



[Access NSF FAQs](#)

[What is Access NSF?](#)

[What do I need to use Access NSF?](#)

[Where can I go for help with Access NSF?](#)

[What is the difference between Access NSF and RLS?](#)

[Will RLS still be available?](#)

[What is the difference between Access NSF and OWA?](#)

[Will OWA still be available?](#)

[Can I use Access NSF with a Mac?](#)

[I cannot connect to Access NSF. What could be the problem?](#)

[What is NSF Web Applications?](#)

[Can I use the NSF SharePoint Collaboration Portal through Access NSF?](#)

[Can I use ITAS through Access NSF?](#)

[Why are my bookmarks disappearing from Access NSF?](#)

[Can I copy and paste links from Access NSF?](#)

[How can I access applications like PARS that are not on the Web Applications page?](#)

[How do I access my P: drive or R: drive using Access NSF?](#)

[What are Utility Folders and Utility Applications?](#)

[Remote Desktop FAQs](#)

[What is Remote Desktop?](#)

[What do I need to use Remote Desktop?](#)

[Can anyone access my NSF computer through Remote Desktop?](#)

[Can I use Remote Desktop with a Mac?](#)

[Can I use Remote Desktop on my NSF Mac if I am running parallels?](#)

[I cannot connect to Remote Desktop. What could be the problem?](#)

[How do I find my NSF computer name?](#)

[What are ActiveX settings and how do they relate to Remote Desktop?](#)

[How do I enable ActiveX settings on Internet Explorer?](#)

[How can I make my Remote Desktop connection run faster?](#)

[How do I print on my home printer from Remote Desktop?](#)

[I cannot access my home printer through Remote Desktop. What could be the problem?](#)

[How do I access my local drives using Remote Desktop?](#)

[Is there a faster way to get to my Remote Desktop?](#)

[My bookmark to my NSF computer is not working. What could be the problem?](#)

[If the power goes out at NSF, can I still use Remote Desktop?](#)

[How do I increase the size of my Remote Desktop screen?](#)

[How can I perform a Windows "Right Click" with a Mac mouse?](#)

ACCESS NSF FAQs

What is Access NSF?

Access NSF is a simple, secure way to reach NSF's internal systems and services online when you are away from the office. To use Access NSF, navigate to <http://access.nsf.gov> and login with your LAN ID and SecurID passcode. You can use Access NSF to check your email, use applications such as eJacket, visit websites like Inside NSF and SharePoint, or to connect directly to your desktop computer located at NSF through Remote Desktop.

What do I need to use Access NSF?

You must have the following to login to Access NSF:

- A home or personal computer with access to the Internet
 - High speed access is recommended, especially if you want to use Remote Desktop
- Internet Browser (Note: Java 1.4.1.x or higher required.)
 - Internet Explorer 6.0 or higher
 - You must enable ActiveX settings to use Remote Desktop
 - Firefox 1.0 or higher
 - Safari
- NSF LAN ID and SecurID Token

Where can I go for help with Access NSF?

For additional support, contact IT Help Central (ITHC). During regular business hours, you can reach ITHC by phone at (703) 292-HELP (x 4357) or toll free at (800) 711-8084. To reach an after-hours data center operator, call (703) 292- 5050.

What is the difference between Access NSF and RLS?

Access NSF is a web-based solution designed to provide access to the NSF internal network from any location with an Internet connection and a web browser. Through Access NSF, you can connect to internal applications and websites as well as connect directly to your own NSF computer through Remote Desktop.

RLS provides access to a generic NSF desktop by means of a client application installed on your system. It does not provide the option of connecting directly to your work computer.

Will RLS still be available?

RLS will remain available as a secondary option to connect to NSF. However, we encourage you to use Access NSF to connect when working from home or away from the office.

What is the difference between Access NSF and OWA?

Outlook Web Access (OWA) is a web-based version of MS Outlook that you can use to check your NSF email online. When you use OWA, links to internal NSF web pages and applications such as Inside NSF or GUEST will not work.

Access NSF provides access to your NSF email through Remote Desktop and OWA. If you use Remote Desktop to connect to your NSF Computer, you can access all the features of Outlook like you do in the office. If you use OWA through Access NSF, you will use the web-based version of Outlook and the links to internal NSF web pages and applications will work.

