

## Knowledge Base Article

# How to access SOM Remote Application Server

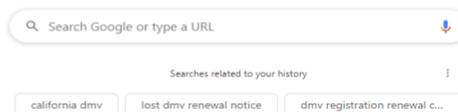
### Purpose & Overview:

This document will outline the process of how to access the Remote Application without any special clients or VPN access

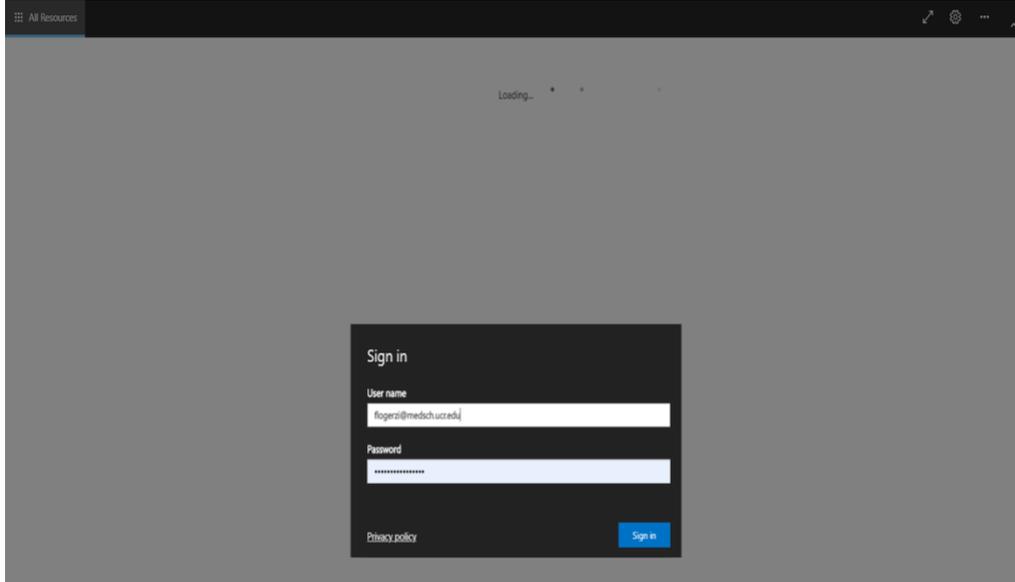
### Support Info:

#### How to access the Remote Application Server

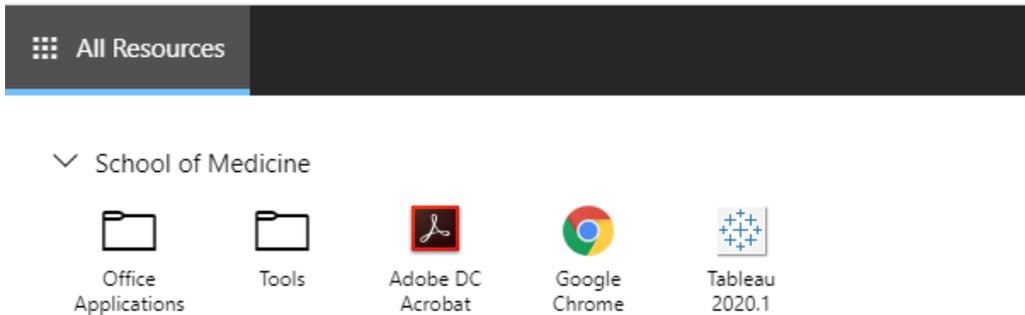
1. Open up any web browser that supports HTML 5 code. Examples of these are Chrome, FireFox, and Safari for Mac users.
2. In the Address bar type in the following URL: <https://remoteapps.medsch.ucr.edu>



