

Centrally Hosted MIS User Guide

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Logging into Centrally Hosted MIS at School

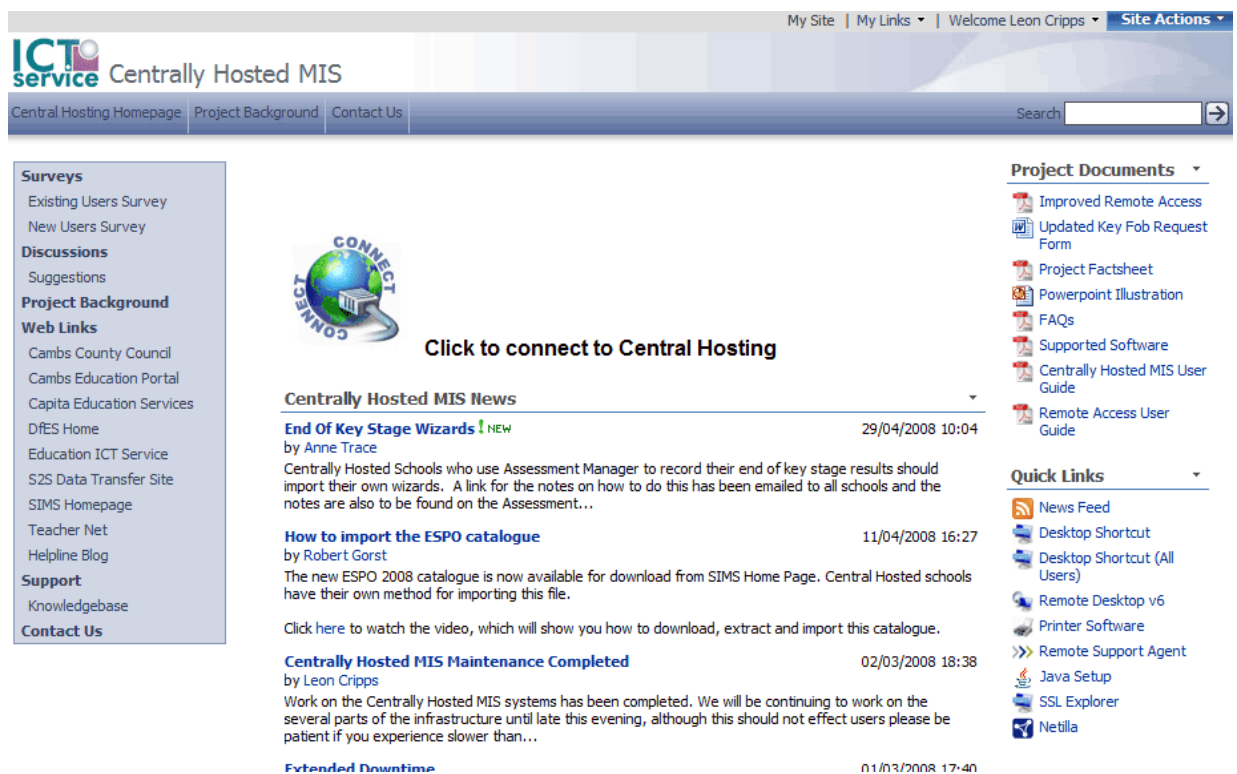
*Note In order to log into Centrally Hosted MIS you must be connected to the internet.

1. Open your web browser and enter the following URL into the address bar:



2. If this is the first time your computer has been used to log into Centrally Hosted MIS you will receive a warning message at the top of your screen. You will need to accept the message by right clicking on it and allow the installation of the software by clicking install.

