



Empowering Teaching with Modern Technology

# Windows 365 Cloud PC For Associate Lecturers

# AGENDA

- Why use Cloud PC
- What is Cloud PC
- How to access Cloud PC
- Useful Tips
- Common FAQ

# Why use Cloud PC

# Why use Cloud PC

## Current Challenges

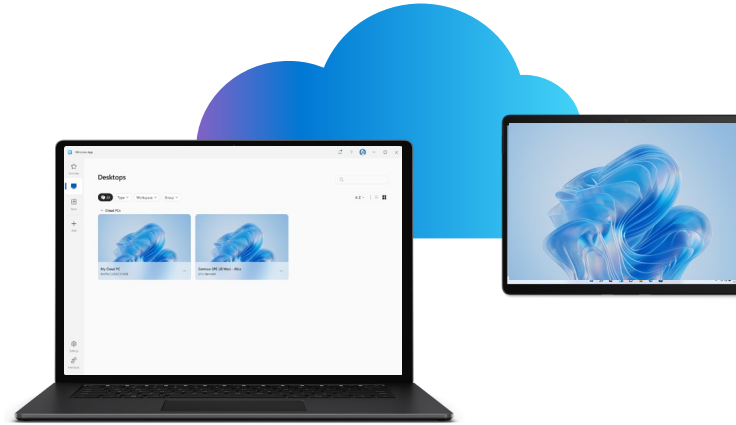
- Schools must manage the notebooks allocation for ALs, ensuring they are secure erased and re-imaged before issuing them.
- New or rehired staff must visit IT Helpdesk to setup their NICE after collecting from Schools.
- ALs experience longer wait time at IT Helpdesk during the start of semester.

**Laborious and Unproductive**

## Cloud PC Benefits



Windows 365 provides a **personalized, powerful, simple, and secured** full Windows 11 experience



Personalized



Powerful



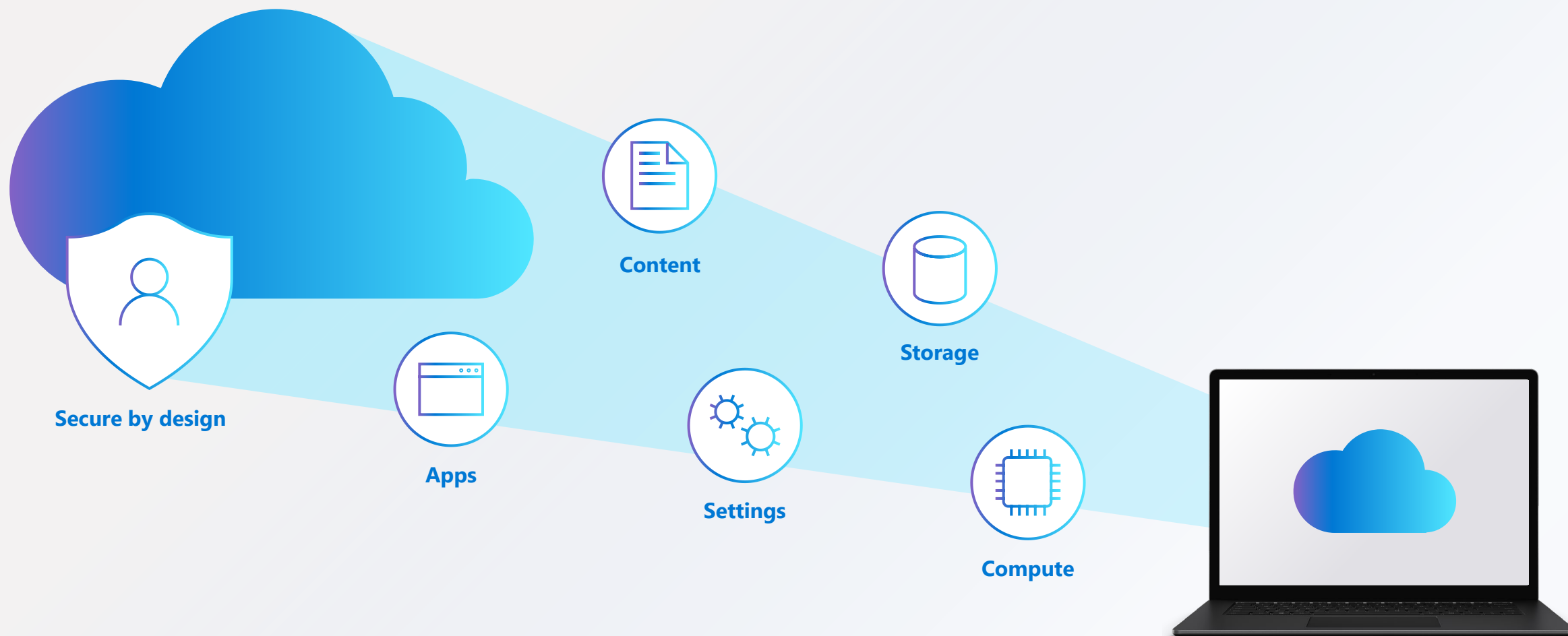
Simple



Secure

# What is Cloud PC

# What is Cloud PC

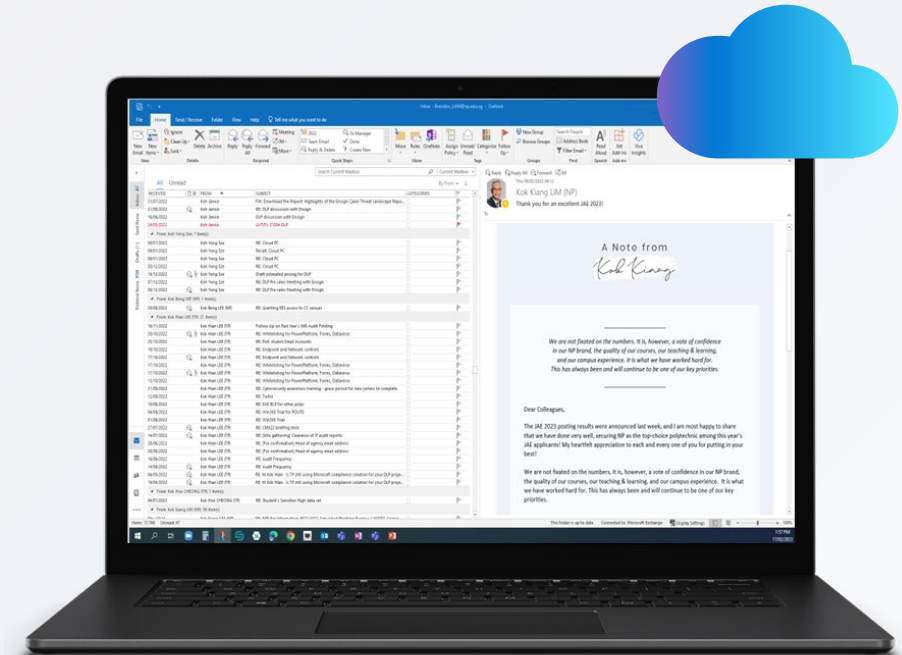




# How to access Cloud PC

# How to access Cloud PC

Access Cloud PC using **your personal laptop** through the Internet using Windows 365 App



... or Apple/Android tablets or phones\*

Virtual NICE laptop in cloud

- Outlook email and Teams
- Office apps and browsers for classified admin work
- Data stored in cloud

