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<p>No additional steps should be needed to access the following Brandeis systems from outside the United States:</p> <ul style="list-style-type: none"> <li data-bbox="159 613 348 695"> LATTE <li data-bbox="159 711 336 792"> Zoom <li data-bbox="159 808 331 889"> SAGE <li data-bbox="159 906 369 987"> Workday <li data-bbox="159 1003 489 1101"> Library Databases <p>As well as all other applications available from the Brandeis login page, with the exception of the Google Suite, for which the Brandeis VPN may be needed.</p>	<p>The Brandeis VPN is needed to access resources stored on Brandeis servers, such as folders within \\files.brandeis.edu\ or personal storage (unet home directory). Pulse Secure is the university recommend VPN software.</p> <ol style="list-style-type: none"> 1. Download the latest version of the Pulse Secure VPN client from the Brandeis On the Hub web store. 2. Configure and use the Pulse Secure client with the following instructions: Windows Mac <hr/> <p style="text-align: center;">“Full-Tunnel” VPN</p> <p>Full-Tunnel VPN is needed to access the Google Suite, certain Google sites, and other resources that may be restricted in some countries due to firewalls.</p> <ol style="list-style-type: none"> 1. Submit a ticket by e-mailing help@brandeis.edu and indicate “request full-tunnel VPN access” in the email. 2. The Help Desk will add you to a designated group allowing you full access to the Brandeis network through a secure tunnel granting you access to the same services you can reach while on campus. 3. Once added to this group the Help Desk will work with you to make sure the Pulse client is configured properly and that you can access the resources you need. <p style="text-align: center;">IMPORTANT NOTE</p> <p>Users should only use “full-tunnel” VPN access for dedicated Brandeis tasks. Video streaming of movies, TV shows, etc., should not be done using the Brandeis VPN connection since doing so may adversely impact everyone else who is using the VPN for Brandeis-related tasks.</p>	<p>Zoom is available internationally and is based on a global infrastructure.</p> <ul style="list-style-type: none"> • Some countries do impose certain data traffic restrictions that could affect Zoom. Current known restrictions are listed on Zoom’s Restricted Countries and Regions support article, which is updated periodically. Please refer to this article to ensure that the country you are in does not have any restrictions. • If you are located in a country with a data restriction, you can still join a Zoom session via telephone. Please refer to Zoom’s international call-in number list to find a local telephone number to utilize. • Keep in mind that Zoom telephone numbers are not toll-free, therefore, it is encouraged to use a computer audio connection via the Zoom client whenever possible. If calling in to Zoom is critical, be sure to use the local number for the country you are in to avoid long distance charges on your phone bill.
help@brandeis.edu 781-736-HELP (6-4357) brandeis.edu/its		