

# Redborne Upper School

## Redborne Remote Services

Rev 1.3 October 2011

Redborne Remote Services can be located at [www.redborne.com](http://www.redborne.com)

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### Introduction

Redborne Remote Services is a method whereby you have access to programs and documents from outside the school network. It's secure, quick, reliable, and can be accessed on almost any computer in the world! Once logged in, you can experience a rich user interface with access to the same programs you use in school. Along with remote transfers, you can copy or move items from your user area to local PC or vice-versa.

In order to use Redborne Remote Services you must have at least the minimum specification:-

Windows XP with Service Pack 3  
Internet Explorer 7  
1Mb+ Internet connection

To get all the non essential features of Redborne Remote Services such as a Windows 7 feel, smoother graphics, etc, you should have this recommended specification:-

Windows 7 (any version)  
Internet Explorer 8  
2Mb+ Internet connection

Please note, as long as you have met the requirements above, all applications/items will run properly, as they do in school. **Due to Microsoft's constraints on Internet Explorer, Mac OS X and Linux are not supported.**

#### How Does Redborne Remote Services work?

Redborne Remote Services works by making use of a technology called Remote Desktop Services. This is a Microsoft product which enables users to open applications from anywhere and to work remotely. The reason behind your PC spec not mattering is that applications are run at server level (not on your machine). Your Internet connection gives you logon access to the server, which then feeds you the application image as it happens on the server; this is all your Internet is used for (apart from File Features, explained later). All of this happens transparently; the end result is that you get a full, rich and quick application experience.

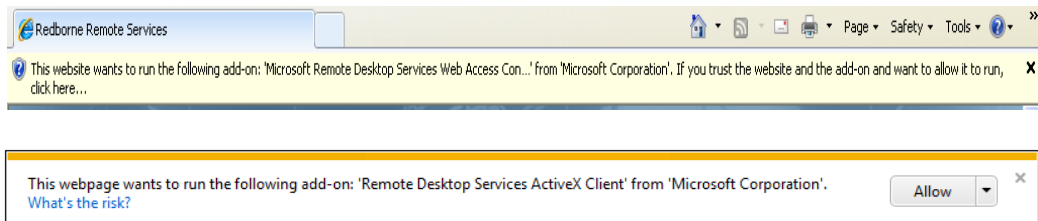
From your point of view, your computer is opening a website.

## Setting Up

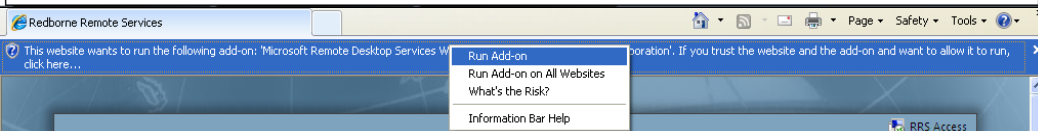
Due to every PC being different, there is a constraint on you installing an Active X control in order for Redborne Desktop Services to work correctly. The following images and descriptions in this section are for reference in case the unexpected happens. It is worth noting however, that the installation of the Active X control will usually only have to be completed once.

### Instructions

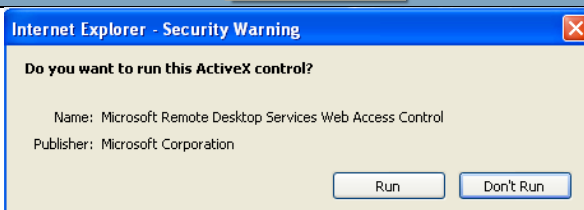
This banner is displayed at the top or bottom of the window on the logon page. *Complete this part before logging in otherwise items may not show'*



