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.

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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).

Welcome to the UH Net!

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.
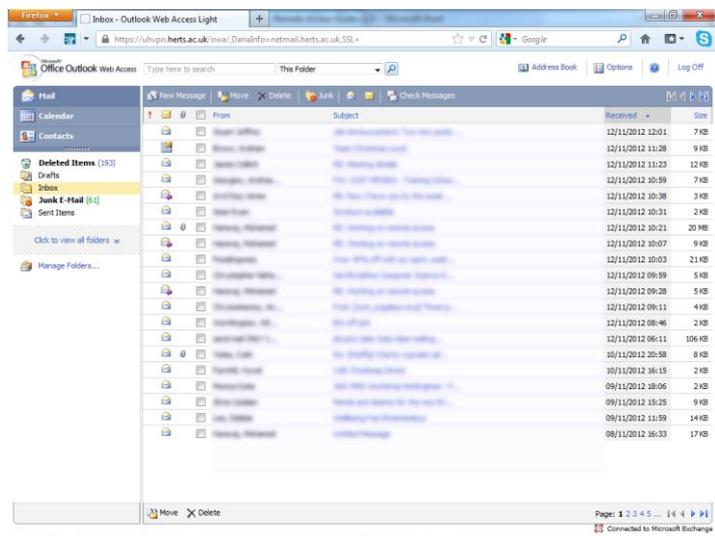
Unless you use MS Explorer, you will not be able to view your calendar in anything but week mode. Using the Web Access service is ideal for public computers; however, for more permanent access, you should use a web client. Here we describe how to set up MS Outlook for