

Using a Cryptocard Token to get remote access to the Hosted School Service

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Amendments to Issued Document			
DATE	AUTHOR	VERSION	AMENDMENT DETAILS
16/09/2010	IG	1	First draft
04/03/2011	KF	2	To make generic to the service. Citrix download instructions added.
26/04/2011	MJ	3	Revision of Citrix instructions.
30/01/2012	MJ	4	Revision of Citrix instructions.
20/04/2012	MJ	5	Revision to CITRIX screenshots
30/04/2012	MJ	6	Revision to emphasise not to install on teacher laptops
13/07/2012	VK	7	Amended v6 for font consistency.
24/09/2012	MJ	8	New screen captures for CITRIX site
12/10/2012	MJ	9	Addition of Troubleshooting guide and Contents

All enquiries or queries should be directed to the IT Help Desk via the form at:

<http://www.hants.gov.uk/contactit>

This information is available in large print, in Braille, on audio tape or on disk.
Please contact the IT Help Desk.

Summary

The purpose of this document is to provide step-by-step instructions on how to get remote access to the Hosted School Service.

The service is accessed from a Web browser such as Internet Explorer or Firefox Access to the service is a two-factor authentication process.

The first part is to login using your Username and Password and the second is Cryptocard authentication. Cryptocard authentication is a combination of a personal PIN number and a unique number generated by the Cryptocard token, a small device that is allocated to an individual.

These instructions will only work if you have a valid username and password and have been issued with a Cryptocard token.

In order for the solution to work, a small piece of software, the Citrix client, will be downloaded and installed on to the PC that you use to connect to the service.

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Logging on to your centrally hosted services with a Cryptocard token.

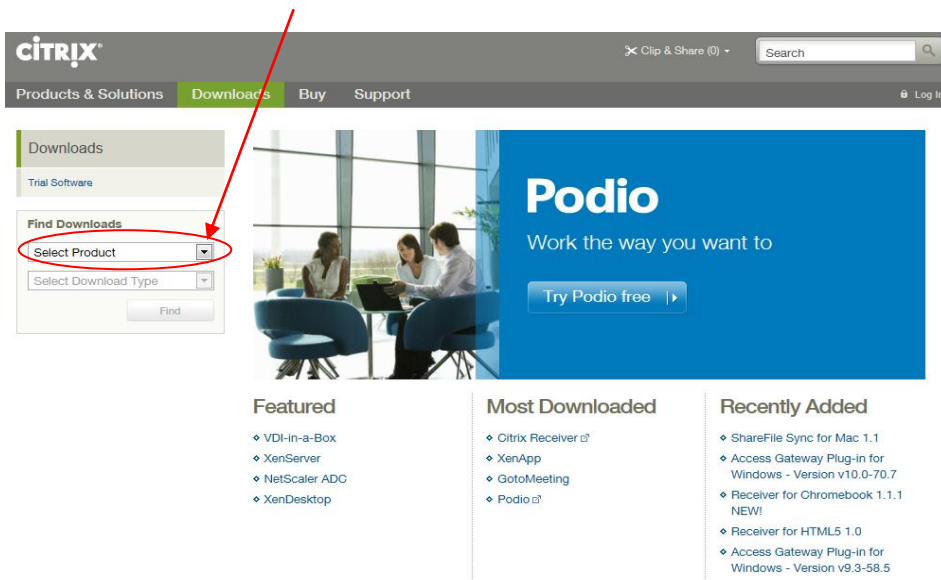
First you will need to ensure you have the necessary software installed on your home computer. (Your Staff Laptop will already have this software installed).

Software installation for Windows.

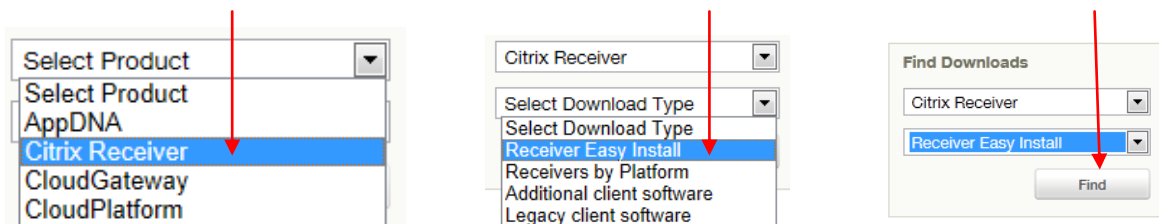
Important note: Do not install the Citrix client on a teacher's laptop, they have already been configured. Installing Citrix on staff laptops as outlined below will stop your laptop working properly in school. If you wish to log in remotely using a staff laptop go straight to the section **Connecting to the Remote Access web page** on page 8.

