

REMOTE WORKSTATION ACCESS – FACULTY USER GUIDE

In an effort to support remote teaching and learning, the University of British Columbia has implemented technology that provides faculty, staff and students with remote access to public workstations and specific labs pre-configured with computer software required to complete course work.

Supported Browsers

Remote connections are supported using the following web browsers:

Windows: Chrome, Firefox, Microsoft Edge, Opera

MACs: Safari, Chrome, Firefox, Opera

Note: IE (Internet Explorer) is **not supported**.

Connecting to a Device

Public Workstations – to connect to a Public Workstation or Lab PC, open your web browser and type in the following web URL:

Okanagan Campus: <https://remotelabs.ok.ubc.ca>

Vancouver Campus: <https://remotelabs.ubc.ca>

Students, staff and faculty will be required to login with Novell (Okanagan Campus) or EAD (Vancouver Campus) credentials as appropriate to the location.

Note: Student EAD accounts end in .stu (**CWL.stu**)

File Storage – MS OneDrive

MS OneDrive provides students with 1 TB file storage and allows them to securely store, share, and synchronize files and folders from anywhere at any time.

It is recommended that students save their files to their MS OneDrive before logging off so that they can be accessed remotely from any device.

Sign in to MS OneDrive as follows:

- Faculty/Staff: Go to <https://portal.office.com>
 - Sign in with FASmail using your *firstname.lastname@ubc.ca* email and CWL password
- Students will need to login using their UBC email and password (*cwl@student.ubc.ca*). For detailed instructions click [here](#).

Note – To access MS OneDrive files within a remote session, you must sign in using your remote session workstation browser, using either the MS OneDrive shortcut on the desktop or via the <https://portal.office.com> URL.

For detailed login instructions and additional features and benefits, click [here](#).

Idle Time-Outs



Remote connections will automatically time out and will log out a session after 30 minutes of inactivity (unless otherwise requested and configured by UBC IT). To prevent automatic log-off, the system will need to detect keystrokes or mouse movements *within the remote browser window*.

This policy ensures devices are available for student access when not in use.

Remote Session Log-off Instructions

Because you are working in a browser window, it is not sufficient to just close the browser tab to log-off. This will keep a user logged on and will not free up the device for another user for a minimum of 30 minutes (longer if otherwise configured).

To log-off, **within** the remote session browser window:

1. Click on the 'Start'  button (bottom left menu bar)
2. Click on the 'Person'  icon and select 'Sign out'
3. You are now officially signed out and the device is available for connection to others.



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Software Available for Download

Where possible, students should be encouraged to download freely available/open source software onto their own personal device, enabling them to complete course work on their schedule and free up campus resources.

A list of commonly used software available for download can be accessed [here](#).

Technical Support

For connectivity and login issues, contact your local IT support or the [IT Help Desk](#).

For questions on how to use specialty course software, students are advised to contact their course contacts.

For detailed Remote access service information and user guides, go to:

- Okanagan: [Know IT - Remote Access](#)
- Vancouver: [Remote Labs Service](#)

Best Practices

- ✓ To free up devices, students must always log-off by following the 'Remote Session Log-Off Instructions'
- ✓ Where possible, lab schedules should be shared with students as soon as available. Students are asked to only log-on to Lab workstations during their scheduled lab sessions and/or during public access times
- ✓ Students are encouraged to save their files to MS OneDrive, enabling remote access from any device at any time. Please note: Students must sign up for access to MS OneDrive and a UBC Email account is required. Click [here](#) for detailed instructions.
- ✓ Printing - As physical facility access is not currently available, students can email their files, or access them from MS OneDrive and print to a local printer of their choice.
- ✓ Collaboration – students are encouraged to use MS Teams and MS OneDrive for collaboration, chat and screen sharing purposes. To access:
 - Go to <https://portal.office.com>
 - **Staff and faculty:** Login with firstname.lastname@ubc.ca email address
 - **Students:** Login with cwl@student.ubc.ca email address
 - Enter your CWL password
 - Click "Sign In"