

SCLS Temporary Remote Access

Summary

SCLS has a temporary solution that will allow staff using SCLS-supported laptops access to the existing library file share from home.

Remote Access Service Details

When you use the remote access software, you are connecting directly to the SCLS network. Insecure devices and insecure usage could have a negative impact on the SCLS network, just as if you are working from your desk at the library. If you are just checking email, browsing the internet or working within the ILS, there is no need to use the remote access software..

General Guidelines

- Only library staff are eligible to use this service
- This service will only provide access to the existing library file share
 - Personal files and software on your desktop computer are not accessible
 - Copy any necessary files from your desktop to the laptop
 - Please only use the remote access software only when you need to access the file share
- Each laptop can only have one owner and one remote access user account
- Please don't share your device with others or leave it unattended in public
- Standard laptop configuration will include: browsers (Chrome/Firefox), Microsoft Office,, Antivirus software, and the remote access software.

Support Details

- SCLS is not equipped to support laptops that are on users' home networks
 - We cannot support your home network or install home devices
 - We cannot install additional software while the laptops are outside of the library
 - SCLS will not be installing printers on the laptops. Those with Partnership Credential may do so at their own discretion
- Partnership Program
 - Only existing partnership program accounts may be added to laptops
 - Library staff participating in the Partnership Program should not share their credentials with other staff members

- As staff return to the office, the temporary laptops will be transitioned back into patron laptops, as SCLS staff time permits.

Eligible Devices

Only SCLS-supported laptops are eligible to have remote access software installed. SCLS-desktops are not eligible for this service.

- Staff laptops
 - Must be in good working condition
 - Must be connected to the SCLS network to receive the remote access software
- Patron laptops:
 - Are NOT eligible to be temporarily converted to SCLS-supported staff laptops

How to sign up

- The Library Director makes a Help Desk ticket or calls the Help Desk with this information:
 - Names of users and their designated laptops.
 - Name of the computer that hosts the file share, if you know it.
 - For libraries participating in the Partnership Program, specify if the partnership program accounts should be added to each laptop