Access NSF Frequently Asked Questions

Will OWA still be available?

Outlook Web Access (OWA) will remain available as a secondary option to check NSF email accounts from outside the office. However, we encourage you to use Access NSF to check email from home or away from the office.

Can I use Access NSF with a Mac?

Yes, you can use the services available through Access NSF on a Mac or a Windows PC. The following table details the availability of Access NSF services for Mac and Windows PC customers.

Home Computer	NSF Computer	Access NSF Services		
		Remote Desktop	NSF Web Applications	Utilities
Windows PC	Windows PC	✓	✓	✓
Mac	Windows PC	✓	✓	Utility Folders Only
Windows PC	Mac	Not Available	✓	✓
Mac	Mac	Not Available	✓	Utility Folders Only

Contact IT Help Central (ITHC) or your IT Specialist if you are a Mac customer and would like to use Access NSF Utility Application services.

I cannot connect to Access NSF. What could be the problem?

If you are having trouble connecting to Access NSF, please take a moment to review the following:

- Your web browser must be pointed to the Access NSF webpage at: <http://access.nsf.gov>
- You must have a valid NSF LAN ID and SecurID passcode.

For additional help with Access NSF, contact IT Help Central (ITHC) at 703-292-4357 or 1-800-711-8084.

What is NSF Web Applications?

NSF Web Applications allows you to access common internal websites and applications such as email, eJacket, Inside NSF and the SharePoint. NSF Web Applications gives you quick access to resources when you are at home or away from the office.

Can I use the NSF SharePoint Collaboration Portal through Access NSF?

Yes, click the "SharePoint Collaboration Portal" link on the NSF Web Applications page.

Can I use ITAS through Access NSF?

No. You can only access ITAS if you are onsite at NSF.

Why are my bookmarks disappearing from Access NSF?

Bookmarks can be created to simplify access to frequently-used web sites. To ensure your bookmarks appear each time you login to Access NSF, remember to end your Access NSF session by selecting the **Log Out** button. Your bookmarks will not be saved if you simply close your web browser to end your Access NSF session.

Can I copy and paste links from Access NSF?

This is not recommended. Links that are copied from web sites accessed via Access NSF will not work properly outside of Access NSF.

Access NSF Frequently Asked Questions

How can I access applications like PARS that are not on the Web Applications page?

To access PARS and other applications that are not located on the NSF Web Applications page, you must first connect to your NSF desktop computer via Remote Desktop. From Remote Desktop, you can access PARS and other applications the same way you would if you were working at NSF. Since applications like PARS are not web-based, you cannot access them through NSF Web Applications.

How do I access my P: drive or R: drive using Access NSF?

You can access your P: and R: drives by first connecting to Remote Desktop and then accessing them as you would when working at NSF. Alternately, if you know the full name and location of your P: or R: drive, you can click on the "Utility Folder" tab, enter the name of your drive in the "Address" field and click **Browse**.

What are Utility Folders and Utility Applications?

The Access NSF Utilities features provide connection tools for application developers, including Secure Shell, POP Mail and other advanced features. You can use the "Utility Folders" function if you need to browse the NSF network. If you are using Windows you can use "Utility Applications" to access the "Smart Tunnel" feature.

REMOTE DESKTOP FAQs

What is Remote Desktop?

Remote Desktop allows you to connect directly to your NSF computer desktop when you are working from home or away from the office. With Remote Desktop you have access to all the documents and applications available on your NSF Computer, including your personal files, email, internal web pages and applications, and your network drives (such as your P: and R: drive).

What do I need to use Remote Desktop?

Remote Desktop runs on your NSF Windows desktop computer. So, you should prepare to use Remote Desktop before you leave the office.

- First, find your NSF computer name
 - Run “Remote Desktop Checker” from the WinStation “Comm” menu
 - (See also [“How do I find my NSF Computer Name?”](#))
- Then, before you leave the office, make sure your NSF computer is powered-on and connected to the internal NSF network
- At home or on the road,
 - You’ll need a computer or laptop with a high-speed internet connection and web browser
 - If you are using Internet Explorer, enable ActiveX
 - Use your SecurID token and your NSF LAN ID to login.

