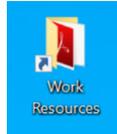


Work Resources FAQ

1. Where do I find Work Resource programs?

Work Resource programs can be accessed in the following ways:



- a. A desktop folder with shortcuts to Work Resource programs.
- b. Typing the name of the program you are needing in the search bar:



- c. Navigating to the following web page while connected to SIC's internal network: <https://rdweb.ntfalcon.net/RDWeb/>

2. When I click a Work Resource icon while working remotely, I receive an error stating the remote computer was unable to be found.

If you are working remotely, verify you are connected to the Global Protect VPN client before using Work Resources. 

3. My printer isn't listed in Work Resources.

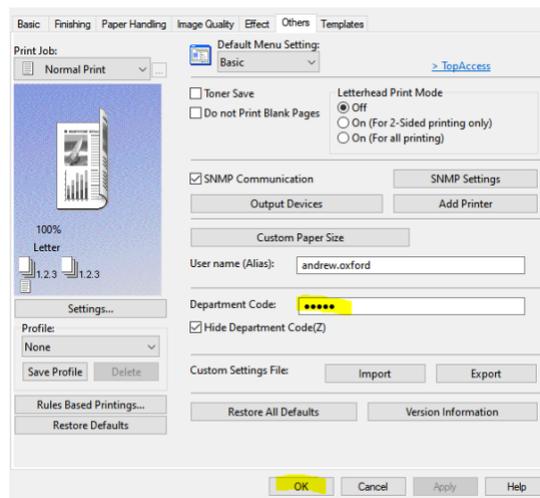
If you are using a local printer: make sure it is set as your default printer before connecting to Work Resources.

If you have an active session, it may need to be refreshed. On your taskbar, right click on the RemoteApp icon  and select "Disconnect from Work Resources". Then, you can open any program to verify your printer is listed.

If you are using a network printer: Please submit a support request at www.sic.edu/support

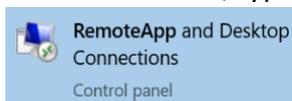
4. When I print to a copier, I receive a prompt to enter my department code.

1. Click the Printer Management Icon  Printer Management (Work Resources)
2. Right click the copier.
3. Click Printing Preferences.
4. Click the Others Tab.
5. Enter your Department Code in the appropriate box. Please note: If you use multiple department codes it is best to leave this field blank and enter manually for each print job.

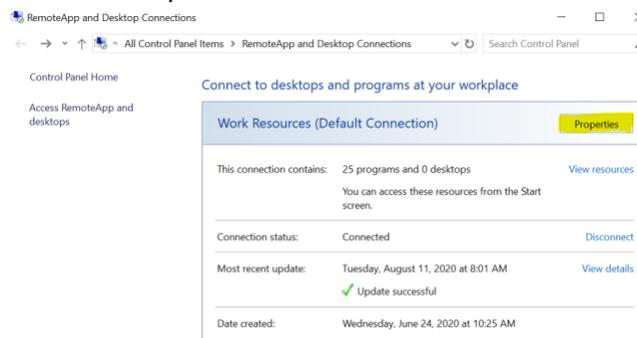


5. The program I need is not listed in Work Resources.

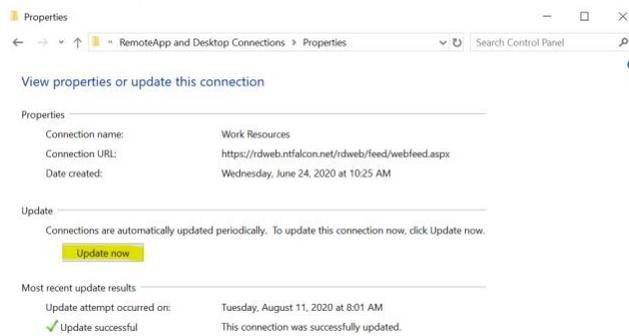
You may need to update your program list. If you are working remotely, verify you are connected to Global Protect before following these steps:
In the search bar, type Remoteapp and open RemoteApp and Desktop Connections.



Click the Properties button.



Click the update button.



If successful, you will see your program listed in Work Resources. If you still do not see the program, submit a support request at www.sic.edu/support to verify you have proper access.

6. My laptop disconnects from Work Resources after a few minutes of inactivity.

Your laptop may be going to sleep, causing disconnects. Your power settings may need to be changed to extend the time before it goes to sleep. Please submit a support request at www.sic.edu/support for assistance.

7. My programs seem to be running slow and are unresponsive at times.

If you are working remotely, verify your internet connection is stable. You may experience issues if working from a mobile hotspot. If you experience issues while on campus, please submit a support ticket at www.sic.edu/support.