Windows, mail for Mac, and for Linux 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.
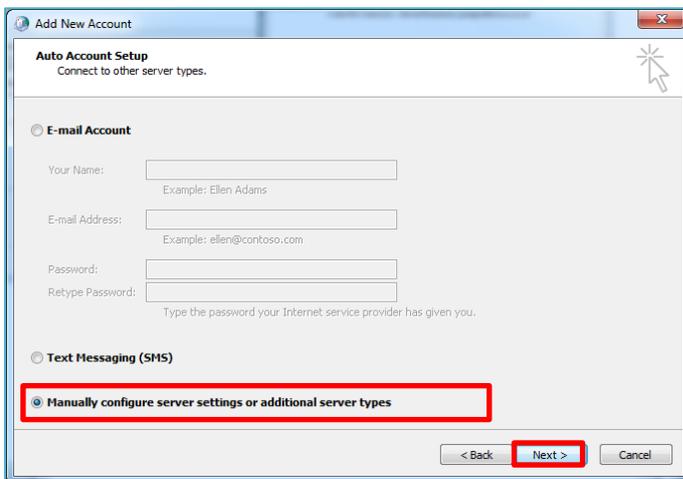
Select Email Accounts, then add a new account. This will open a wizard to choose the type of account and the settings.
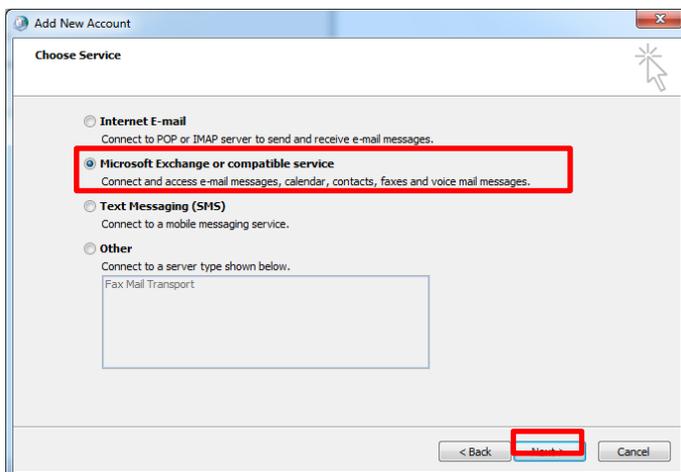
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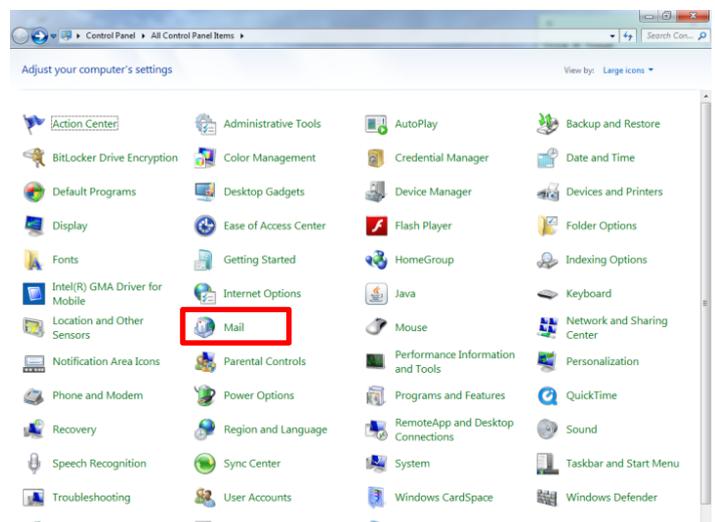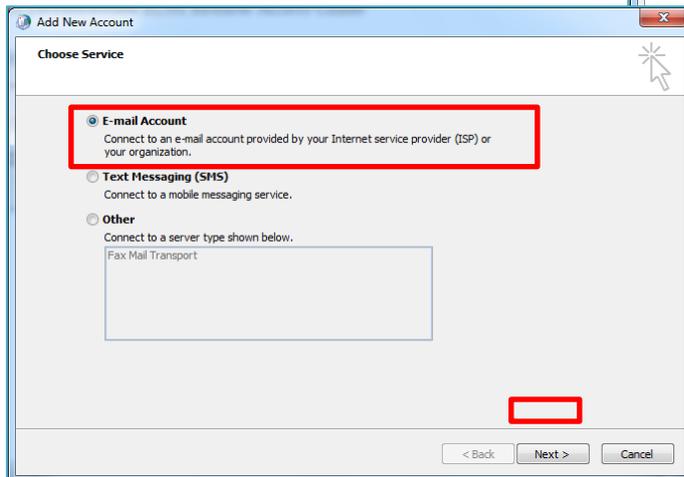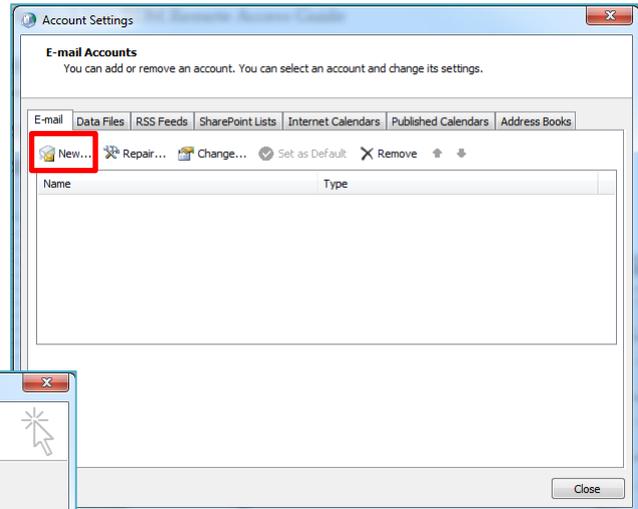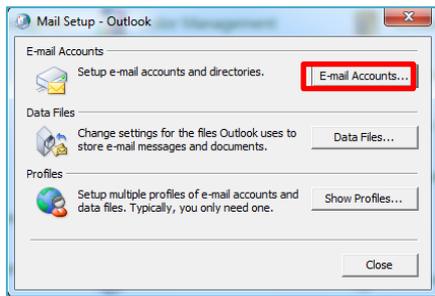
Select **E-mail account** to connect your herts account.

