Goodger, Joanna (j.l.goodger	(hets.x.ik)			
unk E-Mail Calendar	User-Agent:			Mozilla/5.0 (Windows NT 6.1; Firefox/16.0	rv:16.0) Gecko/2	0100101		
Out of Office Assistant	Outlook Web Access experien	ce:		Basic				
Change Password	User language:			English (United Kingdom)				
ccessibility	User time zone:			(GMT) Greenwich Mean Time :	Dublin, Edinburg	h, Lisbon	, Londor	
Iobile Devices	Exchange mailbox address:			/o=First Organization/ou=Exc (FYDIBOHF23SPDLT)/cn=Reci	hange Administra pients/cn=j.good	ative Grou Iger	qı	
bout	Outlook Web Access host address:			https://netmail.herts.ac.uk/owa				
	Outlook Web Access version:			8.3.213.0				
	Outlook Web Access host nam	ie:		netmail.herts.ac.uk				
	Client Access server name:			dh-mail1.herts.ac.uk				
	Exchange Client Access serve	r .NET Framework ver	sion:	2.0.50727.3625				
	Client Access server operating	Client Access server operating system version:			Microsoft Windows NT 5.2.3790 Service Pack 2			
	Client Access server operating	g system language:		en-US				
	Microsoft Exchange Client Acc	ess server version:		8.3.83.0				
	Client Access server language	:		en-US				
	Client Access server time zone	21		GMT Standard Time				
	Microsoft Exchange Client Acc	ess server platform:		64bit				
	Mailbox server name:			UH-MAILSTOR.herts.ac.uk				
	Mailbox server Microsoft Exch	ange version:		8.3.83.0				
	Other Microsoft Exchange ser	ver roles currently ins	talled on the Client Access server:	Hub Transport				
	Authentication type associate	d with this Outlook We	b Access session:	Basic				
	Public logon:			Yes				



Enter UH-MAILSTOR.herts.ac.uk as the server and your herts.ac.uk emails address.

The email adress will be checked and then the wizard is completed. It should now be listed in your email accounts.

mail Data Fil	es RSS Feeds	SharePoint Lists	Internet Calendars	Published Calendars	Address Books
Name	, Kepair	change V		enove ii 🖤	
es.			Microsoft Ex	change (send from this	s account by default
<i>a</i>			The obore Ex		account by acroant,
9			1 10 0001 0 2.0		account by acroain,
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<u> </u>					
elected account	t delivers new m	essages to the fol	lowing location:		
elected account	t delivers new m	essages to the fol	lowing location:		
elected accour Change Folder	t delivers new m	essages to the fol	lowing location:		

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1.2 Mac ***

1.3 Linux clients

Common clients on Linux included alpine and mutt, which work within a secure shell. Off site, you can easily access your work-based email client by logging into your work machine and viewing your email as per usual.

However, if you have a slow connection or would prefer a direct connection you need to assure that the connection options are set as follows:

User Domain:	herts.ac.uk
SMTP Server (for sending):	netmail.herts.ac.uk/ tls/novalidate-cert/user=herts\ab12aaa
Inbox Path:	{netmail.herts.ac.uk/ tls/novalidate-cert/user=herts\ab12aaa}





1.4 For Mobile Devices

To sync your exchange email with your mobile, the steps are similar for all devices:

Android	Blackberry	iPhone
From Setting menu	From Email Settings menu	From Settings menu
Select Accounts and Settings	Select Email Accounts	Select Mail, Contacts, Calendar
Click Add Account	Click Set up another email account, then select Other.	Click Add Account
Select Exchange ActiveSync	Enter your email address and password	Select Microsoft Exchange
Enter your email address and password (Agree to accept certificate)	Select I will provide the settings and then Outlook Web Access (Exchange)	Enter your email address, the domain, username, and your password
Enter server settings below	Enter web access URL, username and mailbox name	

Server addressnetma	iil.herts.ac.uk
Web Access URL	https://netmail.herts.ac.uk/owa
Domain	herts
Username	e.g. ab12aaa - your staff username

Once the account has been confirmed, you can select whether to sync your address book, mail, and calendar.





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2. Storage

The files that you store in your UH U: personal storage space, then you can view them through the UH Net and also through your PC. Here we give installation and setup instructions for Windows, Mac, and Linux operating systems.

2.1 UH Net

Once you've logged in to uhvpn.herts.ac.uk with your staff account details, then you can view the web bookmarks and the **Network Connect**. By connecting to the network, you can view your Staff Store and those files in your U:, R:, and S: drives.

Universityof Hertfordshire		Home Meetings Preferences Session 03:59:49 Help	Sign Ou
Welcome to the Secure Access Service, jg06aaa@staff.		Web Bookmarks Studynet staff and student access to studynet	- -
Client Application Sessions		StaffNet	Ð
🔒 Network Connect	Start	The Staff Intranet	
💁 Java Secure Application Manager	Start 8=	UH Student system	Ð
Terminal Sessions	•	Exchange Mail staff exchange mail web access	Ð
Ereisdsr ssh - feis		Staff Store Staff access to S & U drive	Ð
EMRG ssh access to galaxy		Meeting Room booking	Ð
Genesis staff vt+ access to lancer		HR & Payroll StaffPortal	Ð

Once you click Start next to Network Connect, you will be told to wait while it connects, then a separate window will show you when you are connected to the UH Network.

