

Connecting to CSI's Virtual Lab from a Mac Computer

IMPORTANT MESSAGE: PLEASE READ BEFORE PROCEEDING!!!

**Would you like to CONVENIENTLY access software that you need?
Then follow these EASY, step-by-step, instructions.**

**If you follow these steps, IN THE PROPER ORDER, the process will be clear and
you will avoid problems.**

There are ONLY 4 Sections you need to do:

In **Section 1**, you will install [Global Protect](#), which is necessary to connect to CSI's network.

In **Section 2**, you will install [Microsoft Remote Desktop](#), which will allow you to remotely use one of the available computers in a CSI computer lab.

You will **ONLY** need to install these programs **THE FIRST TIME** you use a new device.

In **Sections 3 and 4**, you will learn how to **CONNECT to a computer**, **SAVE YOUR WORK** and **DISCONNECT from the computer and VPN**.

Attention Students:

If at any point you get authentication failed or a wrong password error, please try resetting your CSI password at: <https://slasreset.csi.cuny.edu>

If you have any questions, please contact the CSI Helpdesk at:

718-982-3695

HelpDesk@csi.cuny.edu

Attention Students: When contacting Helpdesk; please provide your full name, EMPLID, the class you are taking, and the best phone number to contact you.

Section 1: Connect to CSI's VPN

First you will need to download the VPN client, Global Protect. This process will only need to be done the first time.

1. **Step 1:** Open a web browser and type **SLAS-VPN.CSI.CUNY.EDU** in the URL address bar. You'll get to the following page:



The screenshot shows the Palo Alto Networks GlobalProtect Portal login page. At the top left is the Palo Alto Networks logo. Below it, the text "GlobalProtect Portal" is centered. There are two input fields: "Username" and "Password". Below the password field is a blue "LOG IN" button.

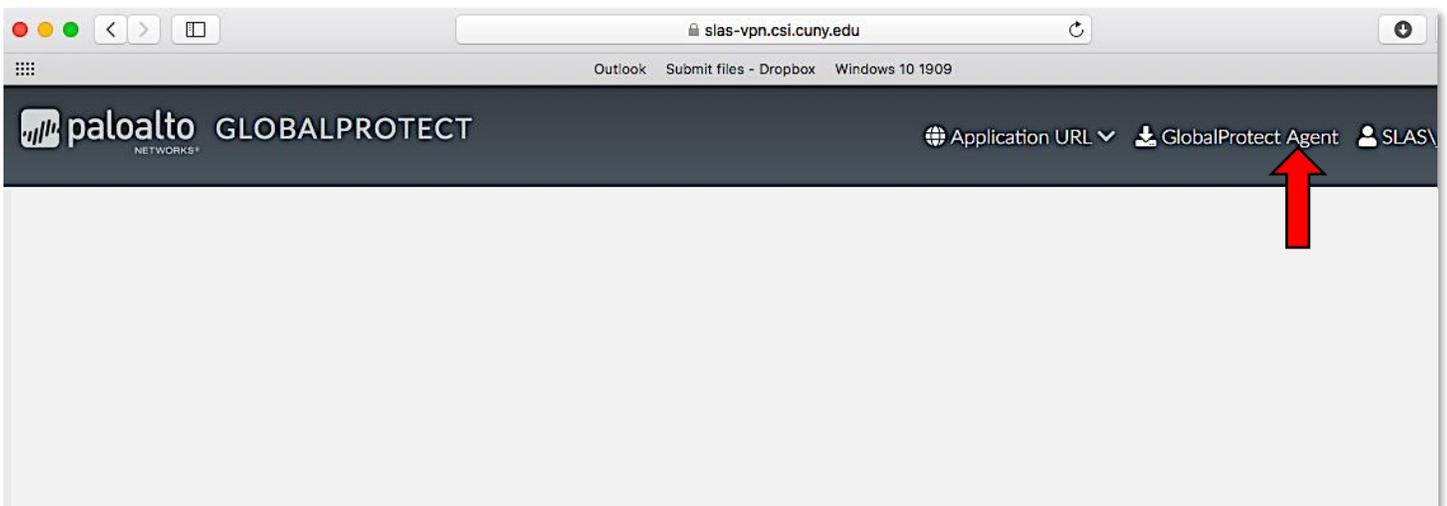
Step 2: Log in with your CSI Credentials.