**Note:** Connect to CPC via Windows App and run GlobalProtect VPN within CPC.  
No VPN needed on your personal laptop.



# How to access Cloud PC

**Step 1:**  
Sign in your Personal Laptop

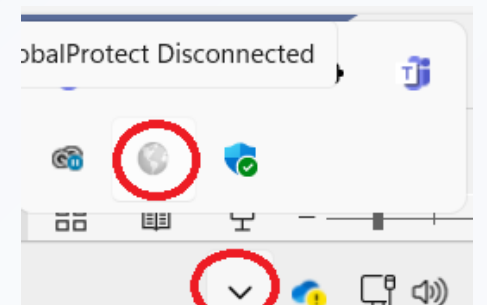
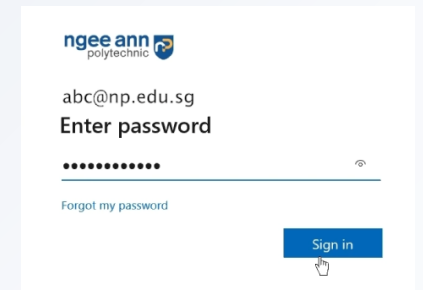
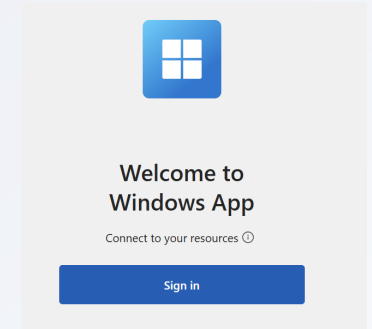
Connect your personal laptop to NPwirelessx or any internet connection. Note: *Cloud PC is NOT accessible via Staff Wired connection.*

**Step 2:**  
Sign in to your Cloud PC

Launch Windows App, sign in with NPNet short email address (e.g. ace1@np.edu.sg), password and 2FA.

**Step 3:**  
Connect to Global Protect VPN

In the Cloud PC, click on the GlobalProtect icon at the taskbar and sign in with NPNet short email address (e.g., ace1@np.edu.sg) and 2FA.



# Demo Video

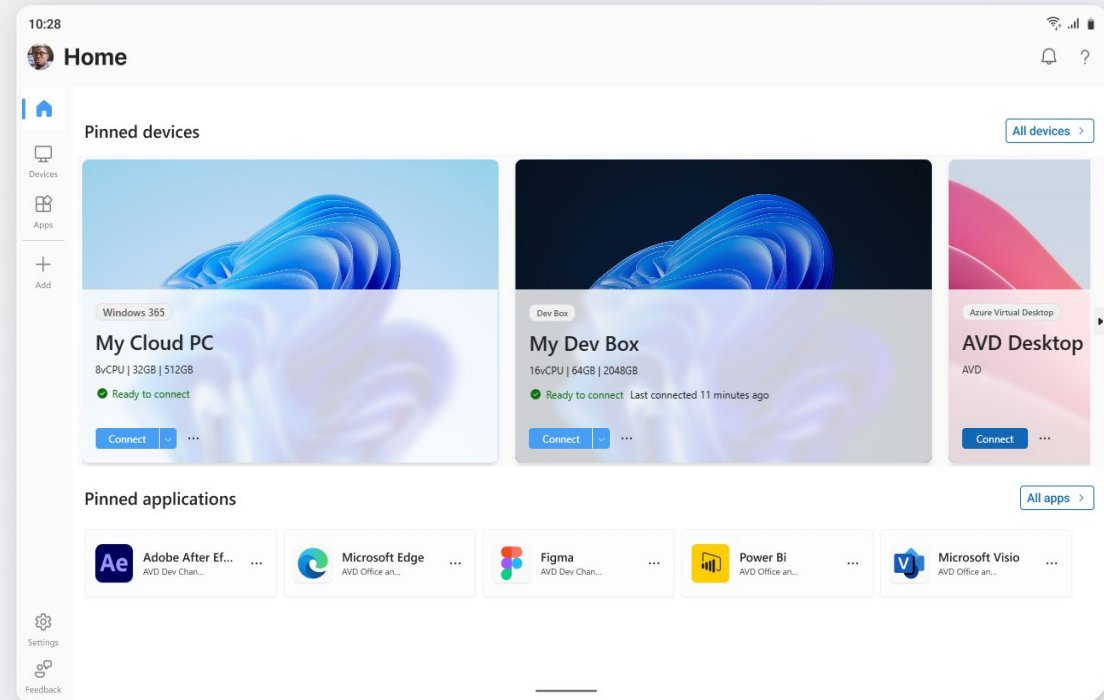


# Windows App is your gateway to Windows

Securely connect to Windows on any device or app across Windows 365, Azure Virtual Desktop and more.

Enjoy the simplicity of a unified client that connects you to your Windows in the cloud from any device, meeting the distinct needs of users.

Now generally available for Windows, macOS, iOS and iPadOS, web browsers, and in public preview for Android.



