

Presented by LibraryLinkNJ, the New Jersey State Library and the New Jersey Library Association: Technology Speed Dating - Parsippany Public Library (1/15/13)

Topic: Remote Access

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Remote Access: In the most general of terms, remote access is using one electronic device (desktop, laptop, mobile, etc) to access the file system, operating system, or features of a second electronic device.

This can be useful for a variety of reasons:

- Accessing important files and information from a work or personal computer when away from them
- The ability to access and use software and settings that may only be available to you on the remote device or computer.
- Work on and troubleshoot a computer from a remote location (if this is for a computer that is not yours, connections can be established with a remote user by having them provide specific credentials to be used with a chosen remote access software)

Remote Access Tools

Most remote access tools work through the use of a VPN or virtual private network. which allows sharing of a private network (e.g. the remote machine) over the Internet to be made accessible by another machine. For the most part, VPN connections are secure connections that use encryption and authentication to keep information moving between machines private. In fact, most of the information moving between the machines when using VPN's are mouse movements and keystrokes, which tend not to be security issues anyway.

There are several ways to establish a remote connection to a computer using VPN. There are VPN clients that you can download to your computer which are designed to handle the work of establishing the remote connection. In fact Windows and Mac do also have built in tools (Remote Desktop Connection for Windows and Screen Sharing for Mac) that can be used for remote access. However, to the layman, often these tools can be difficult for the general user to setup without knowledge of IP protocol, port mapping, etc.

On the following page is a list of tools you can use to access a remote computer that negate most of those difficulties. Most of them require that you install a small program, created by the vendor, on your remote computer(s) that you would like to access. Then, each tool (as an app, software or browser based application) acts as an interface connecting to the remote computer(s) by authenticating and connecting via the installed file and settings. To access the remote computer you will need to log in with credentials created using an account specific to that service.

PRESENTER NOTES

- To demo clipboard sync with LogMeIn or Teamviewer – best to remote access in with Internet Explorer (or Firefox) – this also goes for demonstrating chat feature and meeting feature
- Teamview login = Baldwin@cranburypubliclibrary.org ; stockton12
- CPL notebook access code for LogMeIn and Teamviewer = cplstaff23
- Teamviewer access : Remote Access (<http://teamviewer.com>) and Meeting Access (<http://go.teamviewer.com> and click “Join Using Browser Version”)

Listing of Popular Remote Access (RA) Tools

Name	Price	Remote Access via Mobile App or Device ¹	Access Remote Computer via Browser/Computer	Operation System Compatibility for Computer Being Accessed	Ability to Initiate Start Up	Ability to Print Locally from Remote Computer	Ability to Record Remote Access Session	Ability to Transfer Files Between Machines	Clip Board Sync	Website
LogMeIn	Free / Paid	iPad / iPhone / Android	Yes	Windows / Mac	Yes	Yes ²	No	Yes ²	Yes	http://www.logmein.com
Teamviewer	Free / Paid	iPad / iPhone / Android / Windows 8 RT	Yes	Windows / Mac / Linux	Yes	Yes	Yes	Yes	Yes	http://www.teamviewer.com
PocketCloud	Free / Paid	iPad / iPhone / Android	No	Windows / Mac	No	No	No	No	No	http://www.pocketcloud.com
Splashtop	Free / Paid ³	iPad / iPhone / Android	No	Windows / Mac / Linux	No	No	No	No	Yes	http://www.splashtop.com
GoToMyPC	Paid Only	iPad / iPhone / Android	Yes	Windows / Mac	No	Yes	No	Yes	Yes	http://gotomypc.com
WebEx PCNow	Paid Only	Access via Mobile Browser	Yes	Windows / Mac	No	Yes	No	Yes	No	http://pcnow.webex.com

¹Some of the feature listed in this table may not be available via mobile access, and only through computer remote access

²Denotes a feature that is only available with a paid account

³Free account provides remote access on same network only; paid account required for remote access anywhere

Other features available with some services include mutli-monitor support, remote sound, video, and webcam access.

Resources

How VPNs Work – How Stuff Works.com - <http://computer.howstuffworks.com/vpn3.htm>

How to Use VPN – WikiHow - <http://www.wikihow.com/Use-VPN>

Best Free VPN clients (PC World) - <http://www.pcmag.com/article2/0,2817,2390381,00.asp>

VNC Clients (some networking knowledge needed to setup)

TightVNC – <http://www.tightvnc.com> (Windows)

UltraVNC – <http://www.uvnc.com> (Windows)

2X – <http://2x.com>

Chicken of the VNC – <http://sourceforge.net/projects/cotvnc/> (for Mac)

RealVNC (Paid) – <http://realvnc.com> (Windows, Mac, Linux)