

## What is RAS?

The Remote Application Service (**RAS**) is a simple, fast way to access almost all University computing facilities (including software) from your own computer.

When you use RAS, in effect you are using a University PC, but from your own computer.

RAS gives you access to:

- most of the **software** that you find on a normal ISS Cluster PC;
- your ISS **filestore** (called the Home Folder, H: Drive or My Documents);
- the **printers** in ISS Clusters, or local printers;
- internal University websites, which are not accessible off-campus.

See also *Advantages of RAS overleaf*.

## Who is RAS for?

RAS is for all staff and students at the University.

It can be used on any system - **Windows, Macintosh or Linux** - and on any computer on or off campus:

- campus connections (**docking stations or wireless**),
- network connections in **Halls** of Residence;
- Internet connections at **home**.

RAS is especially useful for students and staff who are away from campus, for example during vacations.

- RAS can also be used from any University computer: you may wish to do this in order to use software which is not normally available to you.

RAS is an item on the Campus Managed Desktop (including all Cluster PCs).

- Finally, RAS can be used from Internet cafés.  
(In this case, where you are not able to install software, you use what is called the "Java client" - advice is on the RAS web pages: [www.ncl.ac.uk/iss/software/ras](http://www.ncl.ac.uk/iss/software/ras))

RAS is used via a web browser program (eg Internet Explorer); any common web browser is suitable.

## What do I need?

- You need an Internet connection (of any type, anywhere)\*.
- You need to install the correct RAS "client program" on your computer. RAS will do this for you (see overleaf).
- The RAS web page is an easy introduction, if you need one:

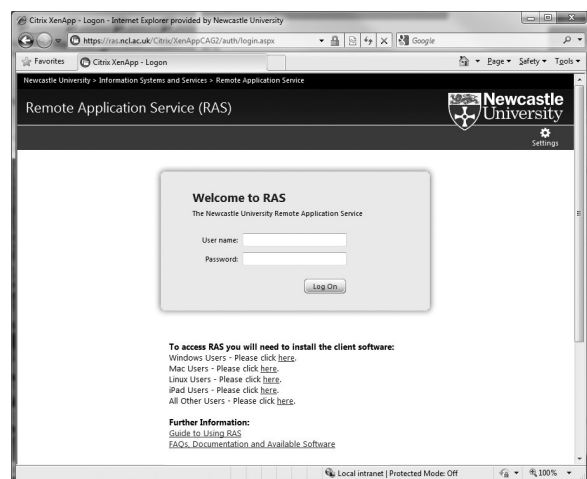
[www.ncl.ac.uk/iss/software/ras](http://www.ncl.ac.uk/iss/software/ras)

This has links to:

- How to obtain the RAS client program.
- How to connect for the first time.
- A list of software currently installed.
- Help and advice.

## Try it out now!

Just go to <http://ras.ncl.ac.uk> in your web browser and you'll see the login page:



## For additional help:

The 'FAQs and system documentation' link is especially useful - it's located at the bottom of all RAS windows.

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\* If using an internal connection to the campus network (that is, docking station, wireless or a Halls connection), you first need to set up your computer as described in the ISS Welcome booklet.

## How RAS works

### Server and Client

The system which provides RAS is called Citrix XenApp.

If you are accessing RAS from your own computer, you need to install a small program called the Citrix XenApp "client". (This isn't necessary on University PCs.)

### Download and install

The first time you connect, RAS chooses the correct client for your computer: you download it, then install it.

This is a simple task: if you need advice, see

[www.ncl.ac.uk/iss/software/ras/installing](http://www.ncl.ac.uk/iss/software/ras/installing)

### Off you go ...

Simply login using your University Login Name and password.

## RAS sessions are web sessions

When using RAS, you see web pages which look like this:



You can use the search box in the top left hand corner to find the application you wish to use.

### SINGLE-CLICK in RAS!

You only need to single-click the icons in RAS to open them: these are web page links, not Windows program icons.

Each application that you open has its own window, which will minimise as usual to the bottom of your screen.

## Accessing files on your Home Folder (H: Drive)

When using RAS, you are automatically connected to your University Home Folder (My Documents) on the ISS PC service.

Therefore, you can **open** and **save** files in your Home Folder as if you were using a normal ISS PC.

The advantage of the Home Folder (H: Drive) is that it is very secure and reliable, and it can be reached from wherever you are via the Internet.

### File Transfer

If you wish to copy a file from your computer to your University Home Folder (or vice versa) you need to use the **File Transfer Utility** which is inside the Accessories Folder.



File Transfer Utility

Click the **File Transfer** icon.

Using the File Transfer Utility, you can drag files between your Home Folder (labelled as 'Documents H:\') and the hard drive on your own computer which is labelled "Local Disk (C: on COMPUTER)"

For more information on the File Transfer Utility (FTU) please visit the RAS FAQ's at:

<http://www.ncl.ac.uk/iss/software/ras/help>

## Some advantages of RAS

### Campus Managed Desktop

- It's simple to use.
- You can use most of the software available on ISS PCs.
- You have a direct connection to your Home Folder.
- You have access to other University resources, including internal (University-only) websites.
- You can use the ISS Cluster printers.
- RAS can be used on different operating systems including Macintosh and Linux.
- The computing power comes from the RAS Server, not from your own computer. Thus, older computers are not affected by their lack of processing power.

## Help and Feedback

Please visit the ISS website for further information and frequently asked questions about RAS: [www.ncl.ac.uk/iss/software/ras](http://www.ncl.ac.uk/iss/software/ras)

We welcome your comments and feedback, call the

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