

## Setting up and Using Remote Access

Logging into the college computers is done using a *terminal session*. Firstly a secure VPN connection is made between your home computer and the computers at college. Next you log into a special server which gives you your full college desktop and access to programs such as Word, Outlook etc. just as if you are working in college. Follow the instructions for setting up the VPN connection and the terminal sessions. Once these are set up, you can simply follow the instructions given in the summary below.

These instructions are only applicable for Windows XP. A broadband connection is also recommended.

If you are running Windows 98, 2000 or ME please see the FAQs at the end of this document and read the document in the shared area named “Readme for Windows 98, 2000 and ME”

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### Summary

- 1) Connect to the internet and open a VPN connection to the college computers by double clicking the “Northallerton College” icon.
- 2) Open a terminal session by double clicking the “Log on to College” icon
- 3) Log on with your college username and password and do whatever work you need to do.
- 4) When you have finished, click Start and then Log Off
- 5) Close the VPN connection to the college.

## Setting up the College VPN Connection

A Virtual Private Network (VPN) connection is a secure method of connecting computers together over the internet. Information is scrambled up and can only be deciphered by the computers which are securely connected so no personal or private details can be gained by others.

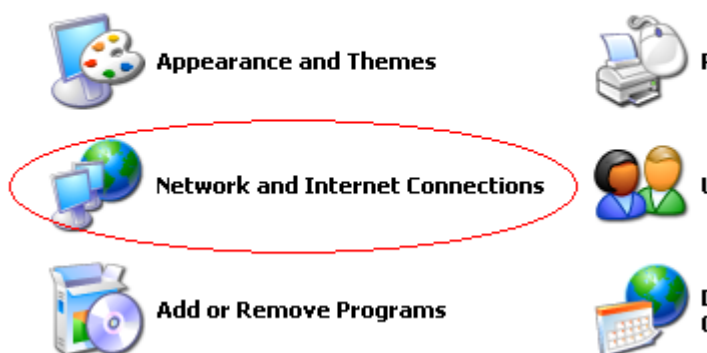
This document describes how to set up a VPN connection on your computer at home which will allow you to connect safely and securely to the computers at College.

These instructions are for people running Windows XP.

### Setting up your connection

- 1) Click **Start** and then **Control Panel** (if you have “Classic Menu” selected then you will need to click Start, Settings and then Control Panel)
- 2) In Control Panel select “Network and Internet Connections”

## Pick a category



If you can't see these “categories” then see the Troubleshooting section at the end of this document.

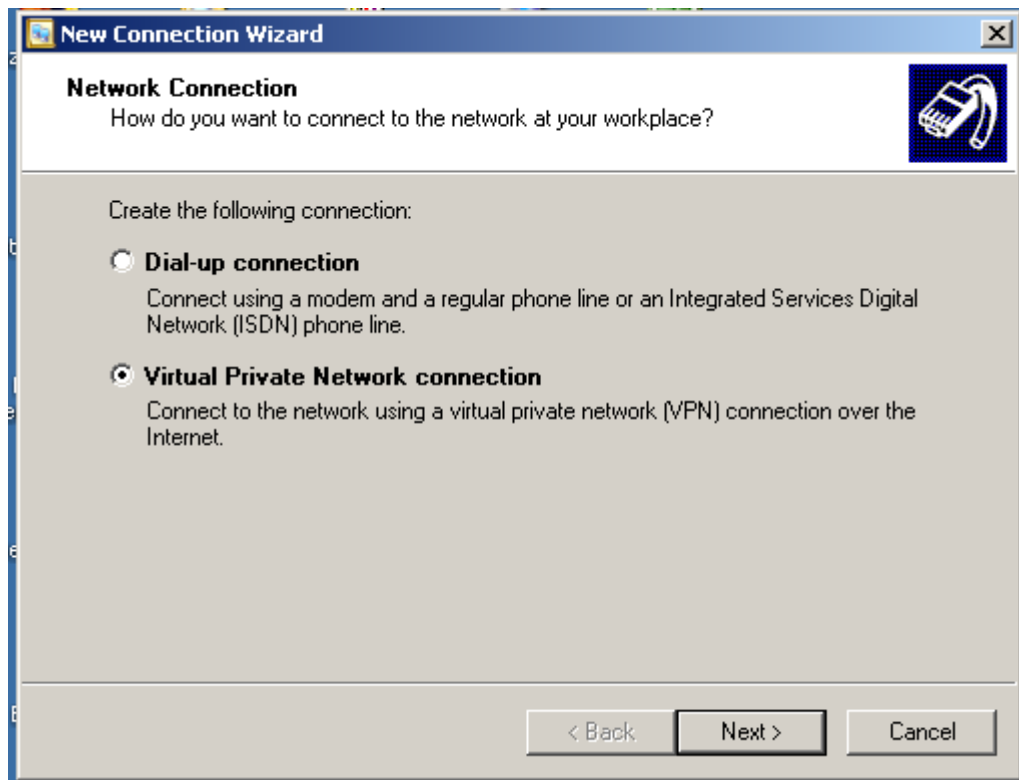
- 3) Click “Create a connection to the network at your workplace”



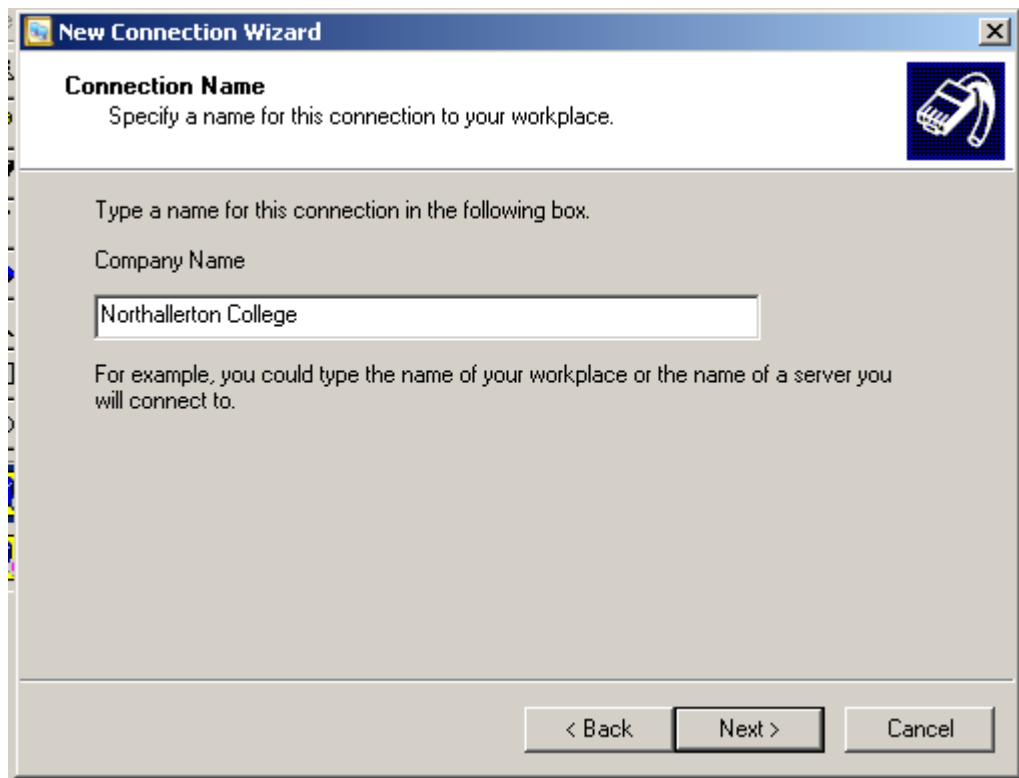
## Pick a task...

- Set up or change your Internet connection
- [Create a connection to the network at your workplace](#)
- Set up a wireless network for a home or small office
- Change Windows Firewall settings

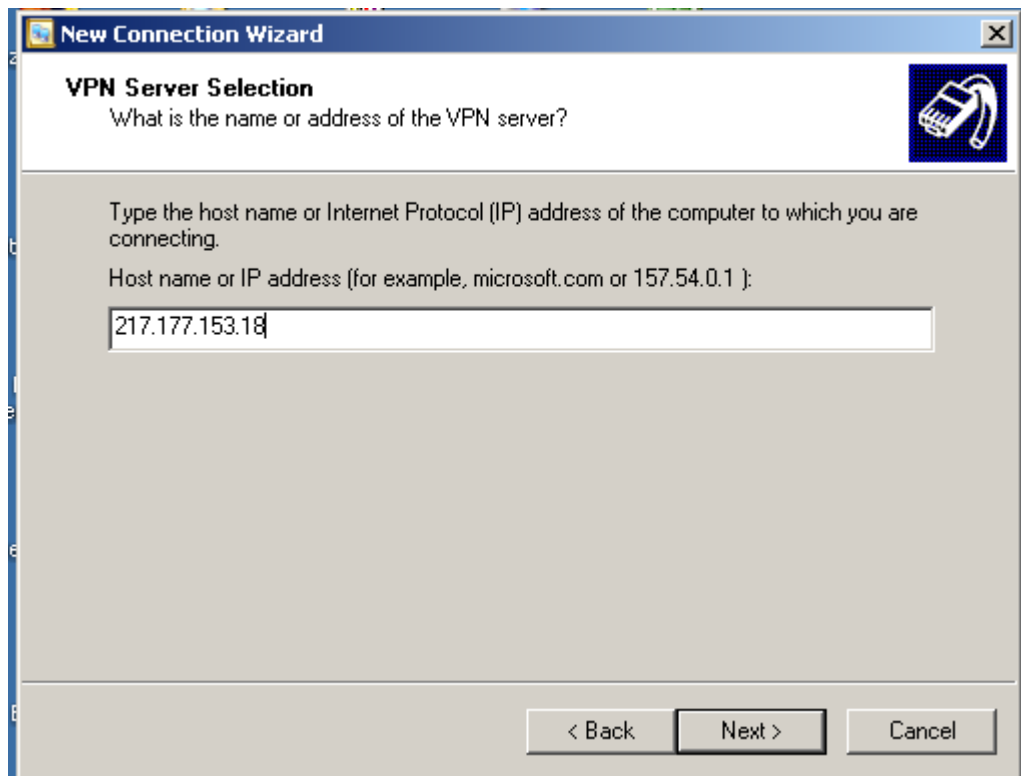
- 4) Click the Virtual Private Network Connection and then Next



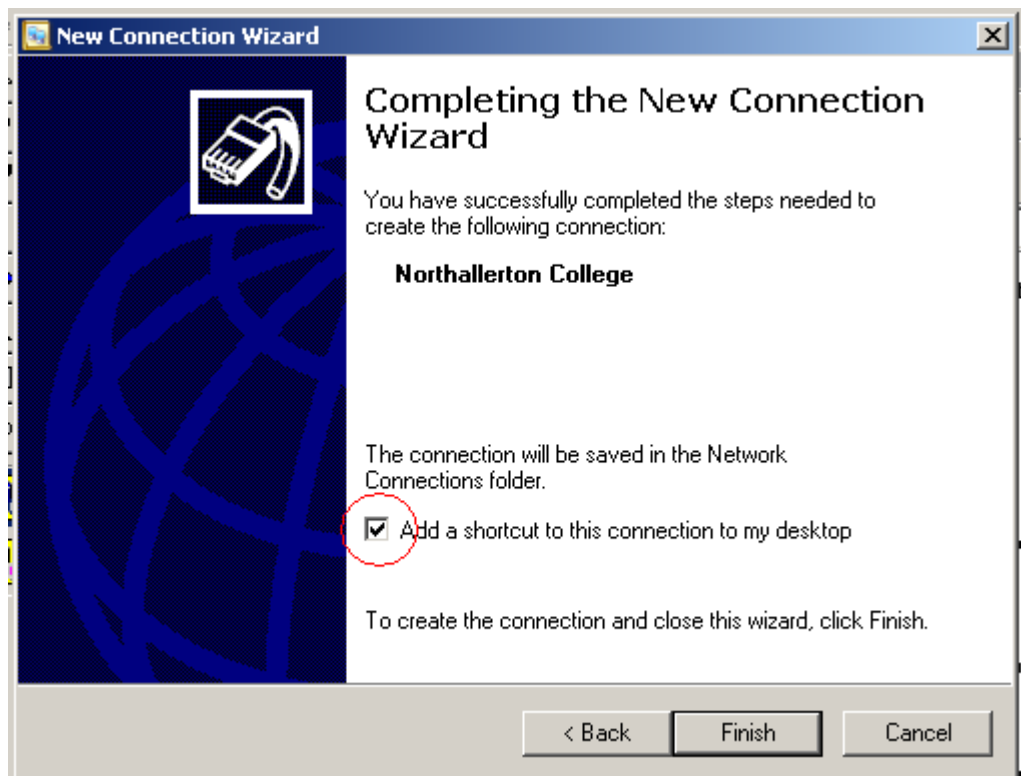
- 5) In Company Name type Northallerton College and then Next



- 6) In the Host name or IP address type 217.177.153.18 and then Next



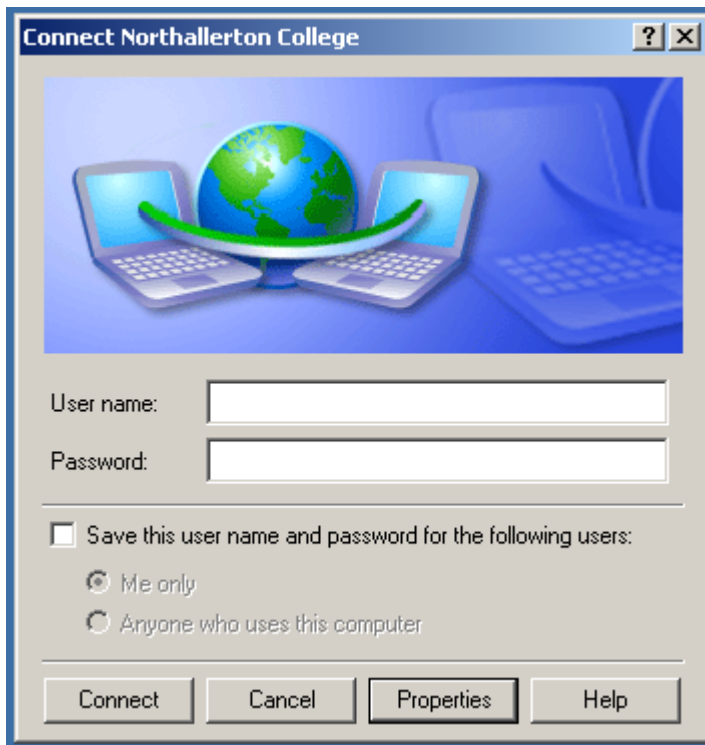
- 7) Make sure that “My use only” is selected and then click Next
- 8) Tick the box to place an icon on the desktop and click Finish



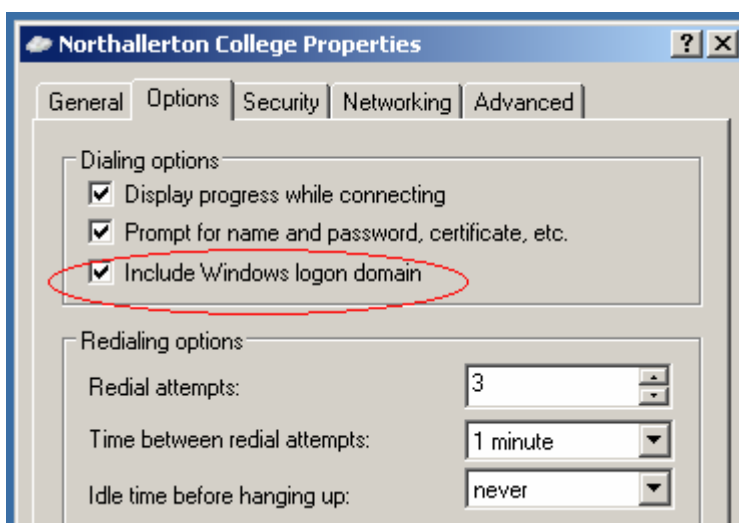
9) This will put an icon on your desktop like this :-



Double click this icon and select Properties



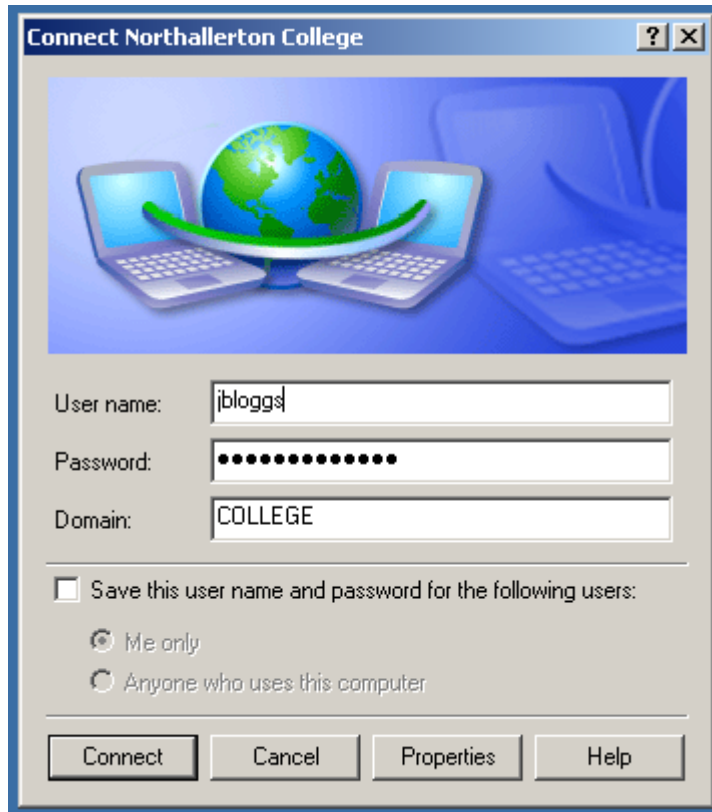
Select Options and tick the Include Windows logon domain box



Click OK. That's it done.

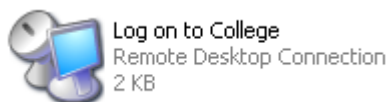
## Connecting to the College Network using your VPN Connection

Connecting to the college computers is now a simple case of putting in your college username and password and clicking Connect. This creates a secure connection to the servers here at college. For safety and security it is **not** recommended that you save the username and password.



## Setting up a Terminal Session to the College

Copy the file called “Log on to College” from the Staff Shared Area (T:\IT Support FAQs\Remote Access) onto a memory stick or a floppy disk. Take this file home and copy it onto your desktop (or a location of your choice on your home computer). The icon looks like this :-



Double click on the VPN icon called “Northallerton College” which you created earlier and wait for your connection to be established. When you have a successful connection, you will see this icon in the taskbar :-



Next, double click on the “Log on to College” icon which you have just copied onto your desktop.

This will bring up a window which looks very similar to the one you see at college when you log in. Type in your college username and password, click OK and you will be logged into the network.

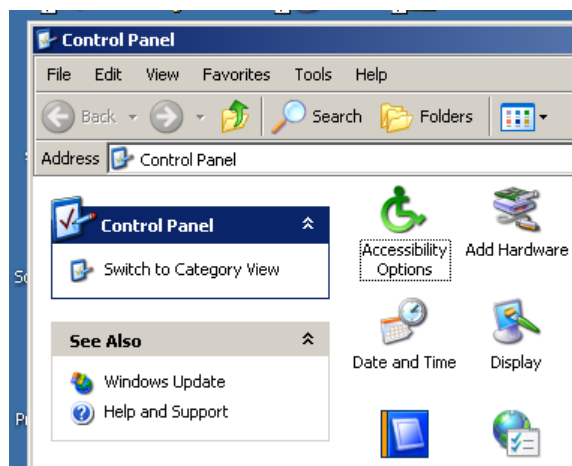
When you have finished working, please log out in the same way that you do at college by clicking the Start button and Log Off. This will end your terminal session.

Next, close your VPN connection by right-clicking on the icon in the taskbar and closing the connection.

## **Troubleshooting and FAQs**

### **Setting up VPN**

- Q) I can't see the Categories in Control Panel  
A) You need to switch Control Panel into “Category View”. Click the “Switch to Category View” link which is at the top left of the Control Panel.



- Q) I've lost the desktop icon.  
A) Click Start, Settings, Network Connections. Right click on the one called Northallerton College and choose Create Shortcut. Click Yes.
- Q) I've lost the desktop icon but I can't find Network Connections.  
A) That means that you are using the XP Start Menu. Click Start, Connect To and then right click on Northallerton College. Choose Create Shortcut. Click Yes
- Q) I've forgotten my password  
A) You'll need to contact IT Support I'm afraid.
- Q) I don't use Windows XP at home  
A) Please contact IT Support.

## Setting up a Terminal Session

- Q) Nothing happens when I double click on the “Log on to College” icon  
A) Make sure that you have established a VPN connection to the college. You should see an icon in the taskbar when a successful connection has been made.
- Q) How do I copy the icon onto my desktop?  
A) From your memory stick / floppy disk that you have copied the icon onto, right click and then click Copy. Right click on your desktop and click Paste.
- Q) When I double click on the “Log on to College” icon, nothing happens.  
A) If you are running certain versions of Windows, you may need to install the special remote desktop software. This is available in the staff shared area (T:\IT Support FAQs\Remote Access). Copy the file called MSRDPCLI – it will need to go onto a memory stick as it is too big for a floppy disk. On your home computer, double click the file and follow the installation instructions. It can also be downloaded from Microsoft. Go to [www.microsoft.com](http://www.microsoft.com) and search for MSRDPCLI

## General

- Q) I’m on dial-up and I can’t establish a VPN connection  
A) You need to connect to the internet in your usual way before trying to establish a VPN connection.
- Q) I’ve established a VPN connection but I still can’t log on  
A) There is a limit to the number of people who can be logged in at any one time. Please try a little bit later. If you still have problems, please contact IT Support.
- Q) How do I use my home printer with this system?  
A) Many printers will automatically be detected and will show up in your list of printers. You will also see the printers in the Resource Centre listed as well. If you don’t see your home printer, please talk to IT Support to see if it can be added to the types of printer that are recognised. Not all printers will be suitable for this.
- Q) I’m in but it is slow.  
A) There are many reasons why this can be. The more people who are working on the system simultaneously, the more work the server has to do. You can also be limited if you are on a dial-up connection.
- Q) Whenever I’m connected to the College, I can’t browse the internet or get my email on my home computer.  
A) That is normal. As soon as you have closed the VPN connection to the college, you will be able to use your email and internet as usual.
- Q) I’m running Windows 98, Windows ME or Windows 2000  
A) Please see “Readme for Windows 98, 2000 and ME” in the shared area.