Download on  
Microsoft Apps



Download on  
the App Store



Download on  
Google Play



Azure  
Virtual Desktop



Remote  
Desktop



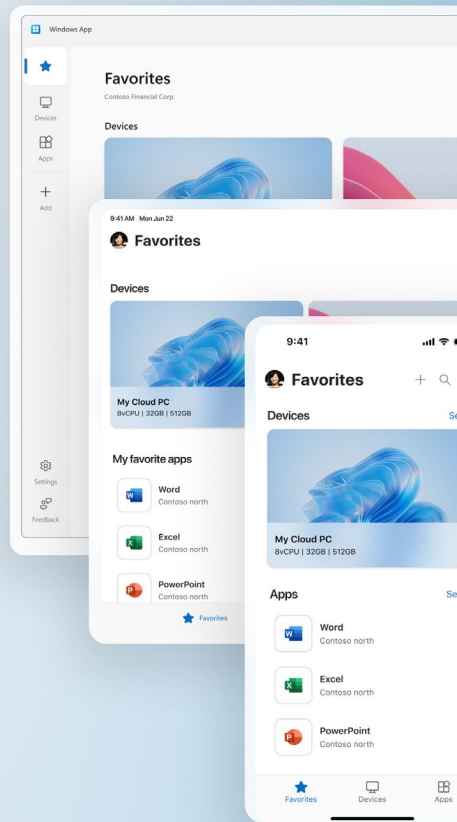
Remote  
Desktop Services



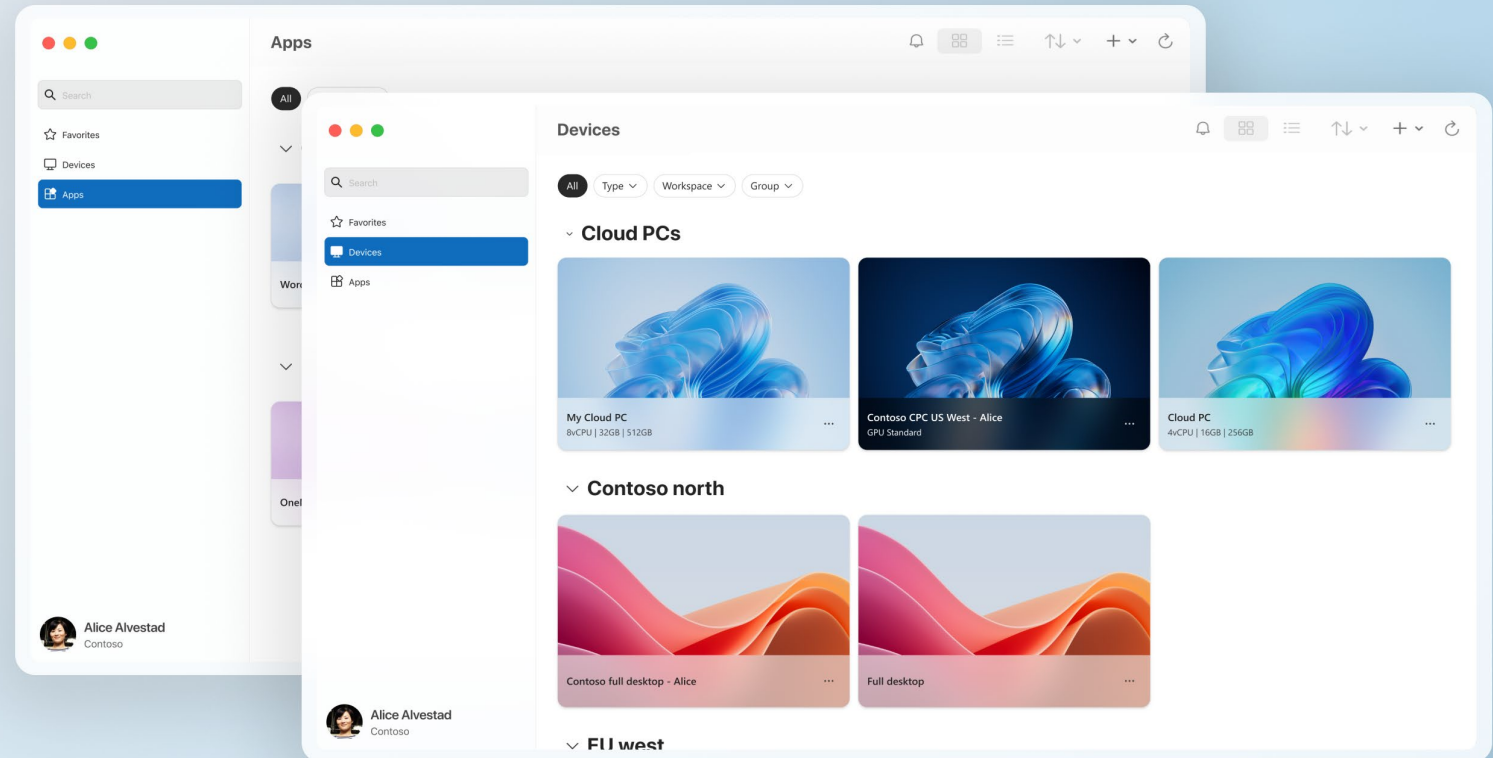
Microsoft  
Dev Box

# Windows App offers cross-platform capabilities

Access your Windows on  
any device, anywhere.



Favorite your devices and apps for quick access.



# Easy to access and personalize from the web

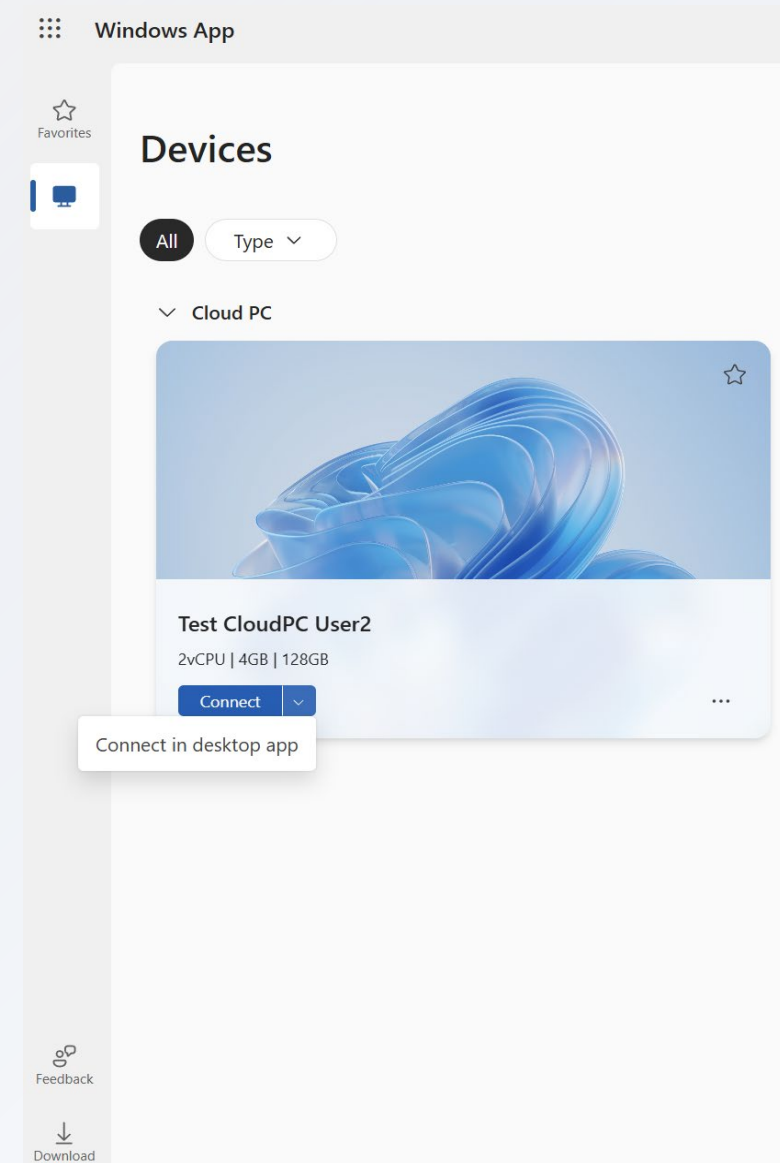
Navigate to [windows365.microsoft.com](https://windows365.microsoft.com)

You will see your **Cloud PCs** and the option to connect to them.

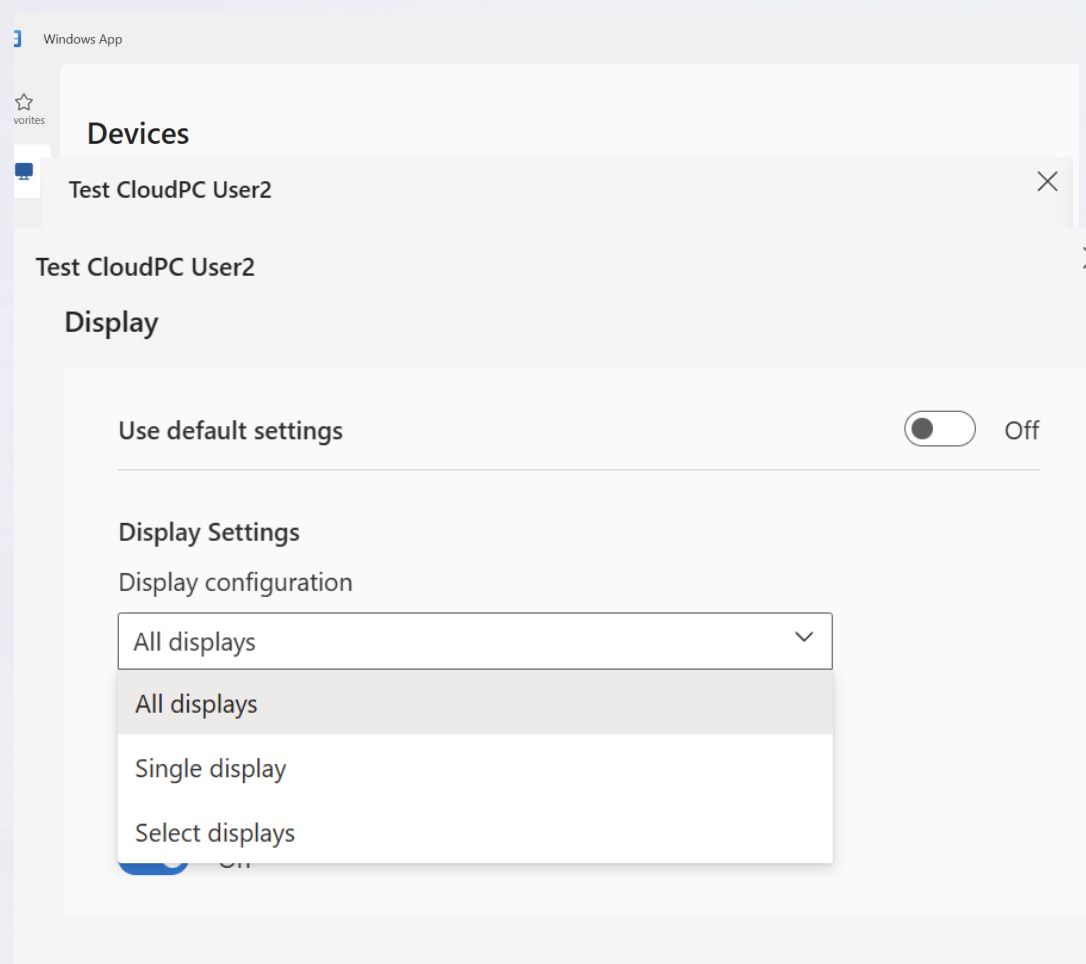
- Select Open in browser to open their Cloud PC in the web client (not available for mobile devices).
- Select Open in Desktop app to open their Cloud PC in Windows App.

