


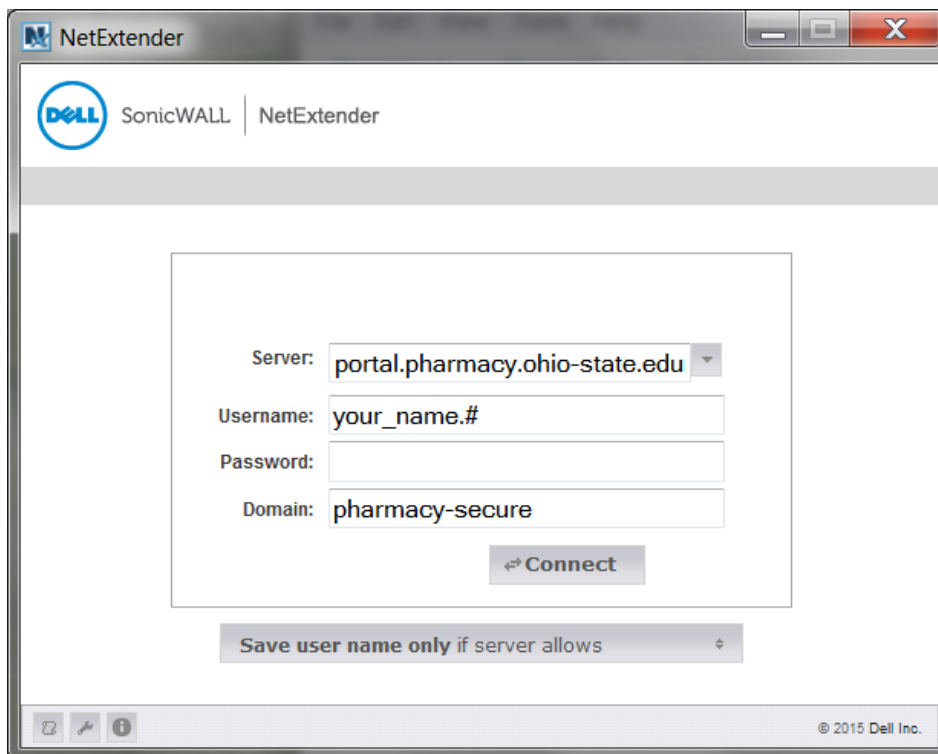
Connecting to Remote Desktop through the SonicWall NetExtender Client

A. Prerequisites

1. Remote access must be enabled on your College of Pharmacy desktop computer and your domain (Windows) user account. Contact College of Pharmacy Technology Services to request access at cop-problem@osu.edu.
2. You must be enrolled in BuckeyePass. Visit <http://buckeyepass.osu.edu> to enroll.
3. You must install the SonicWall NetExtender Client on your remote computer (the computer you are using outside of the College of Pharmacy network, i.e. notebook or home computer). For instructions, see: http://pharmacy.osu.edu/sites/default/files/forms/tech-services/tutorials/COP_NetExtender_Install.pdf

B. Run the SonicWall NetExtender Client

1. Open the Start Menu and click the icon:  SonicWALL SSL-VPN NetExtender
2. You will need to enter the settings below to connect:



The screenshot shows the SonicWall NetExtender client window. The title bar reads "NetExtender". The window contains the following fields and controls:

- Server: portal.pharmacy.ohio-state.edu (dropdown menu)
- Username: your_name.#
- Password: (empty text box)
- Domain: pharmacy-secure
- Connect button (with a double-headed arrow icon)
- Save user name only if server allows (checkbox)

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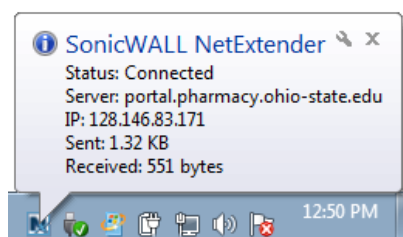
Server: portal.pharmacy.ohio-state.edu

Username: (Your Name.#)

Password: (Your OSU password)

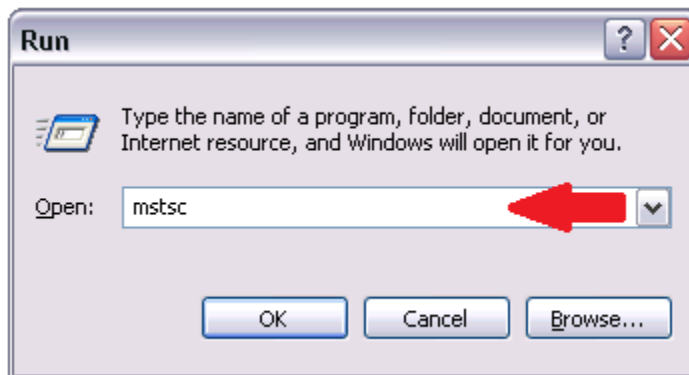
Domain: pharmacy-secure

3. If connected successfully, you will see a message similar to this:

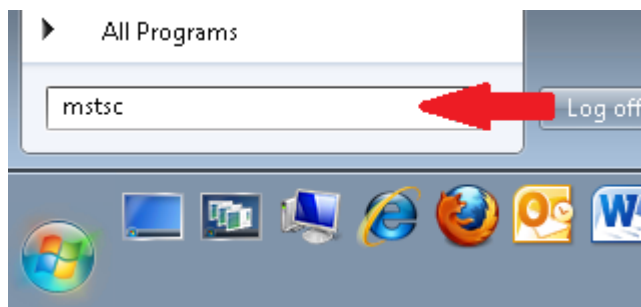


C. Open Remote Desktop

- On Windows XP, open the Start Menu and choose "Run." In the box, type "mstsc" and hit Enter.