A Network Connect	
Session	
Connection:	uhvpn.herts.ac.uk
Status:	Connected
Duration:	00:03:25
Bytes Sent:	138,394
Bytes Received:	174,311
Assigned IP:	147.197.88.88
Security:	AES128/SHA1
Compression:	LZO
Transport Mode:	ESP
•	Hide Sign Out

Your personal storage is listed as My Network Storage U-HERTS, and your shared storage will be listed under your usual directory tree.

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If you select StaffNet you can access the NetStorage. Use your staff user name and password.

NetStorage		
		Novell.
User:		
Folders ^(B) NetStorage	University of Hertfordshire	
	Authentication Required The web page you are trying to access requires additional authentication. Please enter your username and password for this web page. Site: www.staffstore.herts.ac.uk:443 Realm: U-HERTS Username: Password Password Continue	
NetStorage		
		Novell
User: .jg06aaa.OFFICE OF THE CIO.B-Staff.Accounts		
	cation: /NetStorage	*
Folders F	Edit View Help Filter:*	
NetStorage	Name Size Modified	
🖲 CL Central-Admin Shared Storage	CL Central-Admin Shared Storage 0 06/06/200	2 3:10 PM
🖲 🗀 CL Staff Shared1 Storage	CL Staff Shared1 Storage 0 01/31/200	5 1:52 PM
🕆 🛅 DH Central-Admin Shared Storage	DH Central-Admin Shared Storage 0 06/06/200	2 3:10 PM
DH Staff Shared Storage	UH Statt Shared Storage U 10/14/200	0 2:22 DM
My Network Storage-U-HERTS	- My Network Storage-U-FICKIS 0 06/10/201	U 3.23 MW



2.2 UH and Novell

University of

Hertfordshire

For access through your PC, you need to install Novell. You can download the installation package, including the settings for connection to the UH network, from:

http://studynet.herts.ac.uk?

On a windows machine

You need to unzip and install the Novell package to your PC. Once Novell has installed, you will need to reboot.

Now when you log in, you'll be confronted with the same Novell login that you get on your work PC. You can ignore the Novell login and continue as normal. To connect to the UH network, select the Novell Client Properties and check that the LDAP Contentless login and service location setting are as follows:

You can access the Novell settings and Login by right clicking on the N in the bottom right corner.



Put your username and password into the Novell Login and the drives will be linked to your PC and visible in **My Computer**.



You will need root access to install Novell on your PC.



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On a Linux machine

You need to ...





3. Access

The university pays subscriptions to a number of online journals so you can view articles and papers in your field of research. Whilst on campus, you can access these articles through the internet automatically; however off-campus, you need to sign into Athens.

If you have collaborators that need to access the shared drives discussed in Section 2, you need to contact the Helpdesk to arrange visitor membership to UH.

3.1 UH Athens via StudyNet

Many bibliographic databases, electronic journals and e-books available via the Internet require you to prove that you are a University of Hertfordshire student or member of staff. This is most commonly done through an access management service called Athens, used by many resource providers to ensure that only registered users can access their services.

For the majority of resources Athens authentication by **StudyNet** is accepted and this is the recommended and easiest route to use.

http://www.studynet.herts.ac.uk

After you have logged in using your staff username and password, use the Learning Resources area of **StudyNet** to access the electronic journals, e-books and information databases, and **StudyNet** will automatically manage the Athens authentication process for you.

Click on the Login to Athens icon on the right hand side of the page.

The **You Can Access Athens Resources** icon will be displayed to indicate that you can now access databases, electronic journals and e-books that use this system.

3.1 UH Athens via Voyager

You can also access Athens through Voyager – the UH Library service. If you have not accessed Voyager through StudyNet, then the Athens login screen will be displayed (see right):

DO NOT type a password in the Athens username and password boxes. Use the Alternative login link.

Authentication Point
OpenAthens username: OpenAthens password:
Eorgotten password? Alternative login Login help









In the **Find your organisation** search box enter Hertfordshire and select University of Hertfordshire on the following page.

University of

Hertfordshire

Find your organisation
To find out if your organisation uses OpenAthens or to log in at your home organisation using AthensDA or Shibboleth, enter your organisation name in the search box or find it on the list below. If your organisation is not listed, it does not yet use OpenAthens.
Quick search: Go » Enter one or more keywords, e.g. Camford University or Camford Primary Care Trust.

Then, click **Go** to the University of Hertfordshire login page.

The StudyNet login screen will display. Enter your UH username and password. Go to the University of Hertfordshire login page »

Remember this organisation on this computer

The electronic journal, e-book or database then displays the requested information.

Cookies: This process will set a cookie (a small data file) on the browser, so cookies must be accepted by your browser. If you are using your workstation at home, this cookie will remain active for 6 months. Any subsequent Athens access will just require clicking on a confirmation screen to say that you are from the University of Hertfordshire. After 6 months the cookie expires and all the steps will need repeating. If you are using a workstation in a Learning Resources Centre, logging-out will clear the cookie and all the steps will need repeating the next time you use an Athens authenticated resource.

3.2 Access to UH Net

Members of UH Staff





A Reference Guide to the Web Bookmarks on the UH Net