Then select manually configure server settings or additional server types as the exchange is not your usual suspect.

Now you can select **Microsoft Exchange or compatible service.** It will allow outlook to sync your email, calendar and contacts with between UH and your off-campus computers.

To complete adding your UH account, you need the settings from the Outlook Web Access. Select **Options**, and **About** to display the server information (on the next page).

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Email

About Outlook Web Access

Close   ✕

About Outlook Web Access

Use the information below to troubleshoot problems and report issues to technical support.

Mailbox owner:	Goodger , Joanna [j.l.goodger @herts.ac.uk]
User-Agent:	Mozilla/5.0 (Windows NT 6.1; rv:16.0) Gecko/20100101 Firefox/16.0
Outlook Web Access experience:	Basic
User language:	English (United Kingdom)
User time zone:	(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
Exchange mailbox address:	/o=First Organization/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=j.goodger
Outlook Web Access host address:	https://netmail.herts.ac.uk/owa
Outlook Web Access version:	8.3.213.0
Outlook Web Access host name:	netmail.herts.ac.uk
Client Access server name:	dh-mail1.herts.ac.uk
Exchange Client Access server .NET Framework version:	2.0.50727.3625
Client Access server operating system version:	Microsoft Windows NT 5.2.3790 Service Pack 2
Client Access server operating system language:	en-US
Microsoft Exchange Client Access server version:	8.3.83.0
Client Access server language:	en-US
Client Access server time zone:	GMT Standard Time
Microsoft Exchange Client Access server platform:	64bit
Mailbox server name:	UH-MAILSTOR.herts.ac.uk
Mailbox server Microsoft Exchange version:	8.3.83.0
Other Microsoft Exchange server roles currently installed on the Client Access server:	Hub Transport
Authentication type associated with this Outlook Web 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.

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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}

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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 addressnetmail.herts.ac.uk

Web Access URL   https://netmail.herts.ac.uk/owa

Domain   herts

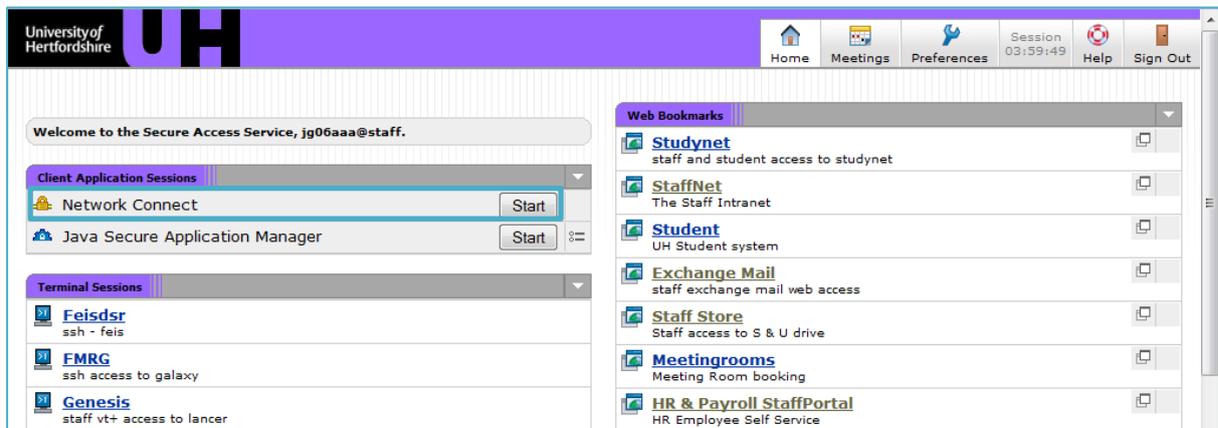Username   e.g. ab12aaa - your staff username

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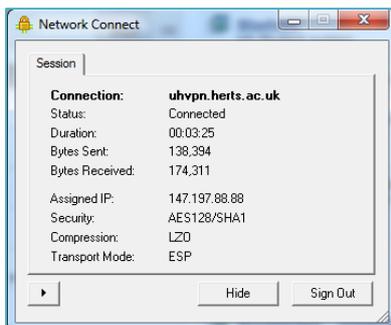
2. Storage

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.


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.

If you select StaffNet you can access the NetStorage. Use your staff user name and password.
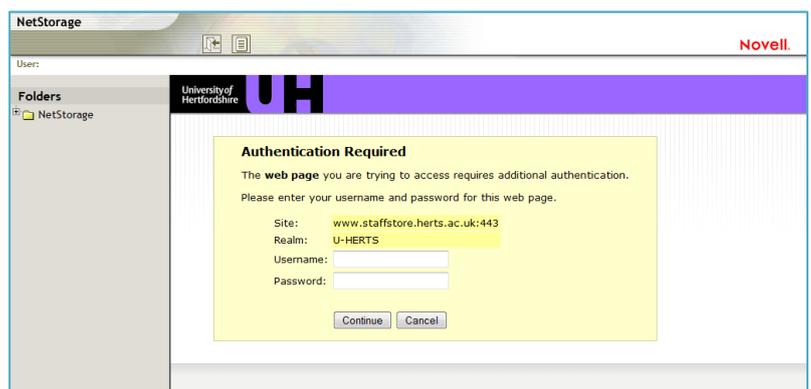
Your personal storage is listed as **My Network Storage U-HERTS**, and your shared storage will be listed under your usual directory tree.

