

New Improved Connection Method using a VPN Client

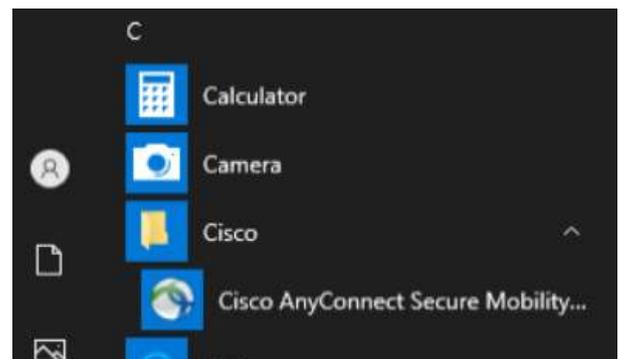
Because Internet Explorer is no longer supported we have updated the method used for Remote Access Plus to now use the “Cisco AnyConnect VPN” client program and a “Microsoft Remote Desktop” shortcut to access your school’s remote access server. This is a new 2 step system; **1** to connect via VPN and then **2** to remote on to your school’s remote access server.

We have automatically installed the Cisco AnyConnect VPN client on to all staff devices so it should be available and running on your school device. We have also created a new shortcut on your desktop for the Remote Desktop link to your remote server called **SIT Remote Access Server**.

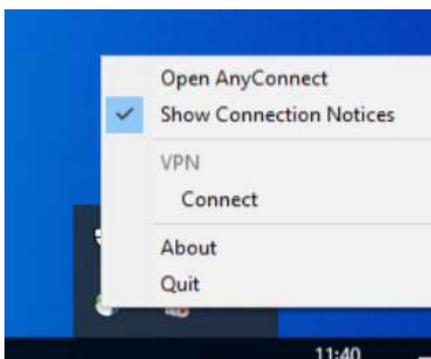
Instructions

Step 1. VPN Connection

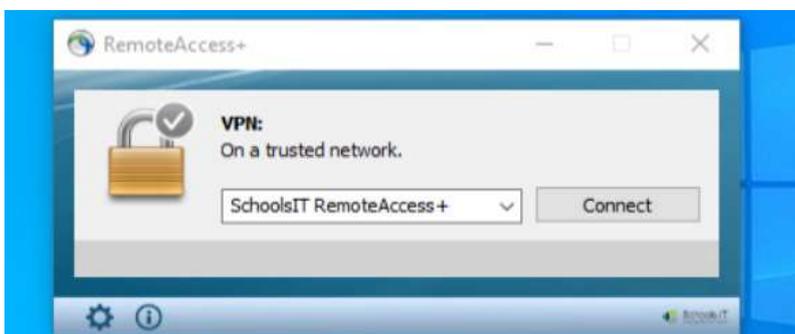
From the taskbar at the bottom of your desktop, click on \wedge to show the programs that are running. You should see the circular icon for Cisco AnyConnect (highlighted below left). If this icon isn’t showing then you can also start the program from the Start Menu, by opening the Cisco folder and then choosing “**Cisco AnyConnect Secure Mobility...**” as you can see below right.



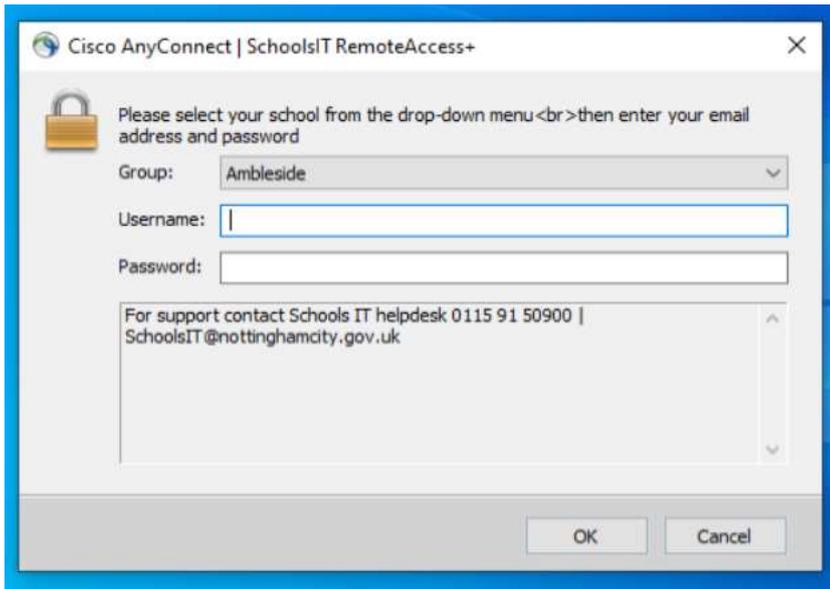
Double click on the Cisco AnyConnect icon, or right click on it and then select **Connect** (as below).



