

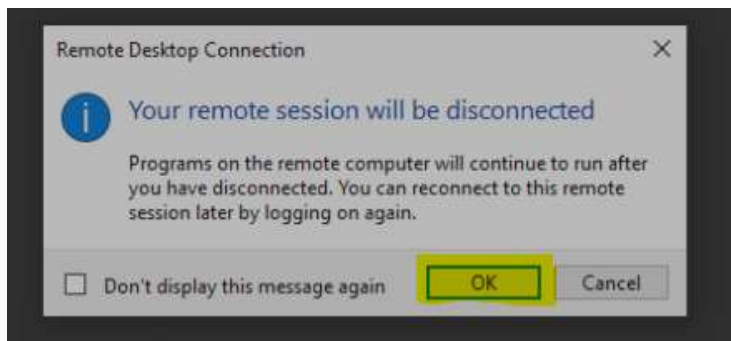
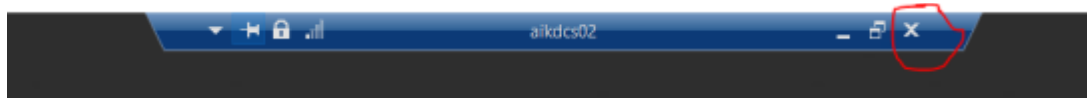
Working Remote Tips

How do I access resources?

What Do I need to do?	I'm on my personal Computer	I'm using a laptop from ATC	My Primary system is my ATC laptop
Access Email	Yes	Yes	Yes
Access OneDrive	Yes	Yes	Yes
Access Skype for Business	Yes	Yes	Yes
Access MyATC Portal	Yes	Yes	Yes
Access E-leave	Yes	Yes	Yes
Access E-Review	Yes	Yes	Yes
Access Employee Self-Service	Yes	Yes	Yes
Access Elite Training	Yes	Yes	Yes
Blackboard	Yes	Yes	Yes
Web Advisor	Yes	Yes	Yes
Access to ServiceDesk	No	Requires VPN	Requires VPN
Access TK20	No	Requires VPN	Requires VPN
Works	No	Requires VPN	Requires VPN
Colleague UI	No	Requires VPN	Requires VPN
Business Objects	No	Requires VPN	Requires VPN
Colleague UI 5	No	Requires VPN	Requires VPN
Perceptive Content	No	Requires VPN	Requires VPN
Network Shared Folders	No	Requires VPN and Remote Desktop	Requires VPN
Access to files on my office computer	No	Requires VPN and Remote Desktop	Yes
Access to work web browser favorites	No	Requires VPN and Remote Desktop	Yes

Ending your remote desktop session.

If you need to access your work desktop remotely, no need to log out when you're finished. Use the "X" to disconnect from the laptop. This will lock your screen and leave all your windows open and ready the next time you log in.



My internet connection is slow when connected (or after) to the VPN.

We have identified a known issue with Windows 10 and VPN. Contact the helpdesk for assistance.




Printing to PrintMe

Please remember that print jobs sent to PrintMe will only be available to print on campus for up to 7 days. After that time, the print jobs will be removed. Please plan accordingly.

New printer options when using Remote Desktop

If you are using Remote Desktop to access your computer system on campus, you may see some new options when attempting to print documents. These new options will typically end with something like "(redirected 1)". These redirected printers represent installed printers on the device you are using off-campus to access your on-campus system.

In general, we recommend not using these redirected printer options in order to avoid confusion.

 Fax (redirected 1)  Microsoft Print to PDF (redirected 1)  Send To OneNote 16 (redirected 1)