# Remote Computer Lab Access (Mac)

**Applies to:** Student Computer and Teaching Labs
**Platform:** Mac
**Affiliation:** Students
**Version:** 1.0 Updated 10.14.2020 ZP

## Contents

## Overview

John Jay College has made several Student computer labs available to access remotely from your own computer anytime, anywhere. Follow the instructions below to learn how to connect to our computer labs remotely, as well as a list of software available on each remotely accessible lab.

## Prerequisites

All off campus connections require the use of Cisco Any Connect VPN software and Microsoft Remote Desktop Software. You will need to install them to use a computer lab if you do not already have them on your computer.

Install VPN Software If Needed

You must first connect to the John Jay Virtual Private Network before you will be able to gain remote access to a lab computer. Use the instructions below to install and connect to the VPN on a Mac machine.
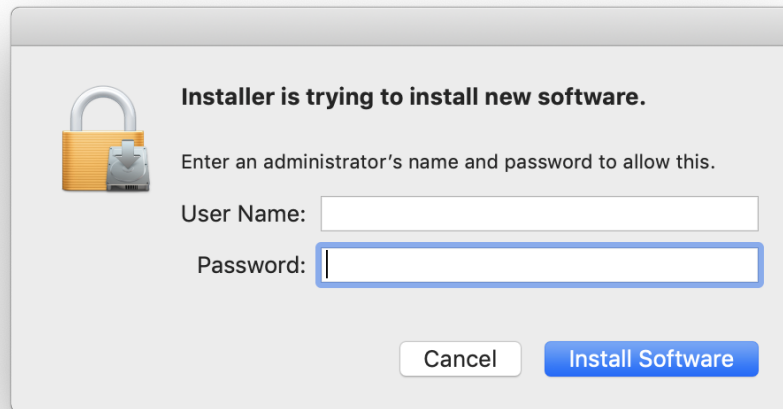
1. Cisco Anyconnect VPN Client Download: MAC OS: https://jjc-storage.s3.amazonaws.com/anyconnect-macos-4.8.02045-predeploy-k9.dmg