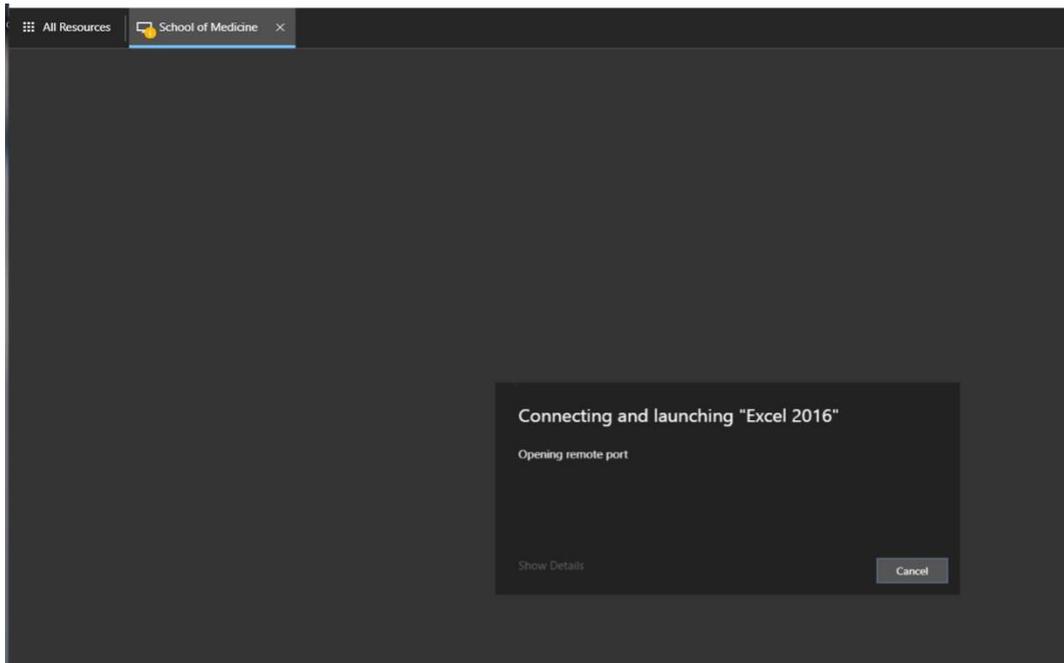
3. This URL will launch the following login prompt. Please enter the username and credentials as shown below. ([NETID@medsch.ucr.edu](mailto:NETID@medsch.ucr.edu) and current medsch password)



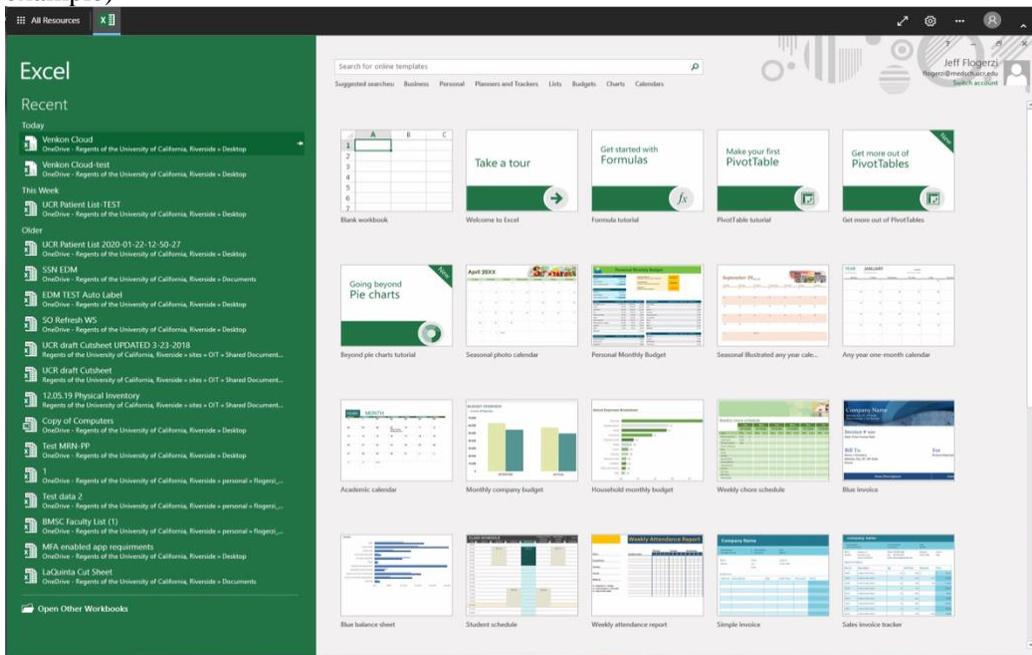
4. One logged in you may choose from a variety of applications. To launch an application selected the desired application by left clicking on it. Please note **this application is MFA Duo enabled and only supports Push Notifications only. No SMS or 1-time codes are supported. Please contact SOM IT Helpdesk for additional questions and possible alternative methods of access that do support SMS and 1-time codes**



5. During the application launch, you will be required to MFA with Duo. Please have your phone next to you. Once you see this screen below, please check your phone or compatible device for the Duo notification and approve access.