***NOTE: Username Format must be:**

Students: FirstName.LastName@cix.csi.cuny.edu and your SLAS password

Faculty/Staff: FirstName.LastName@csi.cuny.edu and your FLAS password

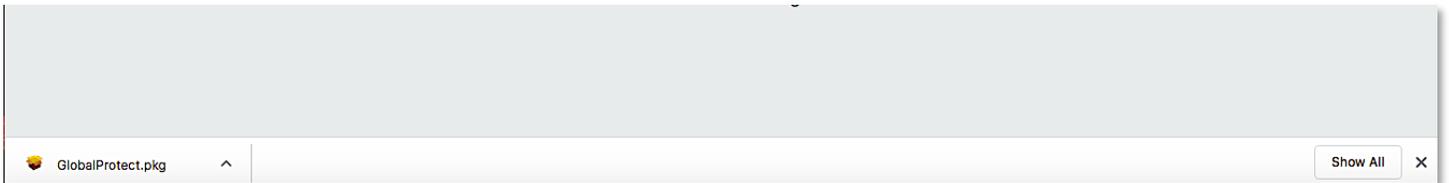
Step 3: You will be taken to the following page. Click the **GlobalProtect Agent** link on top.



Step 4: You will be taken to a download page. Click on **Download Mac 32/64 bit GlobalProtect agent**.

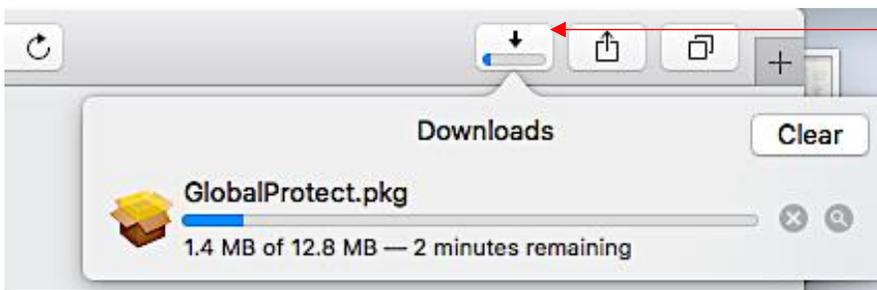


If you are using **Google Chrome**, you'll see the download at the bottom of the browser window



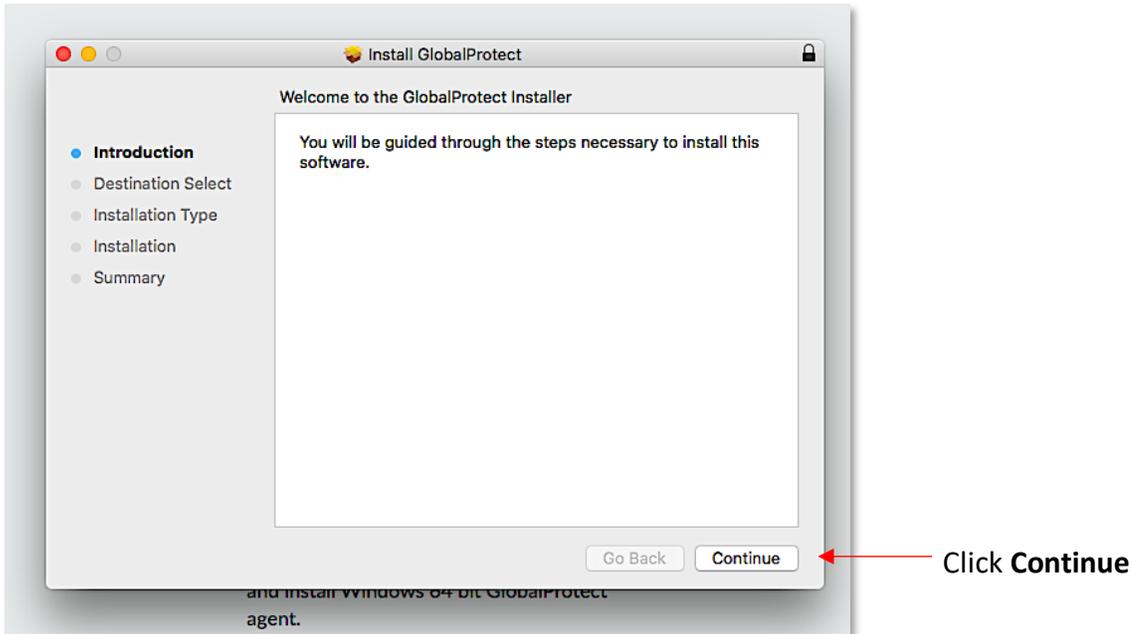
↑
Bottom of browser window

If you are using **Safari**, your downloads will be on the top right of the browser window

