VCU SOMTech

School of Medicine

Accessing VCU and VCUHS Resources Remotely

Brian Bush - 2024-05-30 - [Research Systems](#)

Overview

VCU (university) and VCUHS (health system) operate two separate network environments. Some applications work from only one network, others on both networks, and some work from anywhere on the internet.

Both organizations have clients (software) which allow users to access certain protected resources from home or on each other's networks. Depending on the network(s) available in your on-campus location, you may need to use one of these clients to access resources in the other network. The appropriate solution is determined by the ownership of the computer.

Access Solutions

Computer Ownership	Trying to Access	Solution
VCU	Protected VCU resources	Use standard Zscaler client installed by SOMTech ([log a VCU Cherwell ticket](#) or call 804-828-2227)
VCU	Protected VCUHS resources	Use VCUHS GlobalProtect client ([download GlobalProtect](#)) [traffic limited to HTTP/HTTPS/RDP protocols] *or* use virtual machines available at [connect.vcuhealth.org](#)
VCUHS	Protected VCU resources	Use specialized Zscaler client installed by VCUHS IT (log a [VCUHS Keystone ticket](#) or call 804-828-6447) or [App2Go](#) specifically for Banner Admin Pages
VCUHS	Protected VCUHS resources	Use VCUHS GlobalProtect client (preinstalled by VCUHS IT)