

Using RDS Remote Access

Please note that Windows XP Is not supported for use with this system.

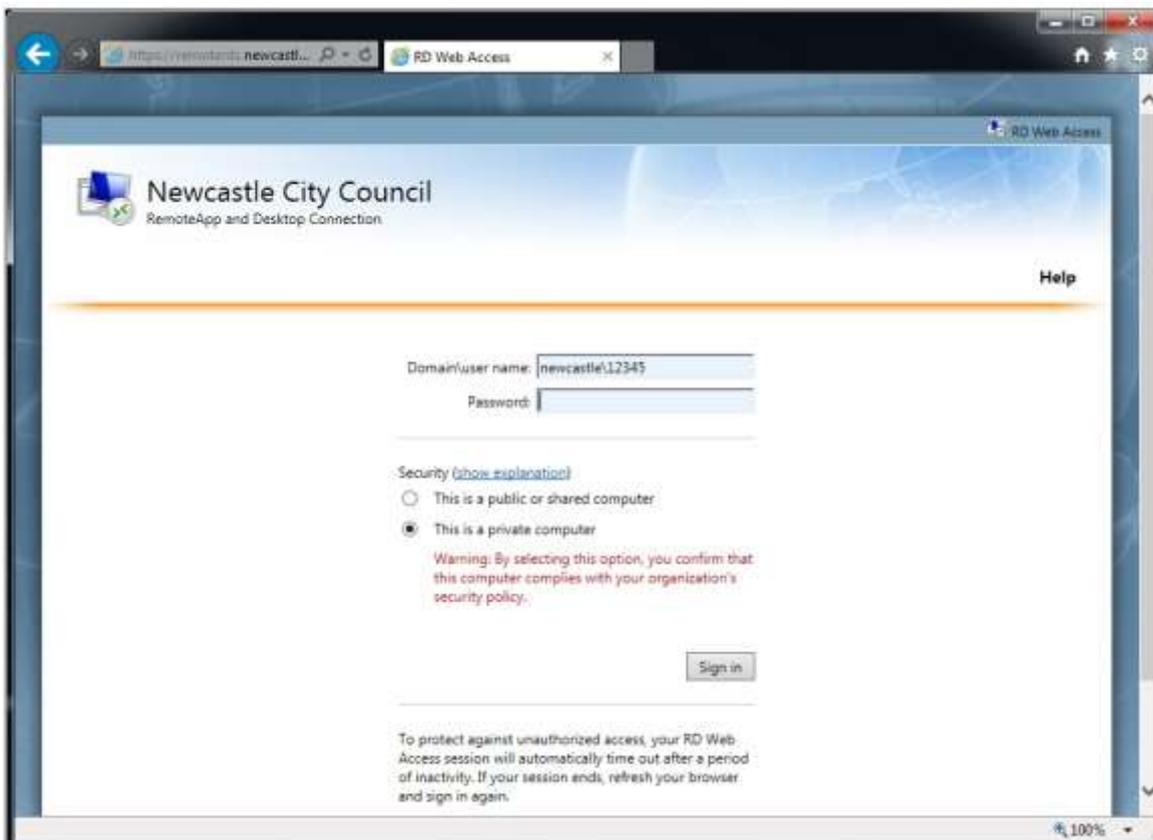
If you are using an Apple computer, you will need to check that you have Microsoft Remote Desktop installed. <https://itunes.apple.com/gb/app/microsoft-remote-desktop/id715768417?mt=12>

Before you can start using RDS Remote Access you will need to configure Multi-Factor Authentication (MFA).

To do this please follow the guide “End User MFA Guide.docx” that has also been sent to you.

Once MFA has been setup, open your web browser and go to the following address.

