

# Remote access from Mac OS computer

## Register for Remote Access

- a. Using the Internet Explorer browser, first navigate to the following link:  
<https://rax.canterbury.ac.nz>
- b. You will be directed to the following University webpage. Click on the link indicated to register

Remote Access - ICT Services - U

https://rax.canterbury.ac.nz

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### About UC

#### Remote Access Services

To connect to UC Remote Access, click [here](#) (Opens in a new window or tab).

Setup or maintain your [Remote Access Details and services](#) (On campus only)

There are documents describing this setup process for:

- [Windows/Xp users using Internet Explorer](#)
- [Windows/Vista users using Internet Explorer.](#)
- [Windows/7 users using Internet Explorer.](#)
- [Mac users using Safari.](#)

These are Adobe Acrobat PDF documents.

- a. Follow the on-screen instructions to sign up

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## About UC

### Self Help

- Request a Service (forms)
- Common Issues
- Support

### For

- Students
- Staff
- Computer Support Staff
- Alumni and Visitors

### About

- Department
- Contacts
- People
- Service Catalogue
- A-Z Site Map

## Set up your Remote Access Services

Your usercode `vch48` is not in one of the categories with automatic eligibility to use the Remote Access service. However, you may still be eligible to use the service, and in the first instance you should apply for access by filling in this form.

All fields are required, and please be as descriptive as necessary to describe what you require.

Please describe your relationship with the University, for example, you might be a staff member working in IT, or a student studying Fine Arts (please specify course code and your Supervisor, Head of Department, or lecturer as appropriate), a contractor working for FM (please specify person responsible for you, and your company name if appropriate) etc:

Staff 1

Please describe what service you need from remote access, for example remote control of a PC, network access to some resource etc:

Network Access 2

Finally, please describe how we can contact you, and where you are located:

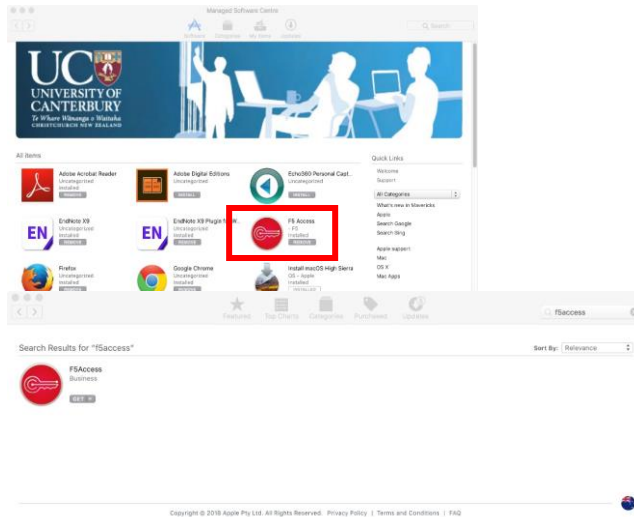
(022) 123-4567 3

When your information is complete please press this button 4

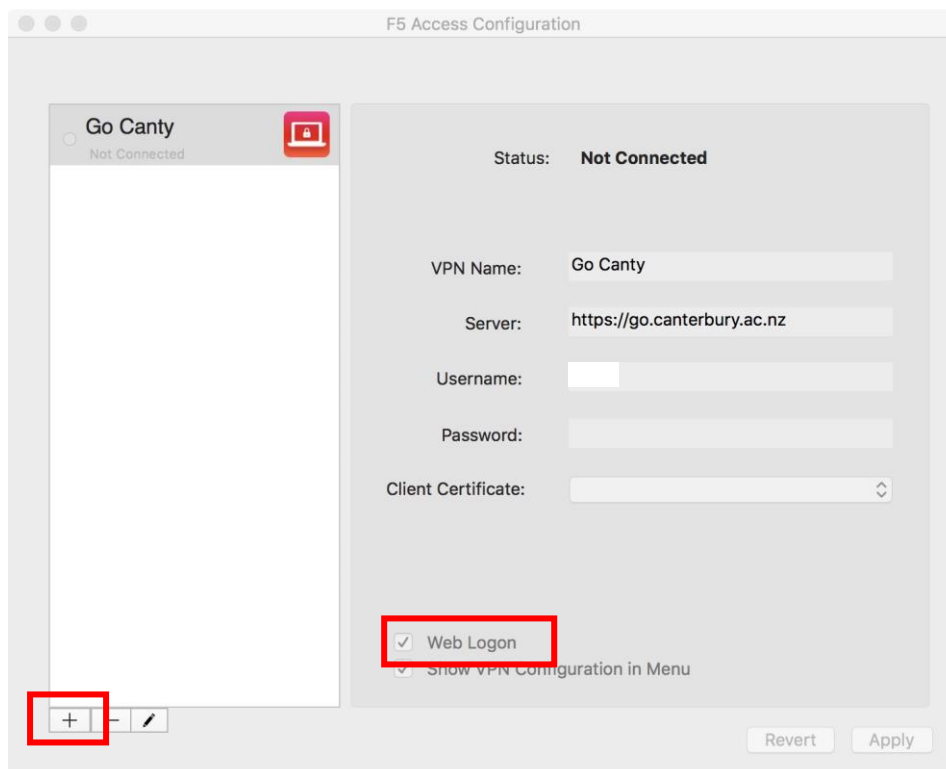
b. You have now completed the registration process:

