

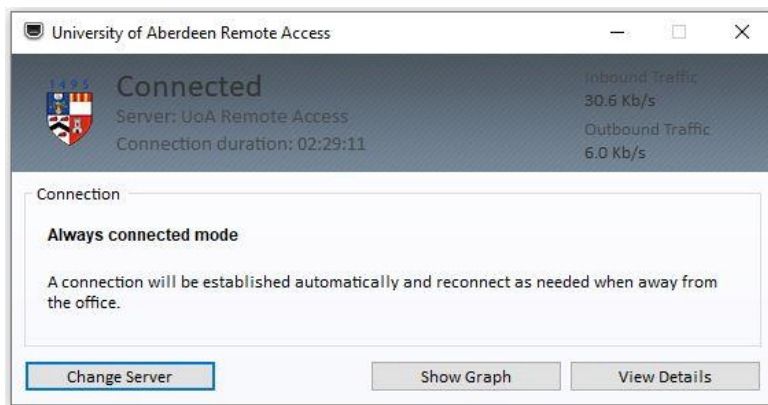
f5 Frequently Asked Questions

How long does it take for f5 to provide the electronic resources I need?

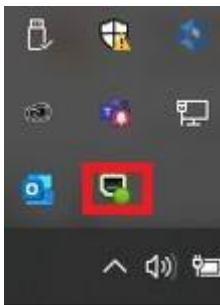
To provide a more functional and secure off-site solution, all traffic is routed through the f5 application. Therefore it may take a little longer than our previous solution to get full corporate connectivity in the first instance. It can take up to 5 minutes from when you start your laptop for you to have access to your shared drives and other corporate resources.

How can I tell that that f5 is functioning correctly?

If you search for BIP IP Edge Client and open it, you should see the following:



If you open your taskbar and show the hidden icons, you should also see the little green traffic light showing that you are connected.



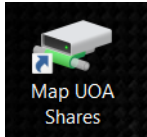
Why does a command prompt (below) appear when I first turn my laptop on?

This is expected behaviour and is your laptop mapping your University of Aberdeen electronic resources to your desktop.



Is there anything I can do if I cannot see my shared drives as expected?

If you are unable to see your shared drives, then more often than not your laptop has not established an adequate connection yet. Please wait and as the laptop tries again to form a corporate connection you should start to see your shared drives. If after waiting you still cannot access your shared drives, please double click on the Map UOA Shares icon (shown below) which should be on your desktop. You can at any time check your status to see if it is successful by following [the previous steps](#).



My laptop wireless status is showing as 'No Internet' but is giving me the access I require; is there a problem?

On occasion you may be connected to a WIFI network and have full corporate connectivity, but your wireless status might indicate that this is not the case. If you have access to your shared drives and corporate resources this should not be a cause for concern. You may also notice that your wireless symbol looks like you are plugged into an ethernet connection, please see image below. This is also not a cause for concern; it is expected behaviour.