Go to: <http://www.citrix.com/English/ss/downloads/>

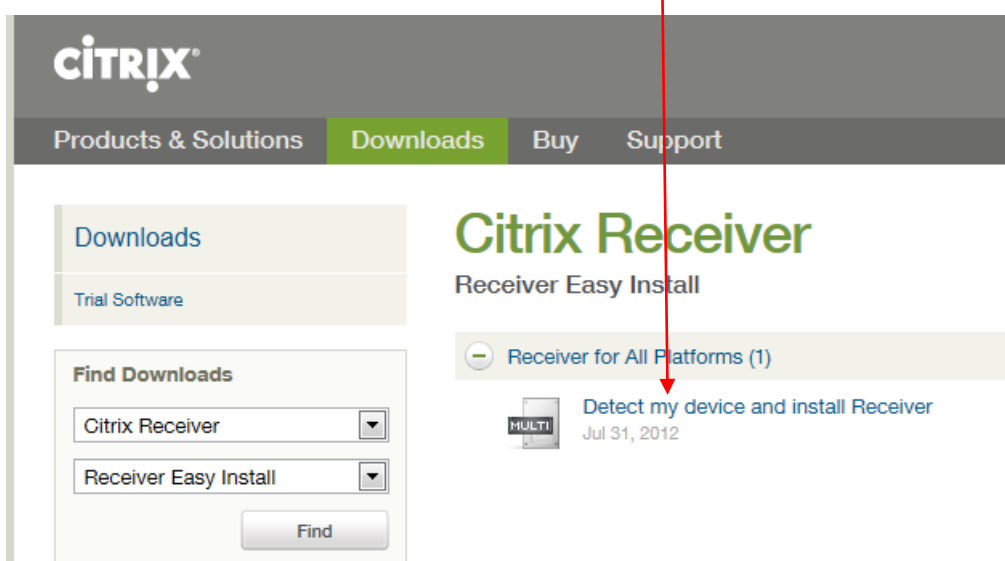
1. Click to select product.



