

Centrally Hosted MIS Remote Access User Guide

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How to access Centrally Hosted MIS via SSL Explorer

From your chosen PC, ensure that you are connected to the Internet, Start up Internet Explorer (version 5.5 or above recommended) and type in the following address and press enter;

<http://chmis.cambsed.net>

The screen shown in figure 1 below will appear;



Figure 1: Connection Page

Click on the “Connect Globe” as you would do within school. This will take you to the SSL Explorer page show in Figure 2

Cambridgeshire Schools Remote Access Portal

Username



You are about to access a system operated by Cambridgeshire County Council. You must be an authorised user and act within CCC guidelines to use this system. Unauthorised access or misuse of this system is prohibited and may be a criminal offence under the Computer Misuse Act 1990. If you are not authorised to use this system or are unsure, please terminate this session now. For any further information or advice on authorisation, please contact the ICT Helpline 0845 045 0973

Figure 2: Logon Page

Enter your username into the username field then click “Login”

Cambridgeshire Schools Remote Access Portal

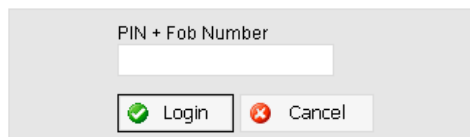


You are about to access a system operated by Cambridgeshire County Council. You must be an authorised user and act within CCC guidelines to use this system. Unauthorised access or misuse of this system is prohibited and may be a criminal offence under the Computer Misuse Act 1990. If you are not authorised to use this system or are unsure, please terminate this session now. For any further information or advice on authorisation, please contact the ICT Helpline 0845 045 0973

Figure 3: Password Screen

Enter your password into the password field then click “**Login**”

Cambridgeshire Schools Remote Access Portal



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Figure 4: Radius Password Screen

Enter your four-digit pin followed by the number displayed on your token into the “**PIN + Fob Number**” field, and then click the log in button.

After the user has logged in you will see an application screen similar to that shown in *figure 4* below

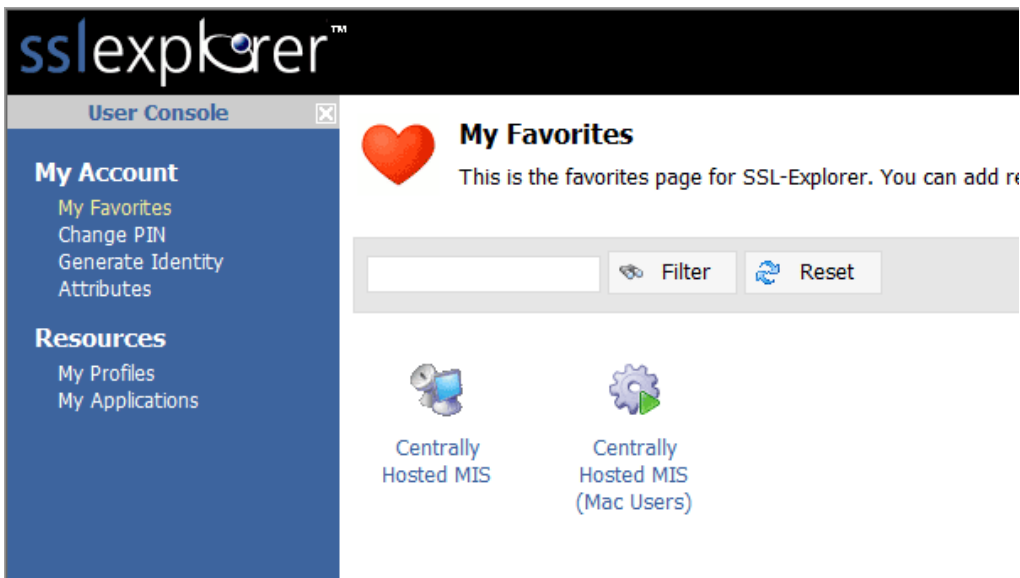


Figure 5: SSL Explorer Favourites page

You can now select Centrally Hosted MIS by clicking on the icon.

**Please note the icon for "Mac Users" has 2 limitations*

- 1) *Printing is not supported on Apple MAC Computers*
- 2) *Access to local hard drives on Apple MAC Computers is not supported*

When you click on the icon, depending on your setup you may or may not be prompted with a security warning about Java.

This is the Browser Plug In that you need to download to be able to use some parts of SSL Explorer. It will only run when SSL Explorer is loaded on a PC for the first time. You can download it manually from www.java.com/getjava.

