

# Accessing Statistics Software using Pennkey at ASC

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## Accessing the Statistics Software Server (TSRDS)

### Overview

TSRDS is a remote application platform powered by **TSPlus Remote Access**, providing access to statistical software applications for authorized users. Authentication is handled via **KITE** credentials. Access is managed on a least-privilege basis — you must submit an IT request before you can use this service.

**Note:** There are 5 concurrent licenses available. If you are unable to connect, another user may be occupying a session. Please try again later or contact IT Support.

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### Access Requirements

Before connecting, ensure the following:

- You have submitted an **IT request** and received confirmation that access has been granted.
- If you are **off-campus or working remotely**, you must connect to the **VPN** first.
- This service is only accessible within the **ASC Network**.

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### How to Connect

1. *(If off-campus)* Connect to the **ASC VPN** before proceeding.
2. Open a web browser and navigate to:  
<https://tsrds.asc.upenn.edu>
3. Log in using your **KITE** credentials.
  1. 
4. Select the application you wish to launch from the available published apps.

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### Available Applications

The following applications are currently published and available through TSRDS:



| Application  | Version |
|--------------|---------|
| NVivo        | 15      |
| Stata        | 19      |
| SAS          | 9.4     |
| StatTransfer | 17      |

| Application          | Version |
|----------------------|---------|
| Remote Desktop (RDP) | —       |

Need a different application? Additional software can be made available upon request. Submit an IT request to get started.

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## Requesting Access

Access is **not configured by default**. To request access to TSRDS or any of its applications:

1. Submit a request through the **IT Help Desk**.
2. Specify which application(s) you need access to.
3. You will be notified once access has been provisioned.

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## Troubleshooting

| Issue                   | Resolution                                                                      |
|-------------------------|---------------------------------------------------------------------------------|
| Cannot reach the URL    | Ensure you are on the ASC Network or connected via VPN.                         |
| Login fails             | Verify your KITE credentials are correct and your account has been provisioned. |
| All sessions are in use | Wait and retry later, or contact IT if the issue persists.                      |
| Application not listed  | Submit an IT request to have the application added.                             |

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## Need Help?

Contact the **ASC IT Help Desk** to request access, report an issue, or ask about additional software availability.