



# **Guide for Users**

School staff remote access



# 1. How to access your applications via Netilla

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://chpilot.cambsed.net

The screen similar to that shown in figure 5 below will appear;

Figure 1: Logon Screen

Enter your user id into the first field followed by your four-digit pin and the number displayed on your token/key fob into the second field, using the drop down box select "SRAS" from the list displayed 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 9 below

The first time you use Netilla from a PC, the following screens will be displayed;



Figure 2: Netilla Java Plug-in

This is the Browser Plug In that you need to download to be able to use Netilla. It will only run when Netilla is loaded on a PC for the first time. Select "Grant always".

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 Netilla Networks, Inc' and click 'Yes' or 'Run' depending on which pop-up you are given as below.



Figure 3: Idle Component applet

Tick the box 'Always trust Content from Netilla Networks, Inc' and Click 'Yes'.

Or



Figure 4: Idle Component applet

Click on 'More Options'. The box will expand and select 'Always run software from Netilla Networks, Inc'. Finally click on 'Run'.

Please wait a short while as the session initialises. Your icons will now appear and Netilla is now fully loaded;

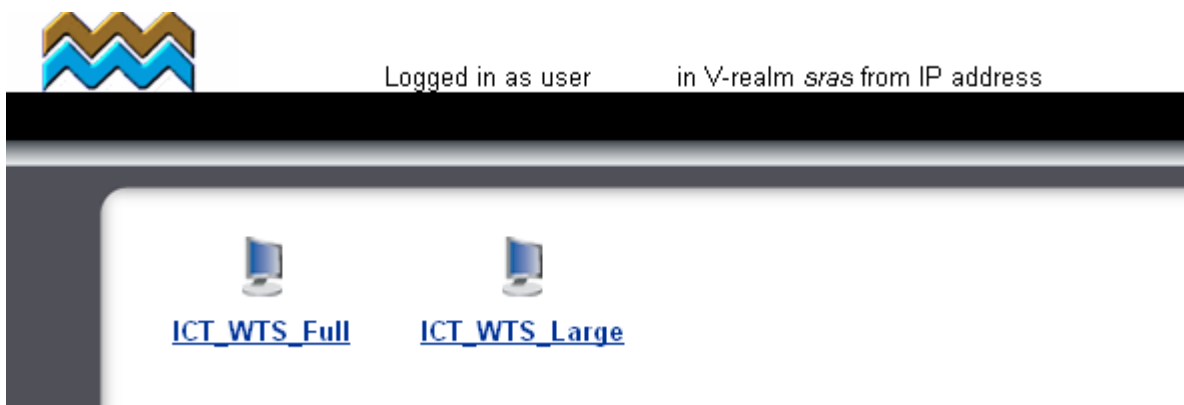


Figure 5: Application Screen

You can now select the applications that have been assigned to you by clicking on the icon.

You will notice that there are icons for each size of the window that will be displayed and it will depend on your PC settings which one you prefer to work with. You should start with ICT\_WTS\_Full and only try the other if this one is unsatisfactory.

## 2. How to use your Token/key fob

When you receive your token/key fob, 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/key fob has a button which when pressed displays a 6 digit number which changes every minute.

When you are asked to enter your token/key fob details, you will enter your 4-digit PIN number first, followed by whatever number appears on the token/key fob (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/key fob 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 to the ICT Service helpline who can then report the loss along with the serial number to the Council ICT Service Helpdesk.

## 3. Troubleshooting and error reporting

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

### 3.1. Common problems accessing the remote access website

#### Q1. I can not get access to the remote access website

- Ensure you have typed the correct address – <http://chpilot.cambsed.net>. The remote access solution runs as a secure website.
- 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 remote access website but can not log in; my ID and passcode are being rejected.

- To log in to the remote access website you will need to use your user ID, PIN and Token code; your user ID will be different to the one that you use both in school and to log in to the terminal server/web server.

#### Q3. The login page is displayed but when I try and log in, I cannot access the icons page.

- The Netilla 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 Netilla from a third party PC, say in an Internet Café, downloads or “Plug-ins” of this kind are not allowed, so you will not be able to use the remote access system.

#### Q4. I can login to the remote access website but can not gain access to the schools terminal server/web server.

- This can be caused by either an error with the network connection from the remote access server to the schools server or the school server being unavailable this should be reported to the schools ICT Manager.

**Q5. I can log in to the schools terminal server but you can't access the particular application I want, e.g. Outlook or SIMS.**

- This is a problem with the school's systems and you should report the details to your ICT Manager.

**Other diagnostics to try if you cannot successfully use the remote access 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?

## 3.2. Error reporting procedures

If there are problems with the remote access systems, 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 will be expected to filter all support requests before handing them on (if needed) to helpdesk staff.

### 3.2.1. User reporting procedures

If you are unable to get to the systems you need, report the details to the Education ICT Service next day.

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.

## 4. Change windows and service breaks

CCC operates a structured and controlled implementation of change and maintenance and to that effect has pre-defined change and maintenance windows as listed below

Firewall Change Windows:

- Wednesday evenings 22:00 – 23:00 hrs
- Sunday 12:00 – 13:00 by arrangement

Network/Server Maintenance:

- 2<sup>nd</sup> and 4<sup>th</sup> Sunday of each month

Prior notice of any break in service, due to maintenance or change control, that will affect the operation of the schools staff remote access system will be provided to schools, with the exception of Wednesday evening's firewall change which is a scheduled weekly occurrence that affects all networked services.