2. After download has been completed, double click on the file. The following should appear:
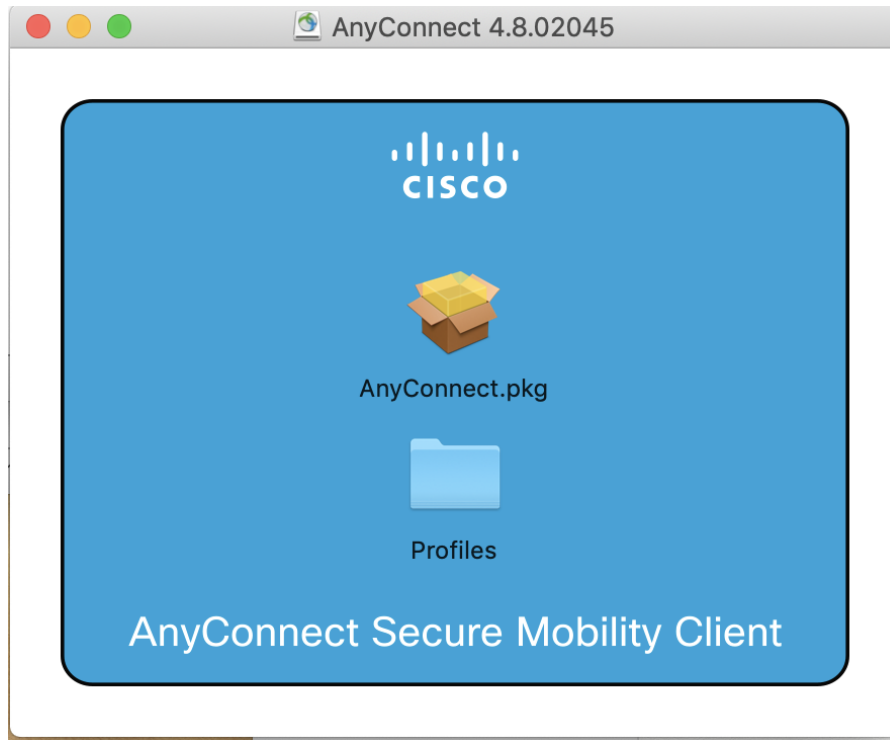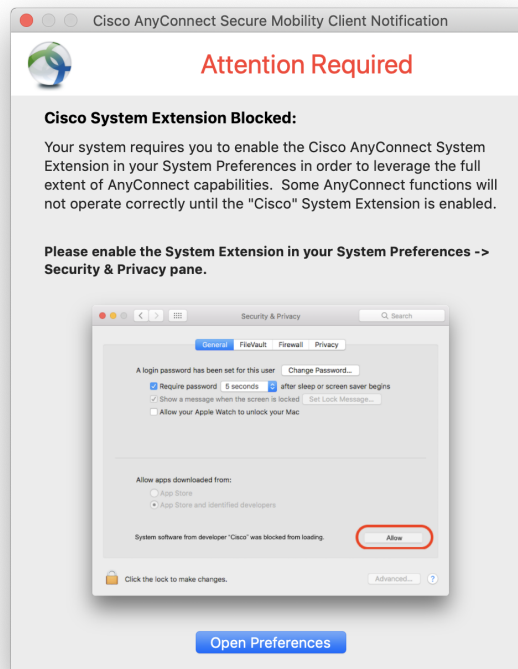
3. Double click on the icon above "AnyConnect.pkg". The following should appear:
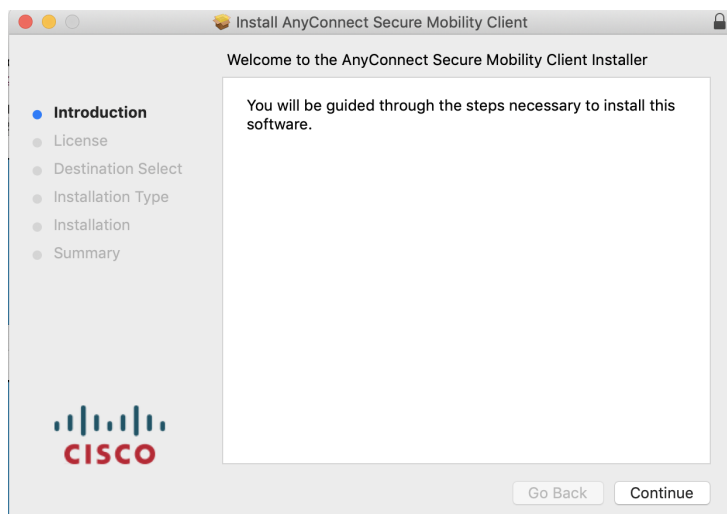
4. Press "Continue/Agree" until prompted to install the software. You will be prompted for the local administrator username and password of your computer

**Installer is trying to install new software.**

Enter an administrator's name and password to allow this.

User Name: [                    ]

Password: [                    ]

Cancel    **Install Software**

5. Software that does not come directly from the Apple App store has to be explicity permitted. Click on "Open Preferences".

● ● ●  Cisco AnyConnect Secure Mobility Client Notification

**Attention Required**

**Cisco System Extension Blocked:**

Your system requires you to enable the Cisco AnyConnect System Extension in your System Preferences in order to leverage the full extent of AnyConnect capabilities. Some AnyConnect functions will not operate correctly until the "Cisco" System Extension is enabled.

**Please enable the System Extension in your System Preferences -> Security & Privacy pane.**

General  FileVault  Firewall  Privacy

A login password has been set for this user    Change Password...

☑ Require password  5 seconds  after sleep or screen saver begins

☑ Show a message when the screen is locked  Set Lock Message...

☐ Allow your Apple Watch to unlock your Mac

Allow apps downloaded from:

○ App Store

● App Store and identified developers

System software from developer "Cisco" was blocked from loading.    Allow

Click the lock to make changes.    Advanced...  ?