3. Once the software is installed, click the “**Connect Globe**” button



My Site | My Links | Welcome Leon Cripps | Site Actions

ICT service Centrally Hosted MIS

Central Hosting Homepage | Project Background | Contact Us

Search

Surveys
Existing Users Survey
New Users Survey


Discussions
Suggestions

Project Background

Web Links
Cams County Council
Cams Education Portal
Capita Education Services
DFES Home
Education ICT Service
S2S Data Transfer Site
SIMS Homepage
Teacher Net
Helpline Blog

Support
Knowledgebase

Contact Us

 **Click to connect to Central Hosting**

Centrally Hosted MIS News

End Of Key Stage Wizards NEW 29/04/2008 10:04
by Anne Trace
Centrally Hosted Schools who use Assessment Manager to record their end of key stage results should import their own wizards. A link for the notes on how to do this has been emailed to all schools and the notes are also to be found on the Assessment...

How to import the ESPO catalogue 11/04/2008 16:27
by Robert Gorst
The new ESPO 2008 catalogue is now available for download from SIMS Home Page. Central Hosted schools have their own method for importing this file.
Click [here](#) to watch the video, which will show you how to download, extract and import this catalogue.

Centrally Hosted MIS Maintenance Completed 02/03/2008 18:38
by Leon Cripps
Work on the Centrally Hosted MIS systems has been completed. We will be continuing to work on the several parts of the infrastructure until late this evening, although this should not effect users please be patient if you experience slower than...

Extended Downtime 01/03/2008 17:40

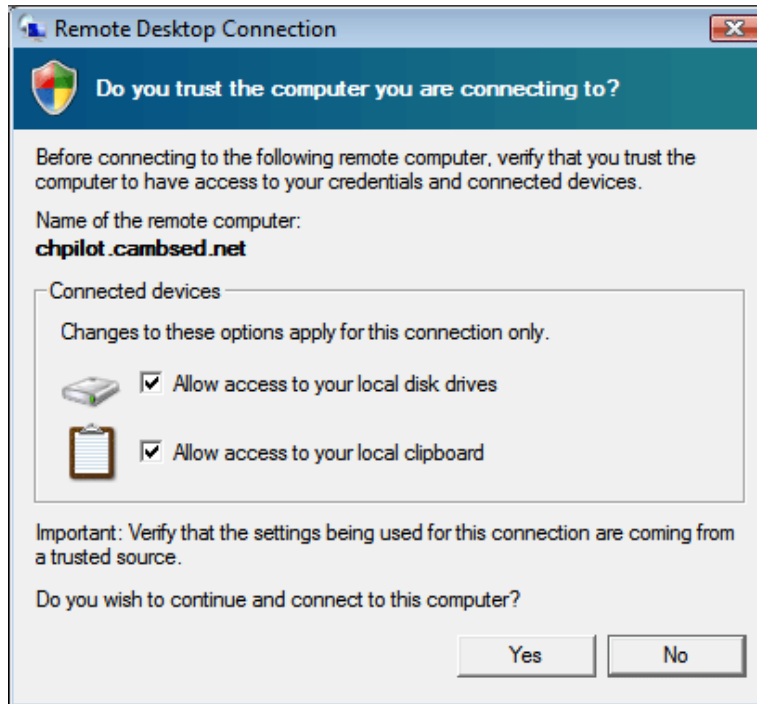
Project Documents

- Improved Remote Access
- Updated Key Fob Request Form
- Project Factsheet
- Powerpoint Illustration
- FAQs
- Supported Software
- Centrally Hosted MIS User Guide
- Remote Access User Guide

Quick Links

- News Feed
- Desktop Shortcut
- Desktop Shortcut (All Users)
- Remote Desktop v6
- Printer Software
- Remote Support Agent
- Java Setup
- SSL Explorer
- Netilla

- If prompted to allow access to your local hard drives and clipboard click “Yes” to accept (This warning will look different depending on the version of Windows you are using)



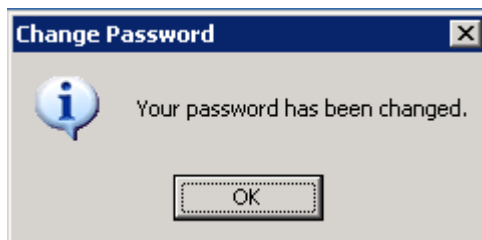
- You are now asked to log in to Centrally Hosted MIS. The username and password used here will have been given to the head teacher or IT Coordinator. If you are unable to find this information please call the ICT Service Helpline on the number provided in the support section of this document.
- The box underneath the Username and Password boxes called “**Domain**” should always read “**CAMBSED**” if you change this box to something else you will not be able to log in.