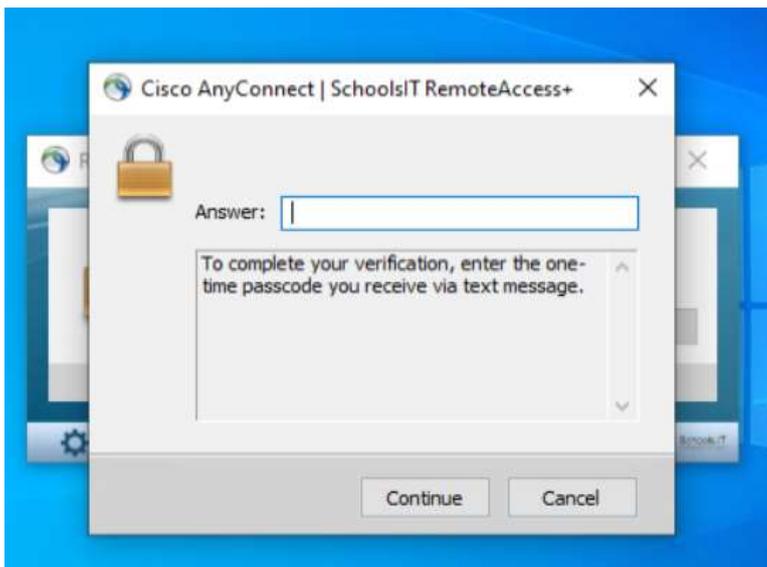
You should then see a popup box open as below. **SchoolsIT RemoteAccess+** should be showing as the link. (If it isn’t please enter the following: ras.nottinghamschools.co.uk). Simply click on the **Connect** button to connect.



Once it has connected you will then see a popup box for you to log in the system. From the **Group:** drop down menu select your school then enter your username (which will usually be the same as your email address) and your normal school login password. Click on the **OK** button.

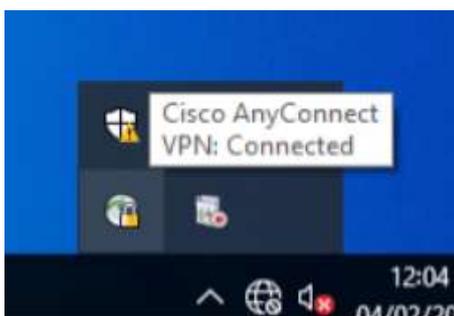


You will then get a text sent to your mobile phone with a 6 digit PIN. Enter this PIN in the **Answer:** box shown below and then click on the **Continue** button.