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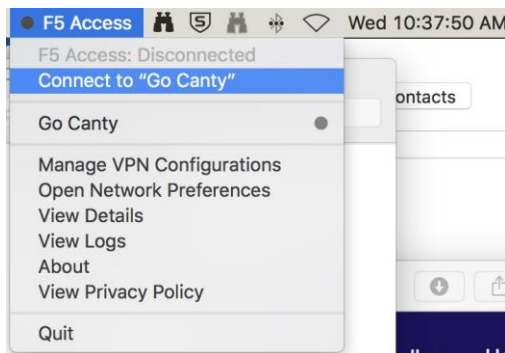
1. Install F5Access from either
  - a. Managed Software Centre install or
  - b. Install from Apple App Store (AppleID required).



2. Run F5 Access (from Applications folder on your local computer).
3. Go to F5 Access in top Menu Bar and select Manage VPN Configurations. Click the plus button, click Allow and setup as below. Make sure you tick Web Logon.



4. Connect to the configuration you just created via the Menu Bar menu

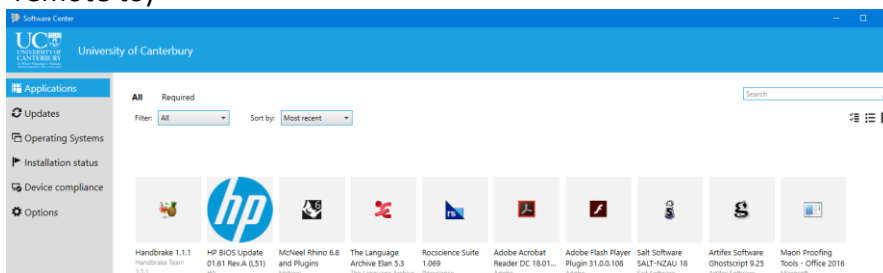


5. Once you have a green dot next to F5 Access in Menu Bar you are all connected to the university network. Connect to your computer/drives as you used to.

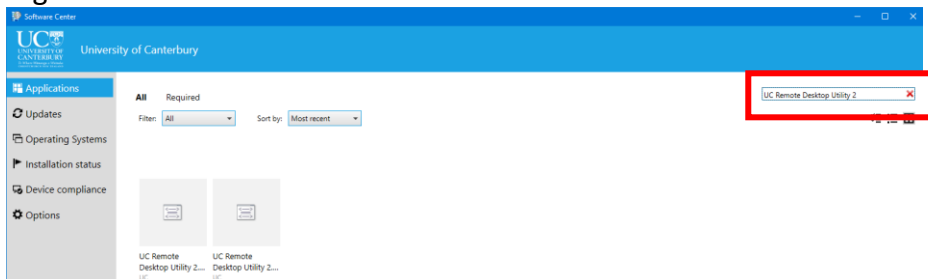
**Please note:**

If you are trying to connect to a **Windows 10** computer on campus, the connecting user must be enabled to log on remotely. To do this

1. Open Software Centre from the start menu (on the computer they are trying to remote to)



2. Search for **UC Remote Desktop Utility 2 – Enable Access** in the search in the top right hand corner



3. Click install

Applications > Application Details



UC Remote Desktop Utility 2.0 -

Published by UC

Install