Logging into Secure Gateway from home
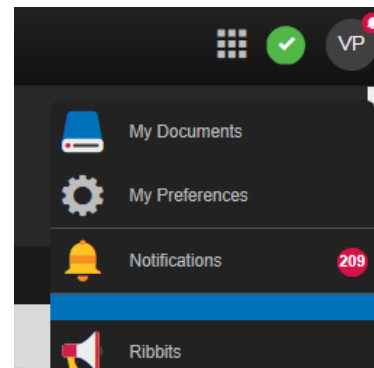
Windows 8 instructions

You must always select a computer via Frog Secure Gateway before attempting a Remote Desktop Connection, even if you have saved the connection details.
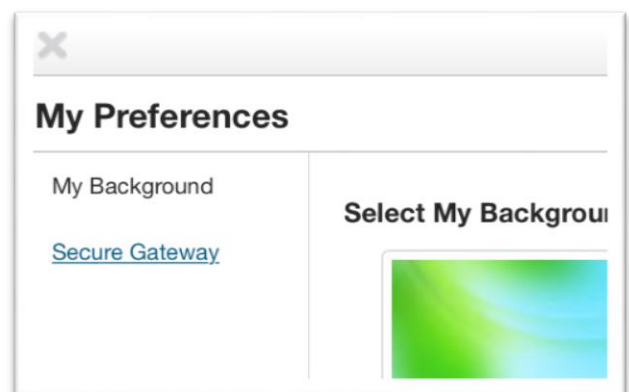
Frog will not know which computer you wish to use if you do not 'reserve it'!

Login to Frog

Click the **Frog logo**, top right
Select **My Preferences**

In the **My Preferences** window, *select* **Secure Gateway** on the left.

In the **Available Connections** list, *click* Enable next to a PC or PC group you wish to connect to. If in doubt, choose 'Eden IT'.

Open Remote Desktop

On the Windows Start Screen, start typing 'Remote'…
In the Search pane, 'Remote Desktop Connection' will
appear. Click it. This will open the Remote Desktop
Connection application on the desktop.

Connect via Remote Desktop

In the **Remote Desktop Connection** app, *enter* **frog.oxtedschool.co.uk:2001** in to the Computer box.

Note: You must always connect via Frog first, even if you
save your RDC settings. The Frog server sets up a
reservation when you click on a computer in the Secure
Gateway page. Trying to connect in RDC, without first
going via Frog will result in an error.

Authenticate in Remote Desktop Connection

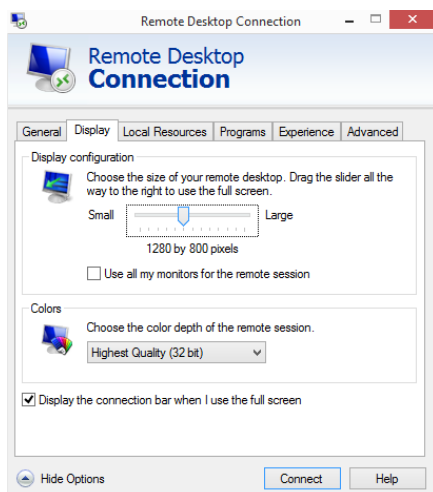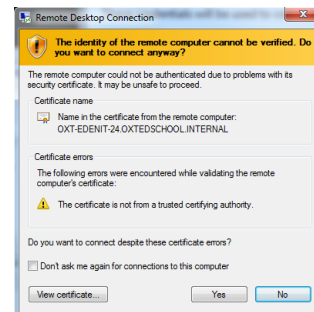You be prompted for your user name and password.

In the username box, enter **your school email address as: *username@oxtedschool.co.uk***

Use your normal school password.

If you chose a 'Machine Pool' you will be connected to the next available computer in the pool.

Security Warning

A security warning may appear, this is perfectly normal and you should click **Yes**.

Window too big or small? Performance poor?

If you find the remote desktop window is too big or too small, you can edit the connection details to adjust the screen size (resolution).
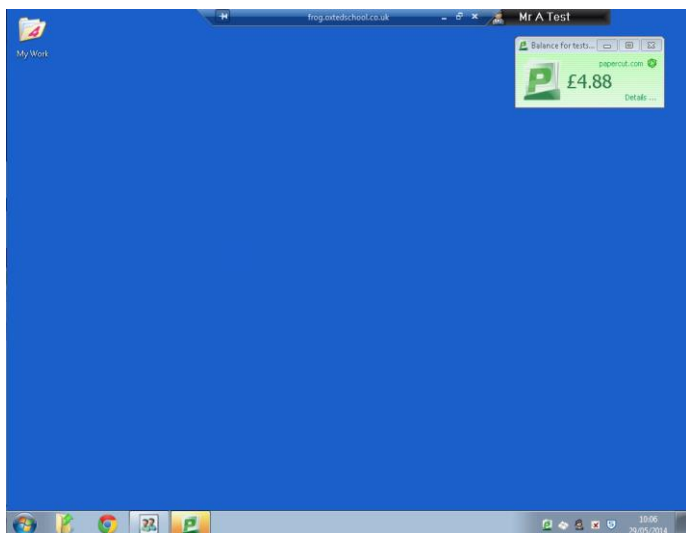
On the initial Remote Desktop Connection screen, *select* **Show Options**.

In the **Display preferences**, *adjust* the Display configuration slider then click connect.

Colours: Highest is the best quality but slow. We recommend High Colour 16bit for the best performance.

You may need to experiment to find the best settings.

Using Remote Desktop

You will now be logged in to a school PC and can work as if you are in school with access to all drives and documents.

Please note: You will not have access to your home computer's drives or printers!

Tip:

If you click the pin in the toolbar, you will hide the menu to switch between windowed and fullscreen.

If this happens, hover your mouse at the top of the screen to pop the menu down.

IMPORTANT NOTES

In order to exit Secure Gateway <u>you must</u> log off the remote PC via the Start Menu as you would in school.

Closing the Remote Desktop window rather than logging off will leave your account signed in to the PC in the background.

This is OK if you have a dedicated PC, but will block a 'machine pool' computer from being used by another person and will count against your concurrent login quota.

Staff should refrain from shutting the computer down.

If you receive a warning that another user is trying to connect to the computer, you must give up your connection as it means that the computer is required in school.