**Open Preferences**
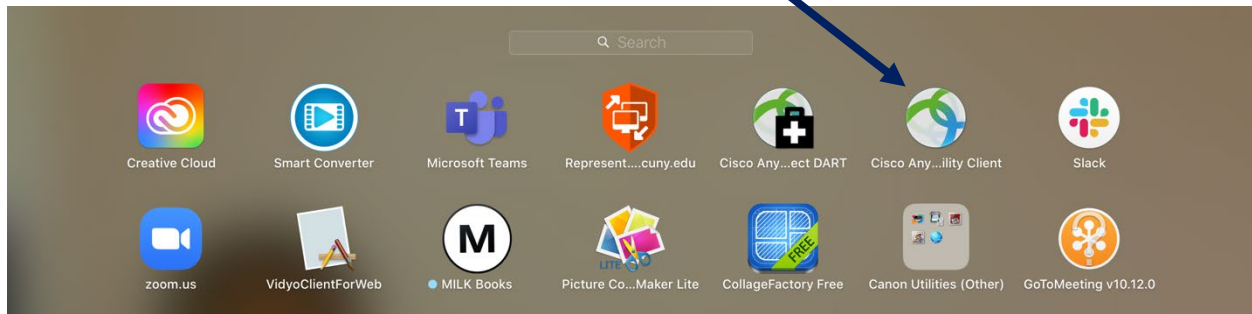
6. Click "Allow" in the "Privacy and Security" section of "System Preferences"
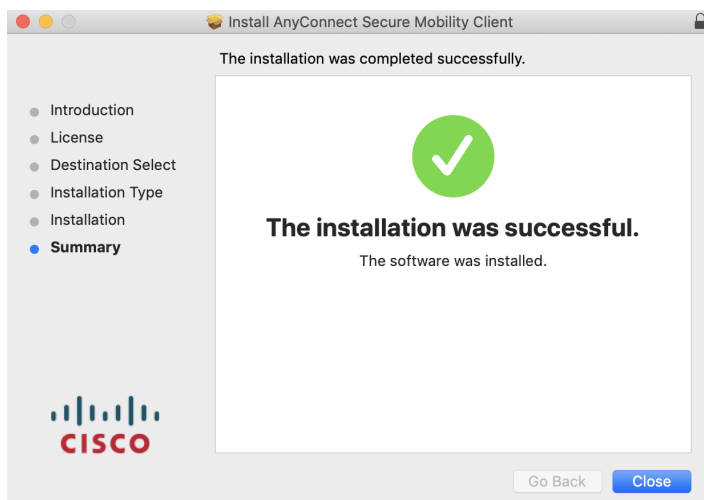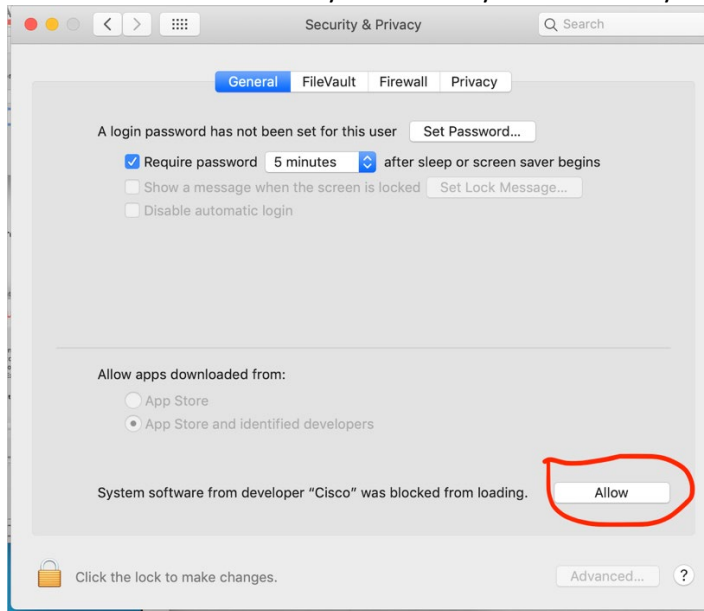




