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Chapter 24

Accommodating Remote Users

A typical computer user takes work home to work on in the evening or over the weekend and bring back to the office the following weekday. This arrangement can work okay, except that exchanging information between your home computer and your office computer isn't easy.

One way to exchange files is to mark them for offline access, as I describe in Chapter 4. However, this approach has its drawbacks. What if someone goes to the office on Saturday and modifies the same file you're working on at home? What if you get home and discover that the file you need is on a folder you didn't mark for offline access?

This chapter introduces two features that can alleviate these problems. The first is Internet-based access to your email via Outlook Web App (OWA) in Microsoft Exchange. The second is a *virtual private network* (VPN), which lets you connect to your network from home as though you were at work so that you can safely access all your network resources as though you were locally connected to the network.

This chapter also introduces you to a third important feature for working with computers remotely: the built-in *Remote Desktop Connection* feature, which lets you connect to a remote computer and operate the computer as if you were sitting at it. This feature opens up all kinds of opportunities for working remotely. For