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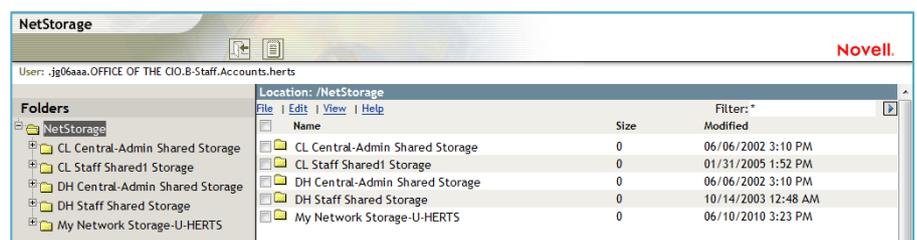
2.2 UH and Novell

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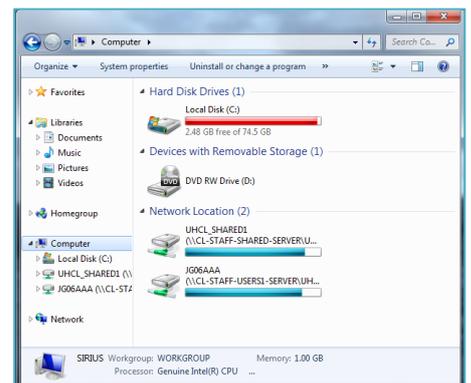
You can access the Novell settings and Login by right clicking on the **N** in the bottom right corner.

> You will need root access to install Novell on your PC.
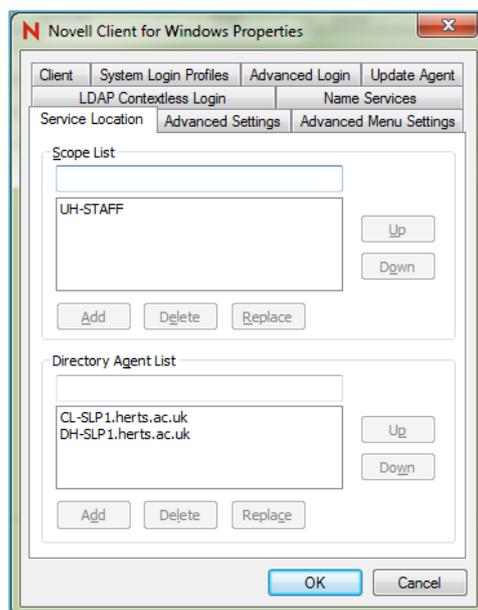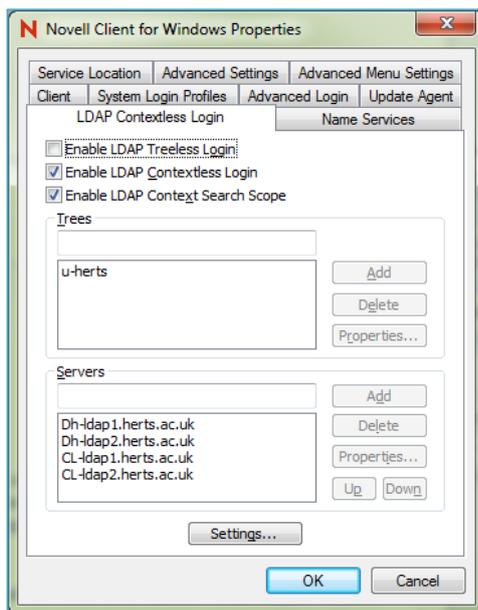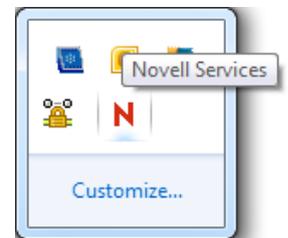
> Make sure network connect is already running!

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

Storage

On a Linux machine

You need to …

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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.

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

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

The StudyNet login screen will display. Enter your UH username and password.

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

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.

[Go to the University of Hertfordshire login page »]

☑ Remember this organisation on this computer

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