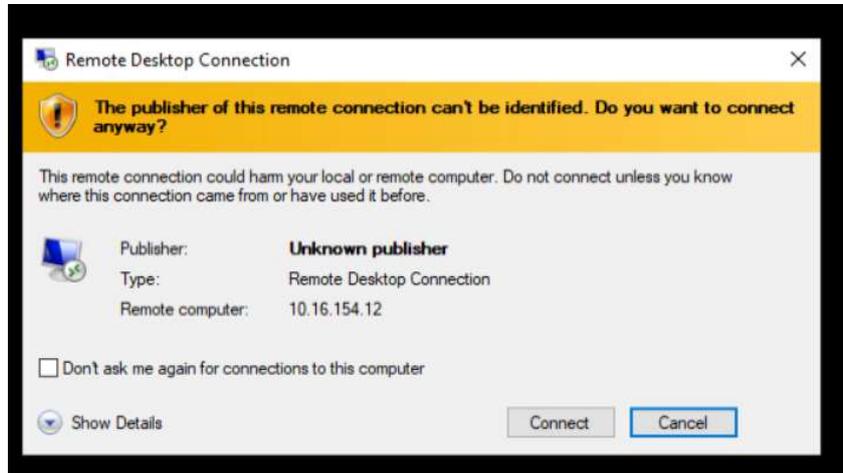
You will then be signed in and connected to your school's network using a VPN connection. You should see a notification message pop up near the bottom right of your screen for a few seconds to say you are connected.

You can also check you are connected by again clicking on \wedge from the taskbar and hovering your cursor over the Cisco AnyConnect icon. It should now have a yellow padlock icon on it and should say **VPN: Connected** (as seen below).



Step 2. Use Remote Desktop Connection to remote on to the Remote Access Server.

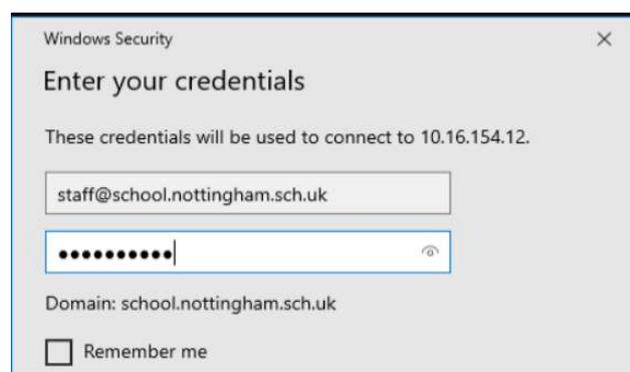
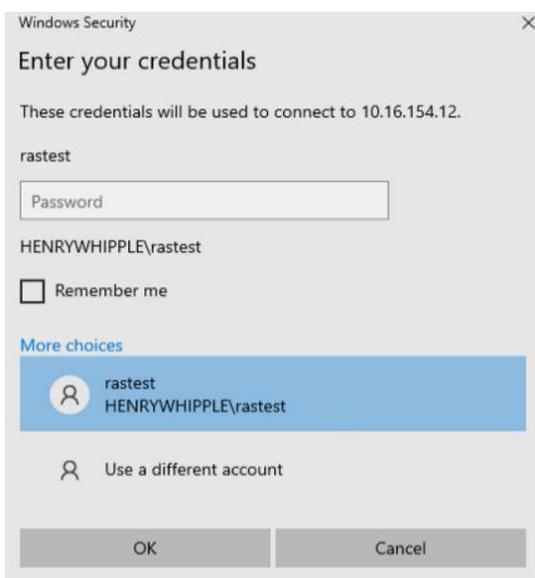
Now that you are connected to the school's network via VPN you can remote on to the Remote Access Server. To do this we use a program called **Microsoft Remote Desktop Connection**. You should see an icon for this on your desktop called **SIT Remote Access Server** (see below left). Double click on it and it should then open up a connection warning box (below right). Tick the box for **Don't ask me again for connection to this computer** and then click on the **Connect** button.



The system will use the account you are currently signed in with on your device. If this is your school laptop and school account you just need to enter your normal school password and then click on the **OK** button.



If the account isn't correct (for example if you're using a home device) then click on the blue **More choices** link at the bottom and then select **Use a different account** (bottom left). Now enter your email address for the username, and your normal school login password (bottom right). Click on the OK button to connect.



You will now connect to the Remote Access Server, much like you did on the previous Internet Explorer system. However now instead of being in an Internet Explorer window you are in a whole new remote window that will usually open up full screen. You can always tell when you're on the remote server as you will see a heading bar at the top of your screen (see below).



