Account Setup

To be able to connect to your school server remotely you have to be setup beforehand. The first step is for the school office staff to tick the RemoteAccess+ tick box under your details in SIMS and to also ensure your mobile number is recorded in SIMS with your contact info. This will enable your school account to use remote access which will be enabled overnight following being ticked in SIMS. **If your school doesn't use SIMS then the school office will need to provide us with a list of staff names and their mobile numbers to enable us to manually add them to the remote access system.**

Logging on to the Remote Access+ system

When your account has been enabled for Remote Access + you can log in to the system from this address using Internet Explorer (**Other web browsers do NOT work**): schoolsit.net/remote

Before logging in to the system for the first time there are a few system requirements for the device you are using. If you are logging in using a school laptop then these requirements should be already met but if you are using a home device then you will need to install and configure Internet Explorer (see the **Device Setup Requirements** page for instructions).

At the login box (below), select your school from the drop down menu. Then enter your email address and your normal school password. Click the Login button.
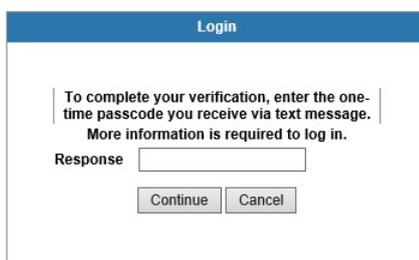

You will then be sent an SMS text message to your mobile phone with a 6 digit PIN. Enter this PIN in the next prompt box you see.

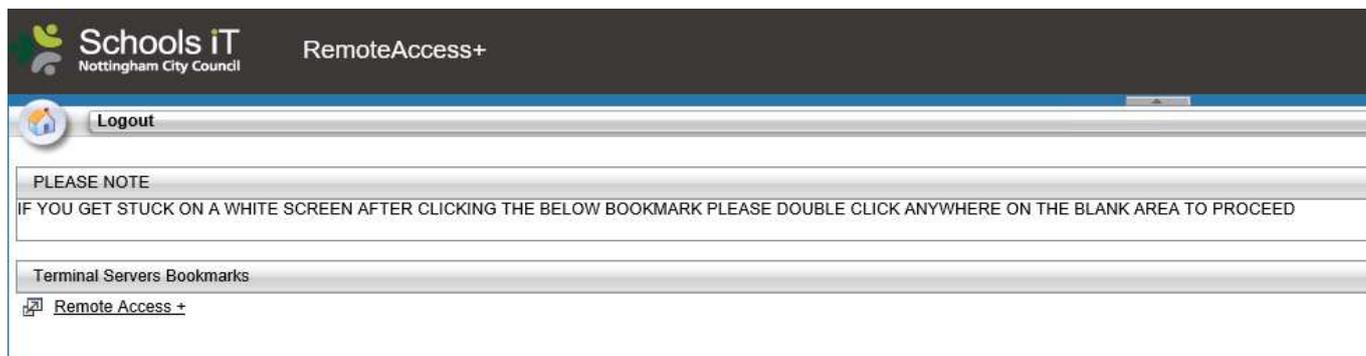After logging in to the system you will then see a link for the remote access server.

Click on the link (here it's <u>Remote Access +</u>)

Next you should see a connect popup box but we have found that for most users on Windows 10 this box isn't automatically showing and you only see a plain white page with the Loading… prompt (see below)