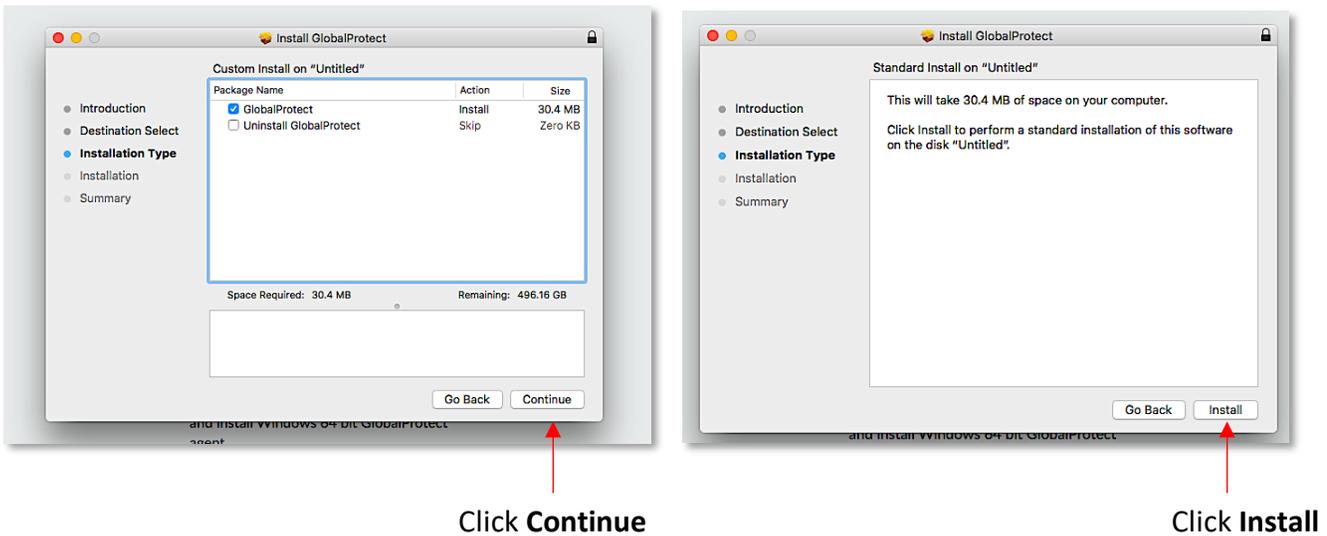


↑
Top of browser window

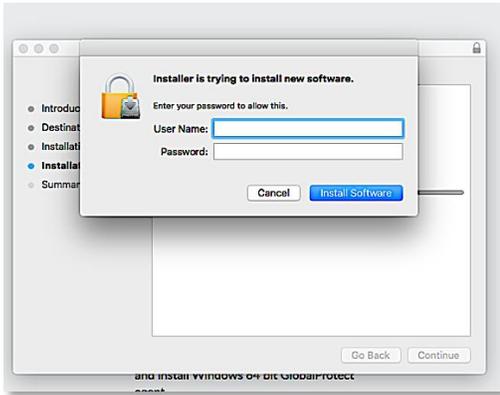
Step 4: Once the download finishes, click it to open it (Single Click in Chrome, Double Click in Safari) and the Installer window will open:



Step 5: Follow the prompts to install the software:



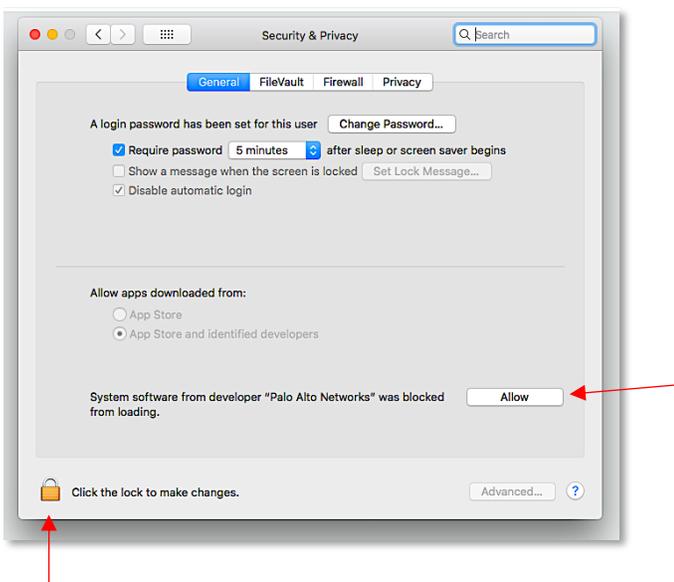
You will then be prompted to enter your password. Type the password you use to log onto the computer you are currently using. (Your personal computer password. Your name will already be in the User Name field)



Step 6: Depending on the version of your Operating System, you might get the following prompt:

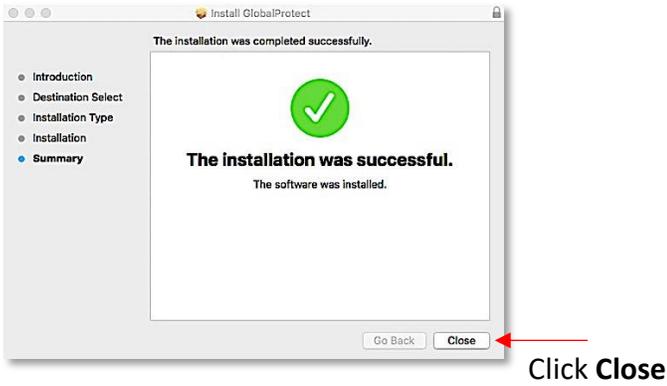


Click **Open Security Preferences** and you'll see the following window:



Click the **Lock** icon to unlock your preferences, type in your personal computer login password and click **Allow**.

Close your system preferences window and you should see the following:



You will then see this window:



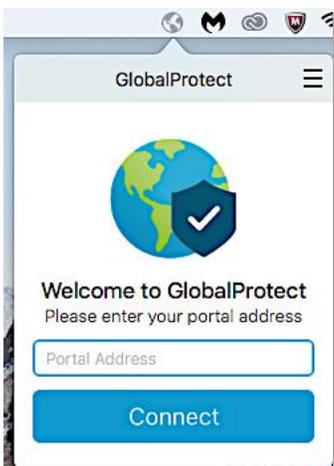
Click **Keep**. This is in case you need to re-run the installer in the future.

It's time to connect to the VPN

On the top right of your screen, by the time and battery, you will see a new icon that looks like a **Globe**:



Step 7: Click on the Globe and you will see this:



Step 8: Enter **SLAS-VPN.CSI.CUNY.EDU** for the Portal Address, then click **Connect**.



Step 9: You will then be prompted to **Sign In**:

**Note: You will need to do this each time you want to connect to the virtual lab. Click the globe icon to get to this Sign In window. The Portal will already be filled in from the first time you entered it.*

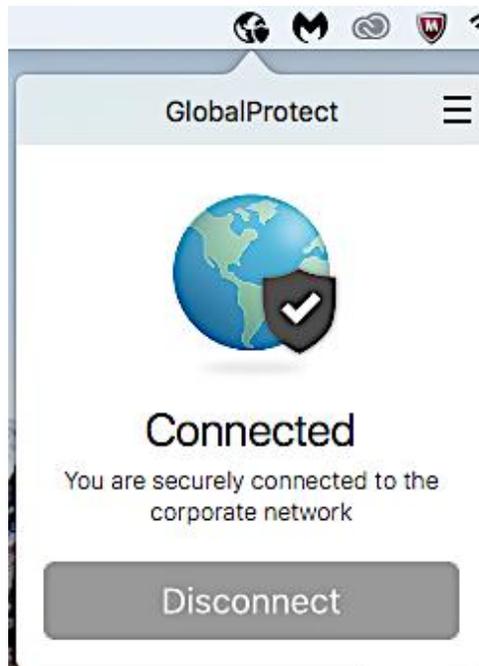
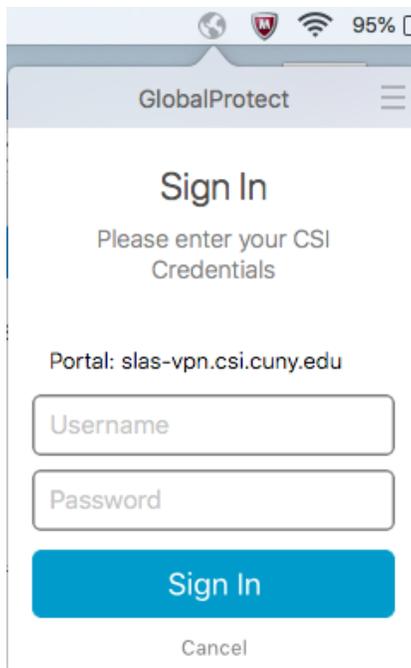
Sign in with your CSI Credentials.

