

Carisbrooke High School

Remote Access – Windows XP

Before you can access the Carisbrooke High School remote system you will need to ensure that you have updated your computer to at least Service Pack 3 and remote desktop to RDP 7.0.

If you are unsure of what versions you are running you can check using the following methods:

To determine which version of Microsoft Windows you are running:

1. On the taskbar at the bottom of your screen, click Start, and then click Run.
2. In the Run dialog box, type: winver
3. Click OK.

A dialog box displays the version that you are running. You should see Service Pack 3 listed, if you do not you will need to update.

We recommend that you use Microsoft's Windows Update <http://update.microsoft.com/> and follow the on screen instructions.

To determine which version of Remote Desktop Connection

1. On the taskbar at the bottom of your screen, click Start, and then click Run.
2. In the Run dialog box, type: mstsc

The Remote Desktop Connection dialog box appears.

3. Click the computer icon in the upper-left corner of the title bar, and then click About.

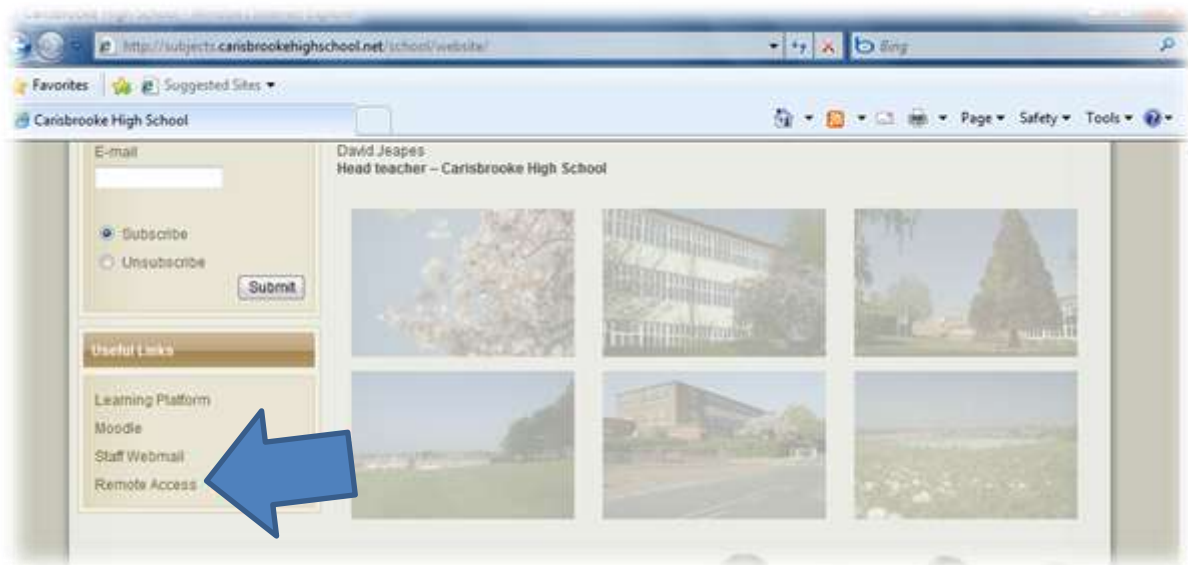
A dialog box displays the version that you are running. You should see version 6.1.7600, if you do not you will need to download RDP 7.0 from Microsoft.

RDP 7.0 is a separate download from the Microsoft Download Center and can only be installed once Service Pack 3 has been installed. You can download RDP 7.0 from Microsoft by following this link: <http://tinyurl.com/yk76fdm>

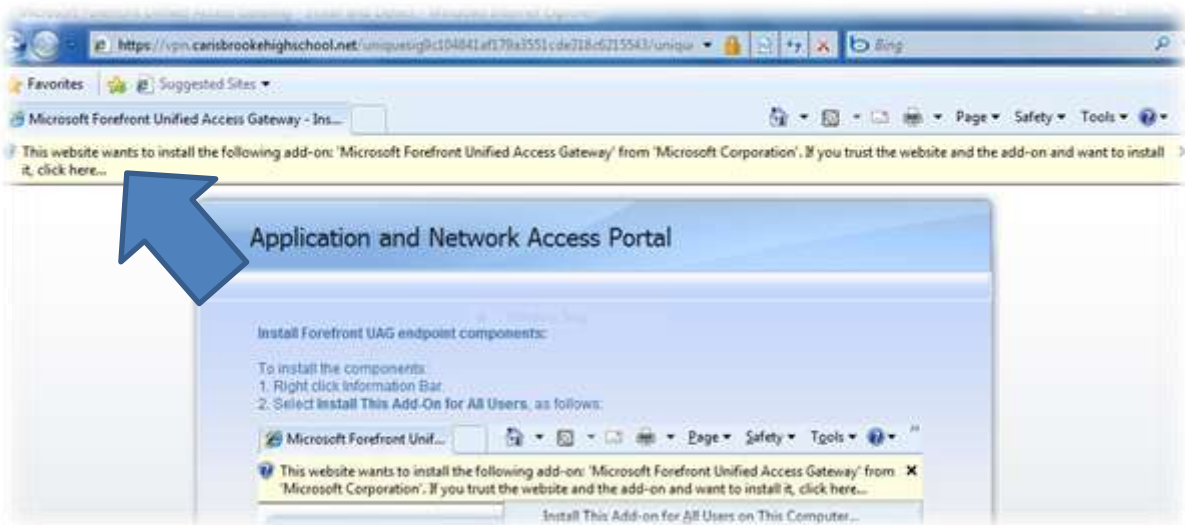
Finally you will need to enable the Credential Security Support Provider which was included in Service Pack 3. You can download the patch from Microsoft to enable this for you by following this link: [Enable CredSSP](#) and clicking the "Fix it" banner. Please ensure you choose to restart your computer once this patch has been applied.