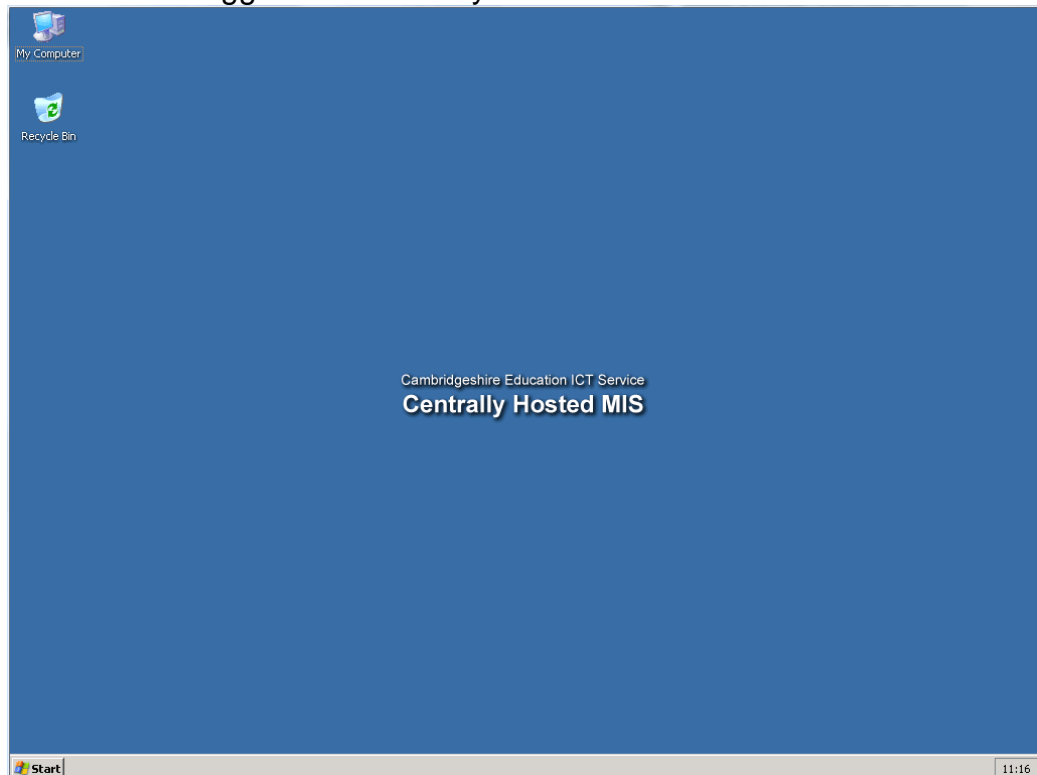
- When logging in for the first time you will be asked to change your password. Enter your password in the box provided and then confirm it on the line underneath.



