

## How to set up a remote connection to University Services

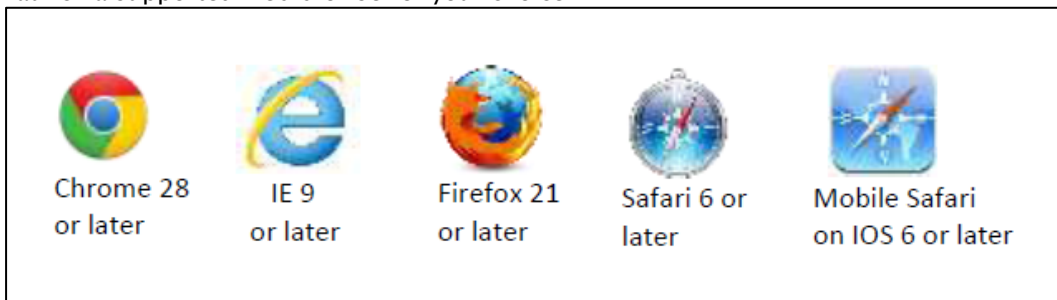
There are two ways to connect and login to the University network: the **Southampton Virtual Environment (SVE)** and the **Virtual Private Network (VPN)**. It is essential to be able to remotely connect to University services through either the Southampton Virtual Environment or the Virtual Private Network in order to be able to:

- Gain secure access to library E-Resources
- Access to your University Personal filestore (My Documents)

In addition, the Southampton Virtual Environment enables you to access a standard University of Southampton desktop environment. This means you can use software such as the Microsoft Office programmes and Endnote, just as you would if you were on campus. **Therefore it is recommended that you use the Southampton Virtual Environment** in preference to VPN. We recommend VPN only if you are unable to access all services through the SVE. This guide explains how to connect to both services, but we anticipate you will only need to follow the guide for SVE.

### How to connect to the Southampton Virtual Environment (SVE)

- Launch a supported Web browser of your choice:



- Go to the iSolutions webpage (the University of Southampton's IT support department) on the Southampton Virtual Environment

(SVE): <http://www.southampton.ac.uk/isolutions/students/southampton-virtual-environment.page>

🏠 > iSolutions

## Southampton Virtual Environment

Want to beat the workstation queues, or work from home? You can use your own device in any location with an internet connection.

Southampton Virtual Environment (SVE) gives you access to your University Windows desktop from any device in any location, whether that's at home, on campus or on the move.

You will also have access to all of your files plus the most popular applications.

There are two ways to open your SVE desktop: the VMware Horizon Client, which offers full functionality and best performance, or the HTML 5 Client version which is best for convenience.

If you are using your own device, we recommend that you install the VMware Horizon Client. Installation instructions for common operating systems are available below under the help guide section.

Once the client has been installed on your device, add `vdi.soton.ac.uk` as the connection server and log in using your University username and password.

A photograph of a young woman with long brown hair, wearing a yellow t-shirt and blue jeans, sitting cross-legged on a light-colored tiled floor in a library. She is looking down at a silver laptop open on her lap, with her hands on the keyboard. In the background, there are bookshelves filled with books.

iSolutions recommend that you download the software **VMware Horizon Client** onto your computer (or other electronic device) to use SVE. Scroll to the bottom of the screen and under the title **Supported clients**, click on the link titled **VMware Horizon Clients**:

(Please note that this How to...? Guide helps you to download **VMware Horizon Clients** software for a **Windows PC or laptop only**. If you do want help in accessing University of Southampton systems remotely using another type of device, such as a Mac or Android device, then you can go to the iSolutions **Help guides** which can be found on the same webpage as seen on the screenshot below).

