

<http://vpn.uws.edu.au>



If you intend to use a USB device (drive, printer, etc) while connected to UWS VPN, the device must be connected to your computer **before connecting** to the VPN. If not, UWS VPN will be unable to detect that the device is available for use.

This fact sheet has been written for users of Internet Explorer 7 or later. Other browsers should work with UWS VPN, but there may be minor differences in appearance and behaviour.

Login at the above address with your **MyUWSAccount credentials**.

The VPN Welcome page opens. This page is divided into three main sections, Applications, Welcome and Message Center (sic). You will also see a Log Off button.

The screenshot shows the UWS VPN Welcome page. It has a blue header with 'Applications' and 'Welcome' tabs. The 'Applications' section on the left lists various software and services with icons. The 'Welcome' section on the right contains important notes and links. The 'Message Center' section at the bottom right explains its purpose. A 'Log Off' button is located at the bottom of the Applications list.

VPN Welcome page

Welcome

Welcome contains some brief information about using the system, links to the free connection software for Mac users and links to the UWS IT Acceptable Use of Resources Policy, which governs the use of all University IT services and should be read and understood by all users.



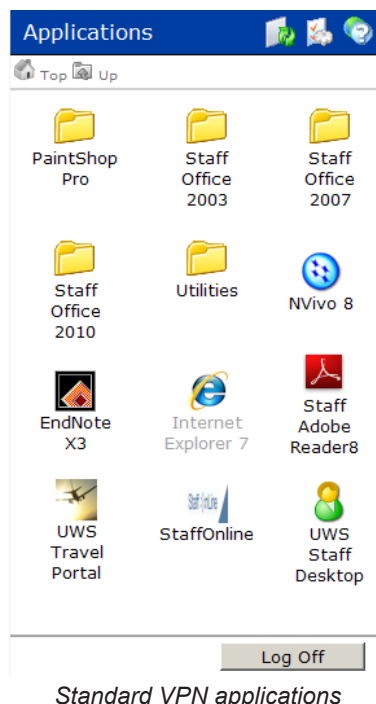
**Your use of UWS VPN is subject to the University's
IT Acceptable Use of Resources Policy.**

Message Center

Displays error and other system messages. Windows users who haven't already installed the free Citrix software will see a link to download it.

Applications

Applications is where you'll find the programs available to you.



Standard VPN applications

A suite of standard applications is provided for all UWS VPN users. Additional applications may vary, depending on work roles and permissions.

The easiest way to open your applications is to click the **application icon** located in the applications pane or a sub-folder. The application will open within a Citrix XenApp window. **This fact sheet assumes that you are using this method to access applications.**

ITS recommends maximising the Citrix XenApp window to fit your monitor and to ensure that program messages are not hidden "off screen".

Alternatively, staff with a Vista profile can access the UWS Staff Desktop, which opens their individual VPN, XP based desktop in its own window. The desktop reflects the user's regular desktop icons. Available software is accessible by double-clicking a desktop file icon, or by clicking the **Windows Start** button, then **All Programs**, then **UWS Applications**.

All staff, including those who don't use Windows at work, have a Windows XP or Vista profile. Staff with an XP profile should not use the UWS Staff Desktop. Contact the IT Service Desk if in doubt, or to have your profile changed to Vista.

Microsoft Office 2007

Office is available in 2003, 2007 and 2010 versions, which may not be what you usually use. Office 2007 is the new UWS standard and, although it looks quite different, it's similar in functionality to Office 2003.

If you usually use Office 2003, or will be sending your work to Office 2003 users, ITS recommends saving your work in an Office 2003 format (.doc extension, not .docx).

Office 2007 training is available from Organisational Development. Contact OD on ext 7483 or at <http://www.uws.edu.au/od>. Training is not provided by ITS.



Outlook will be slow to open the first time you use it on the VPN, as it takes time to replicate all your mailboxes and settings. If you don't intend to use Outlook regularly over the VPN, you may find it easier and faster to use Outlook Web App, available at <http://email.uws.edu.au>.

Printing

As in the office, UWS VPN automatically prints to your **default** printer.


To change your default printer:



- If you have a Vista profile, login to UWS VPN, open the UWS Desktop
- Click Start, then Printers and Faxes
- Right click the printer to be made the default, and choose **Set as Default Printer** from the menu.
- Printers can also be changed by selecting Printer Properties through the application.

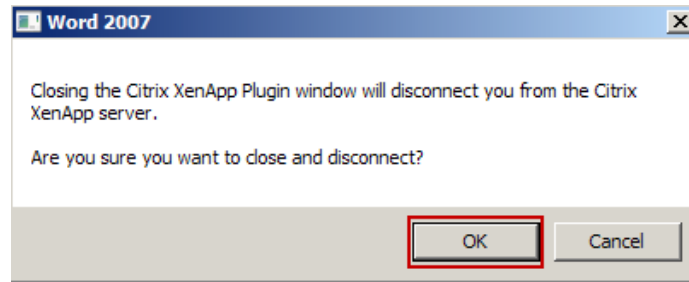
Note: Your default VPN printer is only changed until you disconnect from UWS VPN. There is no change to your regular default printer.

Closing Applications

To close the application, **save your work**, then:

- double click the application's icon in the application's top left corner, or click the **Close button**  in the top right corner of the application. If you haven't saved your work, you will be prompted to do so. The application will close immediately, closely followed by the Citrix Xen App window.

- If you choose to double-click the icon in the Citrix window's top left corner , or click the **Close button**  in the top right corner of the Citrix window instead, **you will not be prompted to save your work**, even though the following warning appears:



Click OK to close the application

Closing your VPN Connection and Logging Off

Close any open VPN windows. Log off by returning to the UWS VPN welcome page and clicking the Log Off button.

Further Assistance

For further assistance please log a request through the IT Self Service Desk at <http://itsm.uws.edu.au>. A Service Desk Operator will contact you as soon as possible.



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	itservicedesk@uws.edu.au
Web:	http://www.uws.edu.au/itservicedesk
Self Service job logging:	http://itsm.uws.edu.au
UWS IT Services Catalogue:	http://www.uws.edu.au/its
ITS Fact Sheets	http://www.uws.edu.au/itfactsheets