



REMOTE WORKSTATION ACCESS – STUDENT USER GUIDE AND BEST PRACTICES

In an effort to support remote teaching and learning, the University of British Columbia has implemented technology that provides students with remote access to public workstations and specific labs pre-configured with computer software required to complete course work.

1 Use a Supported Browser

Remote connections are supported using the following web browsers:

Windows: Chrome, Firefox, Microsoft Edge, Opera

MACs: Safari, Chrome, Firefox, Opera

Note: IE (Internet Explorer) is **not supported**.

2 Connect to a Device

Public Workstations – to connect to a Public Workstation or Lab PC, open your web browser and type in the following web URL - <https://remotelabs.ok.ubc.ca>

Specialized Labs - please contact your Instructor for your specific lab web URL.

Login - Login with your supplied Novell credentials

3 Save Your Work (MS OneDrive)

MS OneDrive provides you with 1 TB of data storage and allows you to securely store, share, and synchronize files and folders from anywhere at any time.

Access MS OneDrive as Follows:

- Go to <https://portal.office.com>
- Sign in with your UBC email - cwl@student.ubc.ca

Note – To access MS OneDrive files within a remote session, you must sign in using your remote session workstation browser, using either the MS OneDrive shortcut on the desktop or via the <https://portal.office.com> URL.

For detailed login instructions and additional features and benefits, click [here](#).

4 Be Aware of Idle Time-Outs



Remote sessions will automatically time out and will log you out after 30 minutes of inactivity (unless otherwise communicated by your Faculty). To ensure you don't lose your work, the system will need to detect keystrokes or mouse movements *within the remote browser window* to prevent automatic logoff.

This policy ensures devices are available for student access when not in use.

5 Don't forget to Log Out

It is not sufficient to just close the browser tab to log-off. This will keep you logged on and will tie up the device for another 30 minutes.

To log-off, within your remote session browser window:

1. Click on the 'Start'  button (bottom left menu)
2. Click on the 'Person'  icon and select 'Sign out'
3. You are now signed out and the device is available for connection to others.

Download Software

Where possible, download freely available/open source software onto your own personal device, making it available to complete course work on your schedule.

A list of commonly used software available for download can be accessed [here](#).

Best Practices

- ✓ Where possible, we recommend you download software to your own personal device.
- ✓ Always log-off your session – see instructions in Step 5 above!
- ✓ For non-public workstation access, always refer to posted lab schedules (if available and provided by your Instructor). Only log-on during your scheduled lab session and public access times.
- ✓ Save your work to MS OneDrive. This will allow you to access your files from any device at any time.
- ✓ To print – print to pdf, email or save your files to your MS OneDrive and print them to a local printer of your choice. Print jobs should only be sent to onsite campus printers if you have access to the premises.
- ✓ Need to collaborate with your peers? Use MS Teams and MS OneDrive. To access:
 - Go to <https://portal.office.com>
 - Login with your cwl@student.ubc.ca email address and password

Need additional support?

For connectivity and login issues, contact the [IT Help Desk](#).

For questions on how to use specialty course software, contact your course contact.

For detailed Remote Lab service details, go to - [Know IT - Remote Access](#)