**Supported clients** ^

Download and install the latest VMware Horizon Client for your device using the link below:

- [VMware Horizon Clients](#)

Clients are available for 32-bit Windows, 64-bit Windows, Mac, Linux, iOS and Android

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**Help guides** v

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**Available software** v

- The VMware Horizon Clients link takes you to a list of options, as you can see in the screenshot below. If you have a Windows PC or laptop, will need to select **VMware Horizon Client for Windows** from the list:

Home / VMware Horizon Clients

## Download VMware Horizon Clients

Select Version:  VMware Horizon Clients for Windows, Mac, iOS, Linux, and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

[Read More](#)

**Product Resources**

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

[Product Downloads](#) [Drivers & Tools](#) [Open Source](#) [Custom ISOs](#)

Product	Release Date
<a href="#">VMware Horizon Client for Windows</a>	
VMware Horizon Client for Windows	2018-12-13 <a href="#">Go to Downloads</a>

The next screen tells you how to download the VMware Horizon Client for Windows. Click on the blue 'Download' button at the bottom right of the screen to start the downloading process, as shown in the screenshot below.

Home / VMware Horizon Client for Windows

## Download VMware Horizon Client for Windows

Select Version:

**Description** VMware Horizon Client for Windows for x86-based & 64-bit devices

**Documentation** [Release Notes](#)

**Release Date** 2018-12-13

**Type** Product Binaries

**Product Resources**

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

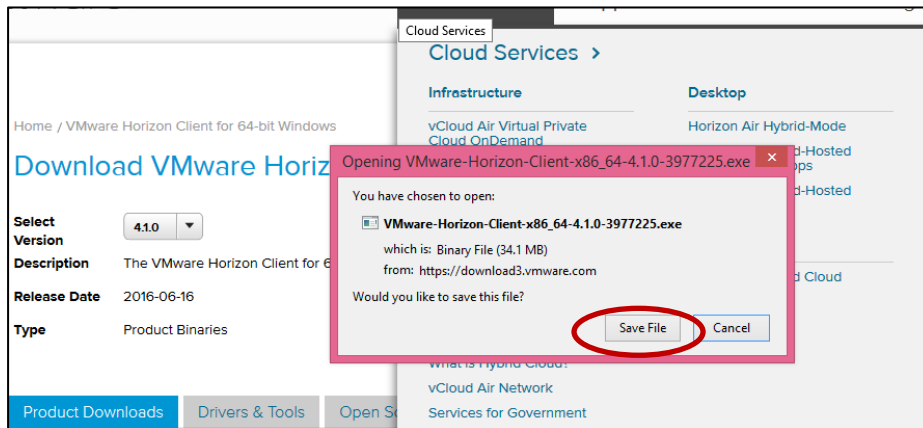
[Product Downloads](#) [Drivers & Tools](#) [Open Source](#) [Custom ISOs](#)

**Product/Details**

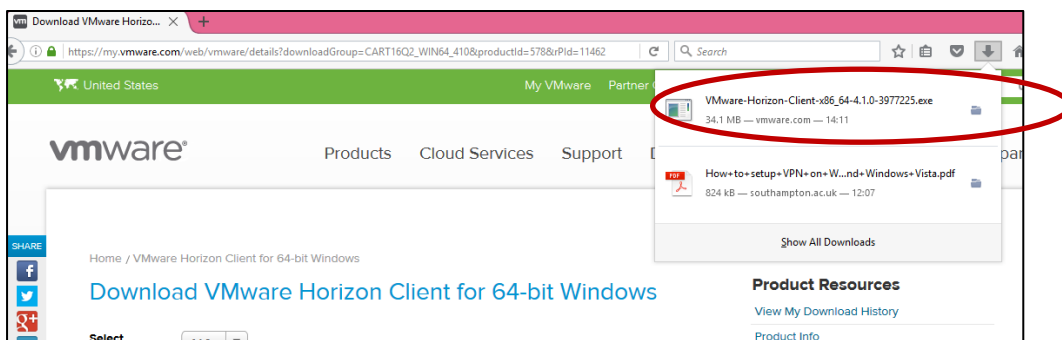
VMware Horizon Client for Windows  
File size: 191.08 MB  
File type: exe file  
[Read More](#)