The next pop-up will vary according to the type of software you have on your PC and will be the same or similar to those below. You should tick the box to 'Always trust content from SSL Explorer' and click 'Yes' or 'Run' depending on which pop-up you are given as below.

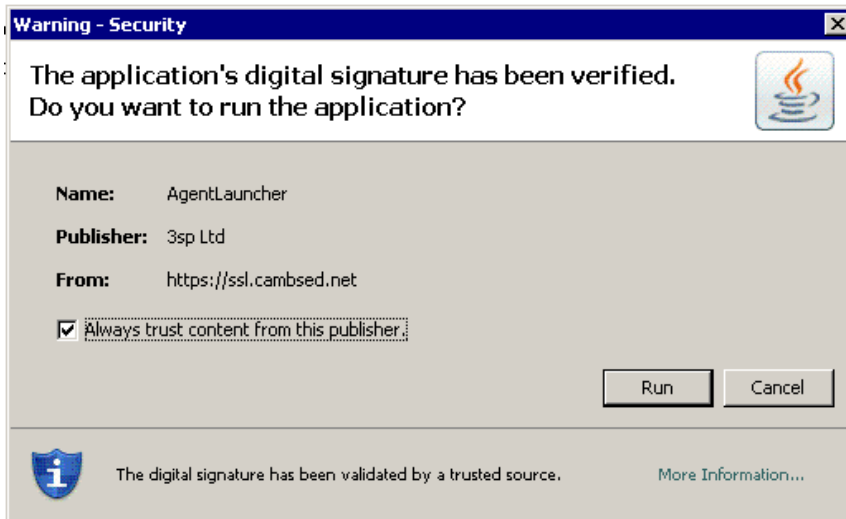


Figure 6: Idle Component applet

Tick the box 'Always trust Content from this publisher' and Click 'Yes'.

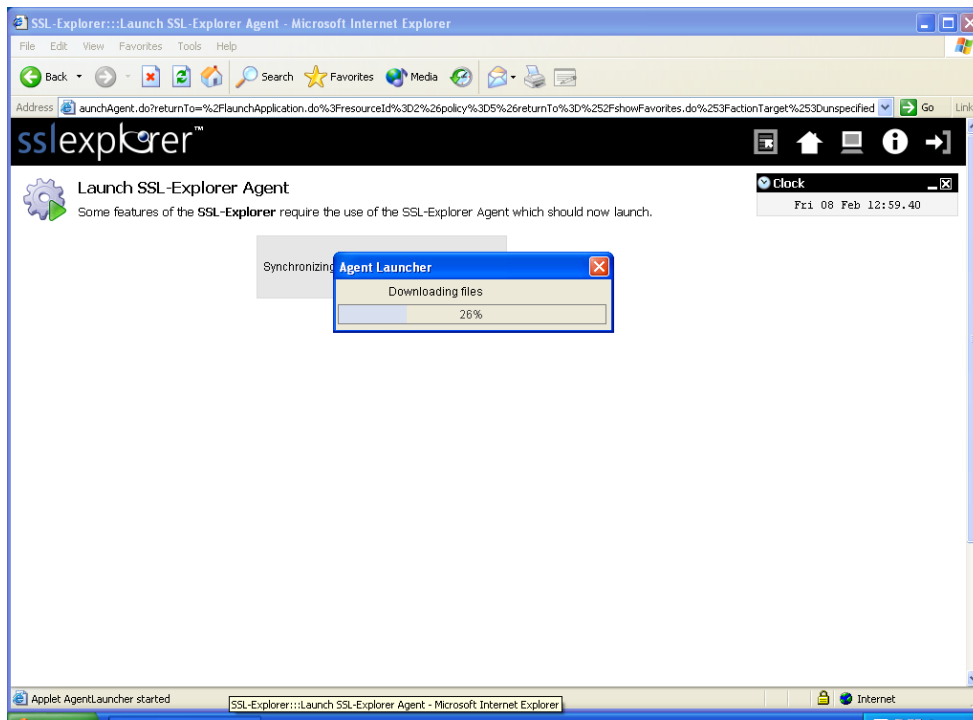


Figure 7: Launch Screen

Your Application will now launch as displayed in figure 9.