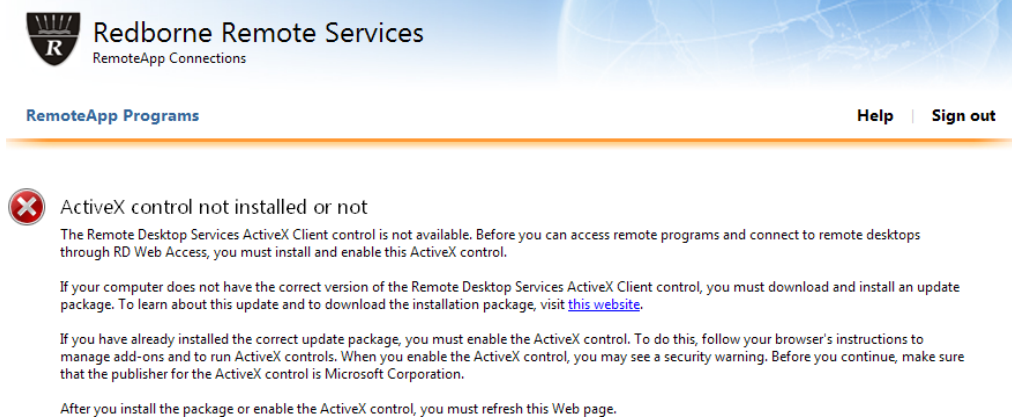
Click on the bar and then on Run Add-on or Allow



This window may appear, click on Run. The page will refresh.



If you see this page once logged in, you may have to perform another task before Redborne Remote Services works properly.

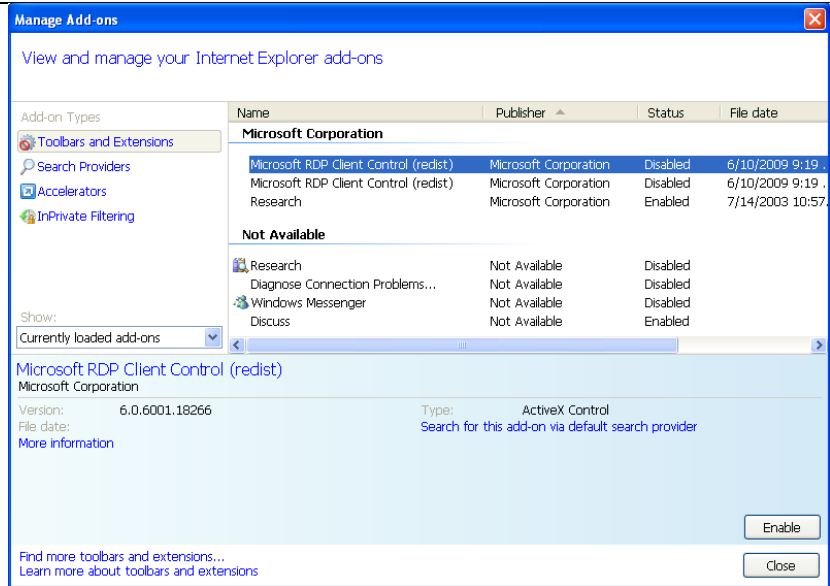


Click on Tools, then on Manage Add-ons (3<sup>rd</sup> option from top)



Find the add-on named Microsoft RDP Client Control...

Click on it and then click Enable in the lower right of the window. Its status will change. Click Close.



Refresh the browser by click the refresh icon or by pressing F5. This message should disappear and you should now see a list of applications.



**If you do not see an application listing or see something else, please take a screen shot (by pressing the print screen button usually PrntScn or Print Screen); paste into an email for IT support.**

## Logging In

Once you get the home page for Redborne Remote Services, you need to log in to access programs and documents. Please use your normal username and password; the same as in school. Please note; if your password has expired you will not be able to use this service until its been reset.

The home page layout for Redborne Remote Services is as follows:-

Redborne Remote Services  
Remote Applications & Documents

User Name: redborne@teststudent  
Password:

Security ([show explanation](#))  
 This is a public or shared computer  
 This is a private computer

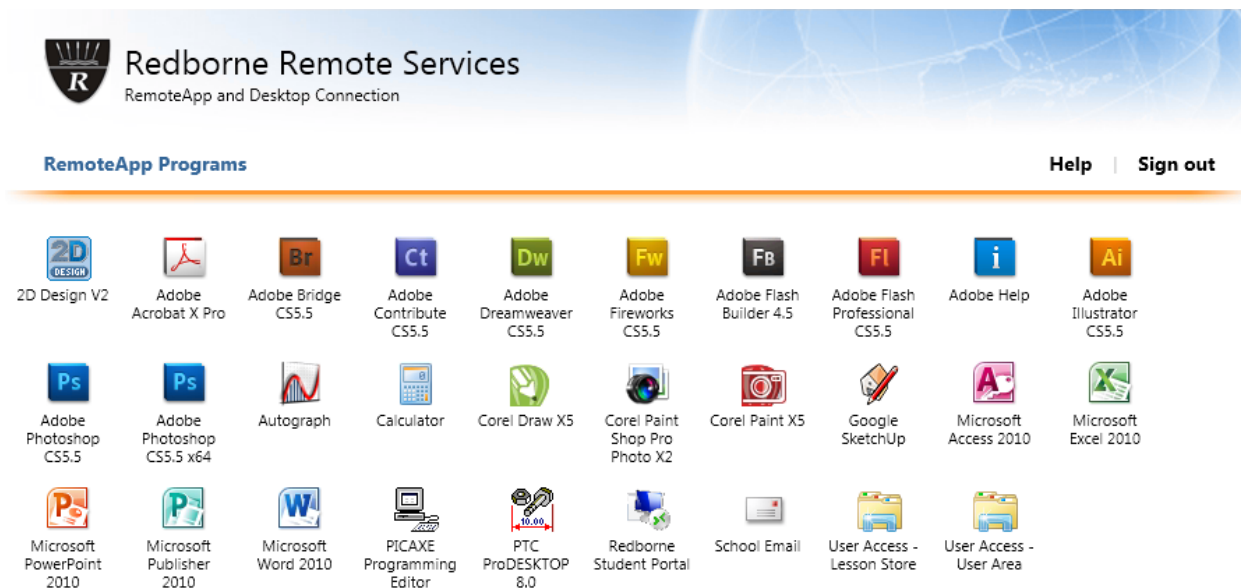
Warning: By selecting this option, you confirm that this computer complies with the Redborne Upper School IT Policy.

Sign in

This is a monitored service. To protect against unauthorised access, your session will automatically time out after a period of inactivity. If it does, refresh your browser and sign in again.

The security options can be explained by click show explanation. If you use the 'private computer' option, your computer must adhere to the Redborne Security Policy, which is described in the additional information part of this document. Your session will also automatically time-out periodically. This is also for security reasons and cannot be changed.

Once logged in (and completed any additional component install steps as described in the previous section) you will see a list of ready to run applications, which are listed in alphabetical order. The image below shows the layout of these applications (please note as more/different applications are added/removed this image may be out of date)


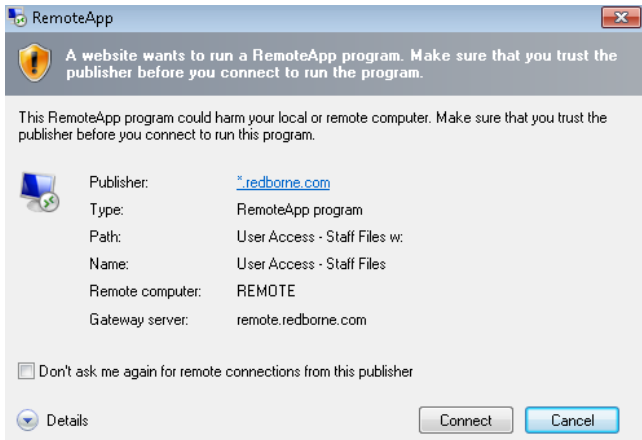


## Opening Applications

### Important Notes:

- Please save often; Redborne IT support will not be responsible for any deletions/removed files or crashed applications on your session. Just as in school, programs can crash and data can be lost.
- There can be a short delay when opening programs. This is caused by the service initiating your session and creating your profile. Usually this only happens once and additional opening of programs will be quicker.
- When using Redborne Remote Services from a public place, please be aware that although your communications from the machine you're using to us is secure, the network which you may have connected to might not be.

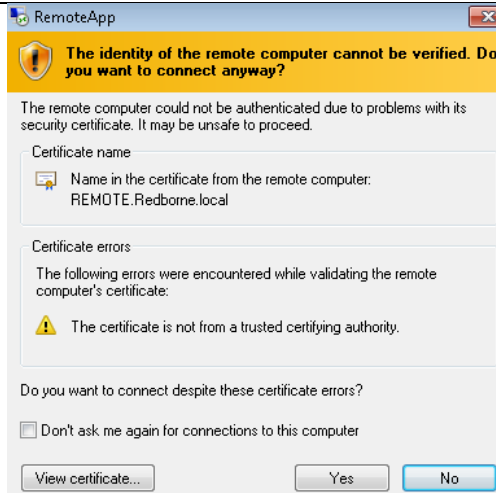
In the previous section, you saw the application view in Redborne Remote Services. Opening an application can vary between operating systems and the screenshots and descriptions below show how to react to any issues that may occur...

Instructions	
Using an application is as simple as clicking on its icon	 Microsoft Word 2010
If this window appears, you know the application is real and authentic. This window will appear every time you open an application; to stop this, click the tick box for Don't ask me again..... Click Connect to continue to open this application or Cancel to stop this action	

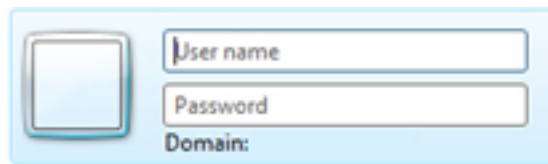
When this window appears, the service is creating and logging your profile onto the school network. There can sometimes be a short delay while this task is completed



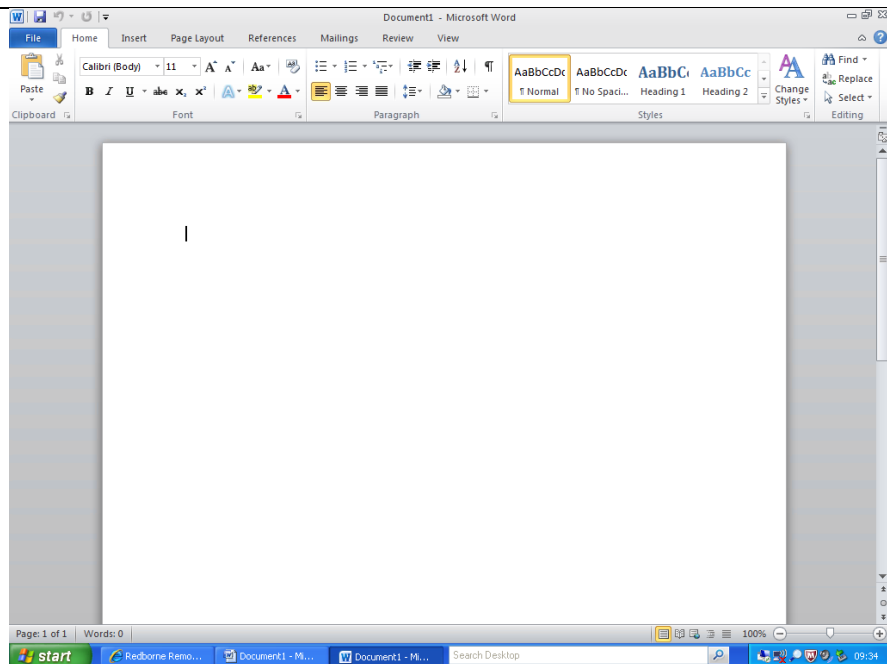
If this window appears, it indicates a particular problem with the Redborne Remote Services certificate. If you have a 'Yes' button, please click this, otherwise inform IT support about an error you encounter



If you see a window requesting your username & password ensure you put **redborne\** before your username, otherwise it will re-appear in a loop fashion



A successful application opened and full screen on a client computer



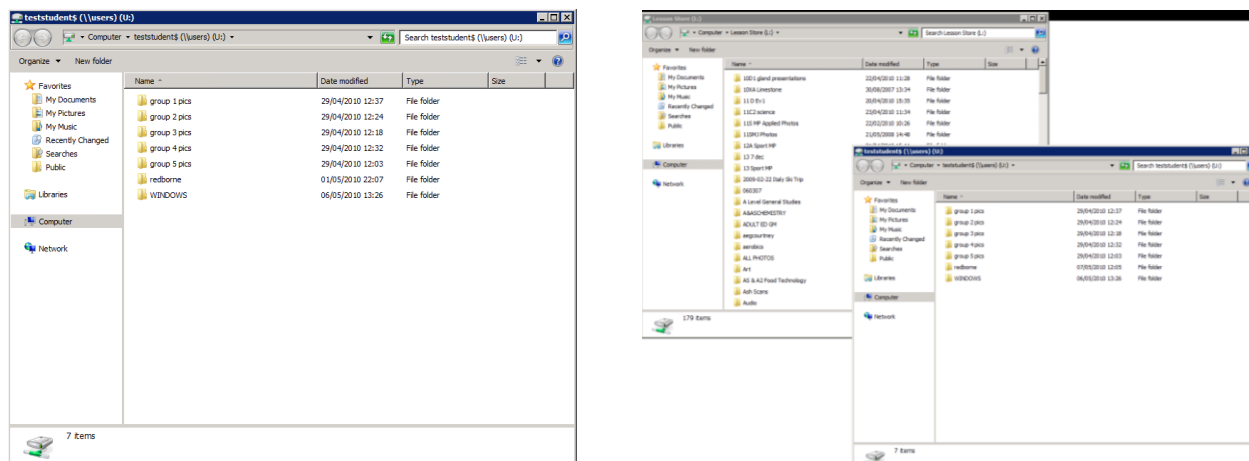
Running applications and items from Redborne Remote Services are as full as they would be in school. The process above can be used to open any application and once you're used to using Remote Apps, it'll be quicker than ever before to complete tasks.

To quit any application, just do it how you normally would, it's that simple!

## File Features.

Part of Redborne Remote Services grants you the right to have full read & write access to the same areas you have in school. This has been made possible by the behind the scenes stuff going on while your session is in place.

To get to your user area is simple; just click on User Access – User Area. Once there you'll have a window similar to this...



This is a normal Windows Explorer window. Please note that the policies that are in place in school (No C: Drive access, no right click on explorer views, etc) are also in place on Remote Apps.

## Transferring files between drives.

This process is possible by having more than one Windows Explorer window open at the same time shown in the image. Once 2 explorer windows are open you can copy/paste or drag between folders just as you would inside school. Another feature of Redborne Remote Services is that you can open and save files on your own computer. This is possible by the remote desktop interface and does not make your own computer any less secure than it already was before connecting to the session.

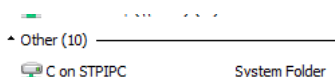
Opening or saving files to/from your home computer is simple. When saving or opening, go to computer on the left hand side. You will see your list of drives in the main window as shown below. What you will also see is listed under the other category, which will be your home computer drives, usually C, D, etc, followed by your home computer name. **PLEASE NOTE YOUR HOME COMPUTER STORES SYSTEM FILES ON ITS C DRIVE. UNLESS YOU KNOW WHAT THESE FILES ARE DO NOT DELETE OR MODIFY THEM. REDBORNE UPPER SCHOOL WILL NOT BE RESPONSIBLE FOR DAMAGE TO OUTSIDE COMPUTERS WHEN USING THIS METHOD TO ACCESS FILES.**

If you want to open/save files in your home computer area, please note the following location:-

Using Windows XP at home: C > Documents and Settings > 'your username'

Using Windows Vista/7 at home: C > Users > 'your username'

Within this folder you'll find access to documents, pictures, desktop, etc.



## Closing Your Session

To close and stop using Redborne Remote Services, just close all applications that you're using, log out of the Redborne Remote Services webpage and close your browser.

## Additional Information

### Redborne Security Policy

Redborne Upper School make every effort to ensure its network is free from viruses, spyware and other unwanted software, which in turn could cause problems with files, network access, etc. When using Redborne Remote Services, we expect your home computer to be at a similar standard. When clicking on the 'private computer' option on the logon page, you are confirming this. Please also note that you are bound to the rules of using the school network while connected to Redborne Remote Services. If the school network detects a virus infection or other problem, disconnection may occur.

Even though this service is stable, issues and bugs may occur from time to time. Please inform IT Support of any issues you encounter while using the service. This service is monitored and its events are logged, although we are not able to view any information on the client computer side, including drives, files or connections; unless we initiate a remote assistance connection to the user (they will be notified if this is happening). If we discover any issues with this service, they will be followed up accordingly.

### Document History

<u>Revision</u>	<u>Changes</u>
1.3	Updated text for new version RDP protocol. Updated images & narrative text
1.2	Updated images & created smaller file
1.1	Added XP change and Active X install component information
1.0	Initial internal release draft