**Supported operating systems:** Windows, macOS, ChromeOS, Linux

**A modern browser** like Microsoft Edge, Google Chrome, Safari, Mozilla Firefox (v55.0 and later), or LG webOS 23.



# User Remote Actions – Display Monitors

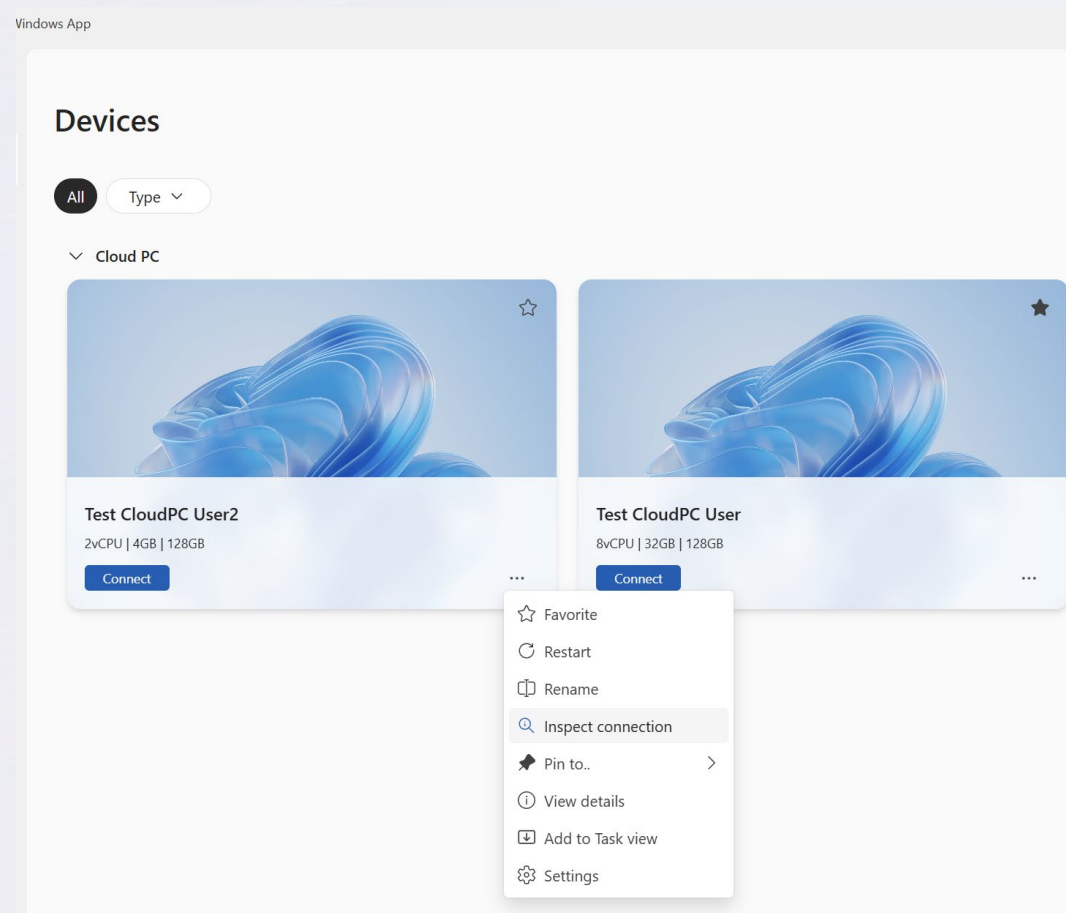


## Navigate to Cloud PC using Windows App

- Support up to 16 monitors
- Click the three dots (•••) next to your Cloud PC and select Settings.
- Under Display Settings, choose:
- All Displays – to span across all connected monitors.
- Select Displays – to choose specific monitors.
- Save and launch your Cloud PC.

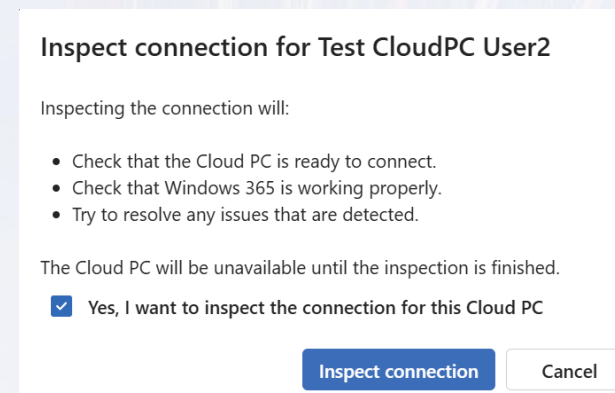


# User Remote Actions – Inspect Connection



## Navigate to Cloud PC using Windows App

- Inspect Connection
  - Check that the Cloud PC is ready to connect and working properly.
  - Try to resolve any issues that are detected.
  - You may also Restart your Cloud PC if needed.



# General Bandwidth Guidance

Scenario	Recommended Bandwidth
Basic productivity (email, browsing)	1.5–3 Mbps
Standard office work (Teams, Office)	5–10 Mbps
High-performance use (video, design)	10–20 Mbps+