- Click OK to continue logging in

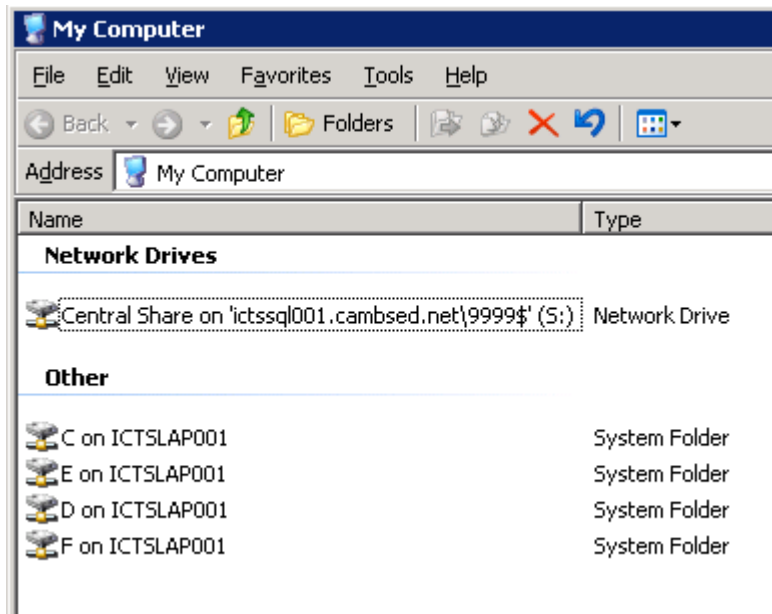


- You are now logged into Centrally Hosted MIS



Accessing your files through Centrally Hosted MIS

There are two areas where you will find your files. Depending on the decisions made by your SMT, you may have all or none of your files stored centrally on Centrally Hosted MIS. All accessible files are available by double clicking the “**My Computer**” icon on the desktop. You will now see something similar to the following screen shot.



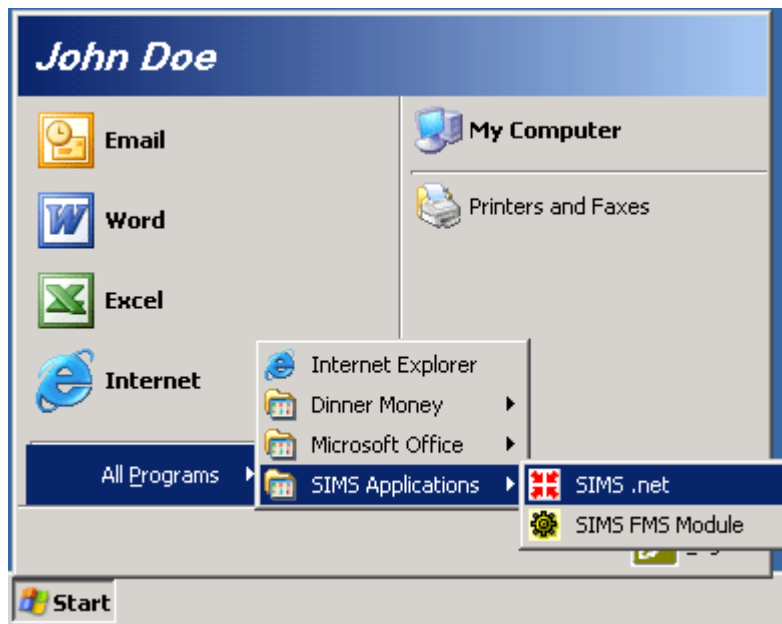
The Central Share drive or “**S:**” Drive, contains everything which has been moved to Centrally Hosted MIS. These files are available regardless of which machine you log into.

The Drives under the “**Other**” heading are drives from your local machine. If you have a server, these could be drives on that server.

Unfortunately Microsoft does not allow for helpful naming of these drives, however the drive letters do correspond to the drive letters on your local machine.

Accessing your Programs through Centrally Hosted MIS

All programs which your school has moved to Centrally Hosted MIS are accessible through the Start Menu. At this point no icons are available on the desktop due to security and performance restrictions. Usernames and Passwords within your software will not have been affected by the Migration.



Accessing the Internet through Centrally Hosted MIS

You are able to access the internet through Internet explorer on Centrally Hosted MIS in the same way as you would do normally. You should be aware however that certain components of internet explorer are restricted on Centrally Hosted MIS to help performance and increase security. Programs such as Windows Media player and Quicktime player are not available through Centrally Hosted MIS. If you need to use these programs and other similar programs minimize Centrally Hosted MIS and use the browser on your local machine.