***NOTE: Username Format must be:**

Students: **FirstName.LastName@cix.csi.cuny.edu** and your SLAS password

Faculty/Staff: **FirstName.LastName@csi.cuny.edu** and your FLAS password

You should then see that you are **Connected** to the VPN:

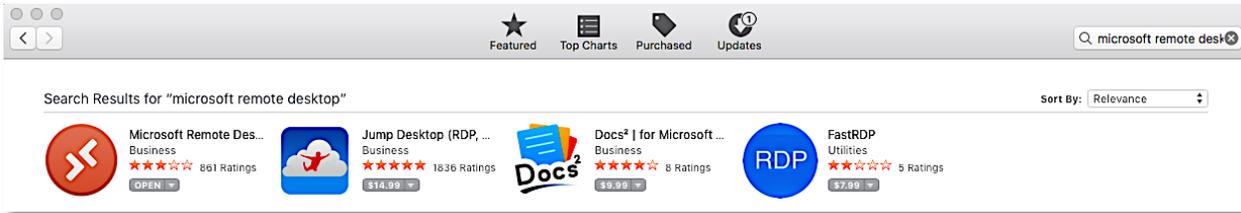


Section 2: Installing Microsoft Remote Desktop

(You will only need to do this for the first time connecting)

Step 1: Open the App store by clicking the Apple and then App Store and search for Microsoft Remote Desktop

***Note:** Your Mac will need to be running the 10.13 Operating System or later to install this software



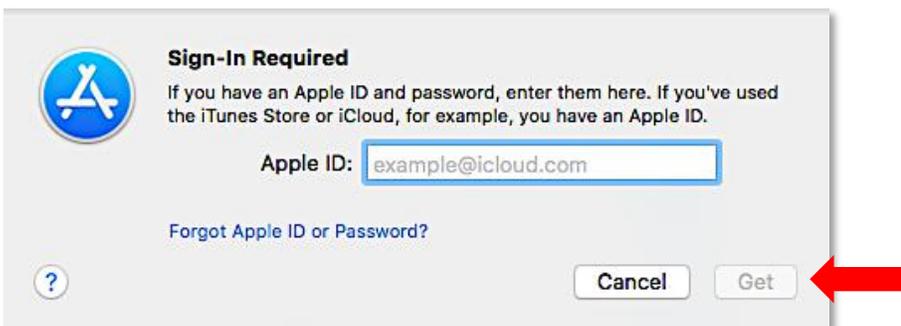
Step 2: Click Get



Step 3: Click Install App

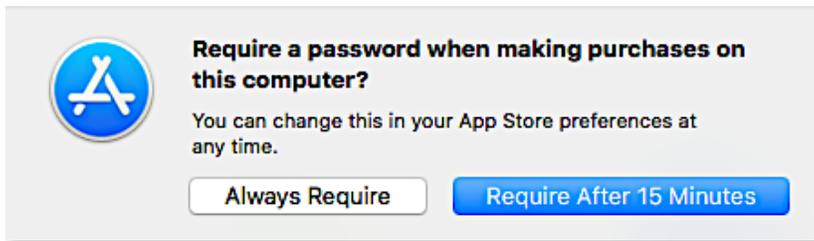


Step 4: You'll be prompted to enter your Apple ID and Password



Enter your Apple ID and Password and click **Get**

Step 5: You might see the following screen depending on your preferences:

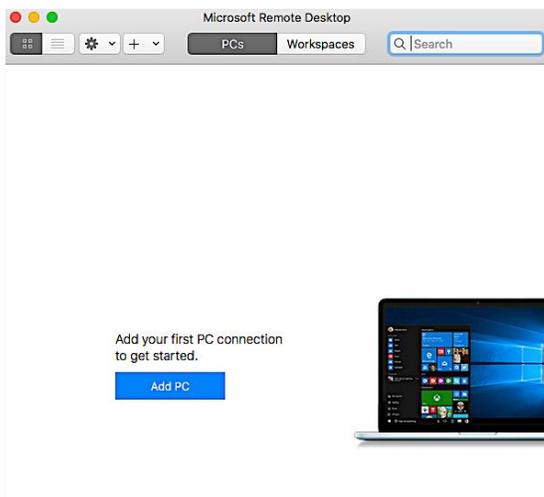


You can click either option.

Step 6: Click Open



Step 7: The Microsoft Remote Desktop App will open and look like this:



You can now quit out of the application.

Section 3: Connecting to the Virtual Lab and a Computer

Step 1: Open Chrome or Safari and go to the following site:

<https://remoteaccess.labstats.com/college-of-staten-island-cuny>

Welcome to the College of Staten Island's Virtual Lab!

The screenshot shows the 'College of Staten Island CUNY REMOTE COMPUTER ACCESS' interface. It features a header with the college name and 'REMOTE COMPUTER ACCESS'. Below this, there is a section for 'Computer Labs' with the identifier '1L212' and '47 computers available'. A list of four computer lab entries is displayed, each with a Windows icon, a lab ID, a URL, and a 'Connect' button. The lab entries are: 1L212-14 (1L212-14.slas.csi.cuny.edu), 1L212A-20 (1L212A-20.slas.csi.cuny.edu), 1L212-08 (1L212-08.slas.csi.cuny.edu), and 1L212-11 (1L212-11.slas.csi.cuny.edu).