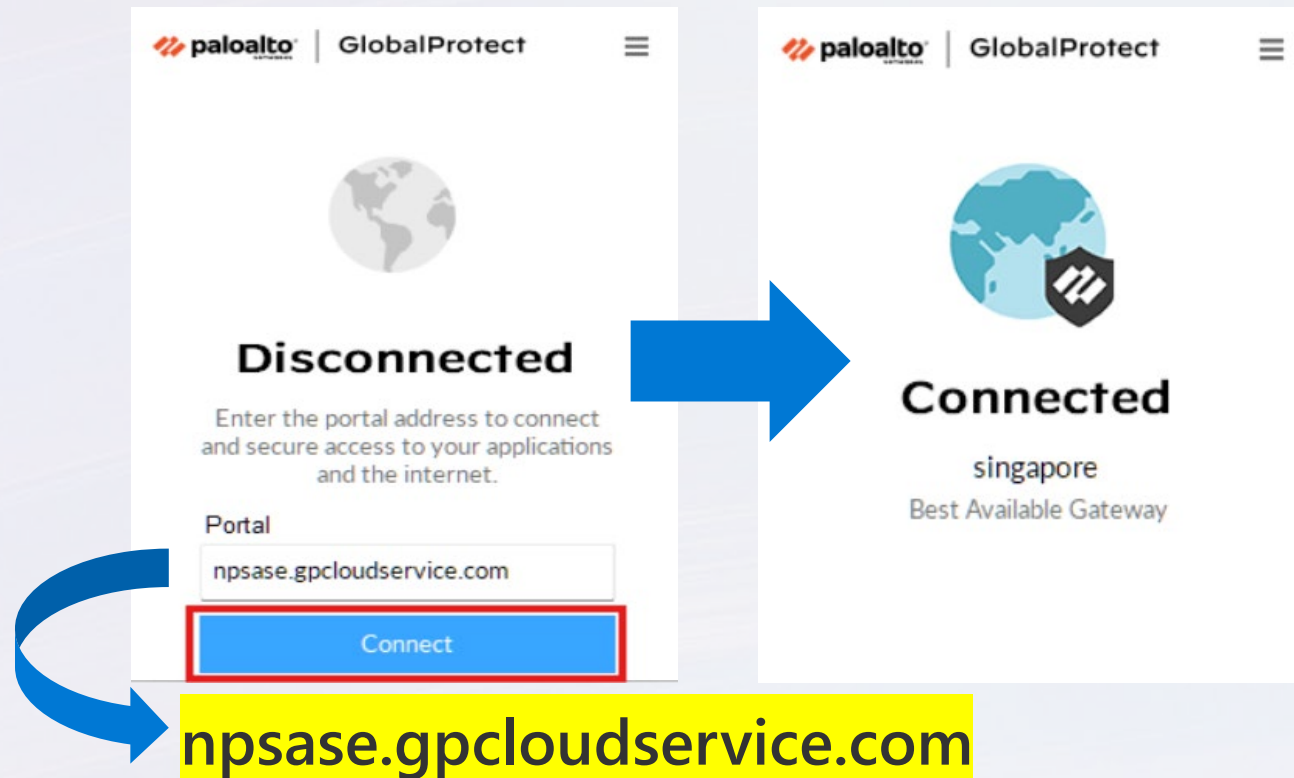
# Useful Tips

# CPC Access: Which Systems Need It and Which Don't?

System	Requires CPC?	URL	Remarks
Workday	✗ No	<a href="https://wd102.myworkday.com/wday/authgwy/sggovterp/login.html">https://wd102.myworkday.com/wday/authgwy/sggovterp/login.html</a>	Accessible directly via browser.
PoliteMall	✗ No	<a href="https://politemall.polite.edu.sg">https://politemall.polite.edu.sg</a>	Accessible directly via browser.
iVid2	✗ No	<a href="https://ivid2.np.edu.sg">https://ivid2.np.edu.sg</a>	Accessible directly via browser.
NPGO! Backoffice	✗ No	<a href="https://osapps.np.edu.sg/npgobackofc/Home">https://osapps.np.edu.sg/npgobackofc/Home</a>	Accessible directly via browser.
Microsoft Teams	✗ No	<a href="https://teams.microsoft.com">https://teams.microsoft.com</a>	Can be accessed via desktop or web browser.
Outlook Email	✗ No	<a href="https://outlook.office.com">https://outlook.office.com</a>	Can be accessed via desktop or web browser.
NPai CS	✓ Yes	<a href="https://npalcs.np.edu.sg">https://npalcs.np.edu.sg</a>	Accessible directly via browser <u>after</u> connecting to GlobalProtect VPN.
Staffhome Intranet	✓ Yes	<a href="https://staffhome.np.edu.sg">https://staffhome.np.edu.sg</a>	Accessible directly via browser <u>after</u> connecting to GlobalProtect VPN.
OneDrive / SharePoint Online	✓ Yes	<a href="https://onedrive.live.com">https://onedrive.live.com</a> <a href="https://connectnpedu.sharepoint.com">https://connectnpedu.sharepoint.com</a>	Can be accessed via desktop or web browser.
IT Service Portal	✓ Yes	<a href="https://connectnpedu.sharepoint.com/sites/Helpdesk">https://connectnpedu.sharepoint.com/sites/Helpdesk</a>	Accessible directly via browser.



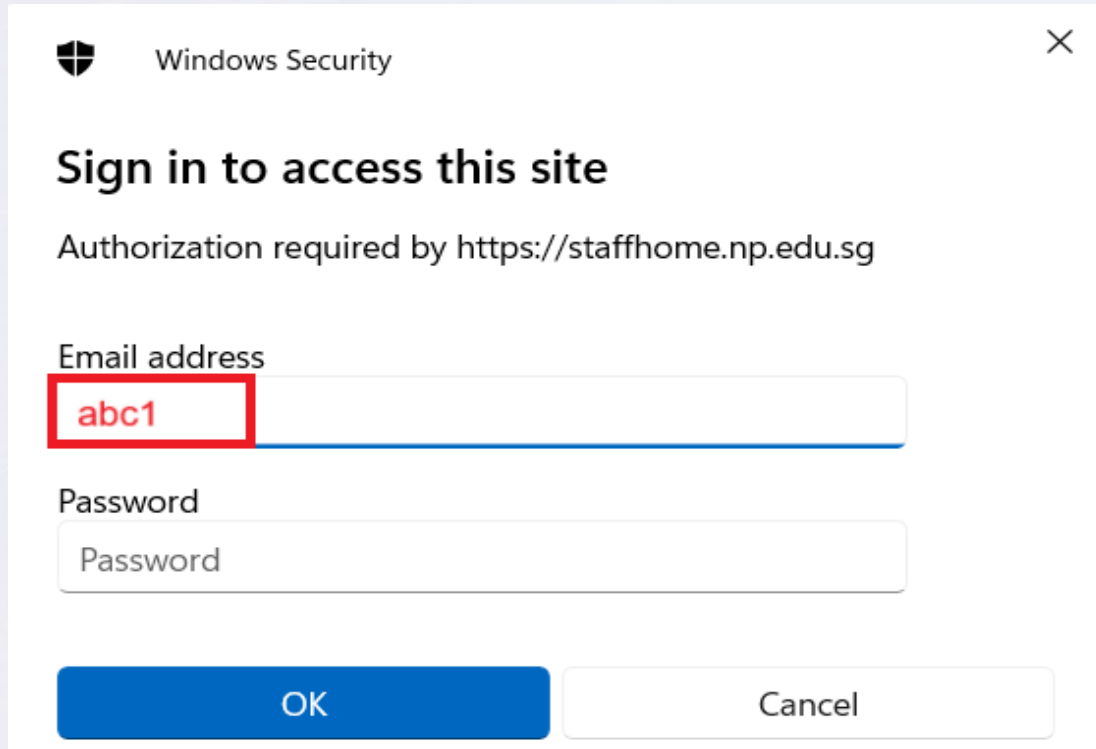
# Connect to GlobalProtect VPN Before Accessing NPal



**Prior to accessing NPal, ensure that GlobalProtect VPN is "Connected".**

- Sometimes due to a drop in Internet connectivity, your VPN may have disconnected.
- Always check that GlobalProtect VPN is connected prior to accessing NPal, Staffhome and other NP Intranet resources.
- If you have not already keyed in the portal address into GlobalProtect VPN, key in **npsase.gpcloudservice.com** and press "Connect".

# Staffhome Login: Use NPNet ID (e.g., abc1) Instead of Email



The screenshot shows a Windows Security dialog box titled "Sign in to access this site". It indicates that authorization is required by the URL "https://staffhome.np.edu.sg". There are two input fields: "Email address" and "Password". The "Email address" field contains the text "abc1", which is highlighted with a red rectangular box. The "Password" field is currently empty and shows a placeholder text "Password". At the bottom of the dialog, there are two buttons: "OK" (in blue) and "Cancel" (in white).

