

## Understanding Remote Access

**Information Literacy GEO this assignment addresses:** Using Technology to Access and Manage Information. Many students do not understand the concept of remote access and authentication. This exercise will increase the student's understanding of authentication into any online resource whether it is a database, an email account or student information.

### Objectives of assignment:

- Understand the difference between on-campus access and off-campus access
- Know the various campus resources that require authentication from off-campus computers
- Understand the difference between a username and a password
- Know how to get help if authentication is unsuccessful
- Understand the importance of logging off or exiting for security reasons from an account that requires remote authentication

### Preparation:

This exercise requires the use of an on-campus computer lab for hands-on computer instruction. All students in the class should know their Lakeland email address. The instructor should test the exercise in the lab to assure it is capable of performing all of the tasks in the exercise.

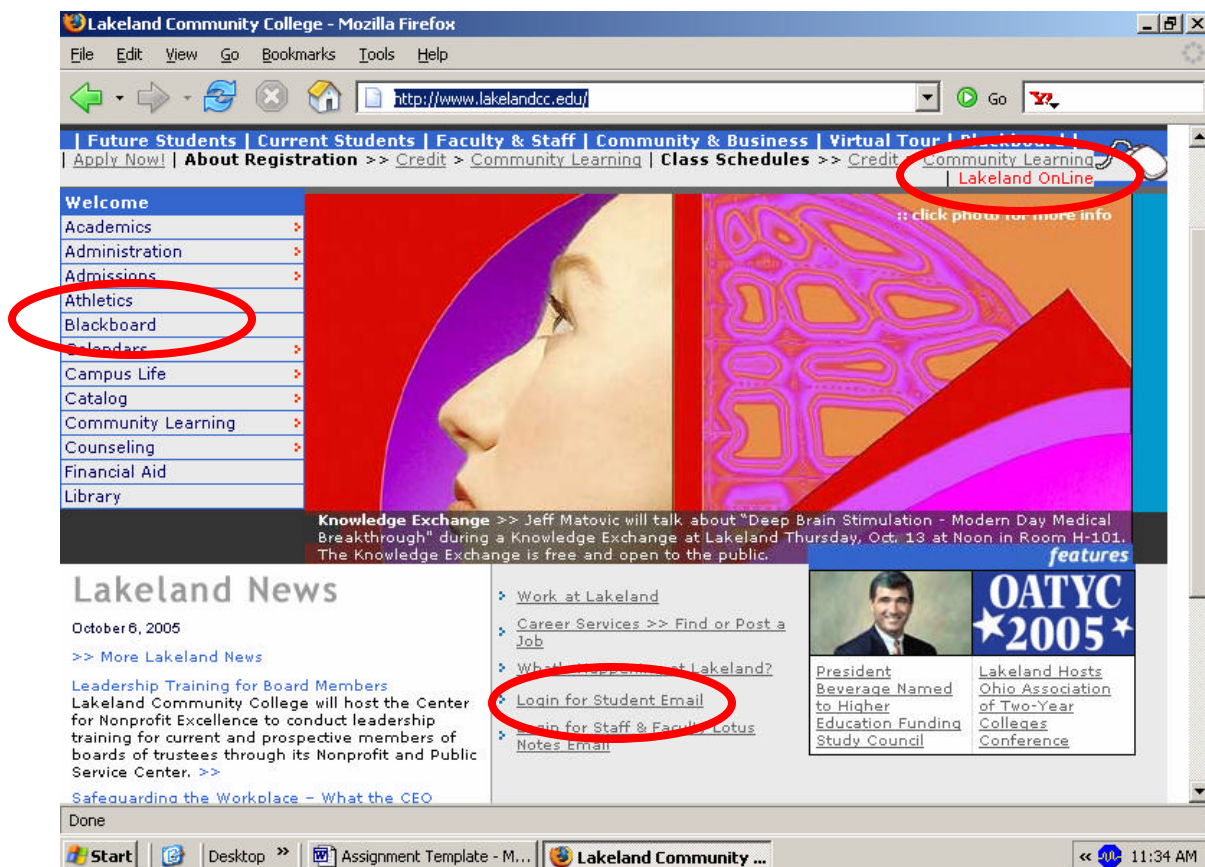
The instructor should prepare a brief explanation of why remote access requires authentication. The "secret knock" analogy may be useful. If one is on campus, the email or database computer recognizes the user as a member of the club. If the user is connecting to the email or database computer from off-campus, it does not recognize the user as a member. The authentication process is the secret knock that allows the user into the club (computer). There are always two components to authentication. First is the username and second is the password or PIN number. These must both be correct or the authentication will fail. Students must have activated a library account within the last year. Students will need to have their LID card for this exercise.

