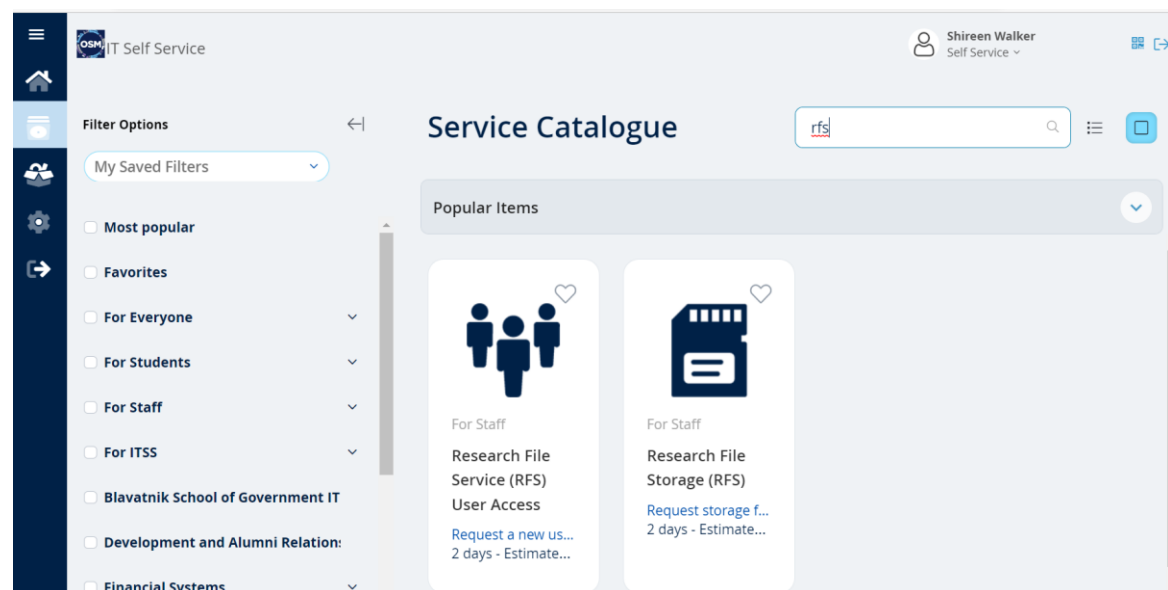


Research File Service (RFS): User Guidance

To access RFS storage, you will need a CONNECT AD account. Request this through the RFS User Access service request first. If you already have a CONNECT AD account, you can skip this step.

Requesting RFS User Access for a new user (provides a CONNECT AD account)

1. Access the [RFS service requests](#) in the IT Self Service catalogue



- Select **Research File Service (RFS) User Access**
- Complete the form fields
- Click Review & Submit
- You will receive an email with the instructions on how to activate your CONNECT AD account
- Visit <https://password.connect.ox.ac.uk> to set a password for this account
- Use your Single Sign On (SSO) as your username
- You will be asked for a passcode when registering. Call the Service Desk for this on 01865 612345
- Once active, your CONNECT AD account will give you access to RFS storage, but you will only be able to view a project once one of the owners gives you permission

Resetting your CONNECT password

If you already have a CONNECT AD account but have forgotten the password, you can reset it using the instructions at <https://help.it.ox.ac.uk/change-connect-password> (method 2).

Connecting to RFS Storage from home via VPN

If you are connecting to your RFS storage from outside of the university network (e.g. at home or on site), you will need to connect using the Oxford Virtual Private Network (VPN). Instructions on how to register and connect to the Oxford VPN can be found at <https://help.it.ox.ac.uk/vpn>

Mapping a drive to your RFS project storage

Instructions on how to map a CONNECT network drive for Windows, Mac and Linux clients can be found on the IT Services Website <https://help.it.ox.ac.uk/map-connect-drives>

- To access your RFS Project, map a drive to `\\connect.ox.ac.uk\RFS` (you will need to connect to VPN first if you are not on the network).
- RFS should be added to the R drive if possible
- **Drive:** **Folder:**
- **R** **RFS:** `\\connect.ox.ac.uk\RFS`
- You will need to use your CONNECT AD account for this mapping - enter Username as "CONNECT\SSO" and your CONNECT AD password.
- You will then see any projects you have been given access to.