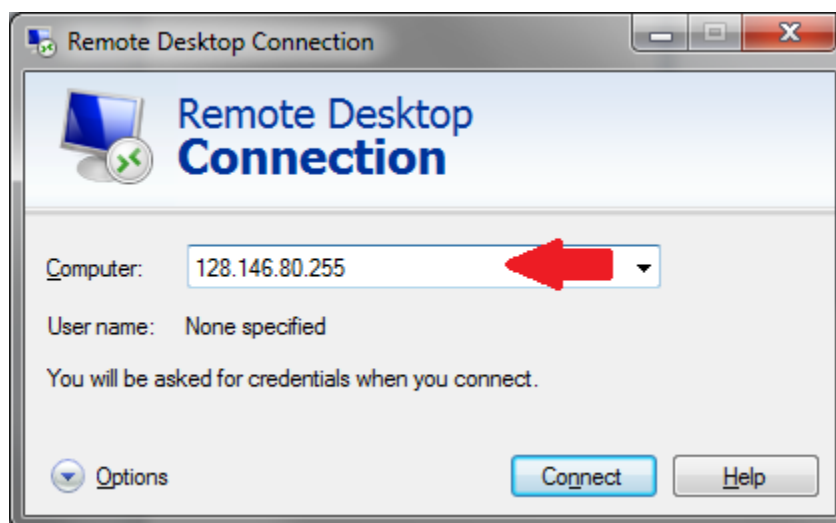


- On Windows 7 and Vista, open the Start Menu. In the search box, type "mstsc" and hit Enter.




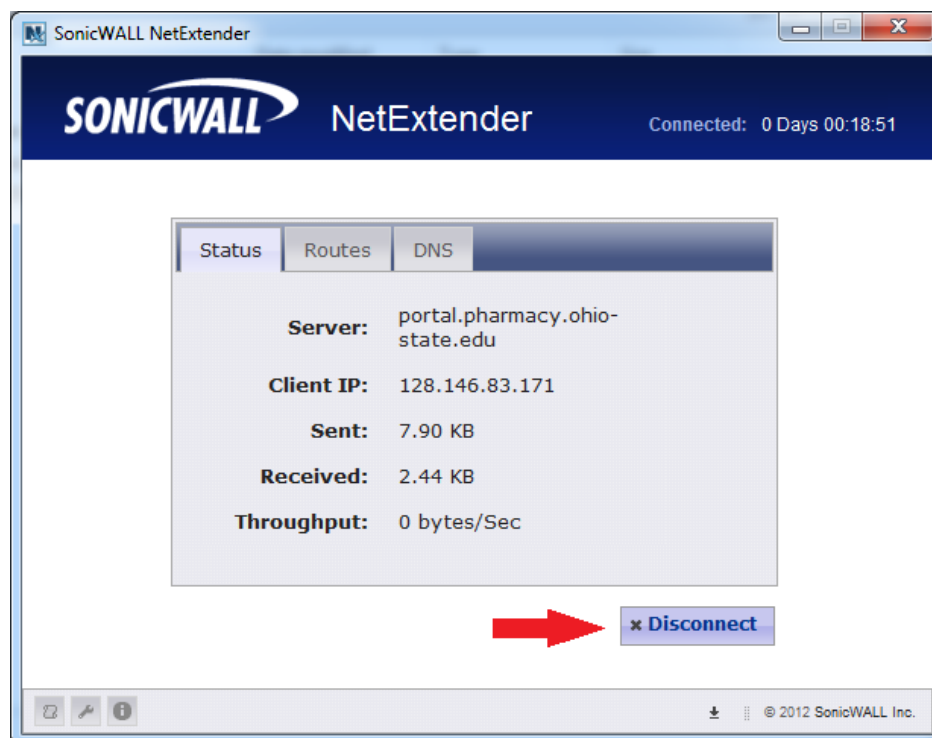
Once Remote Desktop opens, enter the name or IP address of your College of Pharmacy computer in the “Computer” box. Then hit “Connect.”

IMPORTANT: You must login to Windows using your Pharmacy domain account. The username should be entered as “Pharmacy\USERNAME” where USERNAME is your Pharmacy domain username.



D. **IMPORTANT:** Disconnect When Finished

1. It's important to log off when finished with Remote Desktop. Clicking the red "X" in the upper right corner of the Remote Desktop window does not log you off. Instead, click the Start Menu in the remote window and choose "Log off."
2. Once Remote Desktop is closed, disconnect from the NetExtender client.
 - a. Open the Start Menu and click the icon:  SonicWALL SSL-VPN NetExtender
 - b. Click the Disconnect button.



F. If You Need Assistance

Contact College of Pharmacy Technology Services for assistance.

- E-mail: cop-problem@osu.edu
- Phone: 614-247-8694 (7-8694 on campus)