7. The Cisco Anyconnect application may be located by clicking on the "Launchpad", located at the lower left hand corner of the taskbar.
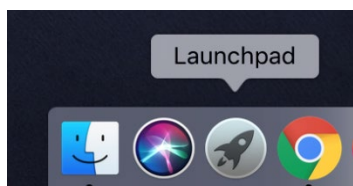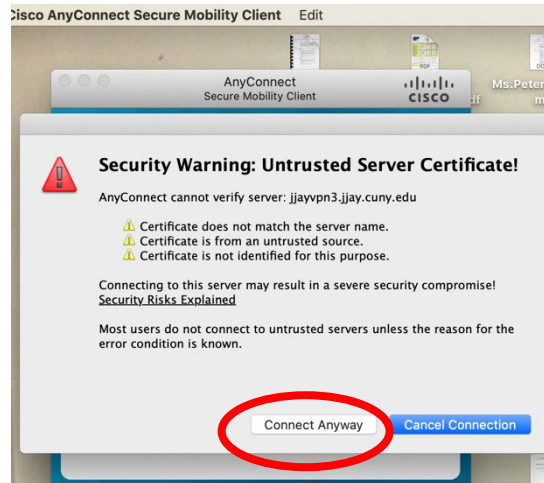
8. Double click the "Cisco Anyconnect Client" (if you have many apps installed, you will have flip through a few pages.
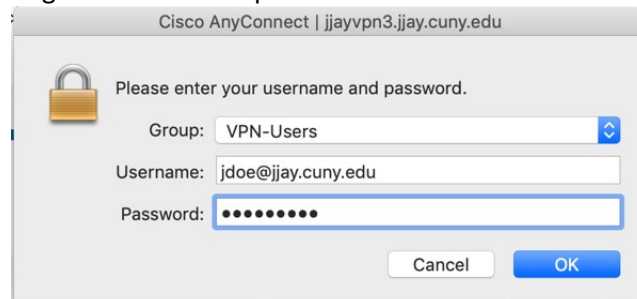


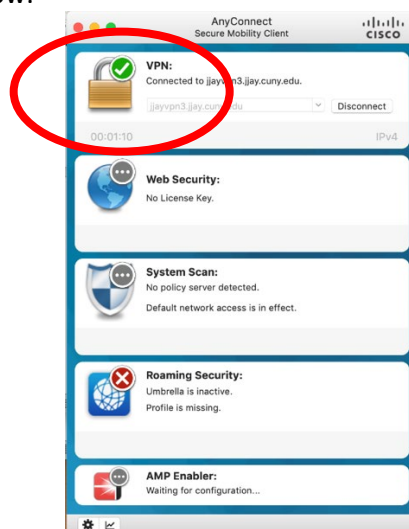9. Enter "jjayvpn1.jjay.cuny.edu" (without the quotations). Then click "connect".
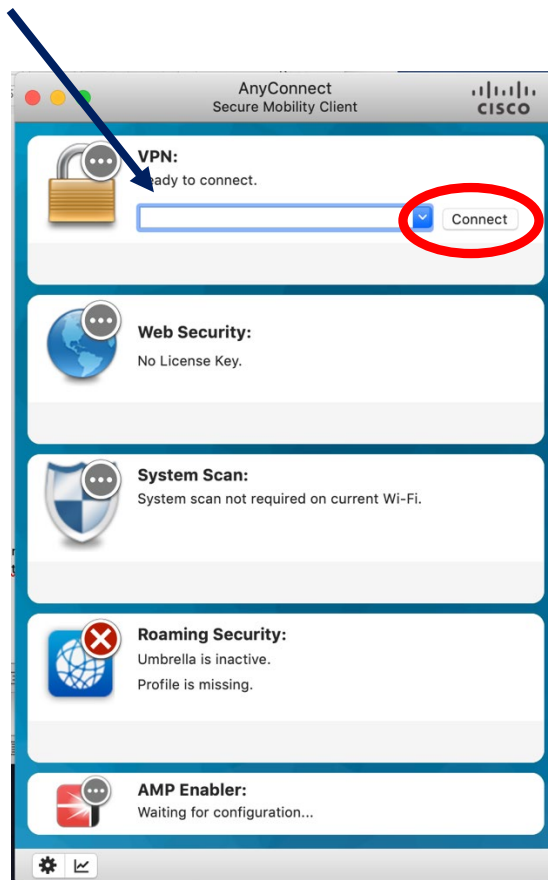
10. A window labeled "Untrusted Server Certificate!" will pop up. Click on the "Connect Anyway" button.