If you click on the minimise button (the -) on this heading bar the remote server window will minimise and you will then see your own laptop once again. The remote server session will show on the task bar (as below) and you can simply click back on it to return to the session.



If you click on the Maximise (2 squares) button on the heading bar this will turn off the full screen mode of the remote server session so you will then see this as a window which you can move about and resize. This can be useful if you need to see both the remote server and your laptop at the same time. To return to full screen mode, click on the Maximise (square) button at the top right of the remote window.



Troubleshooting Guide

You do not have the Cisco VPN AnyConnect Client on your laptop/PC.

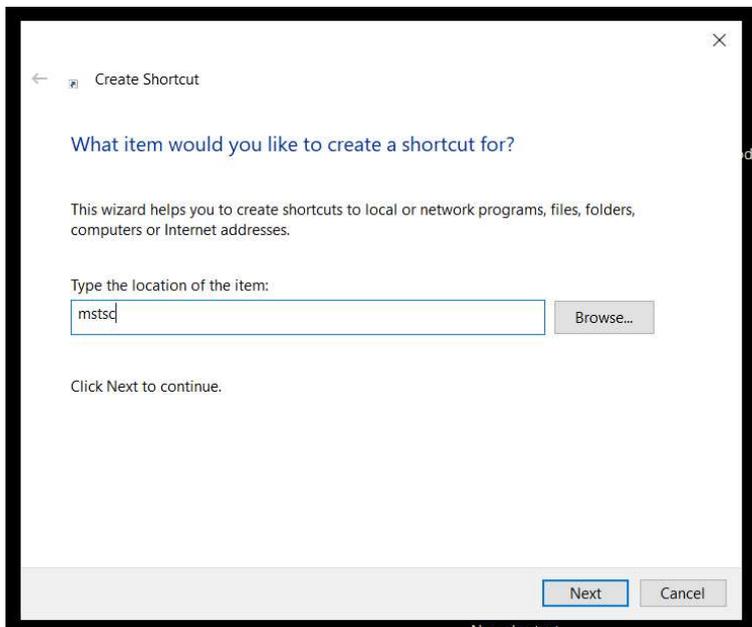
We have deployed the Cisco VPN client out to all staff devices from the school server but there may be cases where your device didn't pick up the deployment, or you are using your own device. If using a school device please call our IT helpdesk whilst in front of your computer and we can assist you in installing the client. If you are using your own device, so have admin access, then you can install the client yourself by downloading and running the installer from the following link:

<https://ras.nottinghamschools.co.uk/+CSCOU+/ACWin.msi>

School devices will have a configuration file that pre-configures the VPN client but if you're on your own device, or your VPN client's server address is blank then please enter the following server details to connect: **ras.nottinghamschools.co.uk**

Missing SIT Remote Access Server shortcut on your desktop

If you do not have this shortcut on your desktop, or you are using your own device then you can easily create it. To do so simply right click on your desktop and select **New** then **Shortcut** to create a new shortcut on your desktop. Type in **mstsc** for the location of the item and then click on the **Next** button at the bottom (see below left). On the next prompt type in **SIT Remote Access Server** in the name for this shortcut box (below right) and click the **Finish** button.



What would you like to name the shortcut?

Type a name for this shortcut:

SIT Remote Access Server

Click Finish to create the shortcut.

When the new shortcut is created double click on it to run it and you will then be asked for the computer you want to remote on to. Simply enter the word RAS for the computer name and then click on Connect.



Login Issues

If you get the message Login failed after putting in your email address and password into Cisco VPN AnyConnect then there are a few possibilities.

1. You haven't yet been setup to use Remote Access +. If your school uses SIMS 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. If you are not a SIMS school we will need an email from your school office asking us to enable your account for Remote Access.
2. You have entered an incorrect password. Please try it again.
3. Your password contains the £ sign character. Unfortunately the Remote Access System doesn'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 there's a delay putting in a PIN code or you 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/On our system
3. Put in a 0 in the PIN prompt box to reset the security system (as above) and try logging in again.

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