

# Managed ICT Service User Guide

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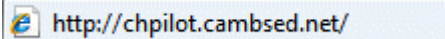
## Contents

<b>Logging into the Managed ICT Service at School</b> .....	3
<b>Accessing your files through the Managed ICT Service</b> .....	7
<b>Accessing your Programs through the Managed ICT Service</b> .....	8
<b>Accessing the Internet through the Managed ICT Service</b> .....	9
<b>Minimizing the Managed ICT Service</b> .....	10
<b>Changing your Managed ICT Service password</b> .....	10
<b>Remote Access to the Managed ICT Service</b> .....	11
Remote Access setup and rules.....	11
Terminology.....	11
Using the system.....	11
Restrictions.....	11
<b>Technical Support</b> .....	12

## Logging into the Managed ICT Service at School

\*Note In order to log into the Managed ICT Service you must be connected to the internet.

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

 <http://chpilot.cambsed.net/>

2. If this is the first time your computer has been used to log into the Managed ICT Service 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”** button



The screenshot shows a blue-themed login page for the Cambridgeshire Education ICT Service. At the top left, there is a photograph of a teacher and two students. To the right of the photo, the text reads 'Cambridgeshire Education ICT Service' and 'Managed ICT Service' in a large, bold font. Below this, there are several paragraphs of text providing instructions and contact information. At the bottom, there are two buttons: 'Full-screen' with a dropdown arrow and 'Connect'. The URL 'http://www.cambridgeshire.gov.uk/ictservice' is displayed at the very bottom of the page.

Cambridgeshire Education ICT Service  
**Managed ICT Service**

Please click Connect. When the connection page opens, please enter your username and password to connect to your MIS.

This is a pilot project managed by Cambridgeshire Education ICT Service. Support is provided by the Education ICT Service Helpline on **08450 450 973** or [ict\\_helpline@cambridgeshire.gov.uk](mailto:ict_helpline@cambridgeshire.gov.uk)

Unauthorised access is subject to the provisions of the computer misuse and data protection act.

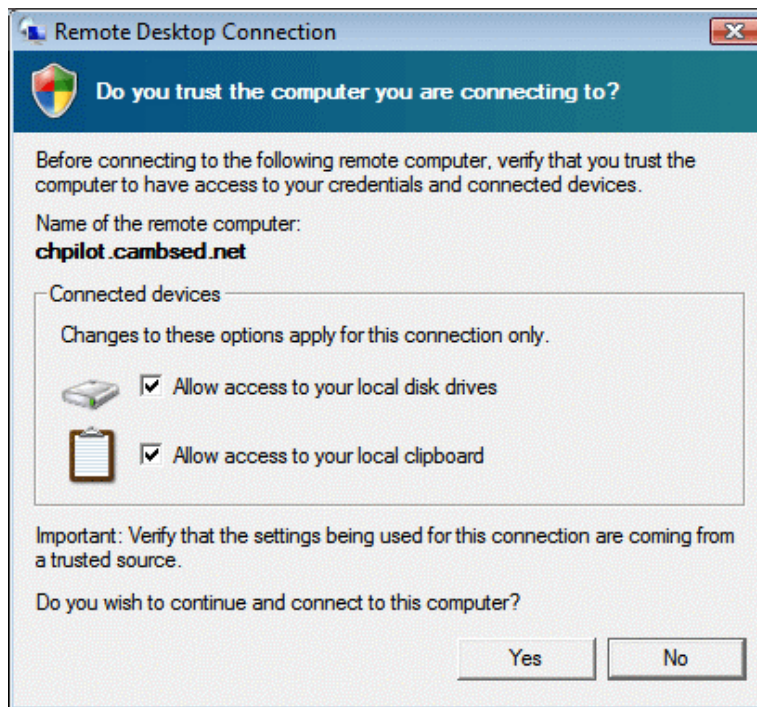
Please click [here](#) to create a desktop shortcut to this service.

If you want to use advanced features such as the ability to use a memory stick during a session, click [here](#)

Full-screen ▾    Connect

<http://www.cambridgeshire.gov.uk/ictservice>

4. 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)



5. You are now asked to log in to the Managed ICT Service. 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.
6. 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.



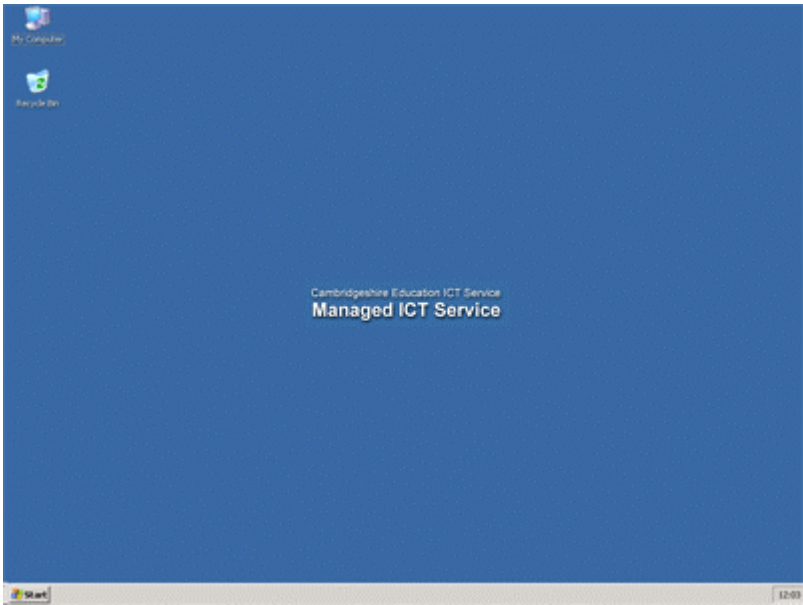
7. When logging in for the first time you will be asked to change your password. Enter your password in the box provided and then confirm it on the line underneath.