2. Select Citrix Receiver then Download type Receiver Easy Install then click Find

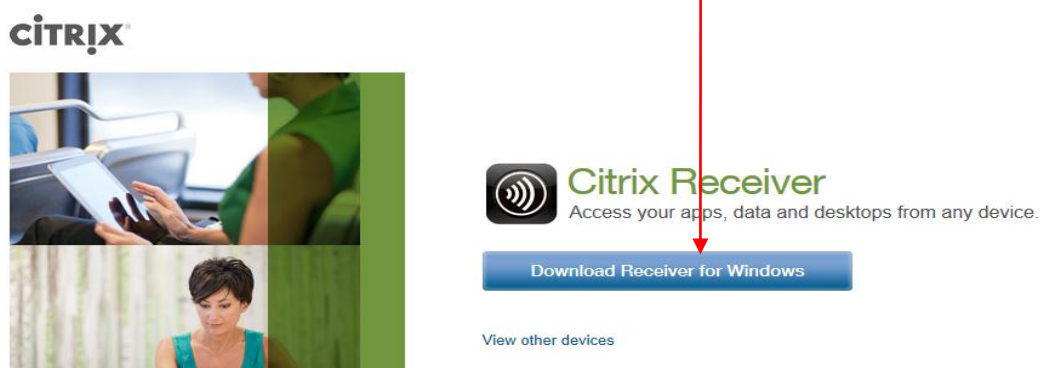


3. Click Detect my device and install Receiver.

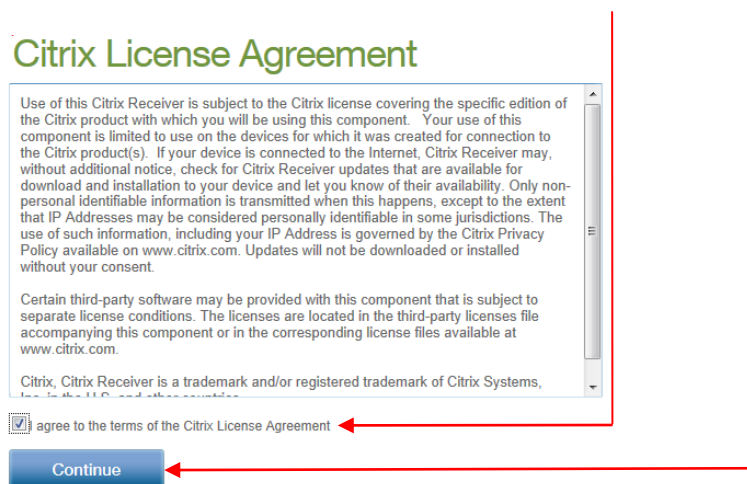


4. At the Citrix Receiver screen click Download Receiver for <operating system>

The <operating system> in this case is **Windows**

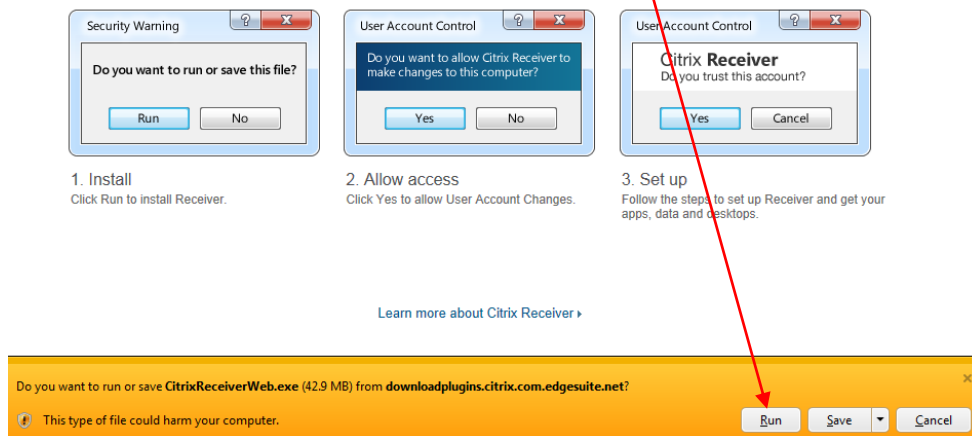


5. At the Citrix License Agreement screen click Agree then Continue



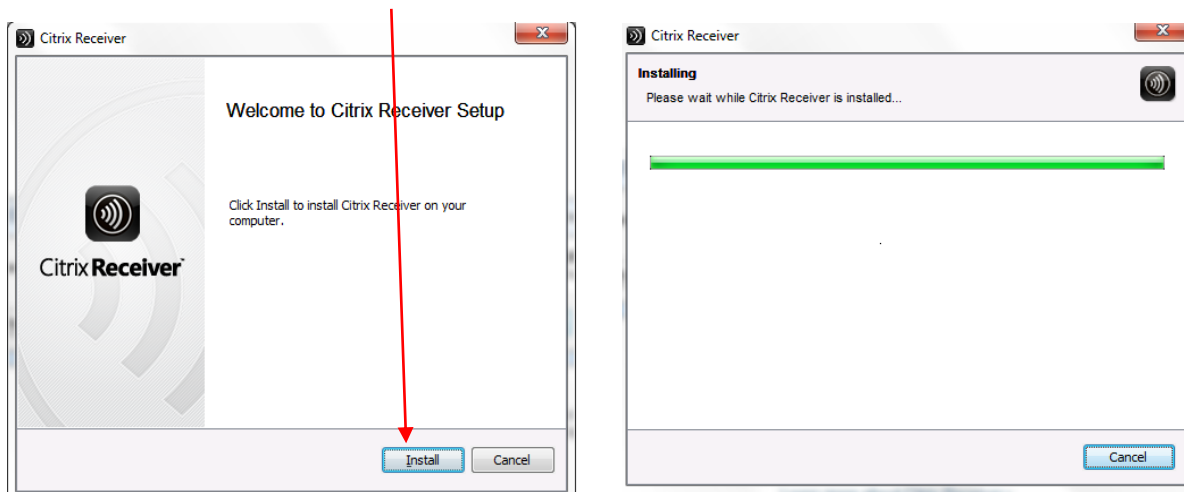
6. Follow the on screen instructions clicking on Run

Downloading Citrix Receiver

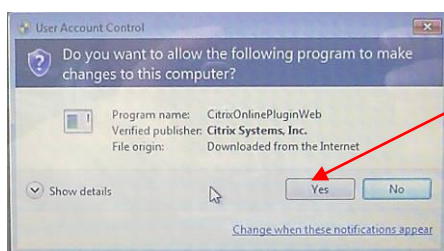


7. At the welcome screen click Install

and wait until the installation completes



You may see a 'User account Control' dialog box – Click Yes



8. Then Run again to complete the installation.



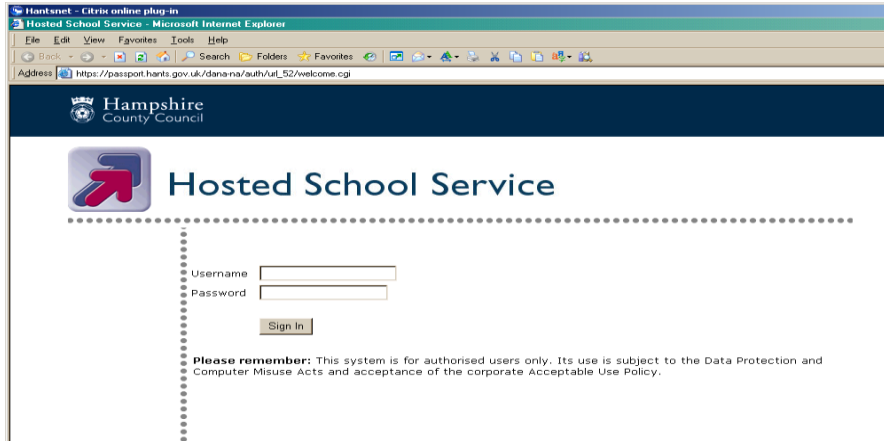
9. The install dialog box will close when the installation is complete.

Connecting to the Remote Access web page

Open your internet browser and enter the following address in the address bar:

<https://passport.hants.gov.uk/education>

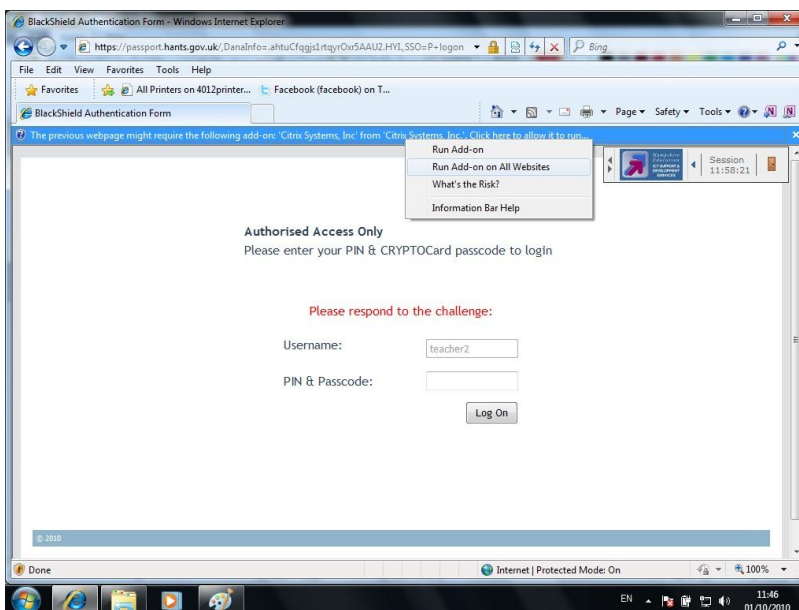
You will be presented with the **Hosted School Service** landing page.



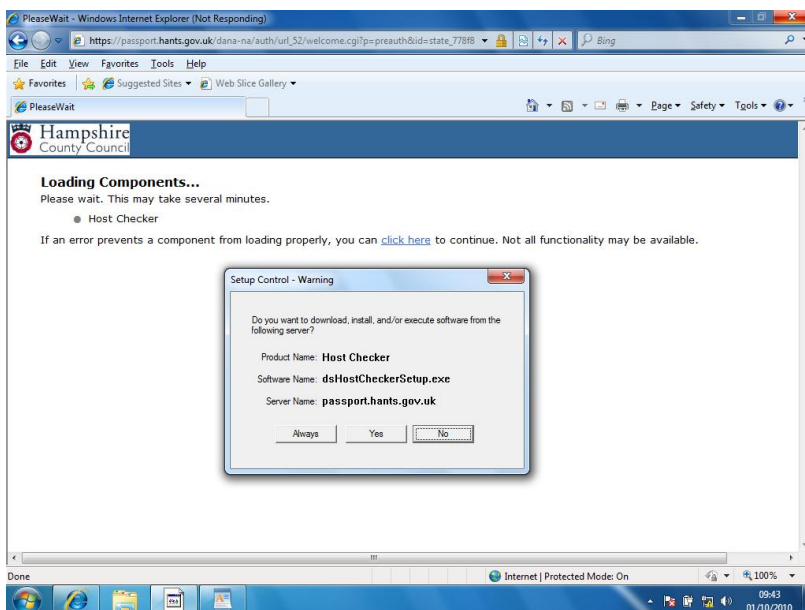
Enter your **Username** and **Password** and click **Sign In**.

This username and password will have been issued to you by your school. If you do not have a username or password, please contact your schools SIMS administrator.

At this point you may be prompted to run an add on, see screen below. Select Run Add-on on All Websites (if they are on a home PC they may need to disable pop-up blockers as this will stop that add-on from running).



Prompt to install Host Checker - click Always.



Changing Cryptocard PIN (connecting for the first time)

When connecting for the **first time**, you will be asked to change the default **PIN** of the Cryptocard device. The default PIN is **8520**.

You will be presented with an **Authorised Access Only** screen, see picture below. Your Username will be prefilled from the previous screen and you will be prompted to enter a PIN and Passcode.

Authorised Access Only

Please enter your PIN & CRYPTOCard passcode to login

Please respond to the challenge:

Username:

PIN & Passcode:

Press your token to generate a Passcode. In the **PIN** and **Passcode** box, enter the default **PIN**, which is set to **8520** followed by the **Passcode** you have just generated



Note: there is no space between the PIN and the Passcode.

In this example you would need to enter 8520555060 in to the Passcode field, where 8520 is your default **PIN** and 555060 is your **Passcode** generated from the token.

NB: When you connect for the first time, you will be asked to change your PIN number and will be presented with the screen below.

Changing the default PIN to your unique one (occurs on first use only)

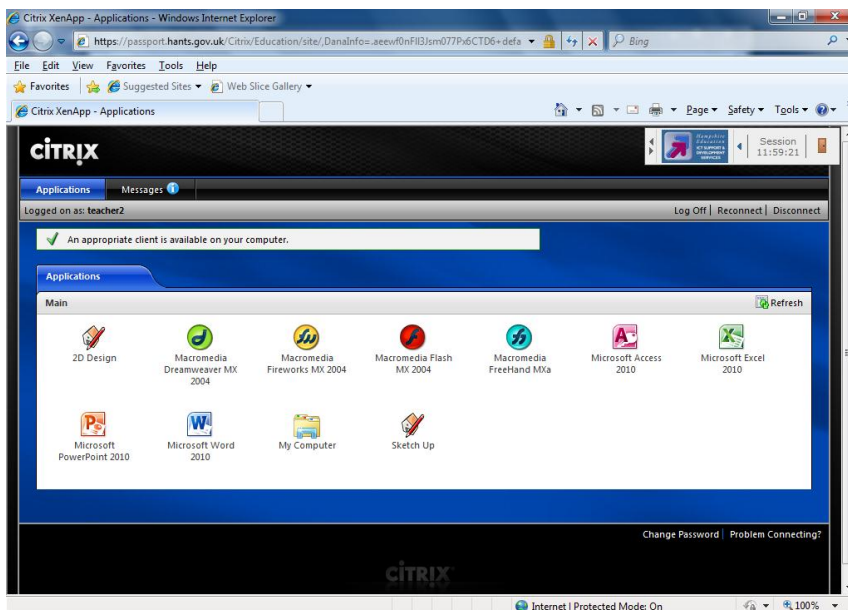
Important note: When you connect for the first time, the system will confirm that the **default password 8520** has expired and you will need to identify your unique PIN number using the screen below. The Username may be prefilled.