6. Once the MFA Duo challenge is completed, your application will load, as shown below. (excel is used as an example)

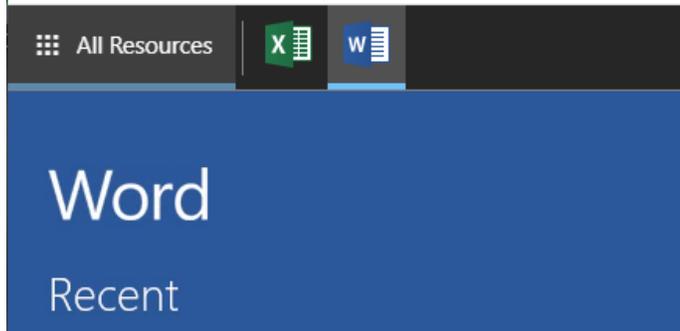


7. With the Remote Application platform, you are not just limited to 1 application at a time, but you can have as many as you need open at once. To do this you must do the following

- a. After your first application loads click on all applications in the upper left as shown below



- b. This will move you back to the previous screen where you can choose another application. This example will show the word icon. You can think of this like a windows taskbar which you can toggle between applications.

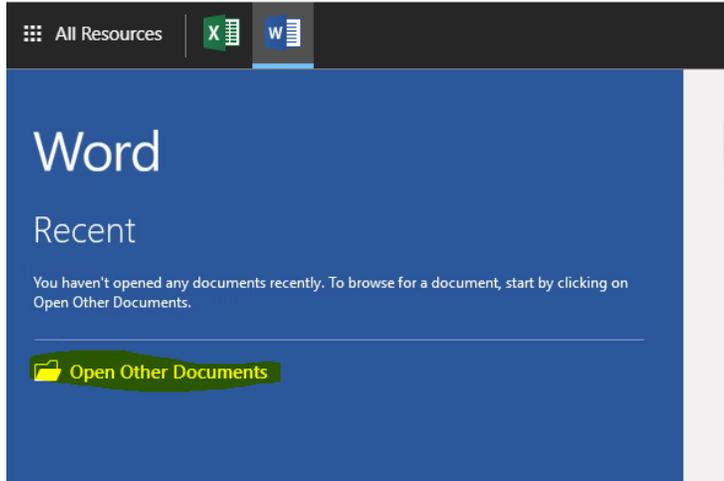


- c. To move between apps, you can just left click on the icon to switch back and forth.

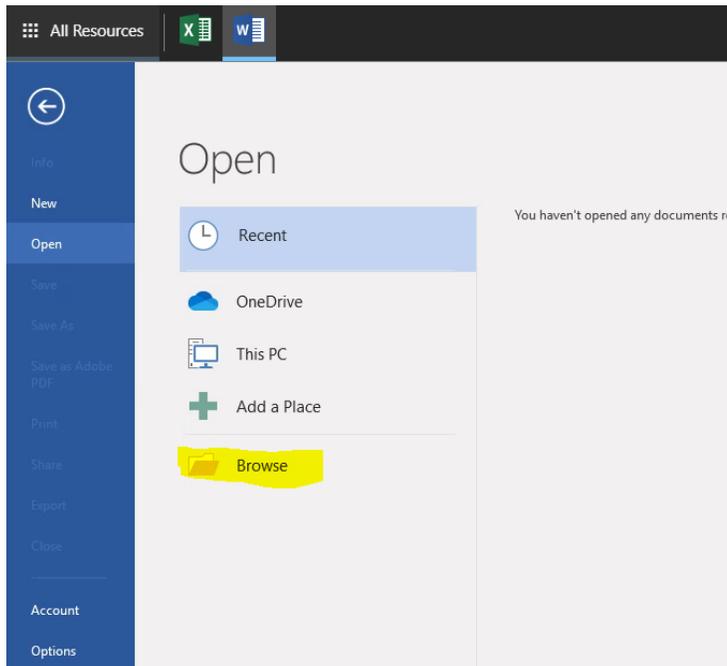
## How to use the Applications to access Vault, One Drive, and User Personal Files