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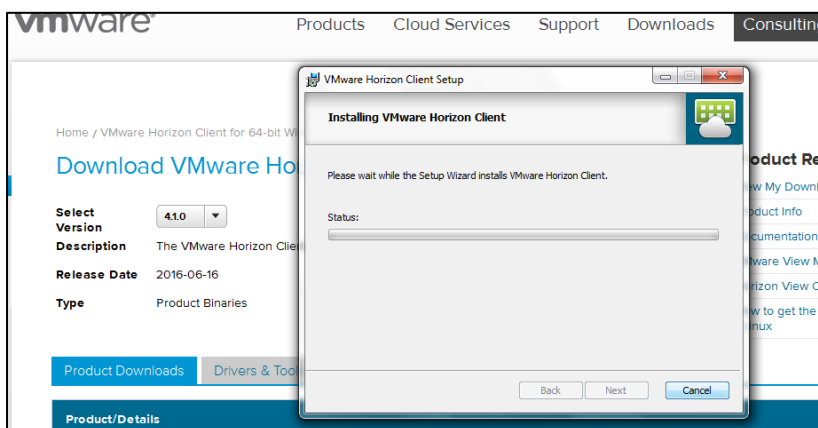
Once the file has been downloaded, you will need to click on the 'Save File' option in the grey box, as shown in the screenshot below:



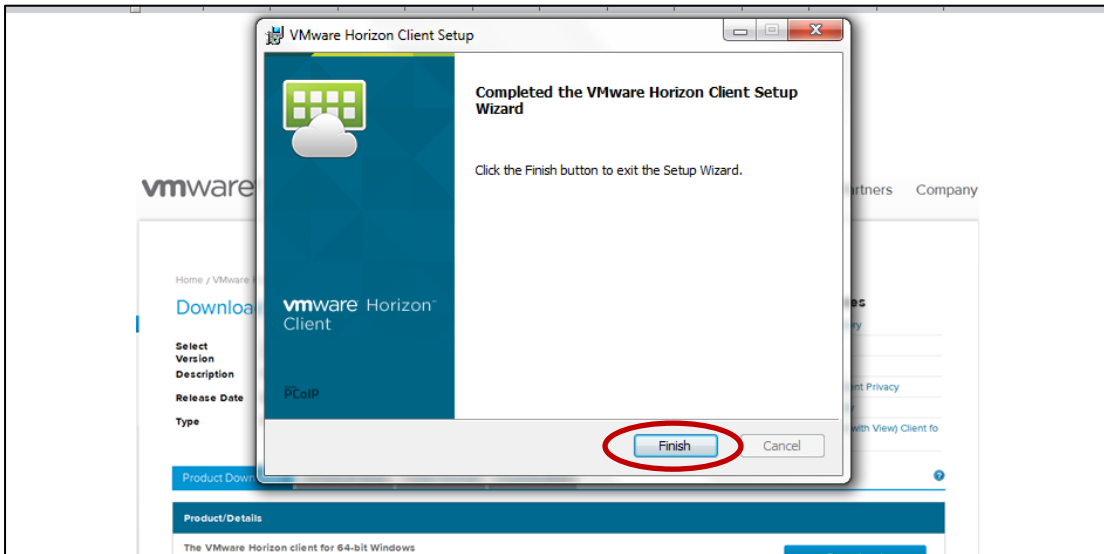
- You have now saved the file into your Downloads folder at the top right hand side of your screen. You will need to **run** or **execute** the VMware Horizon Client file so that the VMware Horizon Client software can be installed onto your computer (you may need to access the VMware Horizon Client file from your Downloads folder on your computer). Click on the file and then follow the steps that your computer asks you to take.



- Your computer will start to install the software onto your computer, as seen in the screenshot below:



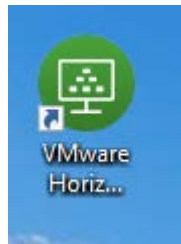
- Once the software has been installed, you will need to click on Finish, as shown in the screenshot below:



- You will then be prompted to **Shut Down** your computer/laptop as you will not be able to make use of the VMWare software until your computer has **Restarted**:

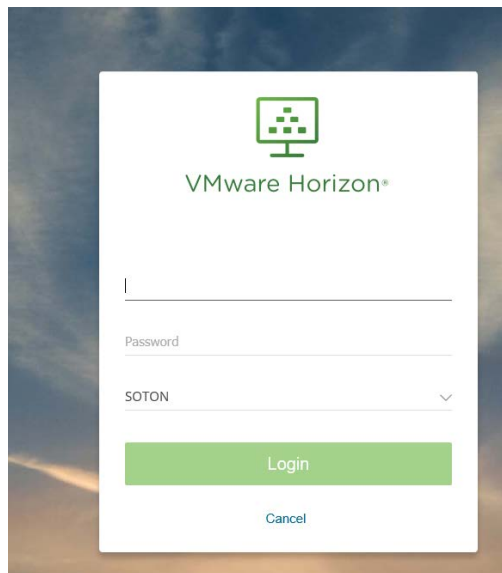


- Once you have **Shut Down** and **Restarted** your computer, you should see the VMware Horizon Client icon on your computer/laptop desktop:

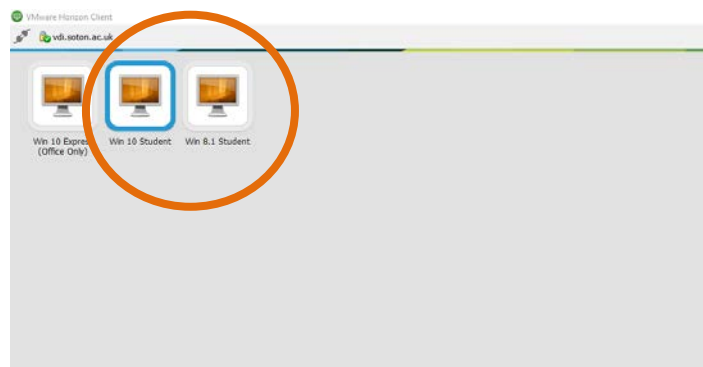


- Click on the VMware Horizon Client icon and enter your username and password when prompted. As in the screenshot below, in the 'Search' box, type in the connection server address, which is:

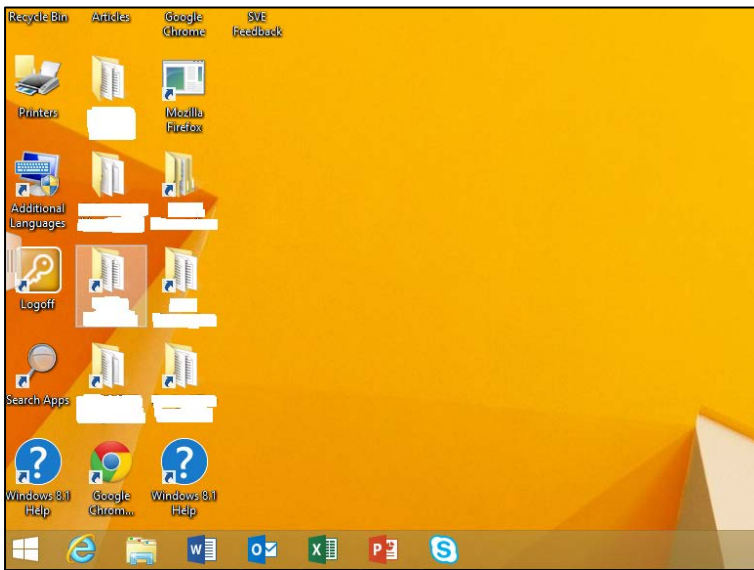
**vdi.soton.ac.uk**



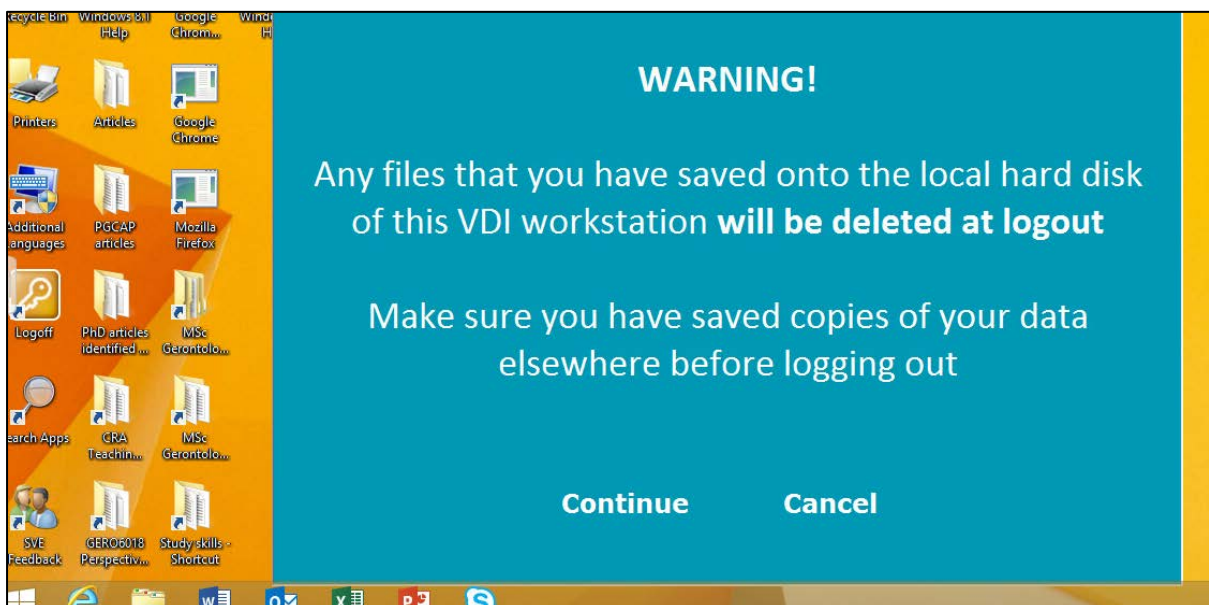
- Then click on the virtual desktop **Win 8.1 Student** or **Win 10 Student** (depending on your operating system) and you will be able to access your University of Southampton desktop on your own computer:



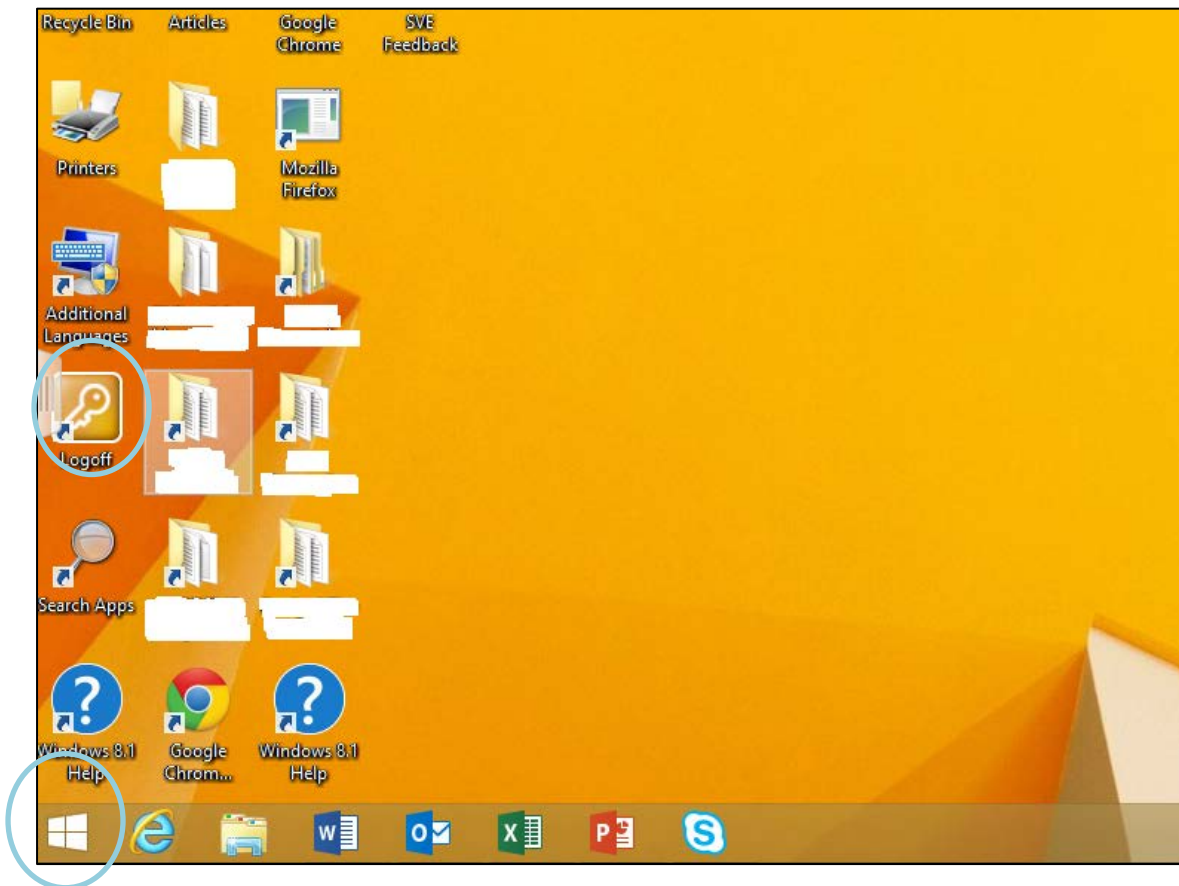
- You will then be taken to your University of Southampton virtual desktop:



- This provides you with access to all of the programmes on the University of Southampton desktop.
- **You must remember to save your work separately onto a memory stick or Cloud (and regularly) as you will not be able to save documents onto your virtual desktop.** To do this, you need to select the option for your session to recognise external drives and locations every time you open the SVE client. If you have accessed SVE via a web browser you will not be able to save to a USB as the session does not recognise external devices.



- When you have finished using the desktop, remember to save your work separately. You can click on the **Logoff** button on the desktop or right click the **Windows** menu and select **Shutdown and sign out** and then **Sign Out**:



NB: If you do not sign out and close the browser, your session will remain open for 15 minutes. After this time you will be automatically logged out.

The information in this guide has been taken from the iSolutions guides to the Southampton Virtual Environment.

Please note that the information in this How to...? guide was correct at the time of printing. From time to time, updated versions of software are installed by the University which could mean that some of the screens may appear differently to those shown here.

If this is the case, then please access the iSolutions Southampton Virtual Environment website: <http://www.southampton.ac.uk/isolutions/students/southampton-virtual-environment.page>

There is also a helpful 'question and answer' page containing the solutions to common queries about the Southampton Virtual Environment in the link below:

<http://www.southampton.ac.uk/isolutions/students/students-using-my-own-computer.page>

If you do experience any problems connecting to the Southampton Virtual Environment (SVE) service, please contact iSolutions/ServiceLine (the University IT Support service) on:  
Email: [serviceline@soton.ac.uk](mailto:serviceline@soton.ac.uk) or Tel: +44 (0) 2380 595656.



## How to set up a Virtual Private Network

**Please note:** We anticipate that the SVE will meet all your needs in accessing the University's network, e-journals, library resources, and other University resources. However, if you encounter problems with SVE then VPN is an alternative. There is no need to install VPN if SVE is working well for you.

The Virtual Private Network (VPN) enables you to connect to and log into the University network remotely. It is particularly useful to access e-Journals and other library resources.