All you need to do is double left click on the white page and you will then get the popup box appear (below).
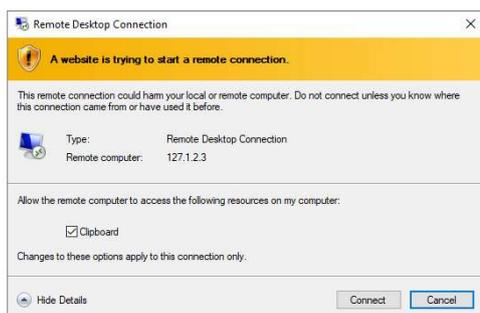
Click on the Connect button and you should then see the remote access server logging you in.
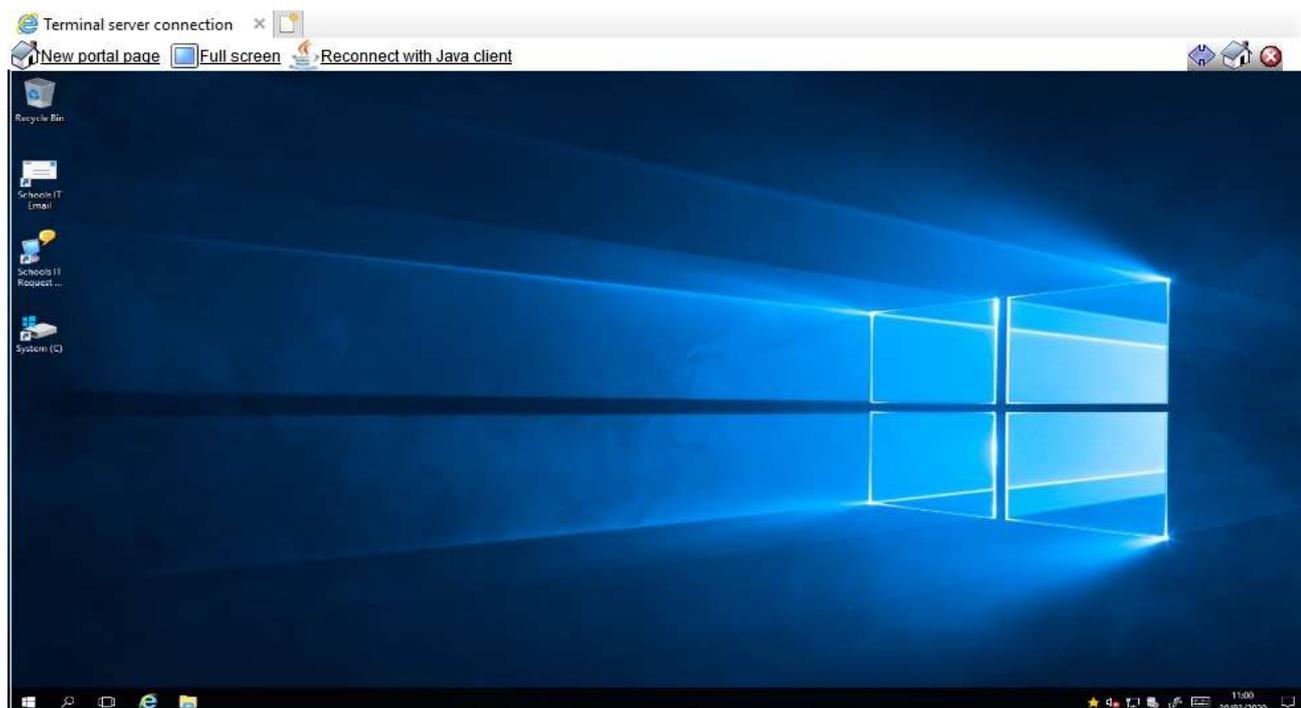
When you have finished with using Remote Access, please log off from the system by clicking on the red and white X icon at the top right.

Device Setup Requirements

These 2 steps will have been done on school staff laptops but have to do be done manually on home devices to work with Remote Access.

1. **Install the Cisco ActiveX plugin.** To do this click on the link at the right of the login page "Click here to install the client" (see below). Download and run this so it installs. It does require admin credentials but on a home PC you will be able to install this yourself. If this is not installed you will see a Java error message when you log in.