Windows Security

**Sign in to access this site**

Authorization required by https://staffhome.np.edu.sg

Email address

abc1

Password

Password

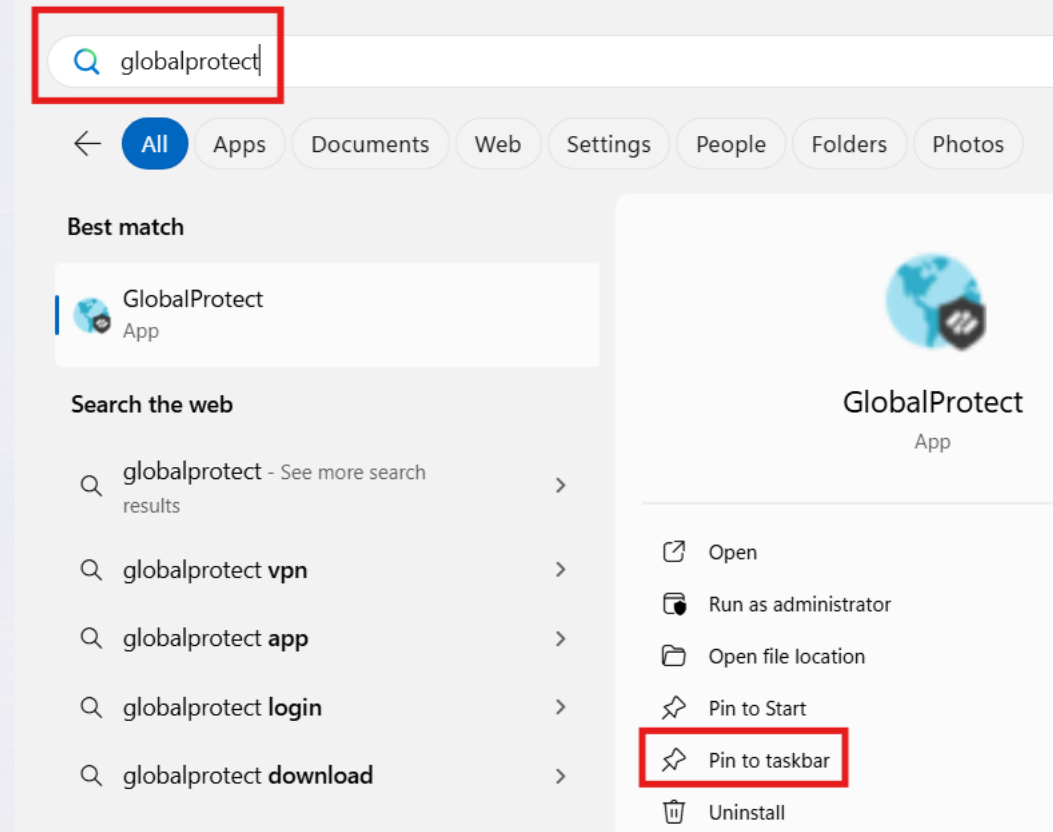
OK Cancel

**When accessing Staffhome Intranet Portal, take note of the following:**

- Ensure GlobalProtect VPN is connected.
- Use your short username (e.g., abc1) and password when prompted.
- Do not key in your email address.

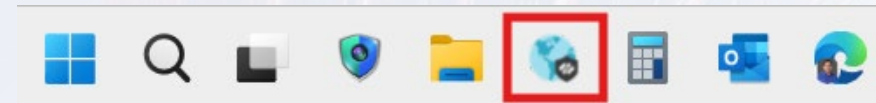


# Pin GlobalProtect VPN to the Taskbar

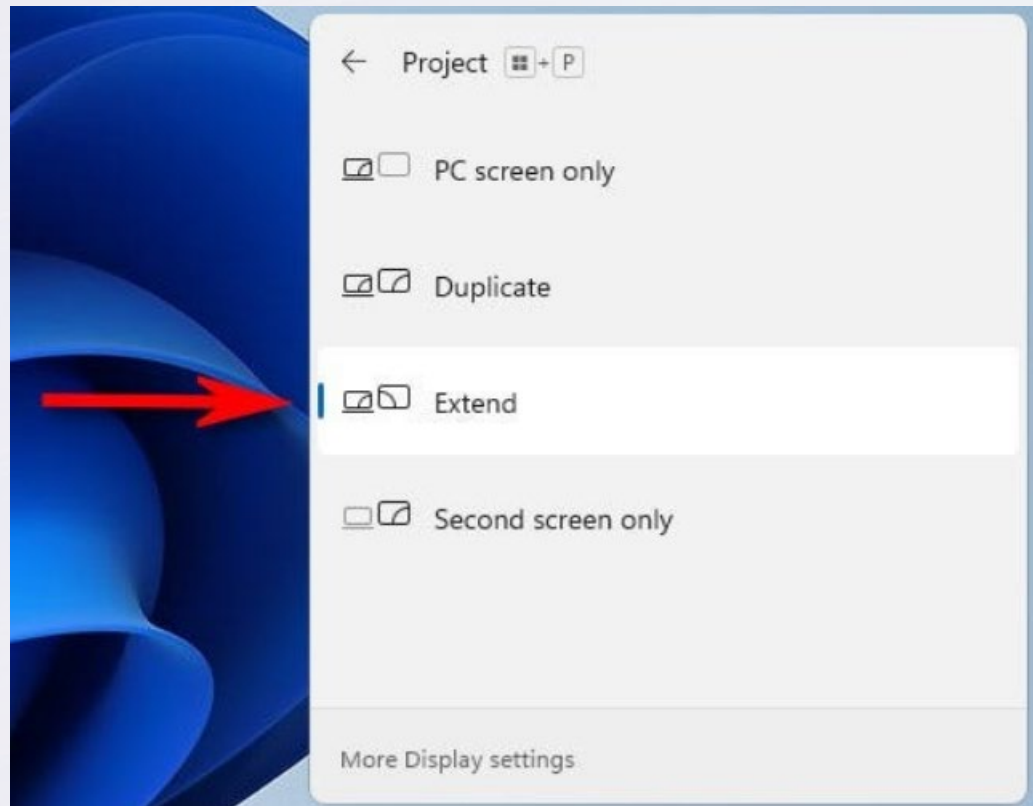


Press Windows Key  and search for GlobalProtect  
Select "Pin to taskbar" for subsequent use.

- By default, GlobalProtect VPN launches and connects automatically.
- In the event it doesn't load, you may launch it manually by selecting it from the taskbar.



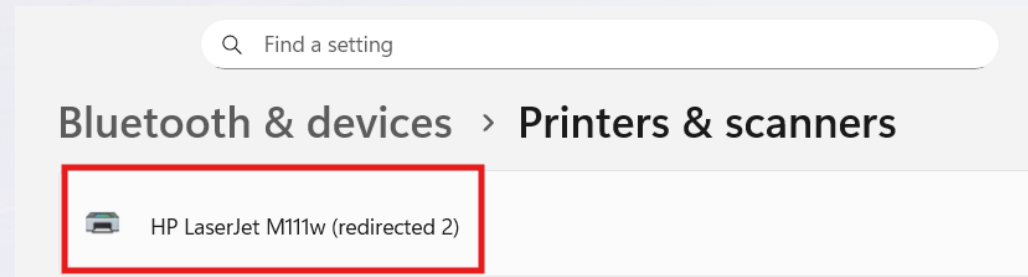
# Using Extended Display with Presenter Mode in PowerPoint



On your personal laptop (outside of CPC), press Windows Key  + P and select "Extend" then:

- Click the three dots (•••) next to your Cloud PC on Windows App and select Settings.
  - Under Display Settings, choose:
  - All Displays – to span across all connected monitors.
  - Select Displays – to choose specific monitors.
  - Save and launch your Cloud PC.
- 
- Within CPC, select Slide Show in PowerPoint. Presenter View will appear on your CPC, and the slides will display on the projector.