A screenshot of a web-based login interface. At the top, it says 'Authorised Access Only' and 'Please enter your PIN & CRYPTOCard passcode to login'. Below this, a red message states 'Your PIN has expired. Please enter a new PIN.' This message is circled in red. There are two input fields: 'Username:' and 'PIN:'. A 'Log On' button is at the bottom right. A callout box on the left points to the red message with the text 'This refers to the default 8520 pin'. An arrow from the text 'will be presented with the screen below.' points to the login screen.

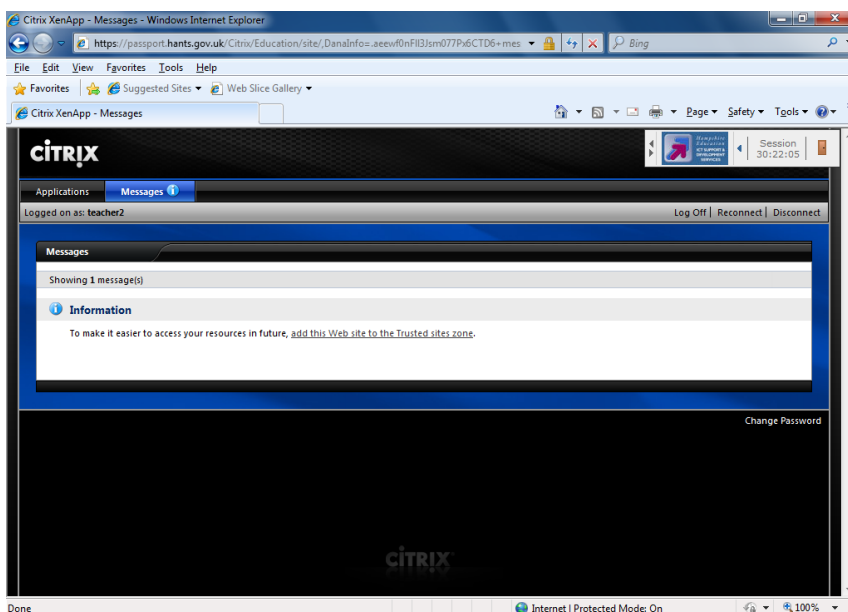
Enter a new **PIN** number. Choose something that you will remember, but not your school's DfE (previously known as DCSF) number. Click Log On

When you enter your new PIN, you will be taken to the Hosted School Service page.

From here click on the icons required, My Computer provides access to your files.

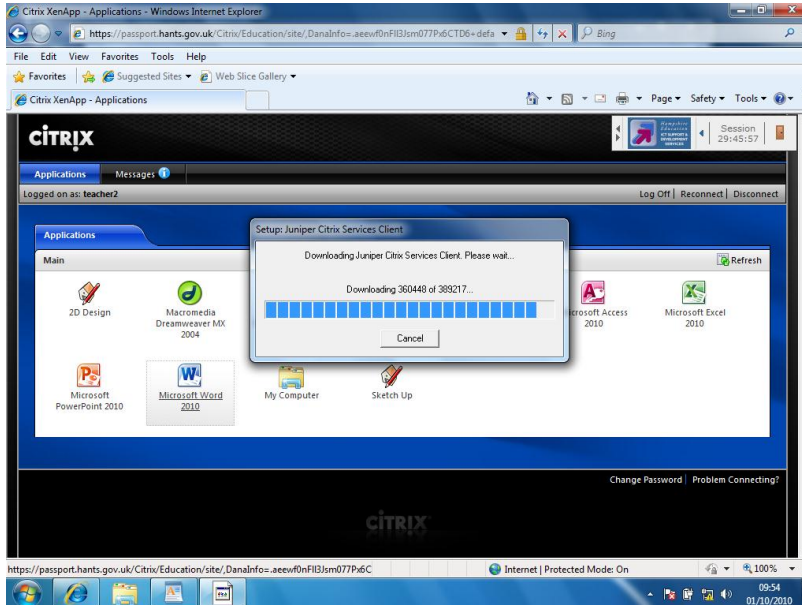


For information only - do not follow. In the messages tab a system information note will appear suggesting that the website is added to your browser's Trusted Sites Zone. **Do not follow this process otherwise you will not gain access to the Hosted Schools Remote Access solution.**