11. Enter you John Jay College username and password



12. You should be connected now.

Installing Microsoft Remote Desktop If Needed

Microsoft Remote Desktop is included with Professional versions of Windows. If you are using a Home version of Windows, Microsoft Remote Desktop can be downloaded for free from the App Store.
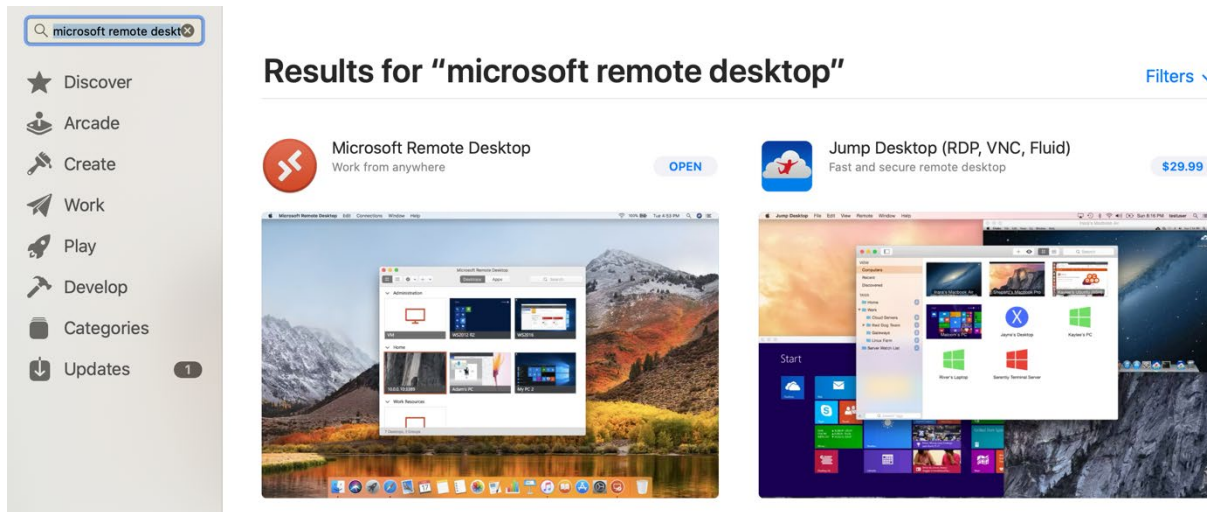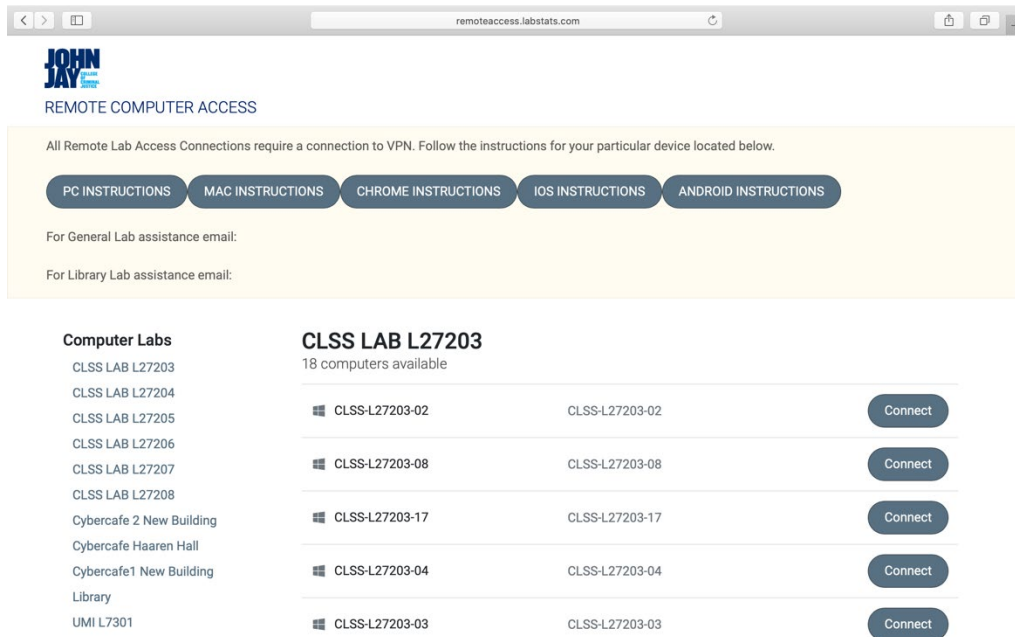


# Connecting to a Computer lab machine

1. Open Cisco Any Connect VPN software and connect to jjayvpn1.jjay.cuny.edu

2. If an error appears click "Continue"

Login with your John Jay Student ID and password

1. To check if you are connected select the key in the lower right hand corner of the desktop

2.  Open a Web Browser and Visit https://remoteaccess.labstats.com/cuny-jjay-generaluselabs



3.  Select an available computer by clicking the **Connect** button.
4.  A connect window will pop-up. Click the **Download** button.