The list of computers you see here are available to use. Click on any one you choose.

Step 2: You will get the following pop up window. Click **Download**

The screenshot shows a pop-up window titled 'Connect to 1L212-07'. It has a close button (X) in the top right corner. Below the title bar is a teal header with a laptop icon, a right-pointing arrow, and another laptop icon. The main content area is white and contains the text 'Follow these steps:' followed by a numbered list: 1. Download and open the connection file, 2. Press the 'Connect' button, and 3. Log in with your username and password. A red arrow points to a 'Download' button in the first step. Below the third step, there is a note: 'You may need to choose 'More choices' and 'Use a different account' to enter your correct username'.

Step 3A: The following steps will only need to be done the first time you connect.

***Note:** Each time after, follow from **Step 3B** on.

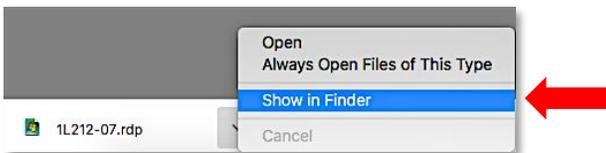
Step 3A-1: Open the folder containing the downloaded file

***Chrome Users:** you will see the download at the bottom of the browser window.

A: Click on the **up arrow**

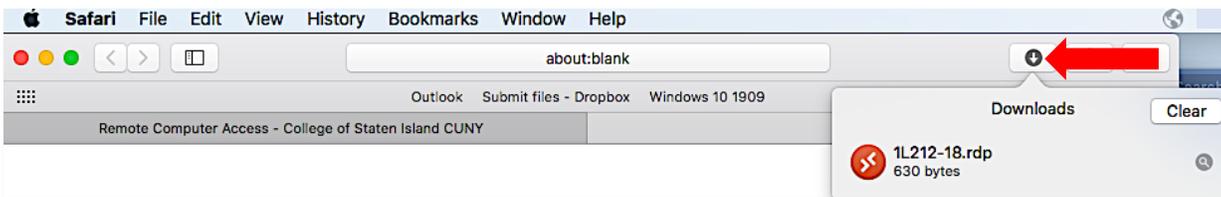


B: Click **Show in Finder**

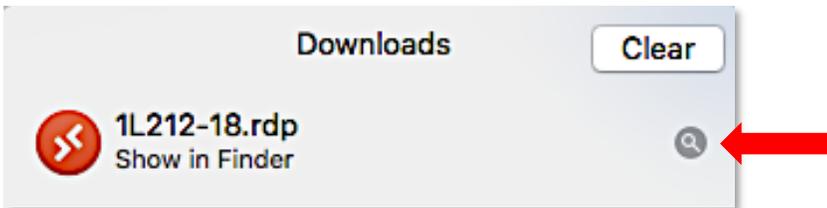


***Safari Users:** You will see the download at the top right of the browser window.

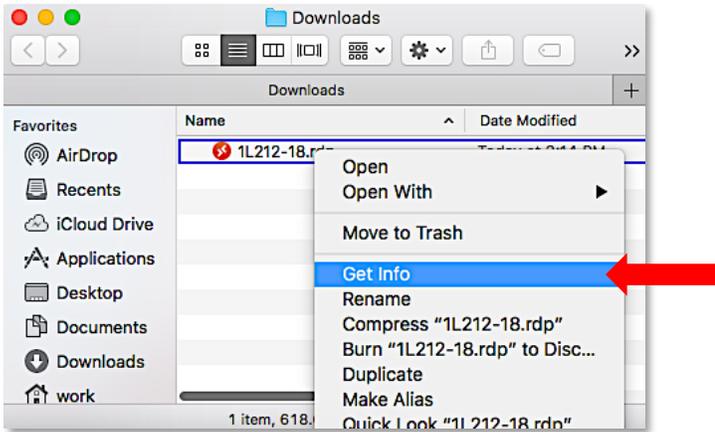
A: Click on the **down arrow** to view the downloaded file



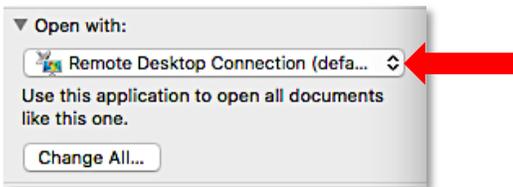
B: Click the **magnifying glass**



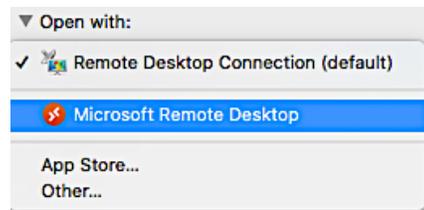
Step 3A-2: Right Click on the file and click **Get Info**.