# Printing in Cloud PC Using Home Printer



**On your personal laptop (outside of CPC), press Windows Key  + P and search for Printers & Scanners.**

- Check that your home printer appears in the list.
- Verify that you're able to print to it via USB cable outside of CPC.
- Connect to CPC and you should see your home printer appear under Printers & Scanners. Set it to "Default" and print as per usual.



# Common FAQ



# Frequently Asked Questions (1/12)

**Q1 What is the minimum notebook specifications to access Cloud PC?**

**A1 The following specs are recommended by Microsoft:**

- **CPU:** At least 2vCPU with minimum 1.6 GHz or faster processor. For higher video/screen share resolution and frame rate, a four-core processor or better is recommended.
- **RAM:** 4 GB
- **Hard drive:** 10 GB or more
- **.NET Framework version:** 4.6.1 or later
- **Video:** DirectX 9 or later with WDDM 1.0 driver. Background video effects require Windows 10/11 or a processor with AVX2 instruction set.
- **GPU:** Dedicated Graphics Processing Unit (GPU) for Teams audio and video offloading.

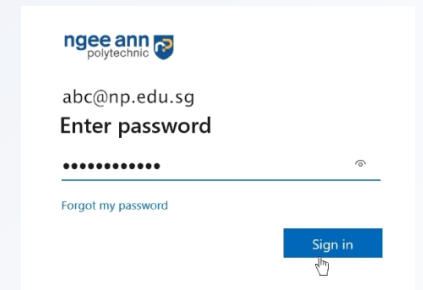
# Frequently Asked Questions (2/12)

**Q2 How do I login to the Windows App?**

**A2 Use your short email address and password. For example, enter abc1@adj.np.edu.sg as your username and your NPNet password. This will authenticate you into the Windows App environment allowing you to access Cloud PC.**

Sign in to your  
Cloud PC

Launch Windows App, sign in with NPNet short email  
address  
(e.g., abc1@adj.np.edu.sg), password and 2FA.



The screenshot shows the login interface for Ngee Ann Polytechnic. At the top is the logo with the text 'ngee ann polytechnic'. Below it, the email 'abc@np.edu.sg' is entered. The prompt 'Enter password' is followed by a masked password field represented by ten dots. A small eye icon is on the right of the password field. Below the password field is a link that says 'Forgot my password'. At the bottom right is a blue 'Sign in' button with a hand cursor icon pointing at it.



## Frequently Asked Questions (3/12)

**Q3 Why is my Cloud PC taking a long time to initialize during my first sign-in?**

**A3 During your initial login to the Cloud PC, the system will automatically start installing baseline apps, such as MS Office, Adobe Acrobat and windows updates in the background. This process may take about 2-3 hours and require a couple of restarts.**

**You can disconnect from Cloud PC, and the software /updates will continue running in the background. Reconnect to Cloud PC again the next day to ensure all the necessary programs and updates are fully installed.**

## Frequently Asked Questions (4/12)

**Q4 Can I get access to Cloud PC without an internet connection?**

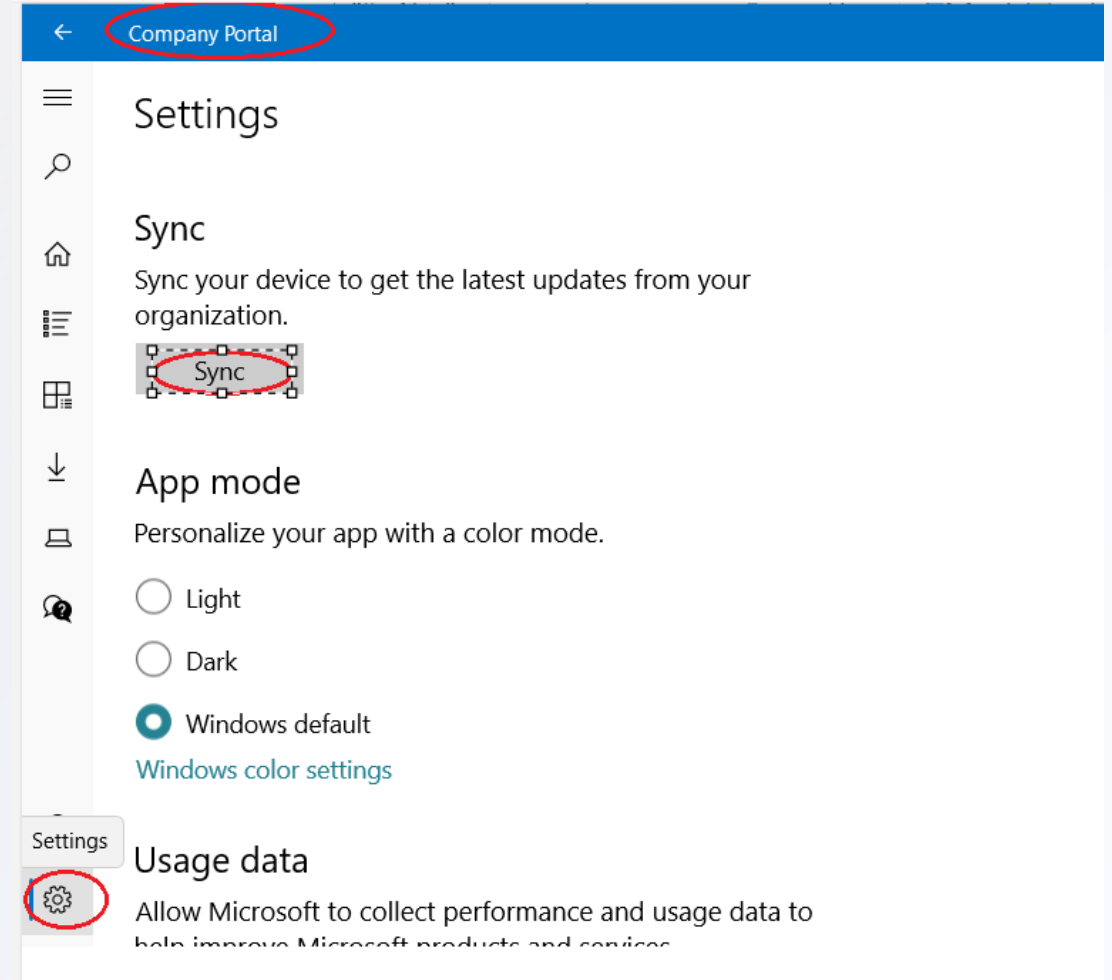
**A4 No, internet connection is required for you to access Cloud PC.**

# Frequently Asked Questions (5/12)

**Q5 Why am I unable to access my OneDrive or SharePoint Online from the Cloud PC?**

**A5 Your Cloud PC may not have received all the security policies and applications. It may take up about 2-3 hours and a couple of restarts upon initial login to fully sync.**