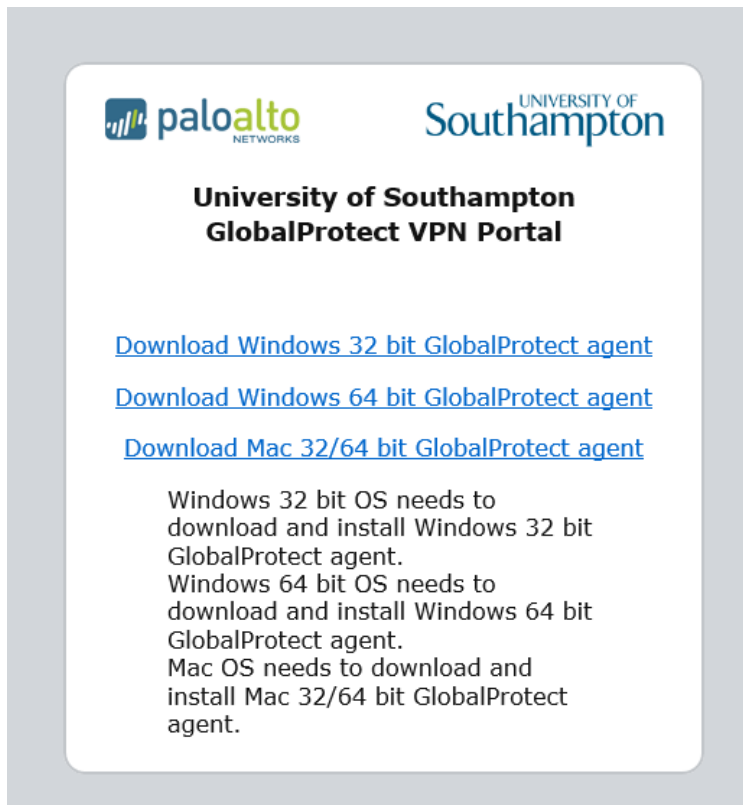
The iSolutions Setup Guide for Windows is reproduced in this How To...? guide, with permission from iSolutions.

Go to <https://globalprotect.soton.ac.uk/global-protect/login.esp> and log on using your University username and password.



The screenshot shows the login interface for the University of Southampton GlobalProtect VPN Portal. At the top left is the Palo Alto Networks logo, and at the top right is the University of Southampton logo. The main heading is "University of Southampton GlobalProtect VPN Portal". Below this, there are two input fields: "Name" with the text "abc1d1" and "Password" with a masked password of 12 dots and a toggle icon. A "Login" button is positioned below the password field.

Select the version which is appropriate to your computer, If you need help with this, please contact iSolutions/ServiceLine (the University IT Support service) on: Email: [serviceLine@soton.ac.uk](mailto:serviceLine@soton.ac.uk) or Tel: +44 (0) 2380 595656.



The image shows a web portal for the University of Southampton GlobalProtect VPN. At the top left is the Palo Alto Networks logo, and at the top right is the University of Southampton logo. The main heading is "University of Southampton GlobalProtect VPN Portal". Below this are three blue hyperlinks: "Download Windows 32 bit GlobalProtect agent", "Download Windows 64 bit GlobalProtect agent", and "Download Mac 32/64 bit GlobalProtect agent". Underneath the links, there is a block of text providing instructions: "Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent. Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent. Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent."

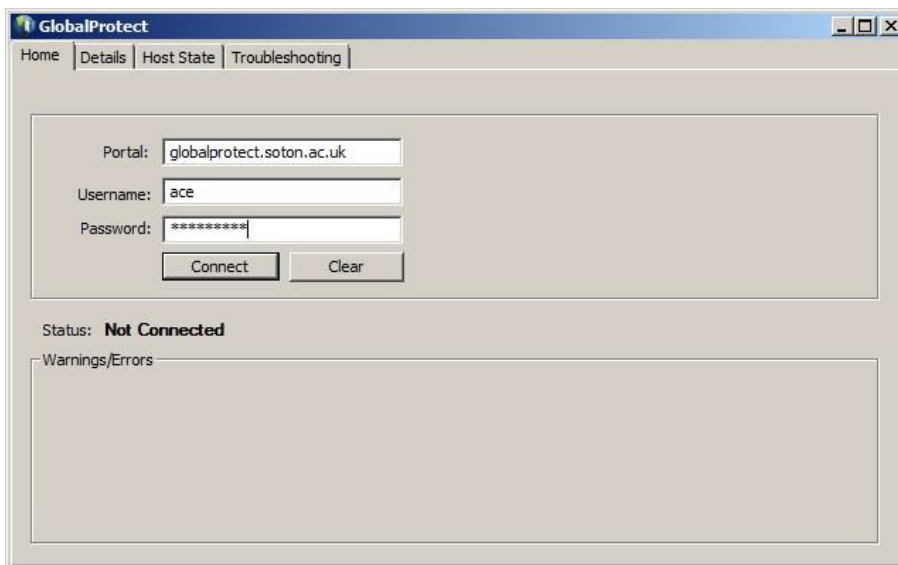
The installer will then download. When it has finished downloading, run the installer and follow the wizard through the installation process.