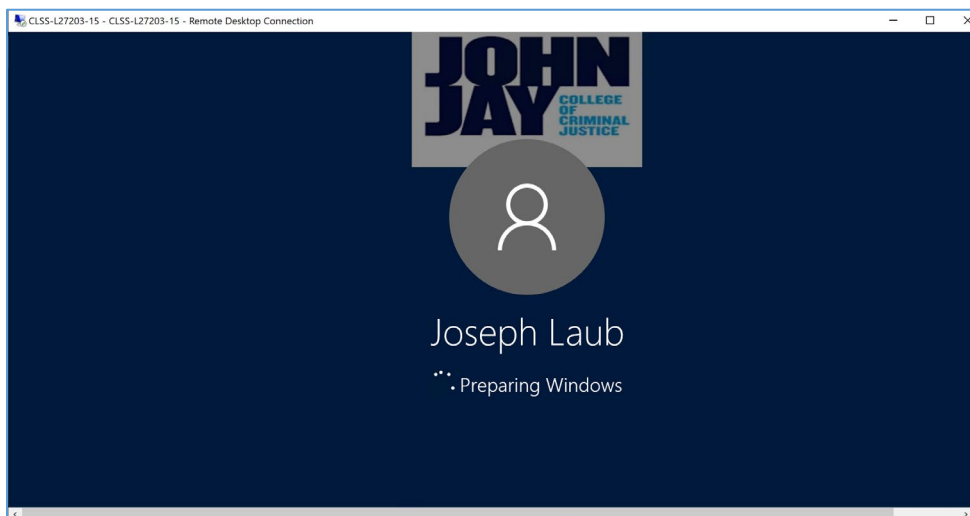5. Open the file by double clicking. If you are prompted with a security warning click **Continue**.
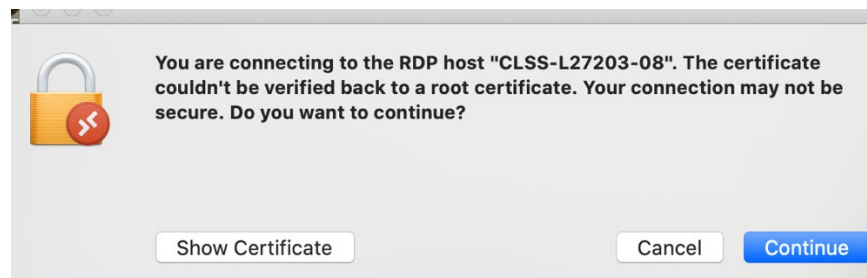


6. In the user name field, type your student email address example, john.doe@jjay.cuny.edu ), and then type your password in the next field.
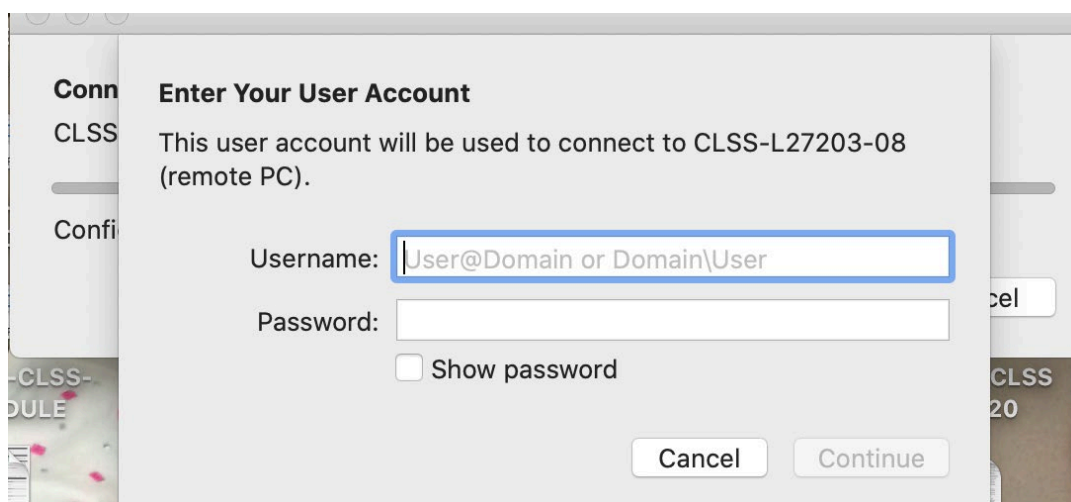


