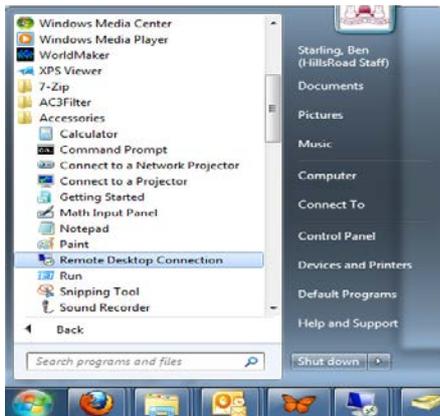


Using remote desktop to connect to the college network

Whilst the college does have a remote desktop terminal server, it is worth noting that officially the college does not offer support to users on anything other than college machines and therefore these instructions may or may not work for you based upon your own machines configuration.

Connecting through Windows

All versions of Windows 7 (and XP) have a tool called remote desktop connection which allows you to connect to a computer remotely without having to use a web browser. To access this tool:



Open the start menu and left click “All Programs”. Scroll down the list of programs and directories until you find the accessories folder. Left click on the accessories folder.

Search the contents of the accessories folder for the “Remote Desktop tool” as seen on the left image. If the tool is in the folder, left click on it.



In the computer text box enter “hr-terminal.hrsfc.ac.uk”. The user name field is unimportant at this time as you will be asked for credentials in the next screen.

Click on connect at the bottom of the menu screen.



It is highly likely that you will not want to use your current credentials as you are probably using your home computer and your current user name is likely to be something along the lines of “Joe-Bloggs” or “James-Home”.

Click on “Use another account”.



Your user name is your standard Hills Road IT user name (for staff it is first letter of first name followed by your entire surname i.e. JBloggs. For students it is the first letter of your first name followed by your first letter of your surname and then six numbers i.e. NG147001). Your password is your normal IT user password.

It is imperative that the Domain part of the menu (Underneath the password box) has “HRSFC” next to it. If it does not, and says something like “Workgroup” or “Home” you will need to enter your user name with the prefix “HRSFC\” (i.e. HRSFC\JBloggs).

Upon pressing OK you should then be logged onto the HR-Terminal server, where you can access your emails, the intranet, SharePoint, your network drives and other standard features of the network.

Connecting through an Apple Mac

In order to connect to the remote desktop terminal server using a Mac you will need to download a third party tool and/or use the app store. There are several remote desktop tools available but most of them incur a cost, however a good free tool exists at <http://www.2x.com/>. This tool once installed will allow you access providing you enter the correct credentials.

The most important credentials are:

- Domain/Server: hr-terminal.hrsfc.ac.uk
- Username and Password

Additional instructions are available by following the link provided.

Connecting through Linux or other Operating systems

If you are not using a Windows based or Mac based machine you are going to have to find an alternative way to connect. Whilst there are tools for Linux (such as rdesktop located here: <http://www.rdesktop.org/>) many pieces of software are poorly supported or may not be able to connect to the server. We can offer you no assistance with configuration on this matter and we suggest you use a Windows or Mac based PC where possible for the purpose of remote desktop.

Tablets and mobile devices

It is possible to connect to the college network using an iPad, iPhone or Android device providing you have the right credentials but it is also heavily dependent on the App that is running on the device. The most important credentials are:

- Domain: hr-terminal.hsrfc.ac.uk
- Your username
- Your password

Every app and device is different so whilst we cannot list instructions on how to use them all here, if you do encounter problems or wish to connect using a tablet or mobile device to remote into the college network please email or bring the device to IT services and we will do our best to help you.

Things to note

Some users may be unable to connect remotely. Before throwing your keyboard through the monitor, it is always worth noting that there can be a multitude of reasons that a computer cannot connect. For example:

- A firewall setting on your computer is stopping you from connecting
- You are entering the wrong password
- You are entering the wrong username
- The HR-Terminal server is down

You should always make sure you are running up to date versions of your firewall and anti-virus.

Firewalls and services are trickier to diagnose, but Googleing your firewall make (i.e. Norton or AVG) and some keywords such as “remote desktop not working” will usually give you a set of instructions to follow in order to find out whether this is the main issue.

In the very unlikely event that the server is down you will probably not be aware of it. By pinging the HR-Terminal server you can ascertain whether the server is up or down (although this does not guarantee the server is accepting connections). To do this (In Windows) go to the start menu, and type CMD and run the command prompt program that appears in the list. In the command prompt type ‘ping hr-terminal.hsrfc.ac.uk’. If there is a reply from the server, it is up and running, if there is no reply or it comes up with an error such as destination unreachable it is entirely possible that the server is currently down.