Main screen section

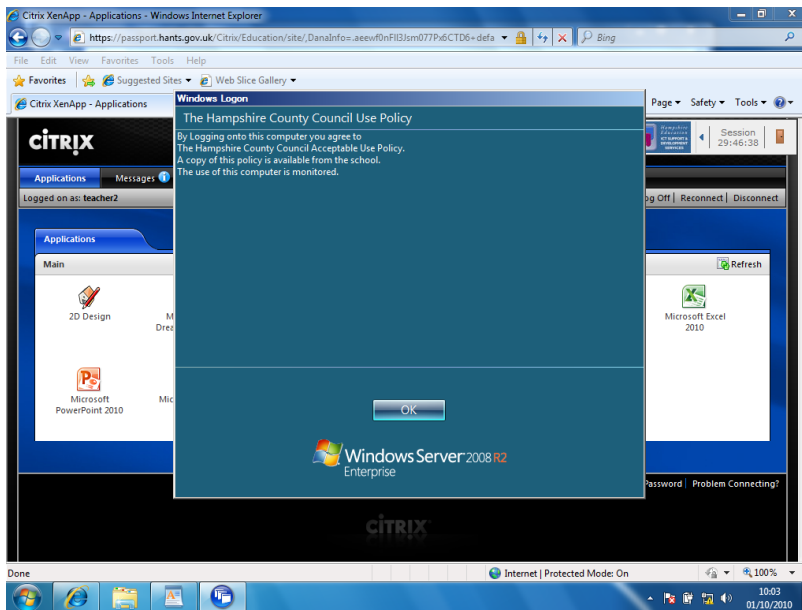
Single click on app - if first time logon the juniper citrix services client will automatically install. Depending on broadband speed it could take a few minutes to install and launch the application. On subsequent logons to the hosted schools service application launch time will reduce as the pre-required software has already been installed on your PC.



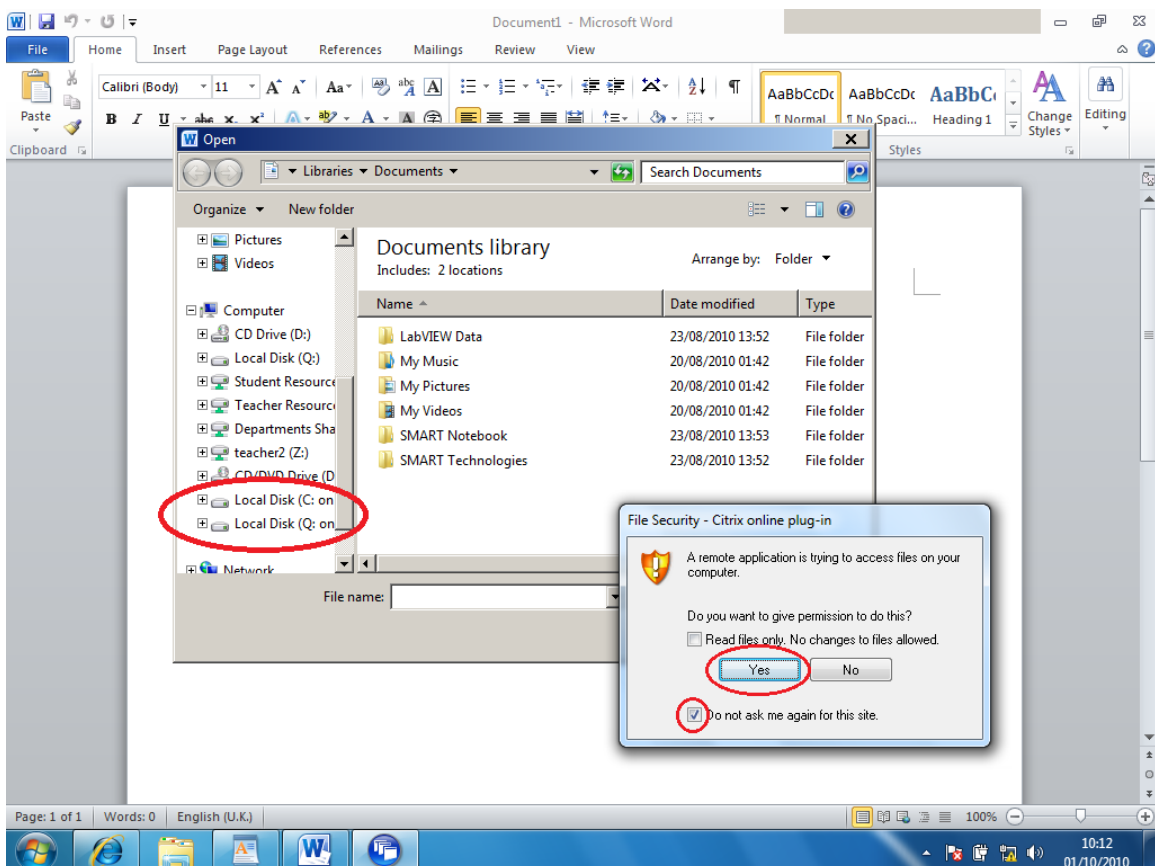
Select **Always** and you will continue to the main screen.



