Accessing the Library for Online Programmes via virtual desktop
(Apps Anywhere, VPN)

Quick Start Guide to Accessing E-Resources using a Virtual Desktop

If you are seeing slow, unresponsive or blank results, please try to use the Library via either our Web based Applications or our VPN system, these options provide virtual on-campus access to the University network.

How to access the Library via Web Apps

Log into http://apps.liv.ac.uk using your University login (online students can also use the ‘Web Apps’ icon in the right menu of the Library for Online Programmes), then run either Internet Explorer or Firefox from the “Web” area of Web Apps, then browse to Library Web pages / E-Resources.

- When you have opened a Web browser such as Explorer or Firefox in Web Apps, you can visit the Library Web site to search for, or locate E-Resources. You can access Library Web pages by typing the URL in the address bar of the Web browser, e.g.

  ![Library Web site URL](http://libguides.liv.ac.uk/onlineprogrammes)

- The direct URL to reach the main Library Web site is http://liv.ac.uk/library the direct URL for the Library Web site for Online Programmes is http://libguides.liv.ac.uk/onlineprogrammes

- To search for a specific E-Book/ E-Journal article by title, use the large Discover search box on the Library homepage or see other search options such as ‘go to an article’ shown in the left menu.

- If you wish to follow reading list links to E-Books/ E-Journal articles, you will need to visit the online module or other location displaying these links, you should type the URL of your online learning environment, e.g. Blackboard into the address bar in your Web browser, then browse to the online module required.

How to access the Library via VPN (virtual private network)

After installing VPN, you will need to run (and log into VPN using your University login), then connect to the University of Liverpool option, you should then use your normal Web browser and visit the Library at the normal URL. Note - not all users can use VPN, as this technology may be blocked by a local firewall or ISP, if this happens use the Web Apps solution above. See this guide on installing VPN.

When you use one of these options and go to the Library Web site you will not need to log into the site, just use the search boxes/ tools provided, you should not be prompted to log into the ‘ezproxy’ login server.

For detailed help, see our detailed guide below. If you have problems using the above options please contact us using the 24/7 telephone support line or contact your Librarian.

We provide several ways for you to access Web-based resources using a ‘virtual desktop’, so your computer acts as if you were on-campus i.e. on the University network, when you are operating in this mode you will be able to access secure resources without logging in (for virtually all E-resources).
However, some resources such as University email will still require you to log in. It may be useful to use a virtual desktop if you would like to browse general search engines for protected resources, since these resources would normally require access via the Library for Online Programmes Web site (using links to our Library server, Ezproxy). Using a virtual desktop can overcome difficulties logging in, problems with your Web browser security settings etc.

There are two systems that can be used to provide you with a virtual desktop, VPN and Apps Anywhere. The VPN is an application you can download and run on your computer (for a range of operating systems) and provides general recognition as an on-campus user, so you can continue using your normal Web browser to access secure resources. The Apps Anywhere method involves running the Apps Anywhere version of Internet Explorer Web browser, whilst you are using this version of Internet Explorer you will remain logged in as if you were on-campus. Also note, you can use Apps Anywhere on non-Windows operating systems such as Linux.

Note - if you do use a virtual desktop, we still recommend you log into the Library Web site as normal when using the site, since some resources depend on logging into the library server (Ezproxy).

Connect to the University network using VPN

VPN means Virtual Private Network, we provide an application which connects you to the University network, once you have 'connected' your computer will run as if it is a University computer, so you can browse the Internet and use the Library for Online Programmes Web site to browse for protected resources without needing to log into EZproxy. See this guide on installing VPN. You can read further about VPN and download the VPN application on the IT Helpdesk Web pages http://www.liv.ac.uk/csd/vpn/

Web-Based Applications

The University provides a range of Web-based office, statistics and other applications via the University Web site, when you log into this service you are accessing the University network as a virtual on-campus user. Applications available include Microsoft Office 2007, SPSS and other specialist packages.

If you have problems searching for online resources using your normal Web browser you can also use the version of Internet Explorer or Firefox provided directly from Web Based Applications to access our Web site, this may allow you to overcome technical or firewall issues.

To log into Web Based Applications see:http://apps.liv.ac.uk/ You should log in using your University (MWS) user name and password and follow the on-screen prompts.

When then Web-based applications page appears you will see a range of folders providing access to various applications, you can access Microsoft Office (Word, Excel etc.) in the 'Office' folder and the Internet Explorer 7 Web browser in the 'Web' folder.
For an introduction to Applications available, see our Introduction to Web Based Apps.

Saving and Opening Files when using Web-based applications

Important note - if you wish to save and open files on local drives (e.g. flash drives, C drive etc.) using Web based applications (such as Word, SPSS etc.) you must allow 'Full Access' when prompted e.g.

If you do not allow 'Full Access' you will only be able to work with files on your university network drive (M), which requires any files to be copied to your M drive (using the file explorer tool in the 'Utilities' folder).

Using Internet Explorer in Web-based Applications

If you have having difficulties using our online services you may be able to search using the Internet Explorer application in Web-based applications. Select the 'Web' folder and click on the Internet Explorer icon. This will provide an instance of Internet Explorer running from the University network, it will also ensure you are logged into the network (so you don't need to log into the Library for Online Programmes if you are using Web-based applications). You can also use this approach to browse the Internet using Web browsers such as Google, allowing you to access protected
commercial E-Resources which can only normally be accessed via links from the Library Web pages (i.e. via the Ezproxy server).

If you get a warning message that reads “Do you want to trust the signed applet distributed by Citrix Systems Inc”, click yes.

A new page will open on your screen displaying the main University home page. In the address bar, you can now browse to the Library Web pages or resources you wish to use. (e.g. for the Library for Online Programmes for online students http://libguides.liv.ac.uk/onlineprogrammes). You should be able to access any Library resources as if you were on campus.

You can also access Firefox Web Browser in the same way as described above.

Note – you should close the browser when you wish to log out.

**General Web browsing via a Virtual Desktop**

If you are using a Virtual Desktop, you can also use general search engines such as Google to access articles and other resources in subscribed collections (e.g. Emerald, HeinOnline, MetaPress etc.) This is because these systems will recognise you as a University of Liverpool user (computer IP address), rather than relying on links to the Library server (Ezproxy) found in the Library Web site.

**Further Help**

Further guidelines on Web-based applications, including a full list of applications available can be found here.

For further support please contact your Librarian.