



**Deerfield Academy**  
**Information Technology Services**  
**FAQs about Working on Deerfield's Network from Off Campus**

**How do I log into Deerfield's network from Off Campus?**

In order to maintain a secure connection to Deerfield's network from off campus, you must install and use VPN (Virtual Private Network) software. Deerfield provides this software for Windows and Mac computers. You can find instructions for installing and using VPN on the ITS Help Desk Webpage under "Help for Working from Home".

**Do I need VPN software to access email or Deerfield's Google environment?**

No. Deerfield's email and Google site do not require a connection that is secured by VPN. In fact, we ask you to refrain from using VPN if you are just checking your mail or creating a Google doc. This will ensure that VPN is available for others who need it.

**What systems require a VPN connection?**

You must have a secure VPN connection to access Banner AdminForms, the BI Launchpad (Infoview) for executing Crystal Reports, and your personal network (N:) drive or departmental (F:) drive.

**How do I connect to my personal network (N:) drive or departmental (F:) drive?**

After you establish your VPN connection, you must run a script to connect these drives. This script can be found in the "Help for Working from Home" folder.

**Is there anything I should do differently when working via remote VPN connection?**

Any operation that uses many network files simultaneously, such as an MS Office mail-merge or document merge containing references to many other documents, will likely be very slow, or even get hung up over VPN. We recommend that you copy the necessary files to your computer's (C:) drive, run the operation there, and then copy the files back to the network drive.

**I need to work on a large file or document that is on Deerfield's network and I am worried about losing my work if my network connection drops.**

In some cases, it may be prudent to copy large files to your desktop or C:-drive, and work from them there. When you are finished, move the file back to the proper location on the Deerfield network so that it will be backed up and others can access it as needed.

**What should I do if I lose my connection?**

If your computer loses connectivity, disconnect from VPN and then re-connect, then re-connect to your network drives. Sometimes, a restart of your computer may be needed to resolve connectivity issues.

**If my connection seems slow or unstable, what should I do?**

Keep in mind that other people using your home Internet connection for video streaming, browsing the Internet, etc will be sharing your bandwidth. Coordinating with other users to reduce their use of your Internet connection while you are working may improve your access to Deerfield Academy's network.

**If Deerfield applications such as Crystal Reports, BI Launchpad/Infoview, Banner AdminForms, etc, are not working correctly, what should I do?**

First check to see if you have valid connectivity to Deerfield's network by checking to see if you have drive mappings to and access to files in the F:-drive, O:-drive, etc. If those drives are not listed or not accessible, then re-connect to VPN and re-connect to your network drives. If this does not resolve the issue, please contact the ITS HelpDesk at [helpdesk@deerfield.edu](mailto:helpdesk@deerfield.edu) or 413-774-1444.