

Remote Control of Devices from Off-Campus



Fairfield
UNIVERSITY

POLICY AND PROCEDURES

REMOTE CONTROL OF DEVICES FROM OFF-CAMPUS

This document explains the approved methods to access an on-campus, University owned workstation or server while off-campus through remote desktop or remote control applications.

This document distinguishes between **remotely initiated methods** and **locally initiated methods**. A **remotely initiated** method represents an always-on, always-available connection that often requires software or services to be installed and enabled on the computer or server. An **on-demand** method represents a temporary connection that often requires initiation by a user physically accessing the computer or server. Examples of **remotely initiated** methods include Apple Remote Desktop, Microsoft Remote Desktop, and VNC.

Examples of **on-demand** methods include Webex, Gotomeeting, and Bomgar.

POLICY

- The following **remotely initiated** methods of remote controlling an on-campus, University owned workstation or server while off-campus are approved for use:
 - Apple Remote Desktop
 - Microsoft Remote Desktop
 - SSH
- All approved **remotely initiated** methods must be used in conjunction with the Fairfield University VPN which is available to all employees.
- All other **remotely initiated** methods are unapproved. Exceptions may be requested per the Procedure section of this document. Installation or usage of an unapproved **remotely initiated** method without obtaining an exception is considered a violation of the Fairfield University Acceptable Use Policy for Electronic University Resources.
- **On-demand** methods of remote controlling an on-campus, University owned workstation or server are reserved for 3rd parties and vendors to offer support to Fairfield University employees. Fairfield University employees are prohibited from using **on-demand** methods themselves to remotely access their on-campus, University owned workstation or server.
- When a 3rd party or vendor utilizes an **on-demand** method, the user granting access assumes all responsibility for actions taken by the 3rd party or vendor while they are connected to the University server or workstation.

PROCEDURE

Requests for an exception to this policy should be submitted as a work order through the Fairfield University Information Technology Services' ticketing system. The request must contain the following information:

- The name of the **remotely initiated** method to be used.
- The device names of the University workstations and servers on which this method will be used.
- The names of the users who will be using this method.
- The reason for the exception request.

The request will be reviewed by the Enterprise Platform Support group. If approved, the approver will document the exception in the ITS knowledge base for reference. The approver should record the information provided in the exception request, the name of the requestor, and the name of the approver.

--	--

For further assistance, please visit the ITS Help Desk located in NYS 230 or call 203-254-4069 during business hours.

Hours can be found here: [ITS Help Desk Hours of Operation](#)