You can also refer to the “Access NSF Remote Desktop Quick Reference Guide” available on the Access NSF homepage for further instructions.

Can anyone access my NSF computer through Remote Desktop?

No. No one can access your NSF computer through Remote Desktop unless you give them permissions to access your computer. Contact IT Help Central (ITHC) at x4357 or your IT Specialist for assistance.

Can I use Remote Desktop with a Mac?

Yes, you can connect to your NSF computer from a Mac. The following table details the availability of Remote Desktop services for Mac and Windows PC customers.

Home Computer	NSF Computer	Access NSF Services		
		Remote Desktop	NSF Web Applications	Utilities
Windows PC	Windows PC	✓	✓	✓
Mac	Windows PC	✓	✓	Additional Steps Required
Windows PC	Mac	Not Available	✓	✓
Mac	Mac	Not Available	✓	Additional Steps Required

Contact your IT Help Central (ITHC) or your IT Specialist if you are a Mac customer and would like to use Access NSF Utility services.

Access NSF Frequently Asked Questions

Can I use Remote Desktop on my NSF Mac if I am running parallels?

Yes. You can use Remote Desktop to access your Mac at NSF if you are running parallels.

I cannot connect to Remote Desktop. What could be the problem?

If you are having trouble connecting to Access NSF, please take a moment to review the following:

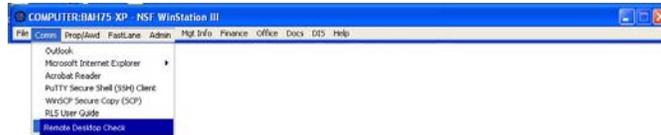
- Your NSF computer must be powered-on. If your NSF computer is turned-off for any reason, you will not be able to use Remote Desktop.
- Your NSF computer must be connected to the internal NSF network. If your NSF computer is disconnected from the internal network you will not be able to use Remote Desktop.
- Your home computer must have a high-speed Internet connection and a supported Web browser with the correct settings to use Remote Desktop, such as:
 - Internet Explorer 6.0 or higher (ActiveX settings may be required. (See [“What are ActiveX settings and how do they relate to Remote Desktop?”](#))
 - Firefox 1.0 or higher
 - Safari
- You must have the correct name of your NSF computer. If your computer at NSF has recently changed, you will have to find the new name of your computer before connecting to Remote Desktop. (See [“How do I find my NSF computer name?”](#))

For additional help with Remote Desktop, contact IT Help Central (ITHC) at 703-292- 4357

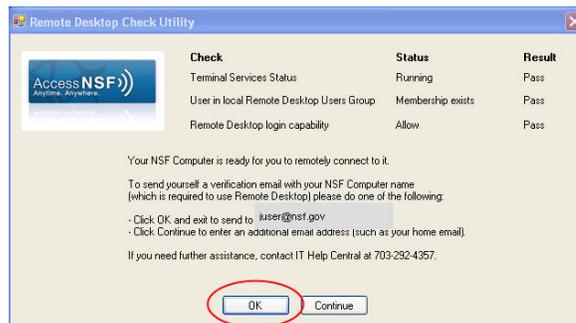
How do I find my NSF computer name?

You will need to know the name of your NSF computer in order to use Remote Desktop. Follow these steps to locate your NSF computer name:

- Go to WinStation and select the “Comm” menu.
- From the “Comm” menu, select “Remote Desktop Checker.”



- The “Remote Desktop Checker Utility” window appears including your NSF computer name. Your NSF computer name will look like this: jsmith-xp.ad.nsf.gov



- Select OK to send an email with your computer name to your NSF email account.
- Select Continue to send an email with your computer name to a personal email account.
 - **Note:** The “Remote Desktop Checker” also verifies that your NSF computer is configured to support Remote Desktop. If it is not, you will be prompted to contact IT Help Central.

Access NSF Frequently Asked Questions

- **Note:** If you receive a new NSF computer, your NSF computer name may change and you will need to run the “Remote Desktop Checker” to learn your new computer name.

What are ActiveX settings and how do they relate to Remote Desktop?