## 1. Accessing Vault or Department Shares in all Office Applications

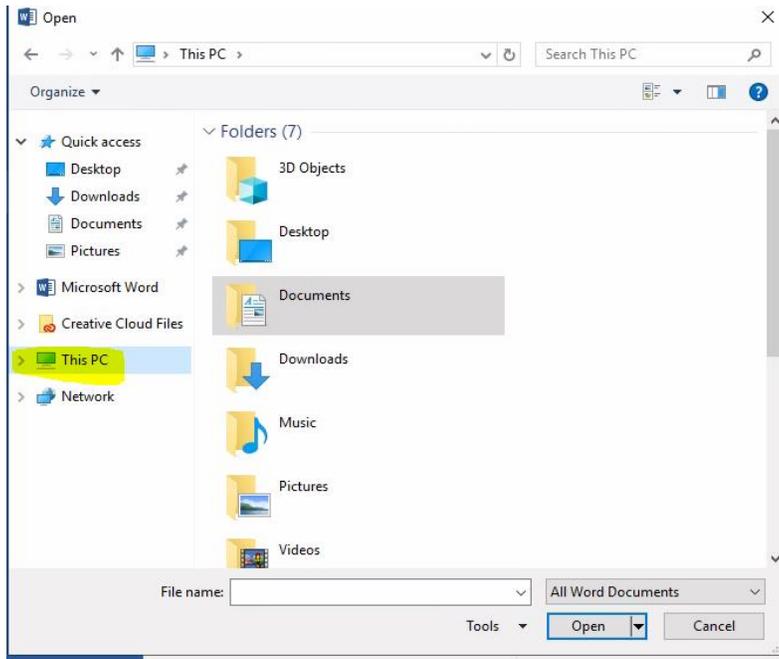
- a. To access files on the Vault server in any application, click on open other documents as shown below



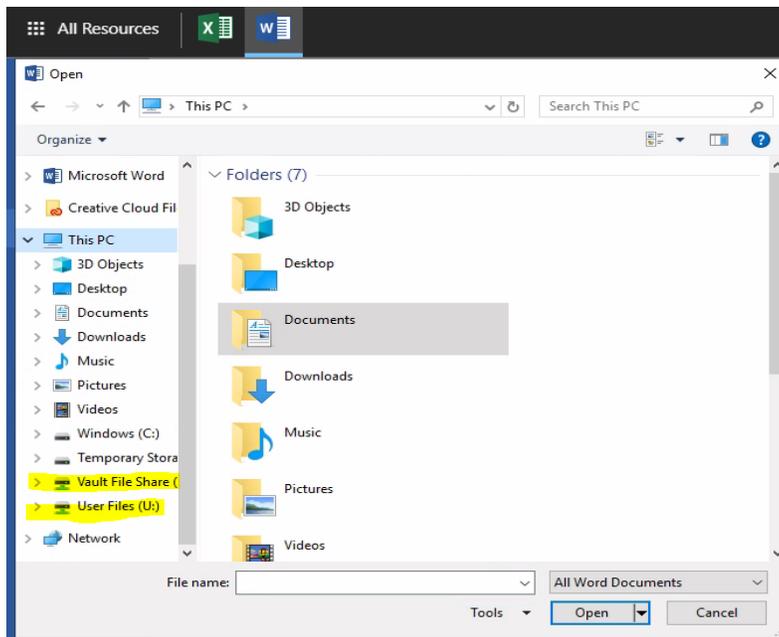
- b. Select Browse as shown below



- c. Expand This PC as shown below by clicking on the > next to This PC

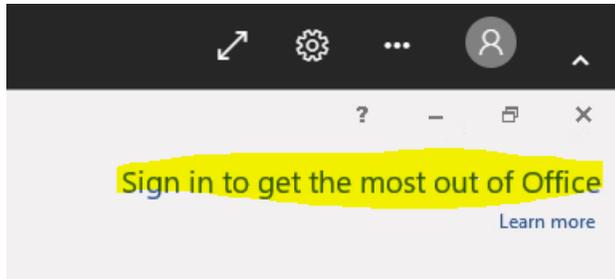


- d. At the bottom of this expanded list, you will see to mapped network drives. One represents access to all folders on Vault under the Groups directory and the User Files are individuals files from vault that are stored on My Documents and My desktop