Click OK to accept the acceptable use policy

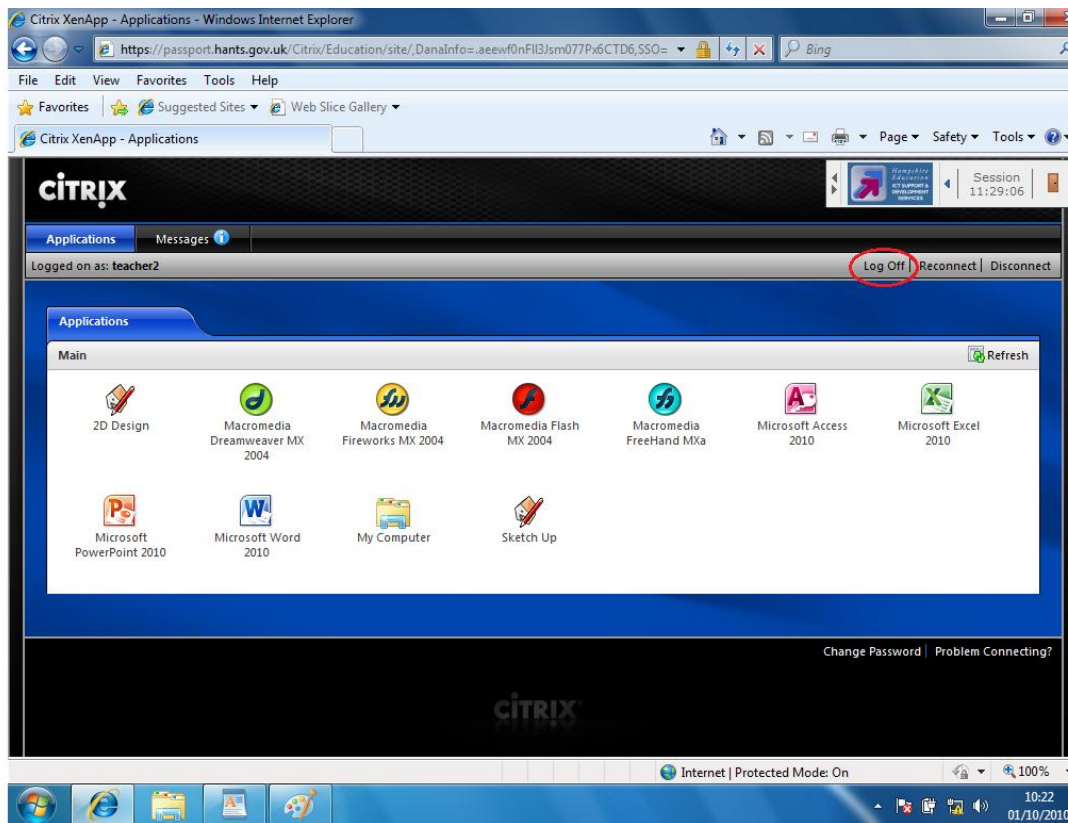


App general info - if you want to open a file that is stored on your staff laptop/home PC, the first time you navigate to the local drive you will be prompted with a file security warning. Ensure you select YES and select Do not ask me again for this site.

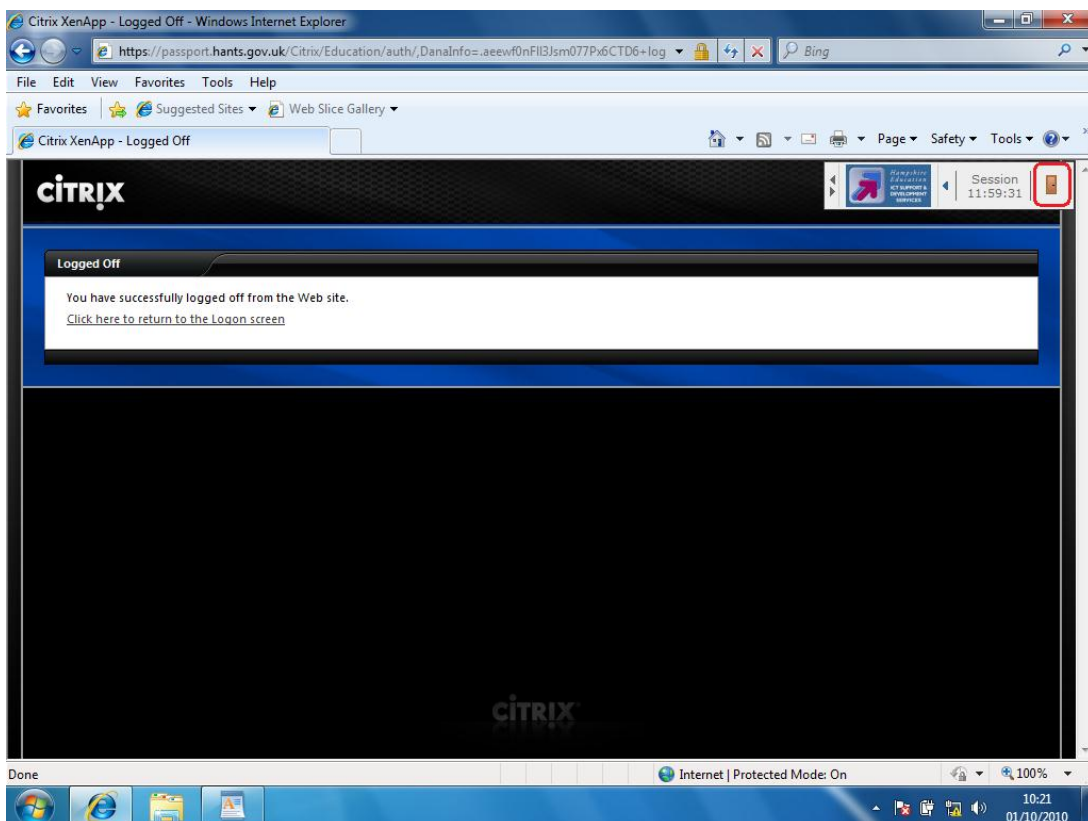


Logoff and exit

When you have completed work, remember to logoff by closing all applications.