### Assignment: Understanding Authentication

#### Library Resources:

1. Go to the Lakeland Library Website at <http://www.lakelandcc.edu/stuservi/library/index.html>
  - a. Click on Off-Campus Access -> To Databases. (Note the Off- Campus- Access Help Menu directly below.) Have students select Lakeland Community College from the drop box.
  - b. At the OhioLINK authentication form page, they should type their name exactly as it appears on the LID card in the first box. That is their **user name**.

- c. In the second box, they should type their LID number. This is their **password**.
  - d. They should successfully log onto OhioLINK. Troubleshoot typo and other mistakes so that they all get logged on.
  
2. **Electronic Course Reserves** – Course reserves are print or electronic materials required by an instructor as part of the course work for his/her class. The print materials may be used in the library. The Electronic Reserve materials may be in a format that can be printed out.
  - a. Return to the Lakeland Library Homepage and click on Course Reserves ->Electronic Reserves
  - b. Select a type of class, an instructor, or type in the name of the document. Then click on “Go”.
  - c. At the authentication screen, you will need the password that has been provided by your instructor.
  
3. Go to the **Lakeland Community College** homepage. <http://www.lakelandcc.edu/>  
 Note that Lakeland Online, Lakeland Email, and Blackboard are all accessed from this page. **All of these online resources require a user name and password for authentication.**



**Lakeland Online** is how students can access their Lakeland personal information. Lakeland Online contains the information they need to get into their email.

- Click on Enter Secure Area. The first time students log in, they need their LID and their date of birth.
- **USER ID** is the student's LID (Lakeland ID) number
- **PIN** is birthdate in the format mmddyy. Example: 031587 (March 15, 1987)
- PINs in Lakeland Online have to be numbers. (HINT: Take a 6 letter word and use a telephone number pad to convert it to numbers.)
- Click on Personal Information -> View Email Addresses for the student's correct email address. Have students take note of the **autonumber** after their name. Example: jsmith**257** 257 is the autonumber.
- Note **HELP** in upper right corner for problems logging on.
- Always **LOG OFF** or **EXIT** accounts that require authentication, especially if you are on someone else's computer. Failing to log off may result in someone obtaining personal information or reading your email!

**Lakeland Email** is the way instructors will contact students. They should all be able to access and use their Lakeland email accounts.

- An **email address** is composed of a username and a computer name connected by an @ sign. Example: [jsmith257@mail.lakelandcc.edu](mailto:jsmith257@mail.lakelandcc.edu). Jsmith257 is the username. Mail.lakelandcc.edu is the computer where the account for jsmith257 resides.
- Login to your Lakeland Email account by clicking on the link from the Lakeland Homepage.

In the **USER ID** box type your username (jsmith257)  
In the **PASSWORD** box type your LID Number

- Note the help link:  
[Click here for instructions before calling the Helpdesk](#)

**Blackboard** is used for distance learning students. Online courses are taught through Blackboard which again uses Lakeland email as a means of communication. The Username and Password are provided by the instructor.

**Important summation/review points:**

Finish the exercise by reviewing what they have accomplished and how this applies to their college work.

1. Remote access authentication is the means by which a computer is able to recognize the user when they are coming in from an off-campus computer.
2. Authentication is a 2 step process requiring a username and a password or PIN number.
3. Always log off from an authenticated account to prevent other people from viewing your personal information or email.