Step 3A-3: Under the "Open with:" section, Click on **Remote Desktop Connection**.

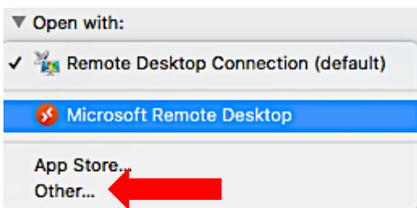


Step 3A-4: Click **Microsoft Remote Desktop**

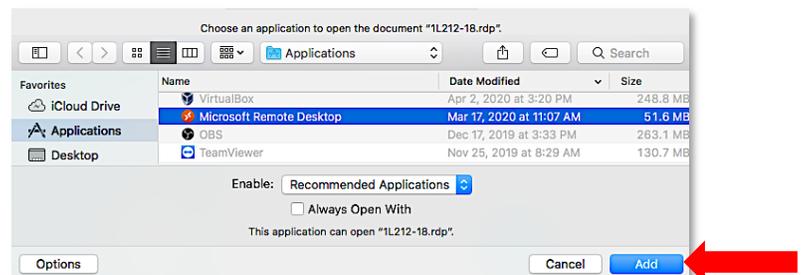


***If Microsoft Remote Desktop is not shown:**

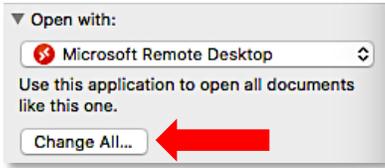
A: click **Other**



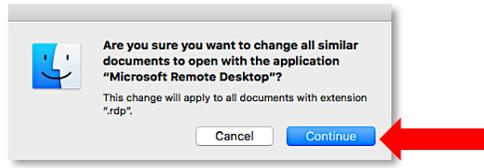
B: Select **Microsoft Remote Desktop** in your Applications Folder and Click **Add**



Step 3A-5: Click Change ALL



Step 3A-6: Click Continue

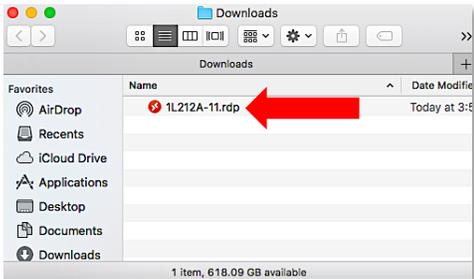


Step 3A-7: Close the Get Info window

***Note: Double check that you are still connected to the Global Protect VPN client. Your session may have timed out. If it is not connected, reconnect. If it is still connected, proceed to the next step**

Step 3A-8: Double click on the downloaded file.

(Your finder window should still be open. If it isn't, go to your default downloads location).



Step 3B: Open the downloaded file

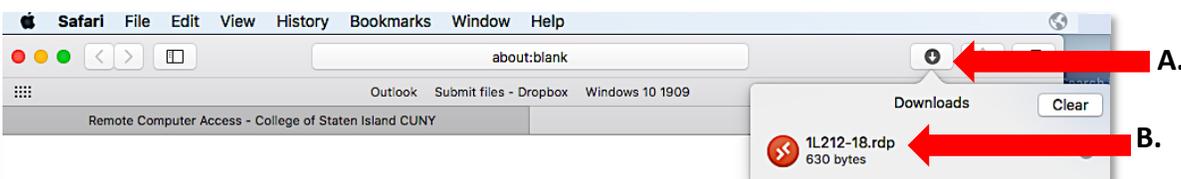
***Chrome Users:** You will see the download at the bottom of the browser window. Single Click on the Downloaded file.



***Safari Users:** You will see the download at the top right of the browser window.

A: Click on the down arrow to view the downloaded file

B: Double Click on the downloaded file

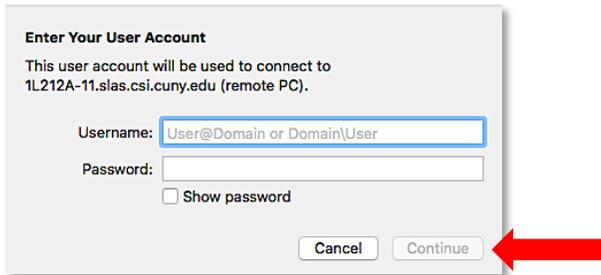


Step 4: Sign in with your CSI credentials and click **Continue**.