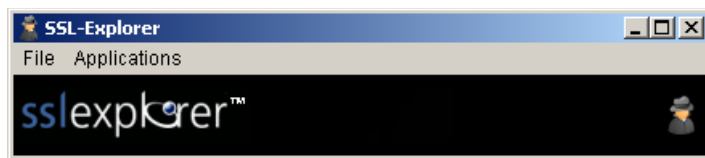


Figure 10: Application Screen

The Picture above displays the SSL Explorer web application window which opens when you connect to Centrally Hosted MIS. This screen must remain open whilst you are connected, closing this screen will close your connection.

[How to use your Token](#)

When you receive your token, you will be given a 4-digit “PIN” number. This is your permanent PIN number and will not change. You need to remember this in the same way as you remember your cash card PIN number. To ensure maximum security, try not to keep a written record of the number; however if you do need to keep a written reminder, **Do Not** store the piece of paper with the token.

You will see that the token has a button which when pressed displays an 8 digit number which changes every minute.

When you are asked to enter your token details, you will enter your 4-digit PIN number first, followed by whatever number appears on the token (with no spaces). If you mis-type either your PIN number or the token number, the system will not let you in, but will give you the option to try again with the correct number.

Please keep your token in a safe place (some people keep it on their key ring if they need to use it from several places; others keep it in a locked drawer near their PC). If you lose your fob, please report the loss straight away along with the serial number to the ICT Service Helpline.

[Troubleshooting and error reporting](#)

The following is intended as a guide to self-diagnosis for Staff and notes for ICT Managers/Coordinators/Technicians on how to escalate any issues:

Common problems accessing the remote access website

Q1. I can not get access to the SSL Explorer website

- Ensure you have typed the correct address – <http://chmis.cambsed.net> and clicked on the “Connect Globe”.
- Is there a problem with your internet connection? Can you reach the remote access website? If not, then can you get to the BBC (<http://www.bbc.co.uk>) or other websites? If the answer is no, check your internet connection, ensure your broadband router is connected and functioning. If you are still unable to access the site you may need to refer to your ISP or telecoms provider for assistance. If you can reach the BBC or other websites but are still unable to reach the remote access website, then the remote access system maybe experiencing problems and this will not be fixed until the next working day.

Q2. I can reach the SSL Explorer website but cannot log in; username and password are being rejected.

- To log in to the remote access website you will need to use your Username, Password and finally your PIN and Token code; your username will be end in a 3 character code specific to your school. e.g. jbloggs.c9s

Q3. I can login but when I click the Centrally Hosted MIS icon, I cannot access Centrally Hosted MIS.

- The SSL Explorer system requires a small Java “Plug-in” program to be downloaded and added to the browser. If you are using your own PC ensure you use the recommended browser (IE 5.5 or later) and allow the “Plug-in” download. If you are using SSL Explorer from a third party PC, say in an Internet Café, downloads or “Plug-ins” of this kind may not be allowed, so you will not be able to use the remote access system.

Q4. I can login to SSL Explorer but cannot gain access to Centrally Hosted MIS – I have the correct Java version installed

- This can be caused by either an error with the network connection from the SSL Explorer server to the Centrally Hosted MIS servers, or the Centrally Hosted MIS Servers being unavailable this should be reported to the schools ICT Manager/Coordinator/Technician who will in turn log a call with the ICT Service Helpline. You should also check the connection page for news on schedule downtime.

Other diagnostics to try if you cannot successfully use the SSL Explorer website

- PC Changes - has anything changed since the last time you used it? Have you upgraded the version of Windows, installed a new browser, anti-virus or Firewall programme? Can you check again with these new features turned off?

Error reporting procedures

If there are problems with SSL Explorer, then a satisfactory resolution will only be possible with good information. Requests that simply state “I couldn’t get through” will have to be rejected as there’s generally no way of telling where the problem lay. School ICT Managers/Coordinators/Technicians will be expected to filter all support requests before handing them on (if needed) to ICT Service Helpline staff.

User reporting procedures

If you are unable to get to the systems you need, report the details to your ICT Manager/Coordinator/Technician the next day if you have one.

S/he will need to know:

- When the problem occurred (date & time of day).
- What you were attempting to do prior to the problem occurring.
- Any error messages that were reported from the system.

ICT Managers/technicians reporting procedures

If you are satisfied that your school systems were in order, please report the problem to the Education ICT Service helpline.

They will need to know:

- When the problem occurred (date & time of day).
- Centrally Hosted MIS Username
- What the user was doing prior to the problem occurring.
- Any error messages that were reported from the system.