Finally, close the session fully by clicking on the brown door icon in the top right of the screen



Problems encountered when supporting HSS remote working & resolutions

Start by checking that IE is configured correctly

IE settings

Tools – Internet Options

General tab	Delete Temporary Internet files
Security tab	<ul style="list-style-type: none">• Trusted Sites – Sites – Remove https://passport.hants.gov.uk from bottom box (highlight and click remove) Close• Custom Level – check radio dial as follows<ul style="list-style-type: none">○ ActiveX Controls & Plugins○ Automatic prompting for ActiveX controls - Enable○ Run ActiveX controls & plug-ins - Enable– Downloads<ul style="list-style-type: none">○ Automatic prompting for file downloads or just File Downloads in later versions - Enable
Privacy tab	<p>Sites Remove https://passport.hants.gov.uk from the bottom box</p> <p>Pop-up Blocker – Settings</p> <ul style="list-style-type: none">○ Add *.hants.gov.uk
Programs tab	<p>Manage Add-ons</p> <ul style="list-style-type: none">○ ALL Sun Microsystems, Inc - Enabled○ Toolbars – disable or configure each to allow pop-ups
Advanced tab	<ul style="list-style-type: none">○ Under settings - Scroll to Security padlock and untick Do not save encrypted pages to disk

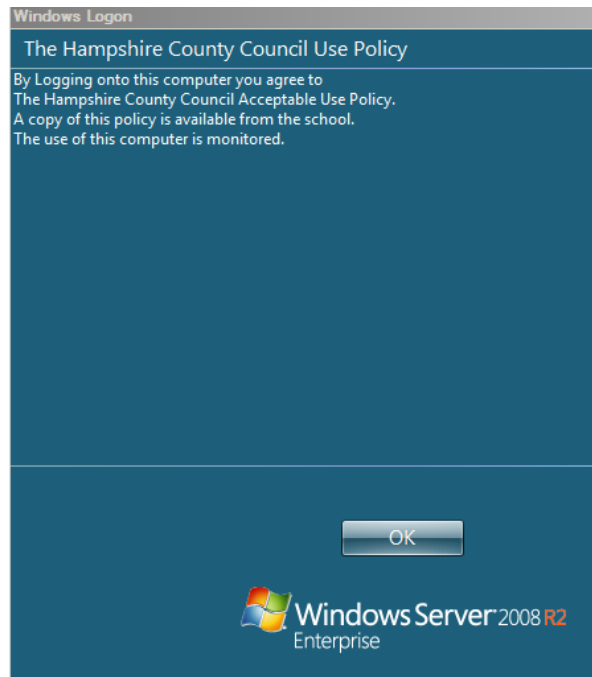
Once you have checked the above is set correctly.

Try logging on to remote working again.

If you are still having problems please continue for further advice.....

***Once logged onto Remote working and have the Desktop icons showing - when clicking on any desktop icon nothing happens.**

What should happen is the Hampshire County Council Use Policy window should come up



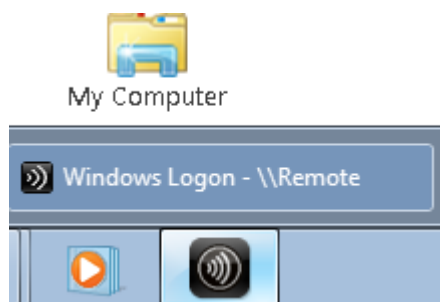
If this doesn't appear

Firstly delete temporary Internet files and try again.

If this doesn't work, it could be that the prompt is on the Task bar and needs to be made the active window as its waiting for a prompt...

If the **Hampshire County Council Use Policy** box does not display –

1. Hover the mouse over the black icon on the task bar (as shown below)



-
2. click on the Words **Windows Logon - \\Remote** which will bring up the **Hampshire County Council Use Policy**, click on OK and the application will load.

***Message saying Citrix is not installed**

1. Remove Citrix from Control Panel – do this from add or remove programs
2. Run Citrix Clean from **<http://www.hants.gov.uk/passportdownloads/>**

To access this link you will need to use the ID **passport** and raise a Heat call to get the daily password revealed to you by relevant team.

Once you have logged onto the page, Download and run Citrix Clean.

3. Once the Citrix clean is complete, download and install Citrix Receiver from

<http://www.citrix.com/downloads/citrix-receiver/receiver-easy-install.html>

***Not able to View files saved at school**

Replication not working between school server and Hampshire server. Staff here need to investigate, log call with IT Helpdesk via usual HSS call log form

***Message - cannot connect to the Citrix XENapp service. There is no Citrix xenapp server configured on the specified address' - people receiving this message have logged on successfully in the past.**

This message is often displayed and clearing temporary Internet files normally resolves this issue.

If this doesn't work it means that the Security settings in IE **as per table above** have not been checked, and passport.hants.gov.uk is in Trusted Sites, this needs removing.

***Users are being asked to allow Active X control**



Please **accept** any references to run/install ActiveX controls when prompted.