Usage Instructions and Key
Use this flow chart to determine the best way for you to connect to BU and use the applications and software you need for your role. Begin at the 'start' tile.

Blue boxes = Advice and guidance
Green boxes = BU's remote connection solutions
Purple text = hyperlinks to services and documents

**How to connect to the University**

**Staff help chart - September 2020**

1. **Start**
   - Do you have a reasonable internet connection speed?
     - Yes
       - Great, what can I access online?
       - No
       - I am struggling to do the work I need to via Horizon, and need another solution
         - Does this situation meet your needs?
           - Yes
             - You can request a VPN (Virtual Private Network) from IT Services. When you connect your computer, it will allow you to access services as though you were on campus.
           - No
             - Take a look at the article with information on boosting your internet speed and WiFi connection. To help reduce the problems of a slow internet connection you can also use Staff Horizon Desktop that runs Windows to access what you need.
     - No
       - It's a little slow (less than 10Mb/s download speed after checking it on www.speedtest.net)
         - Take a look at the article with information on boosting your internet speed and WiFi connection. To help reduce the problems of a slow internet connection you can also use Staff Horizon Desktop that runs Windows to access what you need.

2. **Is this a BU provided device?**
   - Yes
     - The desktop allows you to access a virtual computer that will use your profile and act as if it were physically on campus. It can run Office (word, excel etc) and access on-campus-only systems like iTrent admin, SITS and BluQube.
     - Only some applications require you to use Horizon -- if you're not sure and the server has a web link, please try and access what you need via the web link on your own desktop in the first instance, and only if that doesn't work, try the link via VMWare Horizon.
     - For ease of use, we recommend using a VPN, you can work as if you were on campus, though you were on campus.
   - No
     - You can access lots of services on the internet, using a web browser, without directly connecting to the University. This should meet most people’s needs.
       - BU Apple Mac users also have access to BU Self Service to download and run various applications.

3. **What type of device are you using?**
   - Laptop or desktop (Windows, macOS, Chromebook)
     - What type of computer is it?
       - Windows 10 (Probably Lenovo)
         - Do you need access to BluQube?
           - Yes
             - To use BluQube offsite, you will still need to login to Staff Horizon Desktop and use the Admin Desktop when asked to select an option.
           - No
             - End
       - End
   - iPhone, iPad, Android Smartphone, Android Tablet
     - What type of computer is it?
       - iOS (Probably Apple)
         - Does this device meet your needs?
           - Yes
             - You can access lots of services on the internet, using a web browser, without directly connecting to the University. This should meet most people’s needs.
             - BU Apple Mac users also have access to BU Self Service to download and run various applications.
           - No
             - Take a look at the article with information on boosting your internet speed and WiFi connection. To help reduce the problems of a slow internet connection you can also use Staff Horizon Desktop that runs Windows to access what you need.

4. **What type of computer is it?**
   - Windows 10 (Probably Lenovo)
     - Do you need access to BluQube?
       - Yes
         - To use BluQube offsite, you will still need to login to Staff Horizon Desktop and use the Admin Desktop when asked to select an option.
       - No
         - Access to your regular assigned computer on campus is by special request and should only be for users with specific needs, like research. Please contact the IT Service Desk if you believe you require this special access.
     - No
       - Do you need access to other services, not accessible via a web link?
         - Yes
           - The desktop normally sits at when on campus
           - What sort of desktop?
             - BU standard Desktop (as if on campus in the staff centre)
               - Does this situation meet your needs?
                 - Yes
                   - You can request a VPN (Virtual Private Network) from IT Services. When you connect your computer, it will allow you to access services as though you were on campus.
                 - No
                   - Take a look at the article with information on boosting your internet speed and WiFi connection. To help reduce the problems of a slow internet connection you can also use Staff Horizon Desktop that runs Windows to access what you need.
             - End
         - No
           - End

5. **Do you need access to BluQube?**
   - Yes
     - To use BluQube offsite, you will still need to login to Staff Horizon Desktop and use the Admin Desktop when asked to select an option.
   - No
     - End

6. **End**