8. Click OK to continue logging in

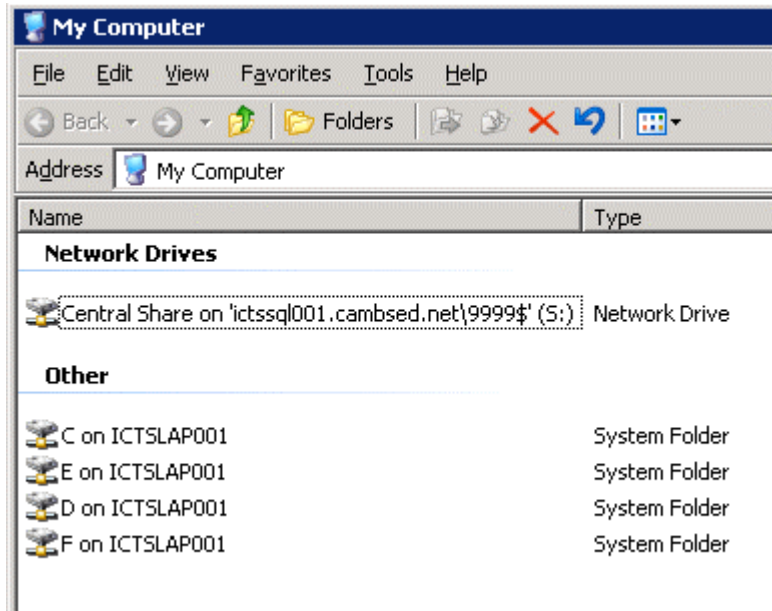


9. You are now be logged into the Managed ICT Service



## Accessing your files through the Managed ICT Service

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 the Managed ICT Service. 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.



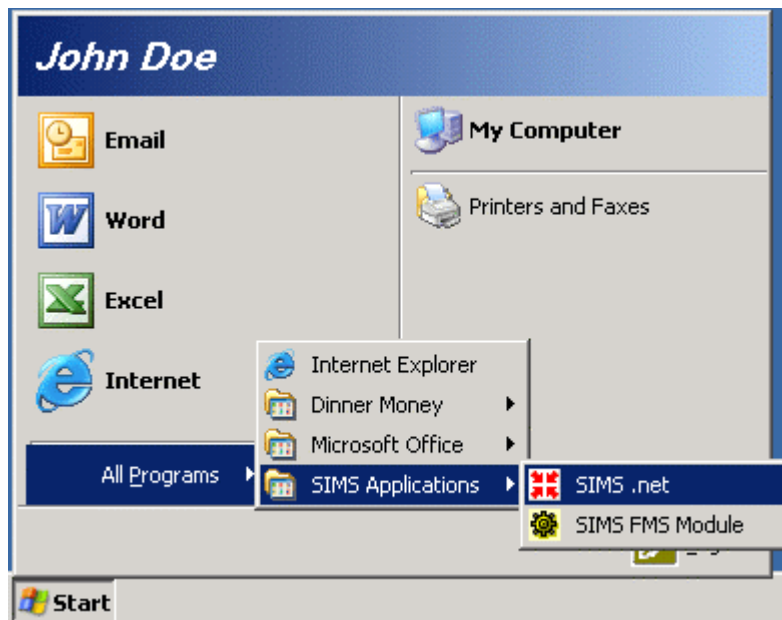
The Central Share drive or “**S:\**” Drive, contains everything which has been moved to the Managed ICT Service. These files are available regardless of which machine you log into.

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 the Managed ICT Service

All programs which your school has moved to the Managed ICT Service 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 the Managed ICT Service**

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

## Minimizing the Managed ICT Service

If you wish to return to your desktop, click the minimize button on the Managed ICT Service 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 the Managed ICT Service. Instead minimize this page as well.



To return to the Managed ICT Service again simply click the link in your task bar

## Changing your Managed ICT Service password

Once logged in to the Managed ICT Service 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 the Managed ICT Service, 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 the Managed ICT Service

### *Remote Access setup and rules*

The remote access solution uses a key fob, a pin and a broadband connection to reach the Managed ICT Service website. A school may be loaned up to 2 fobs. The fobs remain the property of the Education ICT Service and may need to be recalled depending on demand. There will be 4 weeks' notice if this is necessary. 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 VASCO and is separate from the remote access portal, which uses software from Netilla Networks (AEP on the main login screen).

### *Using the system*

The remote access system uses the same web link as that used in school: "**<http://chpilot.cambsed.net>**". When used outside of CCN, the web browser is redirected to the Netilla portal. You must log in to the Netilla portal using the ID and PIN provided with the key fob. The attached instructions give full details, including screen shots. The first time you log in, some software from Netilla 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 the Managed ICT Service in the usual way.

### *Restrictions*

The Netilla portal 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. You 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 the Netilla portal).

## Technical Support

If you are experiencing problems with the Managed ICT Service 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 the Managed ICT Service 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 Netilla service, or problems with the Managed ICT service. 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 Netilla portal, 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.