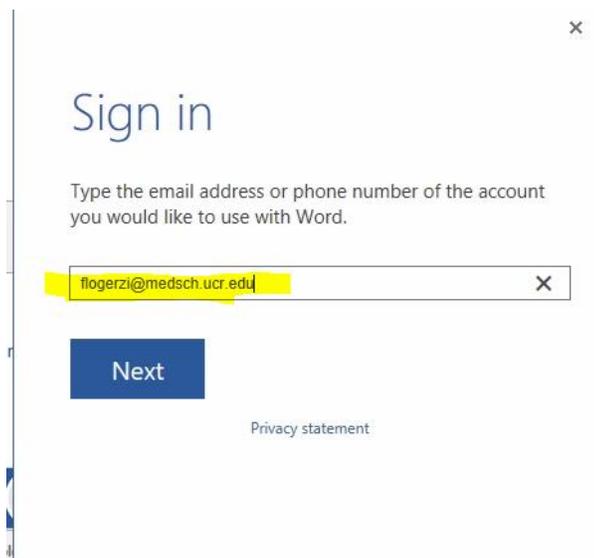


## 2. Accessing One Drive Files

- a. To Access One Drive files, you must sign into your School of Medicine account within the application. In this example, I will show how to do this using Word, but it will work all office application
- b. In the upper right click on the link Sign into get the most out of Office as shown below



- c. Enter your email address using the `netid@medsch.ucr.edu` as shown below and click Next



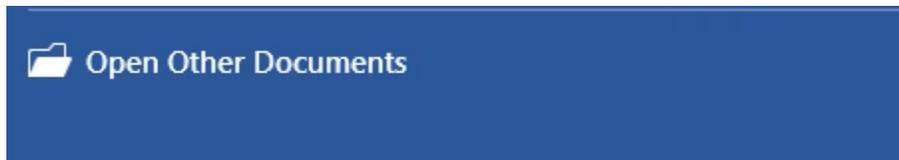
- d. You will see the SOM Azure SSO page as shown below. Please enter your current medsch password



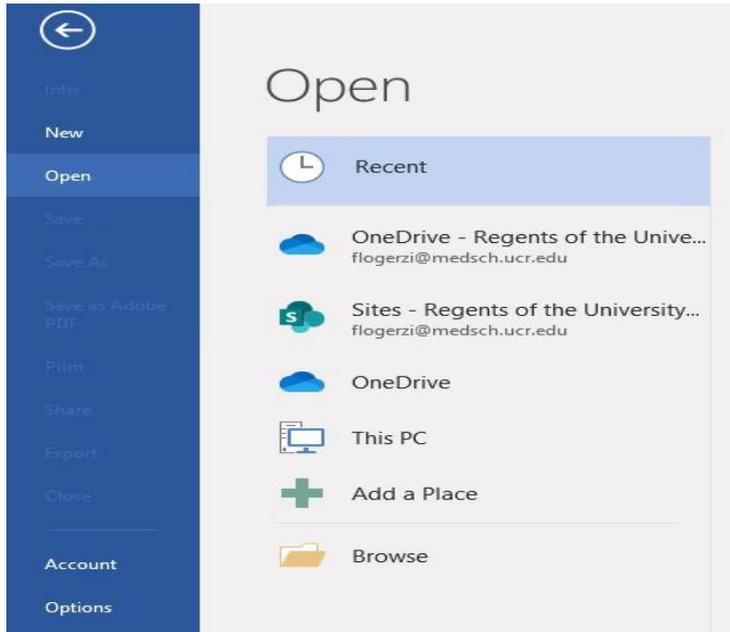
- e. Once Completed in the upper right corner you will notice your username and email address will be displayed. This will signal the login attempt was successful



- f. Now go back to open other Documents



- g. Now there will be 2 additional locations to access documents, OneDrive and SharePoint



**Escalation/Contacts:**

[helpdesk@medsch.ucr.edu](mailto:helpdesk@medsch.ucr.edu)

Call UCR SOM IT Helpdesk: 951-827-7676

**Other:**

**Detailed Revision & Approval History**

Date Revised	Description of Changes	Author	Reviewer	Date Approved
3-13-2020	Initial Draft	Jeff Flogerzi	Armando Gauna	3-13-2020
mm/dd/yyyy				mm/dd/yyyy
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