<https://remoterds.newcastlelea.org>



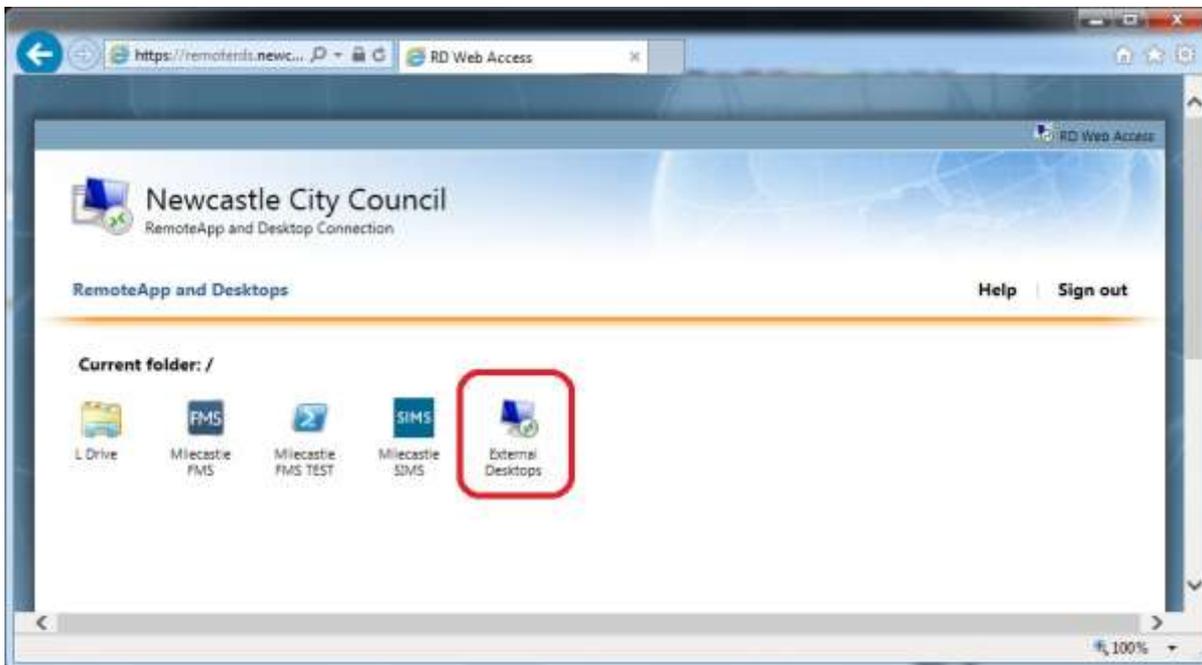
Logon with your Newcastle AD account prefixed with Newcastle\

For example:

Newcastle\12345

Enter your password and click on Sign in.

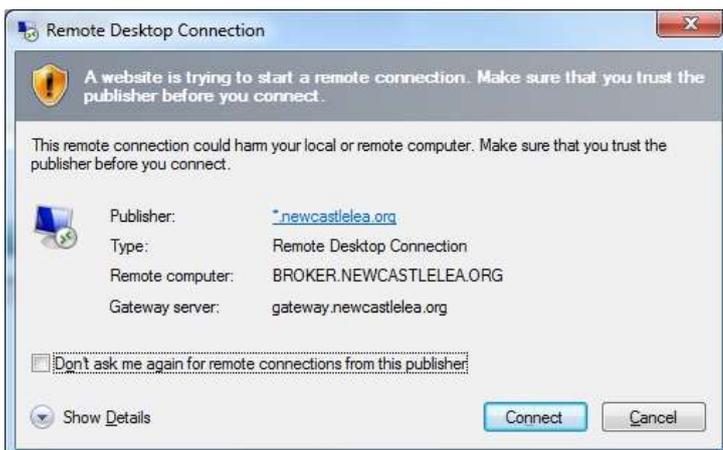
You will then be taken to the next page which will show one or more icons, depending on your account.



The only icon that will work outside of the school network is External Desktops.

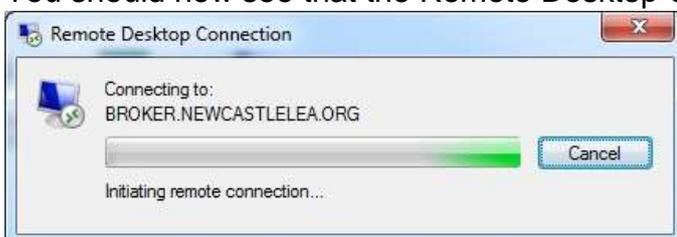
IMPORTANT: Only click once on the icon to launch it. Double clicking will launch the application twice which can cause connectivity issues.

You should then get the following message popping up.



Check the “Don’t ask me again....” tick box and click connect.

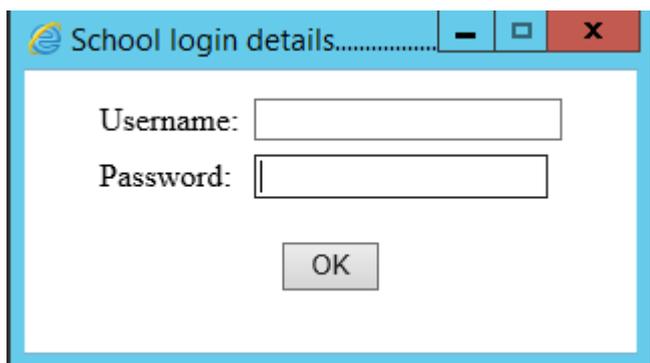
You should now see that the Remote Desktop Connection has started to connect.



It is at this point the system will try and authenticate you a second time via MFA. Once you have either answered the phone call or verified via the mobile application the connection will complete and the desktop will launch. Successful MFA requested are cached for an hour so if you have only recently setup MFA or accessed the system recently then you might not be prompted for it at this point.

If you are prompted for another username and password before the desktop has loaded enter the same one that you previously used with the Newcastle\ prefix.

For schools that are not on the central Newcastle domain you will be presented with another logon box once the desktop has loaded.



School login details.....

Username:

Password:

OK

The credentials entered here are used to map your school's network drives. Enter the username and password that you use to log onto your computer when in the school.

Due to the way the script work it will not warn you is the username or password were incorrect. If the network drives do not appear you can run the drive mapping script again by double clicking on the Map Network Drives icon on the desktop.

