

## **Procedures for Remote Access to CCBC Applications**

### **Procedure: Remote Access Procedures**

**Procedure Date: 06/21/2010**

#### **1.0 Purpose**

The College offers many computer software applications to our students, faculty, and staff. Some of these applications are offered only on campus and only in secure areas such as administrative offices. The Banner system is an example of such an application where the security requirements of the system warrants this restricted access. The purpose of this document is to provide procedures for secure access to CCBC applications such as Banner from off campus. The technology employed provides a secure and encrypted session to internal CCBC applications. This document is intended for all CCBC faculty and staff.

#### **2.0 Procedures**

Access to restricted CCBC applications from off-campus is required to support business continuity, peak demand periods of service that periodically occur, and to meet other special business needs of the College. The technology uses an Internet browser on the remote computer to access a secure gateway, the SSL-VPN located on the CCBC network. The SSL-VPN connects the remote computer to services on the College network. Application security is maintained at the same level, independent of whether the application is used on or off campus.

The procedures which follow utilize Microsoft software. The user is encouraged to ensure that the computer used is up to date on software updates. The no-cost Microsoft Windows Update service should be used on the local machine before attempting to use remote access.

##### **2.1 Access to the SSL-VPN**

Access to the SSL-VPN provides a path through the College security systems. Accordingly the use of this technology is restricted to CCBC staff members who have been approved for this service. Approval is gained through the use of the Remote Access Request form on the Forms repository on Daily Post. The request form includes identification of those services that are to be used through remote access. An approval signature is required by the requestor's supervisor. Information Technology Services will regularly provide audit reports on remote access services.

Access to the SSL-VPN is through an Internet Browser such as Internet Explorer, Safari or Firefox. The instructions which follow use Internet Explorer for demonstration purposes.

## Procedures for Remote Access to CCBC Applications

Use the URL <https://sslvpn.ccbcmd.edu> in the Internet browser. Figure 1 should be displayed.

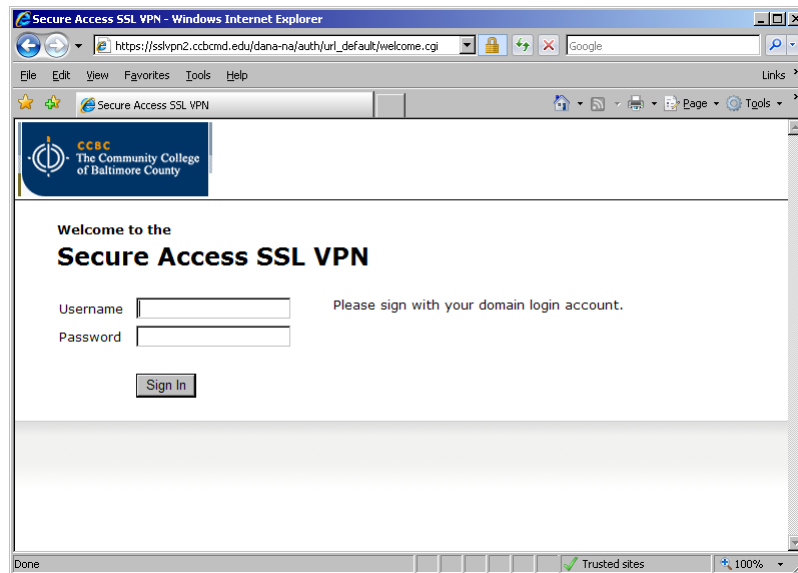


figure 1

Log in with the CCBC **username** and **password**

*Note: If a popup blocked installed on the browser message appears, accept the popup and install the add on software in order to move to the next screen.*

### 2.2 Access to Applications and Services Through the SSL-VPN

Figure 2 is an example of what the VPN homepage will look like. Note that the College will add or remove applications to meet ongoing business needs.