2. **Add the site to Trusted Zones.** For the remote access system to work from the browser we have to add the site to Trusted Zones. If this is not done you will just see a white screen after logging in. Here's how you can do this:

   From Internet Explorer click on the COG icon (top right) and then select Internet options
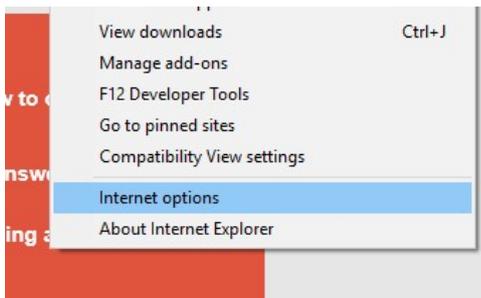
   Click on the Security tab and then select the Trusted sites (green tick) icon as below.
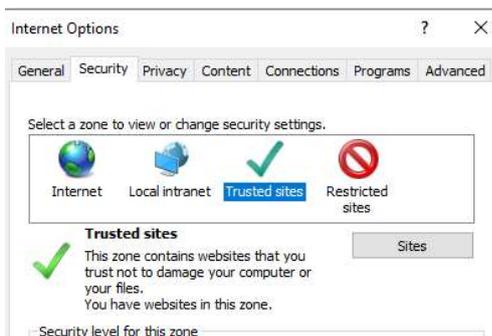
   Click on the Sites button and it will then pre-fill the current site (https://ras.nottinghamschools.co.uk). Click on the Add button to add the site to Trusted sites (it will then appear in the websites list below).

   Click the close button, then the OK button.

Troubleshooting Guide

Login Issues

If you get the message Login failed after putting in your email address and password (as below) then there are a few possibilities.

1. You haven't yet been setup to use Remote Access +. Check with your school office you have been ticked in SIMS and you have left the system create your account overnight. If you have been setup, also check your mobile number is in SIMS because if the system doesn't have your mobile number your account will not be enabled.
2. You have entered an incorrect password. Please try it again.
3. Your password contains the £ sign character. Unfortunately the Remote Access System can't accept that character so you will need to change your password in school.
4. Your password has expired on the server so needs updating in school.

If you get a text message and you put in the PIN code but then get a Login Failed message this could indicate the remote access security PIN system needs to be reset, this can happen if you delay putting in a PIN code or have tried logging in several times. To do this log in again but instead of putting in the PIN you get from the text enter 0 in the prompt box. This will fail again but reset the system. Now go back to the start and log in again but this time put in the latest PIN text you receive.

If you don't receive a text message with a PIN after logging in.

1. Check your mobile is getting a good signal
2. Check your mobile number is correct in SIMS
3. Put in a 0 in the PIN prompt box to reset the security system (as above) and try logging in again.

You can log in ok but can't connect to the Remote Access server

If you log in and click on the link to connect to the Remote Access + server but you get a white screen with the loading page it can usually mean 3 things:

1. If you are running Windows 10, click on the white screen twice to get the connect popup box (as per main instructions above).
2. Your device does not have this site added to Trusted Zones (see previous page for instructions on how to do this)
3. The remote access server is not currently on or connected. Please call our helpdesk for us to confirm if this is the case and for us to get this back on.

If you see an error message relating to Java then your browser isn't using the Cisco Active X client and you will need to check the following:

1. Ensure you are using Internet Explorer and not any other web browser
2. You have installed the Cisco client from the link on the Remote Access + login page.
3. If on a home device check you are not running any security software that could be blocking ActiveX plugins from running.

You can login and remote access is working but the remote server window is very small and hard to read

This happens if you are using a high-resolution monitor or device and have Internet Explorer set with a zoom level higher than 100%. To check click on the COG icon at the top right of Internet Explorer and select Zoom. To enable Remote Access + to display in full screen mode you have to change your zoom level in Internet Explorer back to 100% before clicking on the Remote Access + link to connect to the remote server. Once you have finished with remote access you can change the zoom back to what it was previously.

Any other issues, please contact the Schools IT Helpdesk on 0115 915 0900 when in front of your device with your mobile at hand.