

## Access OnBase From Home

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**Summary:** OnBase can **ONLY** be accessed from your district network. It **cannot be** accessed from home without some connection to your district network. This includes OnBase web client

### **In order to access OnBase Thick or Web Client:**

1. Your district must have approved remote access for you. This can be VPN access or something like Amazon AppStream. District approval is required. Seek that first
2. If you are approved and VPN access is created for you, once you are logged into your workstation you can use either the Thick Client or Web Client as you normally would
3. If you are set up with Amazon AppStream, you will only be able to access the OnBase web client. Support for the Thick Client is not available via this type of remote service
4. After you have connected to your district workstation, if you encounter trouble with OnBase (mount disk errors, lost password, platter management error) put in a ticket and the Business Information Service can help

**NOTE:** If you have trouble connecting to your workstation in order to use OnBase, or you've connected but don't see OnBase, that is an issue with connection and not OnBase. Contact the SCRIC Service Desk