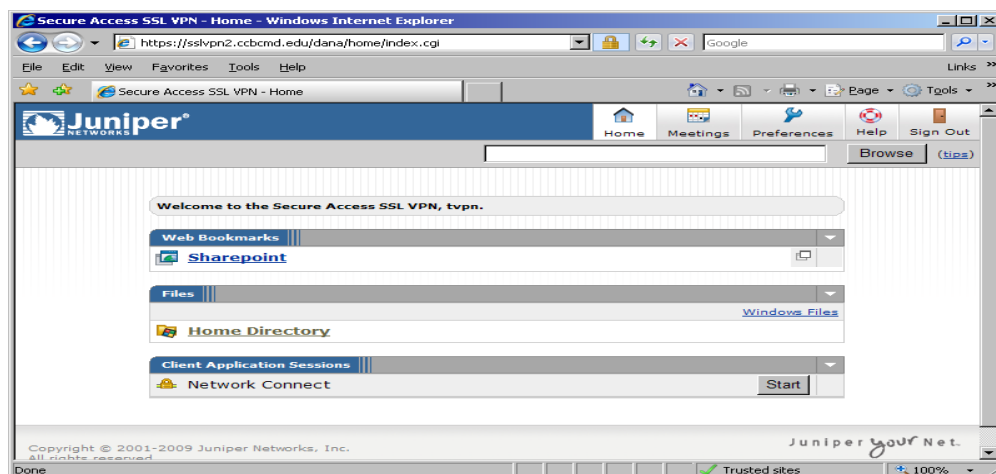


figure 2

## Procedures for Remote Access to CCBC Applications

The SSL-VPN home page is divided into three sections: **Web Bookmarks**, **Files** and **Client Application Sessions**. The **Web Bookmarks** section currently has a single bookmark to **SharePoint** and will automatically log the session into **SharePoint**. Additional bookmarks may be added in the future to reflect additional College services.

The **Files** section provides access to network drives such as the H drive or Group Shares such as a G: drive. Each network drive will appear as a separate link. To access any of these drives, click on the **link**. If a network resource or Group Share is missing please contact the helpdesk at 443-840-4357.

The **Client Application Sessions** provides access to restricted CCBC applications such as Banner. Banner access is discussed in section 2.3. Other applications may require investigation and development work by the Information Technology Services department to make them available through remote access. The applications required through remote access should be identified on the Remote Access Request form.

### 2.3 Accessing Banner Applications

Under the **Client Application Sessions** section, click the button labeled **Start** to the right of the words **Network Connect**.

The first time this process runs the client software and settings will be downloaded. A message will appear while this is in progress. Once the process is finished an icon such as the one shown in Figure 3 will appear in the system tray (The system tray is located in the lower right hand corner of the computer screen and contains the time and a variety of other icons.)

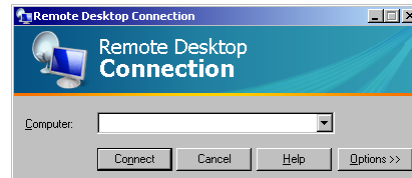


figure 3

Banner access is provided through a terminal server which hosts the Banner session. This avoids the requirement for the Banner client to be installed on the remote workstation. To connect to the Banner terminal server, click on the **Start** button and go to **Programs**, **Accessories**, and then click on the **Remote Desktop Connection** application. (**Note:** In older version of windows this may be in a sub-folder called Communications)

A screen similar to figure 4 will appear. In the text box type **ccbc-cts.ccbc.ccbcmd.edu** and then click the button labeled **Connect**.

## Procedures for Remote Access to CCBC Applications



*figure 4*

This will provide a windows desktop similar to the one provided on the campus workstation. All network drive mappings and Banner icons are available. The procedure to logon to the Banner system is identical to the technique used while on campus. Banner security is the same as that provided in sessions at the College

To terminate the remote session, logoff of Banner and right click on the icon displayed in figure 3 and click on ***Exit*** to terminate the connection to the college.