Minimizing Centrally Hosted MIS

If you wish to return to your desktop, click the minimize button on Centrally Hosted MIS at the top of the screen.



You will notice that the connection web page is still open in a web page. Do not close this page as it will disconnect you from Centrally Hosted MIS. Instead minimize this page as well.

To return to Centrally Hosted MIS again simply click the link in your task bar

A screenshot of the Centrally Hosted MIS website. The header includes the 'ICT service Centrally Hosted MIS' logo and navigation links like 'My Site', 'My Links', and 'Welcome Leon Cripps'. A search bar is present. The main content area features a 'CONNECT' logo with the text 'Click to connect to Central Hosting'. Below this is a 'Centrally Hosted MIS News' section with three news items: 'End Of Key Stage Wizards', 'How to import the ESPO catalogue', and 'Centrally Hosted MIS Maintenance Completed'. A sidebar on the left contains links for 'Surveys', 'Discussions', 'Project Background', 'Web Links', 'Support', and 'Contact Us'. A sidebar on the right contains 'Project Documents' and 'Quick Links'.

Changing your Managed ICT Service password

Once logged in to Centrally Hosted MIS you are able to change your password at any time by pressing the “**Control Key**”, the “**Alt Key**” and the “**End Key**” at the same time. Unfortunately if you forget your password and are unable to get into Centrally Hosted MIS, there is currently no automated way to request a password reset, therefore please ask your ICT coordinator to contact the ICT Service Helpline to get your password changed.

Remote Access to Centrally Hosted MIS

Remote Access setup and rules

The remote access solution uses a key fob, a pin and a broadband connection to reach Centrally Hosted MIS website. Schools are given 2 fobs as part of the standard offering. Schools wishing to extend remote access can purchase additional fobs (see documents on the central hosting portal). The fobs are allocated to a specific user and cannot be shared. The user has to provide their own broadband connection. This system will not work on a dial-up connection.

Terminology

The key fob system is supplied by Entrust and is separate from the remote access portal, which uses software from 3SP known as SSL Explorer.

Using the system

The remote access system uses the same web link as that used in school: "**<http://chmis.cambsed.net>**". When used outside of CCN, the web browser is redirected to the SSL Explorer login page. You must log in to SSL Explorer using the Username, password, PIN and the number provided when you press the button on the fob. The "Remote Access User Guide" instructions give full details, including screen shots, this document can be located on the **<http://chmis.cambsed.net>** page on the right hand side of the page. The first time you log in, some software from SSL Explorer is downloaded and run. Again the instructions give details. Once through the portal, select the full screen option from the web page and then log in to Centrally Hosted MIS in the usual way.

Restrictions

SSL Explorer is unavailable at certain times:
Any Wednesday from 10.00 – 11.00pm, (This is for changes to the Council's firewall) and also on some Sundays for regular maintenance. Your school will be advised of this by email, usually on the Friday before.

The service may also be unavailable on other (rare) occasions for the usual reasons (network problems or problems with SSL Explorer).

Technical Support

If you are experiencing problems with Centrally Hosted MIS please call the Helpline in the normal way on **0845 0450973**. When logging calls please make the Helpline aware that you are a pilot for Centrally Hosted MIS Project

You will be asked various questions to ascertain the problem. With the information acquired from you, the call will be escalated to the technical team and they will get back to you as soon as possible.

Support can only be obtained from the Helpline during normal working hours. If you are using the service out of hours, then you can try some self-diagnosis. If that fails, please log the call with the Helpline on the next working day.

There are likely to be only 3 causes for remote access to fail: problems with your Internet connection, problems with the SSL Explorer service, or problems with Centrally Hosted MIS. The only one you can do anything about is your internet connection:

- To test for an Internet connection failure. If you can't get to the SSL Explorer login page, try another site, e.g. google.co.uk or bbc.co.uk. If you can't reach another website then it is likely that you have a fault with your broadband link. In this instance contact your Internet Service Provider for support.