

Working remotely – Getting started

This document is for McGill staff and faculty who are working remotely.

It can be found online at the following location:

https://www.mcgill.ca/it/files/it/channels/attach/working_remotely_setup_guide.pdf

IT Knowledge Base

Much of the information below references articles in the IT Knowledge Base on the [McGill IT support self-service website \(mcgill.ca/itsupport\)](https://www.mcgill.ca/itsupport). Access articles by number or search by keyword.

Connecting remotely

The McGill Virtual Private Network (VPN) provides a secure connection over the Internet.

- VPN is recommended when using insecure networks such as “free” public WiFi services.
- The McGill VPN is required to access certain McGill services remotely, such as Banner.
- Two-factor authentication (2FA) is mandatory for VPN access – see section below.
- **Note: The McGill VPN should only be used for official, work-related activities.**

Cloud-based applications, such as email and Microsoft OneDrive, can be accessed without using the VPN. See [Office 365 Apps \(KB0011239\)](#) for a list of cloud-based applications that you can access without VPN.

Wondering if you should use VPN or Remote Desktop (RDP)? Refer to [When to use VPN and RDP](#)

McGill VPN: Installation and configuration

You will need to download the required software and configure your settings in order to use the McGill VPN. Follow the instructions below, depending on your device’s operating system:

Set up McGill VPN

- **On Windows:** [Set up McGill VPN on Windows \(KB0011265\)](#)
- **On other operating systems:** If your computer is not running Windows, refer to the [McGill VPN service description \(KB0010687\)](#) for information on setting up VPN on other supported operating systems.

Two-Factor Authentication (2FA)

Two-Factor Authentication (2FA) provides an additional layer of security to your McGill account, and prevents unauthorized users from accessing your personal data, even if they obtain your password.

Setting up 2FA on your McGill account is highly recommended.

- **For more information:** Visit the McGill 2FA website at mcgill.ca/2fa
- **For 2FA setup instructions:** See the IT Knowledge Base article [Two-Factor Authentication \(2FA\): Setup instructions \(KB0011447\)](#)

Accessing shared network drives and files

Once you have established a VPN connection, refer to the following IT Knowledge Base articles for instructions on accessing your resources remotely:

- [Map a network drive in Windows 10 \(KB0010989\)](#)
- [Mount a network drive on Mac OS X \(KB0011022\)](#)
- [Access departmental files from off campus \(KB0010730\)](#): You can access your departmental files remotely if they are located on a central file server.
- [Access your McGill personal network file storage from on or off campus \(KB0010712\)](#)

How to connect to a computer remotely

Remote Desktop (RDP) lets you connect to your Windows or Mac computer through the Internet and access all your files, programs, and network resources.

- [Connect to your computer using Remote Desktop Connection \(RDC\) \(KB0010725\)](#)

Network and security recommendations for working from home

Whenever possible, we recommend that you use a **wired** Internet connection, as this type of connection is generally more reliable than wireless.

Given the increasing frequency of malware attacks, it is highly recommended to install antivirus software on all personal computers:

- [Guidance for antivirus solutions for home use \(KB0011399\)](#)
- For additional security guidelines refer to **First steps** in [IT resources for staff and faculty working from home \(KB0010738\)](#)