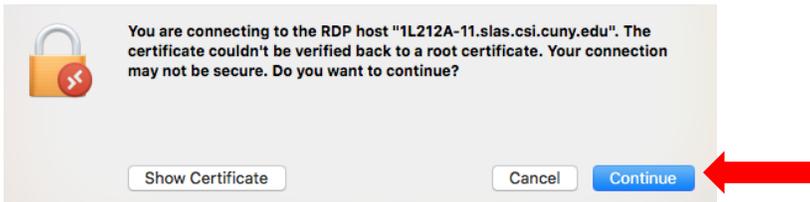
***NOTE: Username Format must be:**

Students: slas**FirstName.LastName** and your SLAS password

Faculty/Staff: flas**FirstName.LastName** and your FLAS password

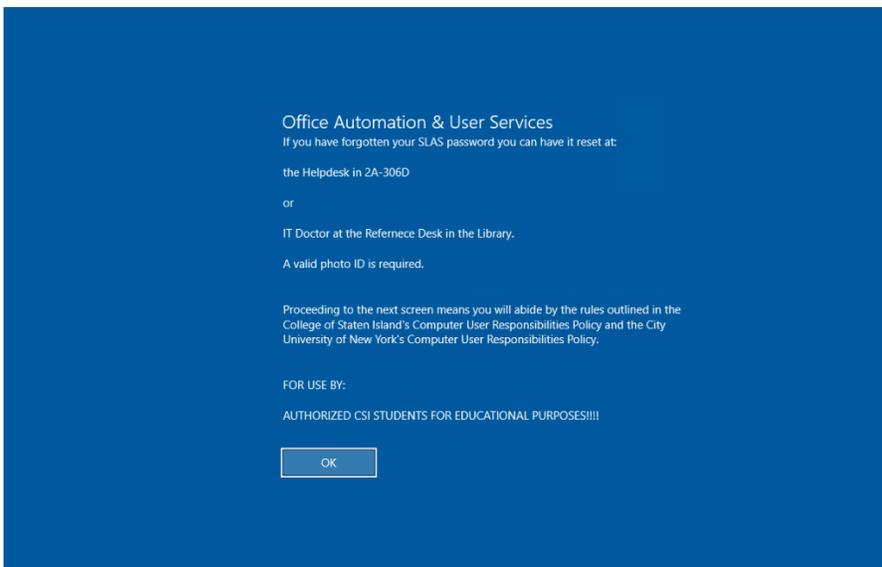


Step 5: Click **Continue**



You are now connected to a CSI Lab Computer. You should see the CSI Login Window.

Step 6: Click **OK** to login.



The computer will now automatically login and bring you to the desktop in full screen mode.

You can now use the computer as if you were sitting in a lab.

Section 4: Disconnecting from a Virtual Lab Computer and the VPN

VERY IMPORTANT

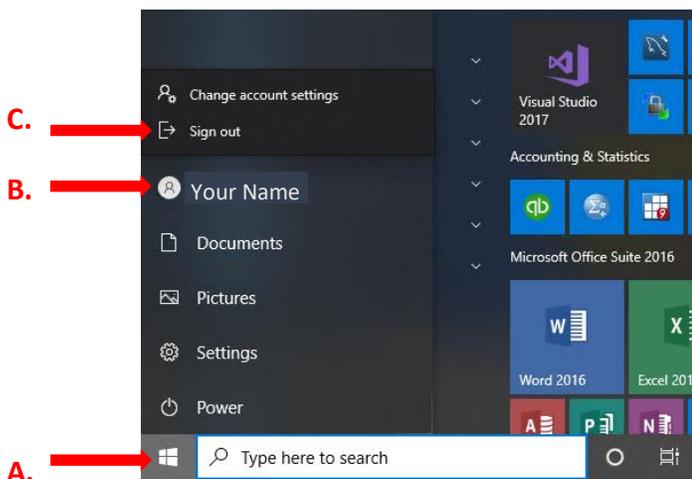
***Note:** When you are done using the computer, make sure you **SAVE YOUR WORK!** **SAVE IN YOUR EMAIL OR SOME OTHER ONLINE STORAGE (DROPBOX, ONEDRIVE, Etc.)** **Do NOT save directly onto the computer (Desktop, Documents, etc.) IT WILL BE ERASED!!!**

Once you are done using the computer and have **saved your work (online)**, you must **Sign Out** of the remote computer.

STEP 1: A: Click the **Start Button**

B: Click the User Icon  (Your name will show up when the mouse hovers over the icon)

C: Click **Sign Out**



Step 2: Click the Global Protect Icon (at the top) and click **Disconnect**



Step 3: Quit out of Microsoft Remote Desktop

You are now completely disconnected.