

- 1. Where do I go to access my files?**
Open a Web browser, go to <http://access.hws.edu>, and click on the drive or folder you want to access
- 2. Where do I go to install the software to virtually be on the HWS network?**
Open a Web browser, go to <http://access.hws.edu>, and click the **Install VPN Client** link
- 3. What can I access from the remote access Web site?**
You can access any folder on the HWS network that you can normally access.
- 4. What can I access from the software to virtually be on the HWS network?**
You can access any folder on the HWS network that you can normally access in the same way (networked drive or shortcut), e-mail in an e-mail client (Outlook, Entourage, Mail, Thunderbird), running software that requires access to campus servers for data or to run.
- 5. Do I need to use a specific type of computer or browser?**
No, the Web and installed versions have been tested and work on Windows XP/Vista and Mac OS X with Firefox, Internet Explorer, or Safari. They should work in any browser that supports ActiveX or Java and JavaScript.
- 6. What can I do if the software installation fails or says the program is already installed?**
Using the Web version (or on campus), go to the I drive (link below) to download and run manual installers for Windows, Macintosh, or Linux
[\\fsrv.hws.edu\netcommon\Software Install Kits\Public\Aventail Tunnel Clients\](http://fsrv.hws.edu/netcommon/Software%20Install%20Kits/Public/Aventail%20Tunnel%20Clients/).
- 7. What is happening with the existing VPN service?**
At the end of July, 2009 the old HWS VPN service using the UHURA server will be terminated and configurations for that will cease to function.
- 8. Does this change how we access services like Webmail, BlackBoard, PeopleSoft, etc. via the Web?**
No, all Web services should function exactly as before.
- 9. Is this available to all students, faculty, and staff?**
Yes. Everyone with an HWS network account is automatically allowed to use this service.
- 10. Does this replace the large file transfer service (filetransfer.hws.edu)?**
No, this service is not related to the large file transfer service that allows files to be sent with an e-mail message to anyone.
- 11. Are there any size limits on the files I can upload/download using the new service?**

The only limitation on size is the available space on the folder you are putting files into (the standard quota for personal and shared folders is 250MB).

12. Will this service time out on me (and if so, what is the time limit)?

13. Can I stay logged in or do I have to log in and out?

14. If I close the web page, will it close my connection?

Yes, unless you are connected with the installed software version, in which case there

If you have any trouble with the above process, please contact the Help Desk in the Library Learning Commons or 315-781-4357 (ext. 4357/HELP on campus) or helpdesk@hws.edu.