Please note Automatic screen locking after a defined period of inactivity must be configured on any end-user device used to access the service, including any self-managed systems. Users should not rely solely on this to protect access to data, and should lock the screen manually or log out whenever leaving systems unattended.

RFS - Restoring files or folders

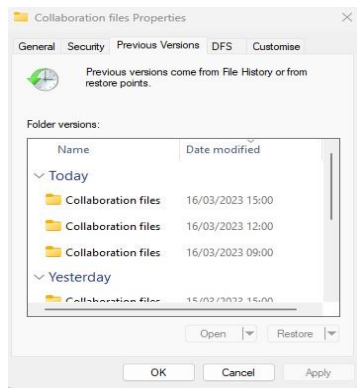
It is possible to retrieve and restore previous versions of files or folders from a snapshot of your RFS projects taken at 09:00, 12:00 and 15:00 every weekday (not on Saturdays or Sundays). Snapshots are kept for around one week. When the storage area limit is reached, the oldest previous versions are deleted to make room for newer versions to be saved. After a version is deleted, it cannot be retrieved. Previous versions should not be considered a replacement for creating regular backups.

Windows users can restore files or folder themselves. Mac or Linux users should email rfs-help@it.ox.ac.uk, stating which date and time the restored file or folder is required from.

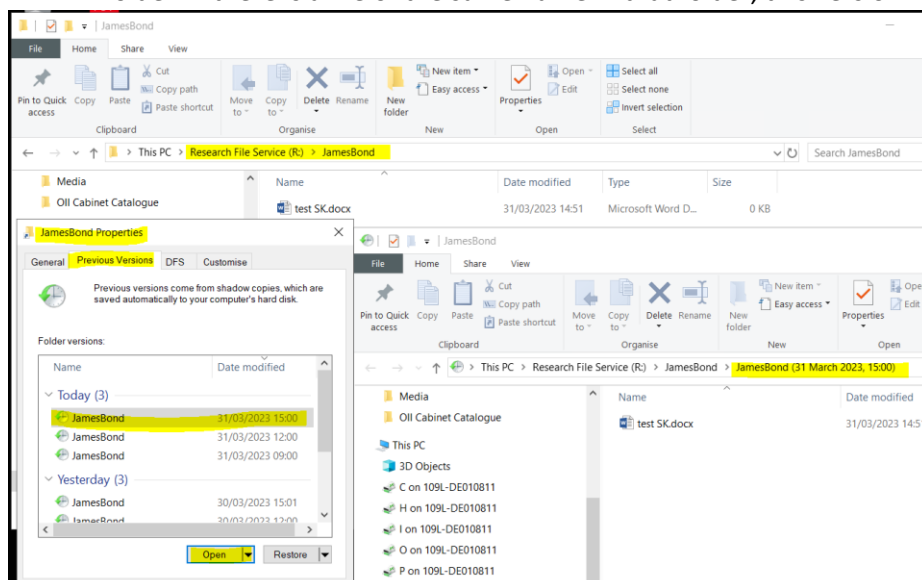
How to restore from Previous Versions (Windows users only)

- Right click on the folder you want to restore from, then click **Properties**

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- Click on the **Previous Versions** tab
- **Select** the version you want to restore
- Select **Open** to view the files. You can copy a single file from the Previous Versions window (which has a time stamp) and paste it into the current version of the same folder. If there is a file of the same name in that folder, this version will overwrite it



- If you select the Restore option, it will overwrite ALL the existing data in the selected folder with the previous version