7. You will be "Logged In". It may take a few minutes to build the desktop

8. Use the lab computer. Please be sure to save to a cloud based shared drive or flash drive. Dropbox (http://dropbox.cuny.edu) and/or Office 365 (http://office.com) are free with your CUNYfirst account (i.e. John.doe67@login.cuny.edu)
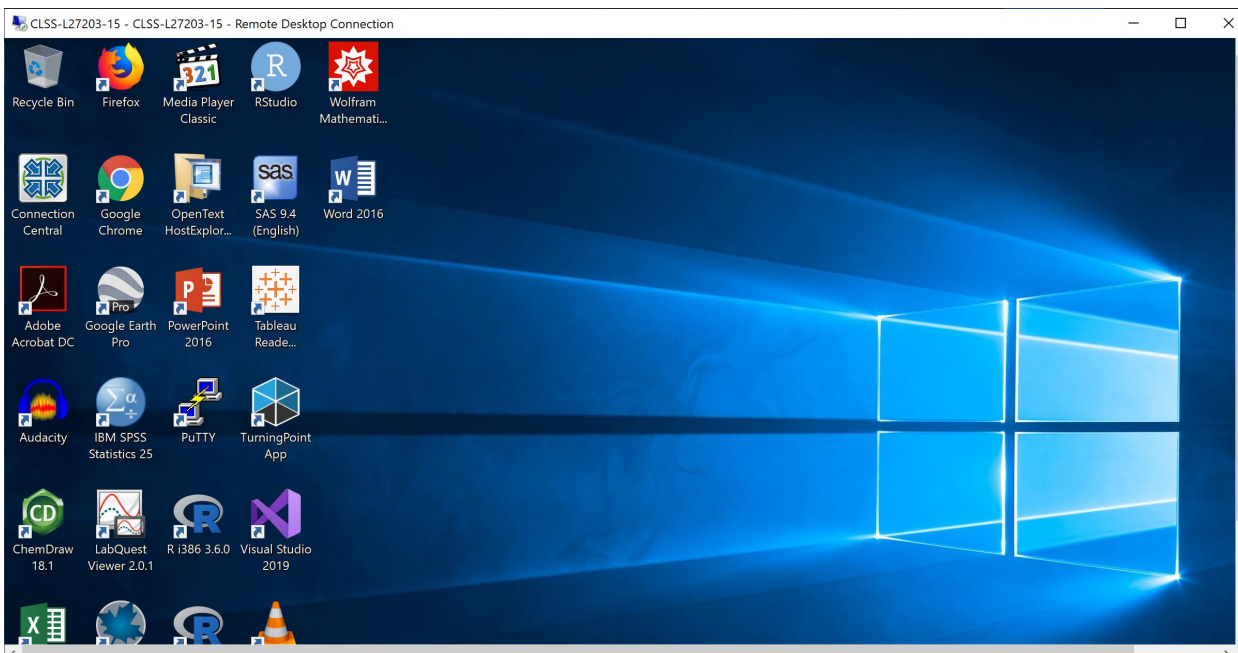


## Which computer should you use?

Students can make use of any one of the computers listed in the General Use Computer Lab portal. For students that are required to make us of a teaching and learning lab your professor will provided with a link to those computers.

# Where to Get Additional Help

The Department of Information Technology (DoIT) Help Desk is available to help you with this topic helpdesk@jjay.cuny.edu and 212.237.8200.

Or you can email CLSS:

Or the library: