

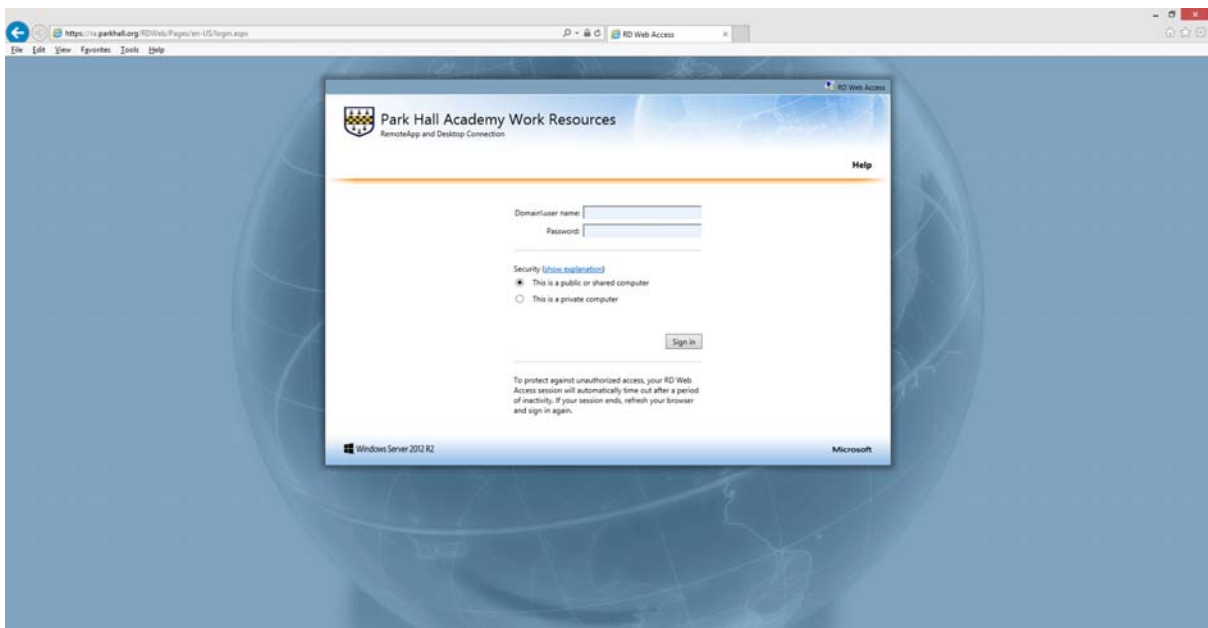


How to access remote access solution (Windows)

Important information – This solution currently only works on Microsoft internet explorer. We are working on a solution to allow it to run with on Mac computers, iPads and Android tablets.

Step 1

Open internet explorer and go to <https://ra.parkhall.org/rdweb> you will see the following page.



Step 2

To prevent any issues you will need to add parkhall.org to your internet explorer's compatibility list, please refer to supporting document "how to add sites to compatibility list".

Step 3


To log on, enter username as **parkhall\username**

e.g. **parkhall\ttkfisher**

now enter your system Password. Please enter the same one you would as if you were on site.

Now click sign in.

RD Web Access

 Park Hall Academy Work Resources
RemoteApp and Desktop Connection

Help

Domain/user name:

Password:

Security ([show explanation](#))

This is a public or shared computer

This is a private computer

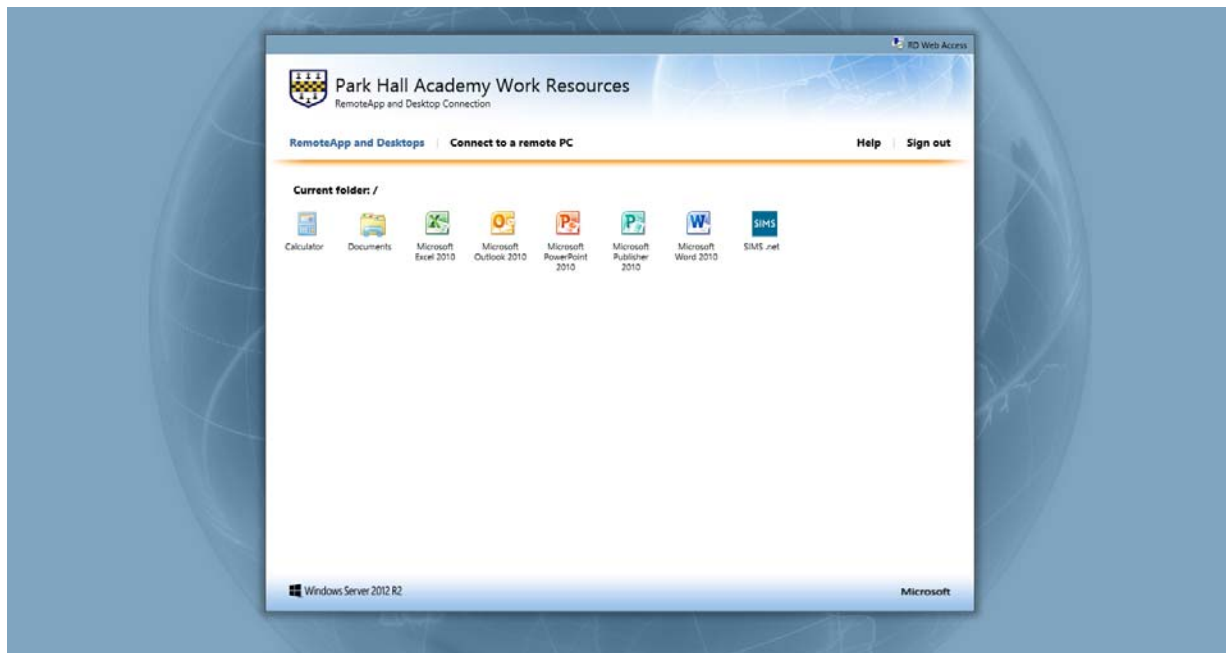
Sign in

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2012 R2 Microsoft

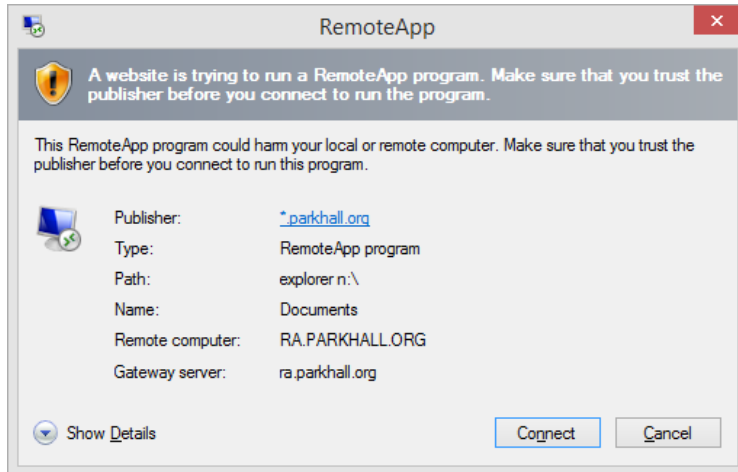
Step 4

Once signed in you will see this screen (this may change over time).

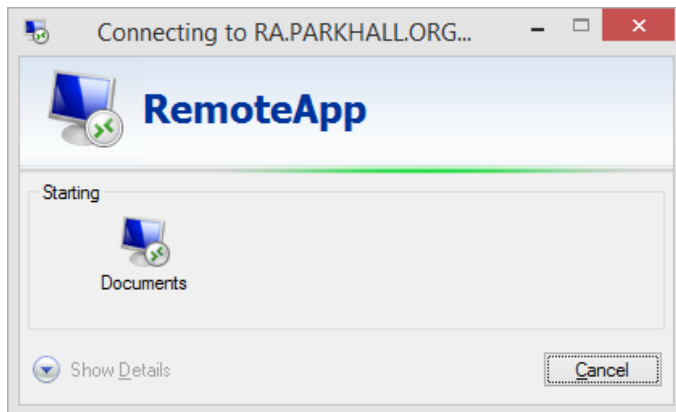


Step 5

Single left click on a program you want to run (we recommend opening documents or word first).
The following pop-up will open, click connect.



You will now see the following screen, if it is the first time you have used this solution it will take between 30sec to 3 minutes to load the selected program (broadband speed is a factor in this timing).



Your documents area will then open; this will give you a drive icon on your menu bar but with small round icon on it. This indicates it is the remote access in action.



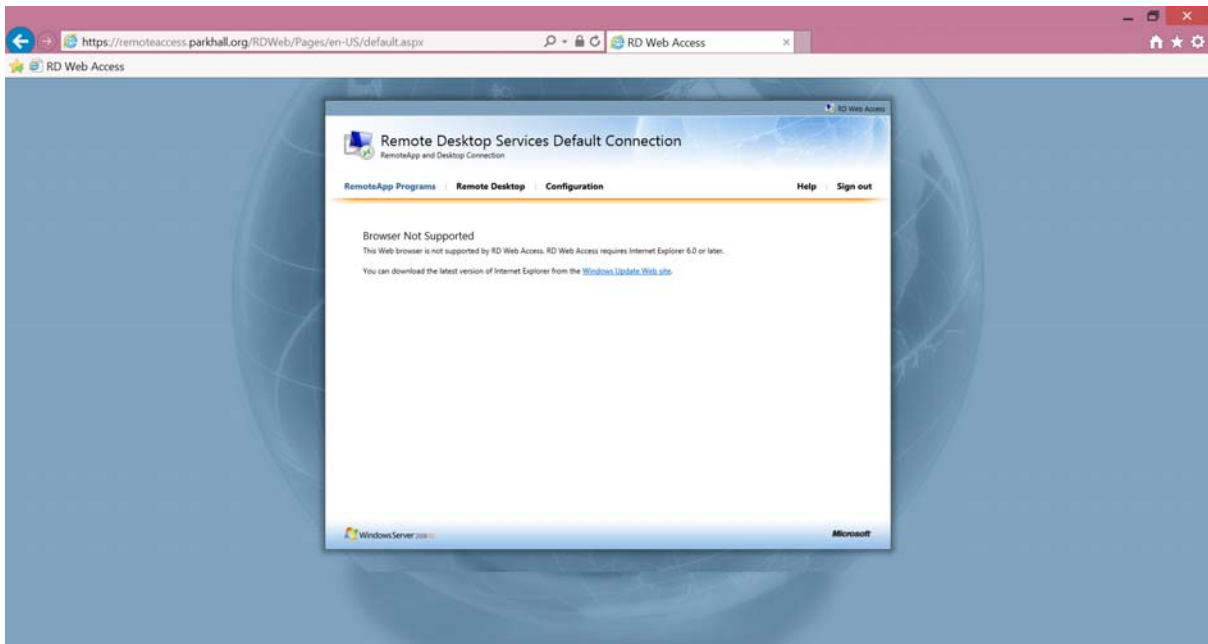
Step 6

From this point you can open whatever program you need. We have added more or less all of the programs you will see when you're onsite, however if there are programs missing please let me know.

Please see the troubleshooting info below. This will increase over time depending on the issues reported.

Troubleshooting

If you see this screen when you log in for the first time you will need to follow the “how to add site to compatibility list guide”.

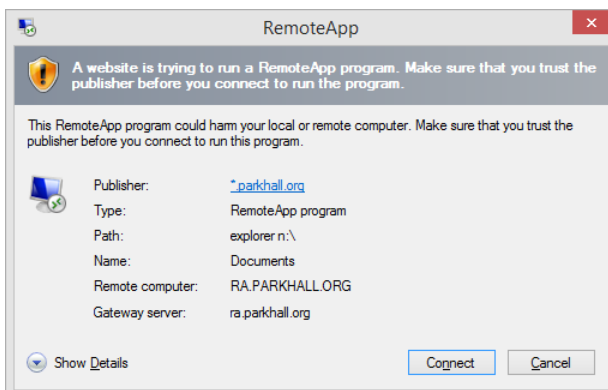


If you see this message pop up when going to the remote access web site click allow.

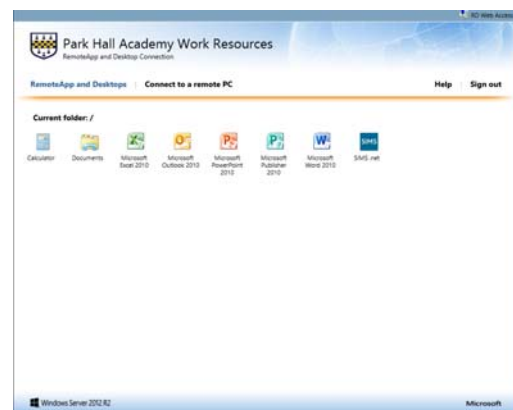


If you select a program to run and you don't see this message and just see this screen

Message



Screen



You might have doubled click rather than single clicked just look for this icon on your task bar (it might be flashing), if so single left click this will bring the RemoteApp window to the top