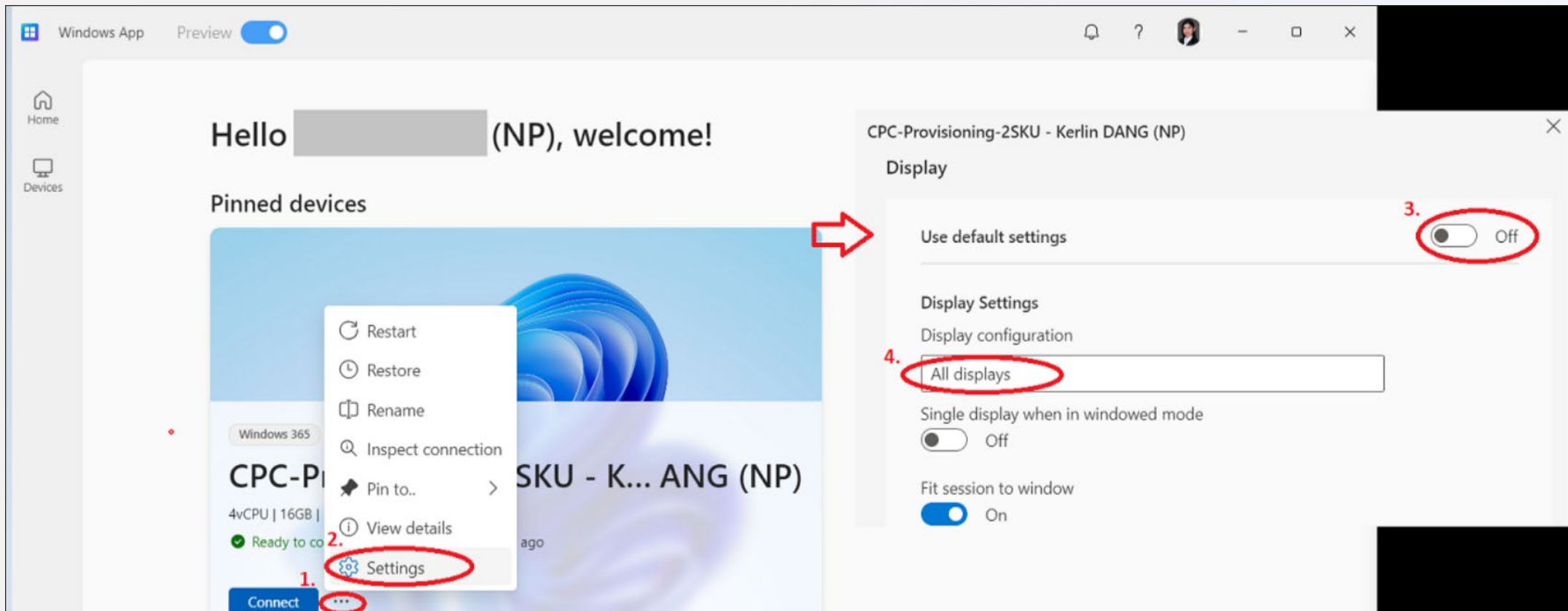
**To expedite the process, you can perform a manual sync. Enter “Company Portal” in the Search bar, select Settings at bottom left and click on “Sync” button.**



# Frequently Asked Questions (6/12)

**Q6 How do you extend my display to an external monitor in Cloud PC ?**

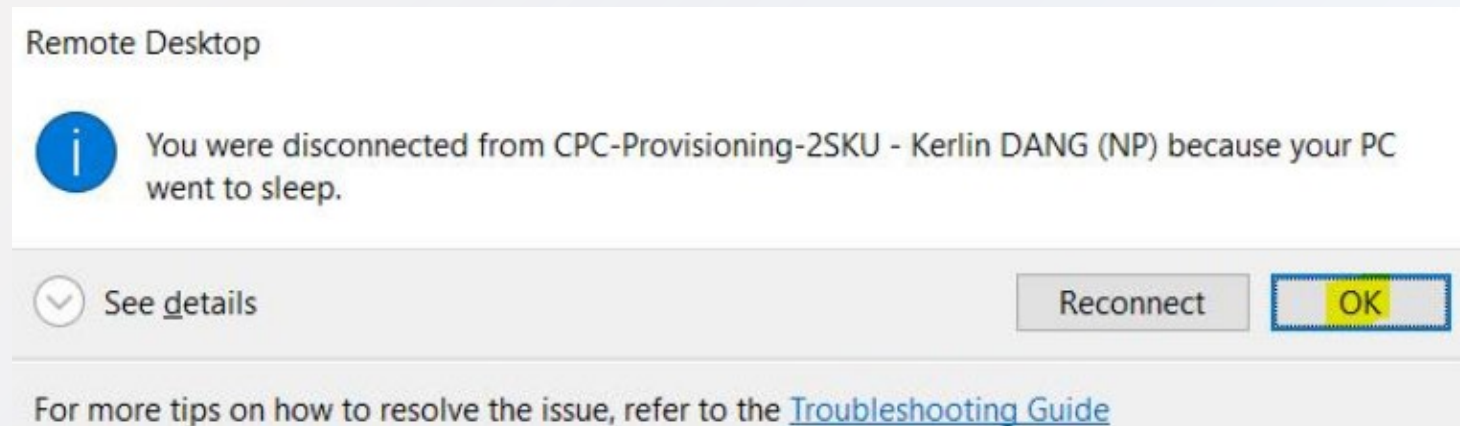
**A6 To enable multiple display in Cloud PC, pls follow the steps below:**



## Frequently Asked Questions (7/12)

**Q7 What should I do if my computer screen turns blank when reconnecting to Cloud PC?**

**A7 Cloud PC is designed to automatically disconnect after 30 mins of inactivity. If you encounter difficulty reconnecting to Cloud PC, press Alt tab and look for the below Remote Desktop prompt Click “OK” to disconnect. Launch Windows App and connect to Cloud PC again.**



## Frequently Asked Questions (8/12)

**Q8 I cannot login to Cloud PC, what should I do?**

**A8 Please follow the following steps:**

- a) **Verify your internet connection. To ascertain if it's your home network issue, try tethering to your mobile phone's 4G hotspot and connect to CPC. If it's working, there might be an issue with your home network.**
- b) **Else, if issue persists, restart Cloud PC via the Windows App.**

**Contact IT Helpdesk for assistance**

**Hotline: 6460 8111**

**Email: [Support@np.edu.sg](mailto:Support@np.edu.sg)**



## Frequently Asked Questions (9/12)

**Q9 What happens when there is a break in service or contract? Will my files on OneDrive be retained when I return to service?**

**A9 No. As per IM8 regulation, your account will be **purged** upon contract expiration. If your contract is renewed, a new instance of Cloud PC will be provisioned to you with a clean slate of OneDrive. Your old data will not be available.**

**Please back up your files either locally on your personal laptop OR to your school or department's common SharePoint Online (SPO) repository before your contract ends.**

## Frequently Asked Questions (10/12)

**Q10 Does my AT colleague also have access to Cloud PC?**

**A10 For now, only Associate Lecturers (ALs) teaching PET and CET Full Qualification Programs (FQP) will be issued with a Cloud PC (CPC). Associate Trainers (ATs) will not be onboarded as they typically teach short courses.**

**If your colleague has received the onboarding email for Cloud PC from [Support@np.edu.sg](mailto:Support@np.edu.sg), then he/she has access.**

## Frequently Asked Questions (11/12)

**Q11 Can I copy my files from personal laptop to CPC and vice versa?**

**A11 No, by policy and design, copying of files from Cloud PC to personal devices and vice versa is **restricted** for Data Loss Protection (DLP) reasons.**

**As such, you are advised to store all data in your OneDrive (OD) or SharePoint Online (SPO) so that the data is readily available when using other devices.**

## Frequently Asked Questions (12/12)

**Q12 Is it a must to use MS Teams on Cloud PC to teach?**

**A12 Cloud PC is needed only to access NPal, Staffhome intranet portal and other NP intranet resources. If you are simply using MS Teams for teaching, then you do not have to use Cloud PC.**

**You may use MS Teams on your personal laptop instead.**

For more information, refer to the CPC Setup Guide [HERE](#) and FAQ [HERE](#) (accessible within CPC).

Thank You

**Sign-in to your CPC before 10 Nov 2025**

If you do NOT sign in to your CPC, it will be removed 11 Nov 2025

**Contact IT Helpdesk for assistance**

Hotline: 6460 8111

Email: [Support@np.edu.sg](mailto:Support@np.edu.sg)