


You CAN get here from there!

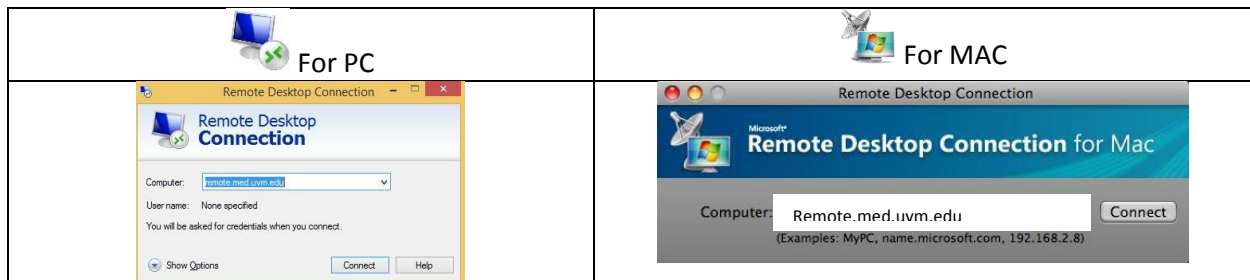
Using remote access tools at UVM College of Medicine


1. **Outlook Web Access** – Access COM email from any computer with internet access using a web browser.
 - a. **Used For:** Email
 - b. **Requirements:** Internet Access, Main stream Web browsers (IE, Chrome, FireFox)
 - c. **Limitations:** Email only, most features of the full Outlook Client work, web browser interface is not identical to the full client, access to multiple mailboxes is limited.
 - d. **How to Access:** From your web browser enter: <https://mail.med.uvm.edu>
 - e. **Tip:** click on “private computer” if you need to access attachments!

2. **Remote Desktop Connection** – A COM Windows PC interface giving you access to network drives and Microsoft Office.
 - a. **Used for:** Accessing H and L drive files, using the full Outlook client, Microsoft Office applications.
 - b. **Requirements:** A dependable internet connection, a computer or tablet running Microsoft Remote Desktop Connection. This includes PC, MAC, iPad and Android Devices.
 - c. **Limitations:** Software is limited to basic applications, Microsoft Office, Adobe Reader, and internet explorer.
 - d. **How to Access:** Enter the computer name: **remote.med.uvm.edu** into Remote Desktop Connection.
 - e. **Tip:** Click on Show Options, local resources to map your computers C drive to your remote session.

From a Windows PC: To find the Remote Desktop Connection shortcut, click the **Start** button , click **All Programs** or **Programs**, and then click **Accessories**. **Tip:** type “remote” in the search box after clicking on the start button for quicker access.

From a MAC: Remote desktop connection is installed with Microsoft Office 2011 for Mac. If you don't have it, you can download and install it for free here: <http://www.microsoft.com/en-us/download/details.aspx?id=465>



From a Tablet: Remote Desktop Connection is available both for **iPad** and for **Android** Tablets. Go to the “App Store” for iPad and the “Play Store” for android and search on “Microsoft Remote Desktop”. There are several available, be sure to use the one from “Microsoft corporation” with this icon. 

The remote desktop connection interface will be the same as from a MAC or PC, but editing documents, or using any of the Office applications extensively is challenging without a keyboard. We suggest using remote desktop connection from a tablet mainly for reading documents as editing can be a challenge.

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Configuring Email and Calendar on your Smartphone or Tablet

Current smartphone and tablet devices such as iPhones, iPads, Android Devices (Galaxy, Droid etc.) are able to access your COM Email and Calendar. It uses a services called ActiveSync. The steps to set up ActiveSync vary slightly by device, but the information you will need to configure your account is the same. Here are some basic instructions.

1. Go to *Settings > Mail, Contacts, Calendars*, (*"accounts" on android*) then tap **Add Account**.
2. On the Add Account screen, tap **Microsoft Exchange**.
3. Enter the account information, then tap **Next**.
 - o **Email:** john.smith@med.uvm.edu (use `firstname.lastname@med.uvm.edu`)
 - o **Username:** `med\jsmith`
 - o **Password:** COM Password
 - o **Description:** COM Email or similar

The device will attempt to configure the Exchange server address automatically. If the server address can't be determined, you will be asked to enter it. Additional information you may be asked for:

- o server address: ***mail.med.uvm.edu***
- o Domain: MED
- o Use SSL: checked on

Note:

- You will be asked to secure your device with a PIN. The 4 digit PIN will need to be entered when the device goes idle. If the pin is entered incorrectly 10 times, it will be wiped.
- In addition to your COM email, you likely have 1 or more personal accounts on your phone as well. Each account typically has a calendar. When you create a calendar event on your phone or tablet, make sure it is being placed on the COM calendar, and not on one of your other devices.
- If you phone is lost or stolen you can force a wipe of your device remotely from <https://mail.med.uvm.edu> – once logged in, click on options in the upper right hand corner, and choose Mobile Phones form the menu.
- When changing your COM password on your computer, be sure to also update your phone/tablet right away.