

Desktop Anywhere FAQs

What is the Desktop Anywhere service?

The Desktop Anywhere service gives you access to a desktop on a university server allowing you access to university software and your files in the university using a secure remote connection.

Why can't I install anything on the Desktop Anywhere service?

The Desktop Anywhere service is a shared resource between multiple users, to ensure consistency software must be centrally installed. Requests for software additions can be made to helpdesk@exeter.ac.uk.

I cannot change my background picture?

Pictures consume bandwidth as the graphic has to be transferred to your local PC over broadband, we have removed the backdrop to improve computer performance.

Outlook, Word and Excel all look different?

The remote access service uses Office 2007 which will be deployed to campus desktops over time.

Videos don't work?

Tests we have conducted on the Desktop Anywhere service have proven video does not work over the low bandwidth links so is not support on the offsite Desktop Anywhere service. If you need to watch a video copy it to one of your local drives using Computer.

The icons on my desktop don't work?

The icons on your desktop may link to programs you have installed on your office desktop, these won't necessarily be installed on the Desktop Anywhere service.

I cannot open a command prompt?

This is a security feature and prevents unauthorised user changes to the service this is to protect the Desktop Anywhere service and its users.

Why are there so many drives under computer?

The Desktop Anywhere service allows you access to your Active Directory drives as if onsite, but also allows you to access drives that appear on your computer at home. So for instance C\$ ([\\Client](#)(drive letter:)) will allow you access to the C drive on your computer. You can use this to copy files between the systems at the university and home.

How do I access my U drive?

You can access you U drive in two ways the first is to click the folder with your surname, first name on your desktop and then double click the folder called User. The second way is to double click Computer and then double click the drive that says user.

The Start menu looks strange?

Some options have been removed from the start menu due to security issues and system maintainability.

How do I know this is secure?

The Desktop Anywhere service uses a Juniper SA SSL VPN to make a secure connection between your pc at home and the university network. This connection is encrypted to ensure the data passing over it does not get into the wrong hands.