ActiveX settings are controls used by the Internet Explorer Web browser to allow web-pages to perform certain functions such as displaying embedded images. If you are using Internet Explorer to connect to your NSF computer through Remote Desktop, you may have to adjust some of your ActiveX settings on your Web browser in order to connect. (See [“How do I enable ActiveX settings on Internet Explorer?”](#))

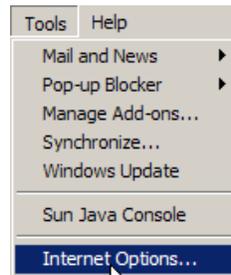
How do I enable ActiveX settings on Internet Explorer?

To use Remote Desktop with Internet Explorer you may need to adjust some of your Active X settings. Follow these steps to adjust your settings:

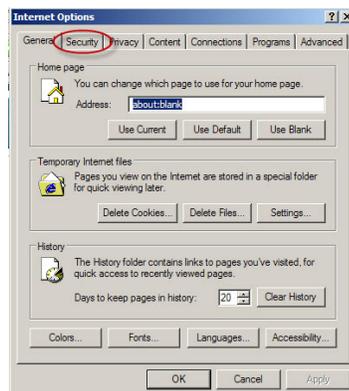
- Open Internet Explorer and go to the “Tools” menu.



- Select “Internet Options.”

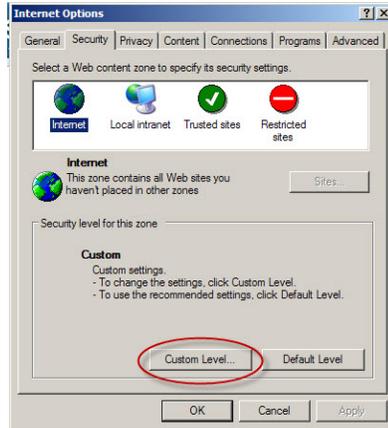


- From the Internet Options menu, select the “Security” tab.



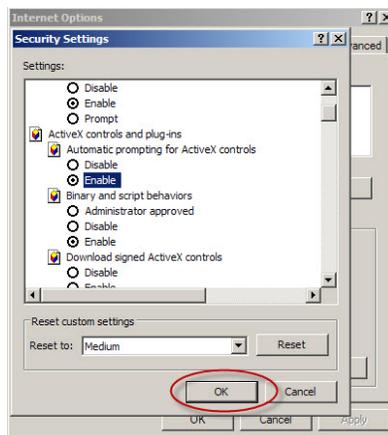
Access NSF Frequently Asked Questions

- Select the **Custom Level** button.
 - Note: If this button is disabled your computer's security settings may be blocked by the Federal Desktop Core Configuration (FDCC). Contact IT Help Central at (703) 292 - 4278 for assistance.



- The **Security Settings** window appears. Scroll down to the “ActiveX controls and plug-ins” and select the following:

Web Browser	Setting	Select
Internet Explorer Version 6	Run ActiveX controls and plug-ins	Prompt
	Script ActiveX controls marked safe for scripting	Prompt
	Allow previously unused ActiveX controls to turn without prompt	Enable
Internet Explorer Version 7	Download signed ActiveX controls	Prompt
	Run ActiveX controls and plug-ins	Prompt
	Script ActiveX controls marked safe for scripting”	Prompt



- Click **OK**.

How can I make my Remote Desktop connection run faster?

The performance of your Remote Desktop connection will vary depending on your home

Access NSF Frequently Asked Questions

Computer, your Web browser and your Internet connection speed. To help improve the speed of Remote Desktop you should minimize any additional activity on your computer (such as music etc.) and limit your use of larger media files when using Remote Desktop.

How do I print on my home printer from Remote Desktop?

Follow these steps to print files from your Remote Desktop to your home or local printer:

- Login to Access NSF.
- Select "Remote Desktop Connection."
- Enter your computer name followed by "/?RedirectPrinters=true" into the "Address" field after and click **Browse**.
 - If your computer name is juser-xp you would enter the following into the "Address" field: **juser-xp/?RedirectPrinters=true**

Now try to print. Your local printers along with your office printers should appear among the available printers.

If your local printers do not appear in the list, please note the make and model of your local printers. Provide this information to your IT Specialist or to IT Help Central. It is likely that your local print drivers need to be installed on your NSF computer.