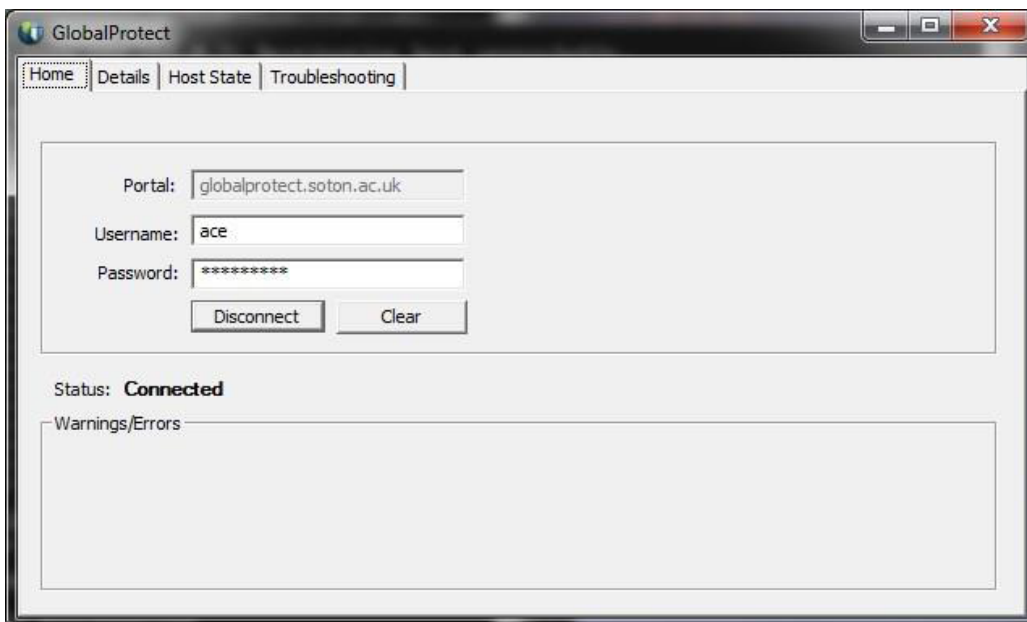
Once installed an icon 'a globe with a red cross' will appear in the 'Notification' area on Windows (usually at the bottom left of the screen) or in the top menu bar on Mac OS.



Right click on the 'globe with a red cross' icon and select 'Show Panel' and the following window will appear.



Enter the portal hostname "globalprotect.soton.ac.uk", and your University username and password. Click on 'Connect'. It may present a warning regarding the certificate authenticity, if so please click on 'Continue'



You are now connected to VPN. All traffic from your computer will go through a secure tunnel back to the University network. Note that in Windows, the GlobalProtect icon will always appear in the 'Notification' area, even when it is not connected,

Please note that the information in this How to...? guide was correct at the time of printing. From time to time, updated versions of software are installed by the University which could mean that some of the screens may appear differently to those shown here.

To set up VPN on a different system, (for example, Windows 8.1, Windows XP, Linux, Mac, smartphones and tablets, iPad or iPhone) please access the University's guides which can be found by accessing the following link:

[https://sotonproduction.service-now.com/soton/kb\\_find.do?sysparm\\_current\\_site=f6828df56f3121007f4813054b3ee49d&sysparm\\_topic=IT&sysparm\\_operator=IR\\_AND\\_OR\\_QUERY&sysparm\\_search=vpn&x=0&y=0](https://sotonproduction.service-now.com/soton/kb_find.do?sysparm_current_site=f6828df56f3121007f4813054b3ee49d&sysparm_topic=IT&sysparm_operator=IR_AND_OR_QUERY&sysparm_search=vpn&x=0&y=0)

Once you have entered your username and password, you will be directed to the userguides for other devices and systems which have been produced by iSolutions (the University of Southampton's IT department):

If you experience any problems connecting to the VPN service please contact Serviceline (the University IT Support service) via: Email: [serviceline@soton.ac.uk](mailto:serviceline@soton.ac.uk) or Tel: +44 (0) 2380 595656.