

Using Microsoft's Remote Desktop Connection (RDC) program, Pepperdine faculty and staff who use Macintosh and Windows computers can log on to Pepperdine's Remote Access Server (remoteaccess.pepperdine.edu) to run most commonly used programs that are licensed for use by Pepperdine University.

Those who wish to remotely log on to a Pepperdine Windows desktop computer will also need to have these instructions with them when they connect.

Logging on to the Pepperdine Remote Access Server

Follow these instructions to start your remote access session.

1. Click on your Windows "Start" button.
2. Select "All Programs."
3. Select "Accessories."
4. Select "Communications."
5. Select "Remote Desktop Connection."
6. Type "remoteaccess.pepperdine.edu" into the Computer field.



Steps 7, 8 and 9 should only have to be done the first time you connect to the Remote Access Server.

7. Click "Options."
8. Select the "Local Resources" tab.

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9. Only if you will need to access your local disk drives and printers during your Remote Access Server session, in the “Local Devices” section, put a checkmark in front of “Disk Drives” and “Printers.”



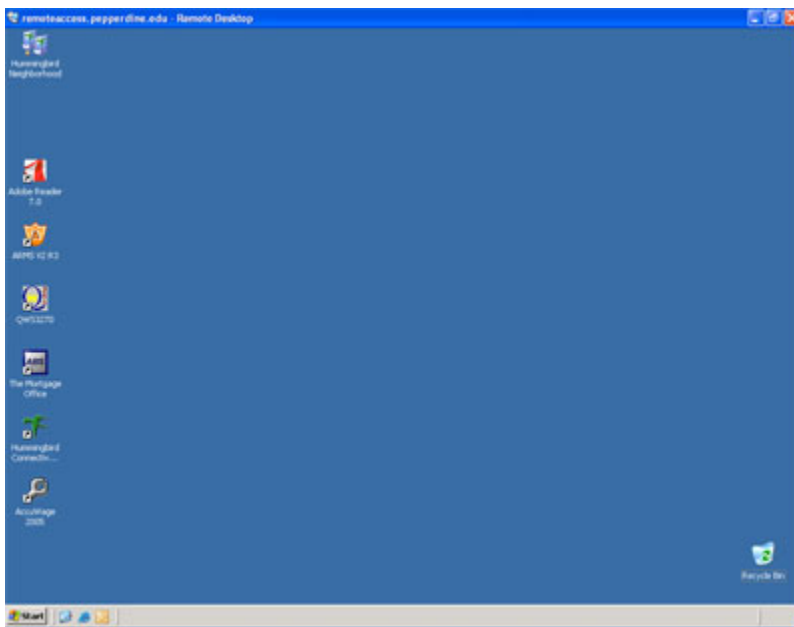
10. Click “Connect.”
11. If you have selected some local devices in the above steps, you may receive the following RDC Security Warning window. In this case, click OK.



12. On the “Log On to Windows” screen, enter your Pepperdine Network ID and password; and make sure the “Log on to” field contains “pepperdine”. (Case does not matter in this field.) Click “OK” to log on to the Remote Access Server.



13. You are now logged on to the Remote Access Server where you can run any programs installed on the server. The following pages of this document show how to set up an Outlook e-mail account on the Remote Access Server and how to enable printing from your server session to a networked printer.



14. To get back to your local Desktop at any time, click the “-“ button in the upper right-hand corner of the Remote Desktop window.
15. When you are finished with your Remote Access Server session, click the Remote Desktop’s “Start” button; select “Log Off;” then select “Log Off” from the Windows Log Off window that appears. Do NOT click the “X” button in the upper right-hand corner of the Remote Desktop window to end your session.

Note about printing to a “local” printer from the Remote Access Server:

Drivers for HP Laserjets, Deskjets, and the standard set of Windows print drivers are installed on the Remote Access Server. Some advanced printing features may not be available; and multi-purpose printer/fax/copiers are unlikely to work. Report any printing issues to the IT Help Desk.

Note about printing to a “network” printer from the Remote Access Server:

If you have difficulty printing to a network printer to which you already have network permission to print, please report the name of the print queue to the IT Help Desk. The Help Desk will notify you (in a few days) when it is okay to try to print to that network printer from the Remote Access Server.

Note about My Documents folders:

The “My Documents” folder on the Remote Access Server (remoteaccess.pepperdine.edu) is only used if you want a place to store files while you are connected to the Remote Access Server. You can get to this folder following this path: **Start / My Computer / Local Disk (C:) / Documents and Settings / [your username] / My Documents.**

If you have selected access to your local disk drives (see steps 7, 8, and 9 above), you can also copy files from the Remote Access Server, and folders on it, to your local computer’s disk drive.

To access your “My Documents” folder on your Windows work computer, you will have to connect to your work computer through the Remote Access Server. See separate instructions, “Logging on to a Pepperdine Windows Desktop Computer.”