I cannot access my home printer through Remote Desktop. What could be the problem?

Depending on your type of printer, you may have to install drivers for your printer on your NSF computer. Contact IT Help Central (ITHC) at x4357 or your IT Specialist for assistance.

How do I access my local drives using Remote Desktop?

Follow these steps to print files from your Remote Desktop to your home or local printer:

- Login to Access NSF.
- Select "Remote Desktop Connection."
- Enter your computer name followed by "/?RedirectDrives=true" into the "Address" field after and click **Browse**.
 - If your computer name is juser-xp you would enter the following into the "Address" field: **juser-xp/?RedirectDrives=true**

Is there a faster way to get to my Remote Desktop?

Follow these steps to recreate and reuse Remote Desktop bookmarks:

- Login to Access NSF.
- Select "Remote Desktop Connection."
- Type the name of your bookmark in the "Title" field.
- Type desired "URL" (see chart below).
- Select "Add Bookmark."

You must click the "Logout" button when you exit Access NSF to preserve your bookmarks.

Bookmark options:

Desired Bookmark Action	URL Format
Go to my NSF computer (named "juser-xp")	rdp://juser-xp
Go to my NSF computer and allow me to print to local printers	rdp://juser-xp/?RedirectPrinters=true
Go to my NSF computer and allow me to access my local hard drive	rdp://juser-xp/?RedirectDrives=true

Access NSF Frequently Asked Questions

Go to my NSF computer and allow me to access both my local printers and hard drive

```
rdp://juser-xp/?RedirectPrinters+Drives=true
```

Firefox and Safari users: Go to my NSF computer and expand Remote Desktop to fill my screen

```
rdp://juser-xp/?geometry=1024x768
```

Firefox and Safari users: Go to my NSF computer and expand Remote Desktop to fill my screen and allow me to access local printers and drives

```
rdp://juser-xp/?geometry=1024x768 /?RedirectPrinters+Drives=true
```

My bookmark to my NSF computer is not working. What could be the problem?

You must enter “rdp://” before your computer name in the “URL” field. Without this prefix, you will not be able to connect to your Remote Desktop.

If the power goes out at NSF, can I still use Remote Desktop?

In the event that there is a power outage at the NSF offices your NSF computer may be powered-off. Should this occur you will not be able to connect to your NSF computer using Remote Desktop. However, you can still reach systems such as eJacket and Sharepoint through the Access NSF Web Applications pages. (See [“What is NSF Web Applications?”](#))

How do I increase the size of my Remote Desktop screen?

The options available to increase the size of your Remote Desktop screen vary based on your Web browser. The following table details the actions you can take to increase your screen size.

Web Browser	Action
Internet Explorer	Select the Full Screen button at the top of the screen.
Firefox	Add the following after your computer name when you login to Remote Desktop: Machine Name/?geometry=1024x768 <ul style="list-style-type: none"> - If your computer name is juser-xp you would enter the following into the “Address” field: juser-xp/?geometry=1024x768
Safari	Add the following after your computer name when you login to Remote Desktop: Machine Name/?geometry=1024x768 <ul style="list-style-type: none"> - If your computer name is juser-xp you would enter the following into the “Address” field: juser-xp/?geometry=1024x768

Example for Firefox & Safari browsers - **juser-xp/?geometry=1024x768**

The screenshot shows a browser address bar with a dropdown menu set to 'rdp://'. The text 'Machine Name/?geometry=1024x768' is entered in the address field, and a 'Browse' button is visible to the right.

Note - Screen geometry size (ex. 1024x768) may need to be modified to fit your remote computer settings.

How can I perform a Windows “Right Click” with a Mac mouse?

If your NSF computer is a Windows PC you likely used the Right Click button on your mouse in order to get a menu of different options. This list of menus would change depending on what the point of the arrow is over when you click the right mouse button.

Access NSF Frequently Asked Questions

If you are connected to your NSF computer through Remote Desktop and you are using a Mac you may no longer have the "right click" functionality. To get a "right click" on a Macintosh, hold down the Control key on the keyboard and then click the one mouse button (on a standard Macintosh mouse).