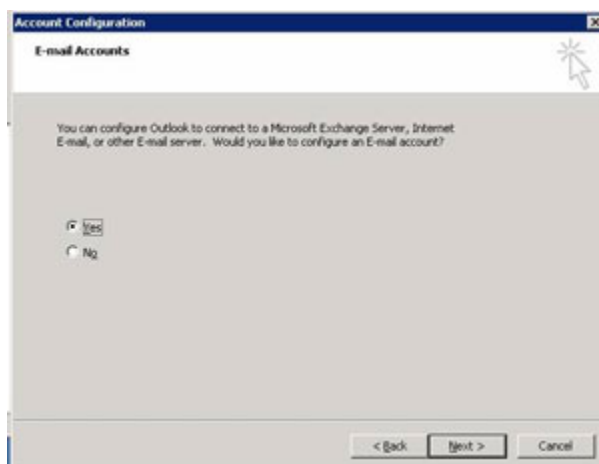
Setting up Outlook E-mail on Remote Access Server

Follow these instructions one time to enable the use of the Outlook e-mail program while connected to the Remote Access Server. You do not need to use these instructions if you will be logging onto a Pepperdine Windows Desktop computer (see separate instructions) because you should have access to Outlook from that Windows Desktop computer.

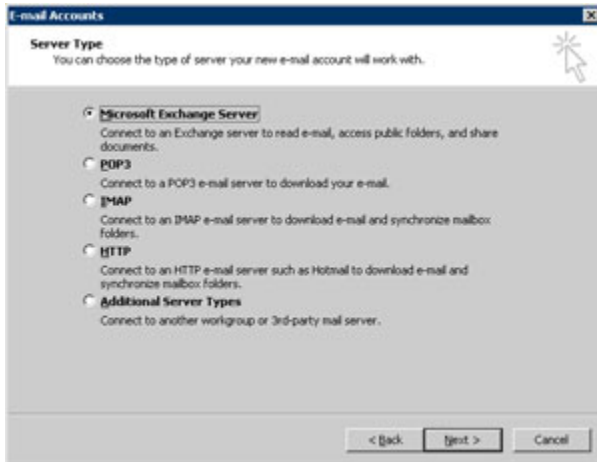
1. To set up an Outlook profile on the Remote Access Server, in the Remote Desktop window, click on the “Start” button.
2. Select “All Programs.”
3. Select “Microsoft Office;” then “Microsoft Office Outlook 2003.”
4. When the “Outlook 2003 Setup” window that appears, click “Next.”



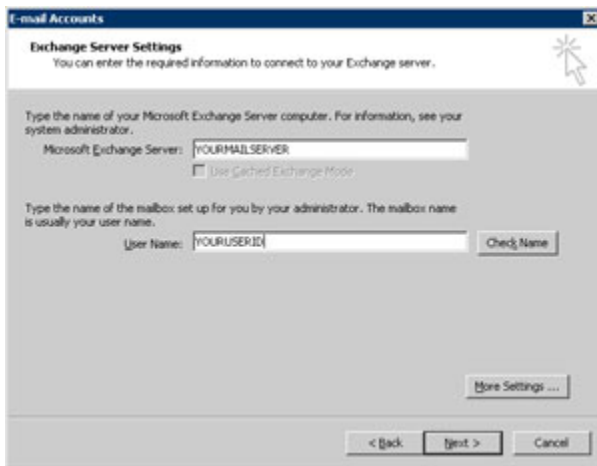
5. In the “Account Configuration” window that appears, select “Yes;” then click “Next.”



6. In the “E-mail Accounts” window that appears, select “Microsoft Exchange Server;” then click “Next.”



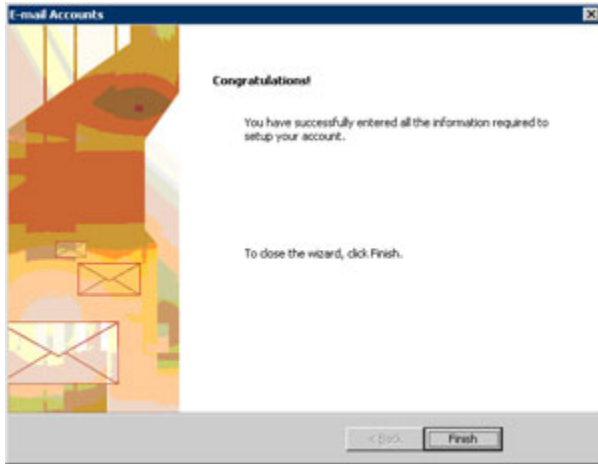
7. In the next “E-mail Accounts” window that appears, type your Exchange server name into the “Microsoft Exchange Server” field, and your Pepperdine Network ID into the “User Name” field. Most faculty and staff use the “mal-xmail1” Exchange server. If that does not work, use “mal-xmail2”.



8. Click the “Check Name” button to verify your settings. If your Network ID is correct, your name will replace your Network ID in the “User Name” field. Click “Next.”

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9. Click “Finish” in the next “E-mail Accounts” window that appears.



After doing the above steps, you need only click on the “E-mail” item on the Remote Access Server “Start” menu each subsequent time you re-connect to the Remote Access Server.

Troubleshooting Remote Access

If you receive a “Session expired” error when you return to your Remote Access Server session from working elsewhere on your computer, it is because the Remote Access Server is configured to disconnect sessions after 3 hours of inactivity. Inactive sessions are terminated to allow others to log on to the Remote Access Server. Remote Access Server sessions are terminated after 24 consecutive hours of use, regardless of activity. To continue working remotely, you will have to reconnect to the Remote Access Server.

All other problems should be reported to the IT Help Desk at 310-506-HELP (4357).