To log on to the new Carisbrooke High School remote access system you will need to follow these steps:

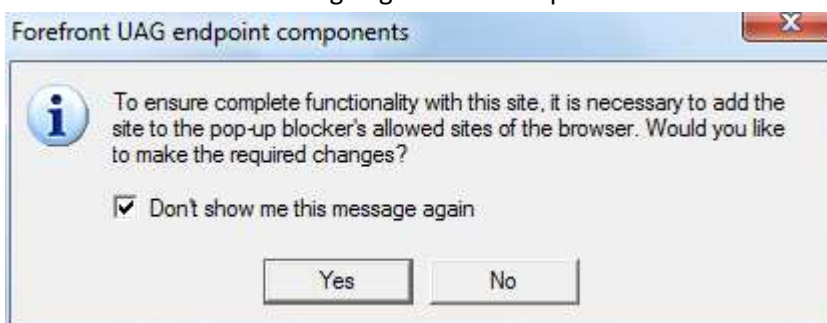
1. Connect your computer to the internet and load up the Carisbrooke high school website <http://www.carisbrookehighschool.co.uk> in Internet Explorer.
2. Click on the “Remote Access” link at the bottom-left corner of the site.



3. When the yellow information bar appears, right click it and select “Install This Add-On for All Users”. If you have previously used the remote system you may be asked to restart Internet Explorer during the install.



4. Some users have experienced this pop-up. This is caused by some pop-up blockers. To stop the error, tick the “Don’t show me this message again” box and press “Yes”.



5. When the Internet Explorer – Security Warning appears, choose “Install”.



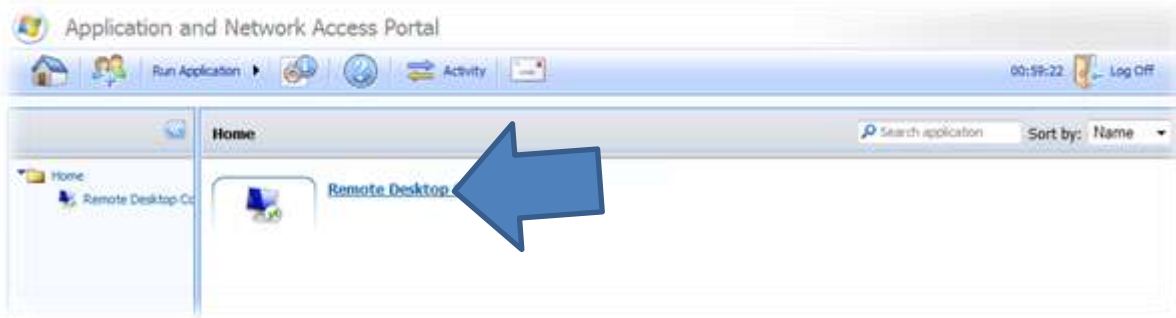
6. When the Security Alert appears tick “Trust this site” and select “Always” then Click “Trust”.



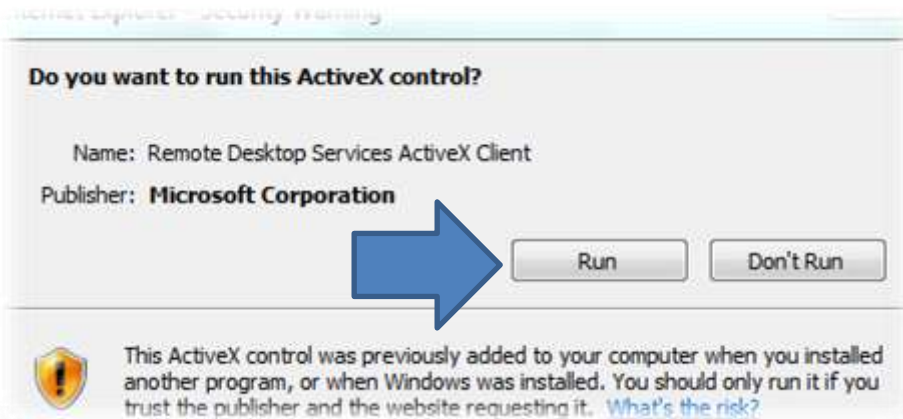
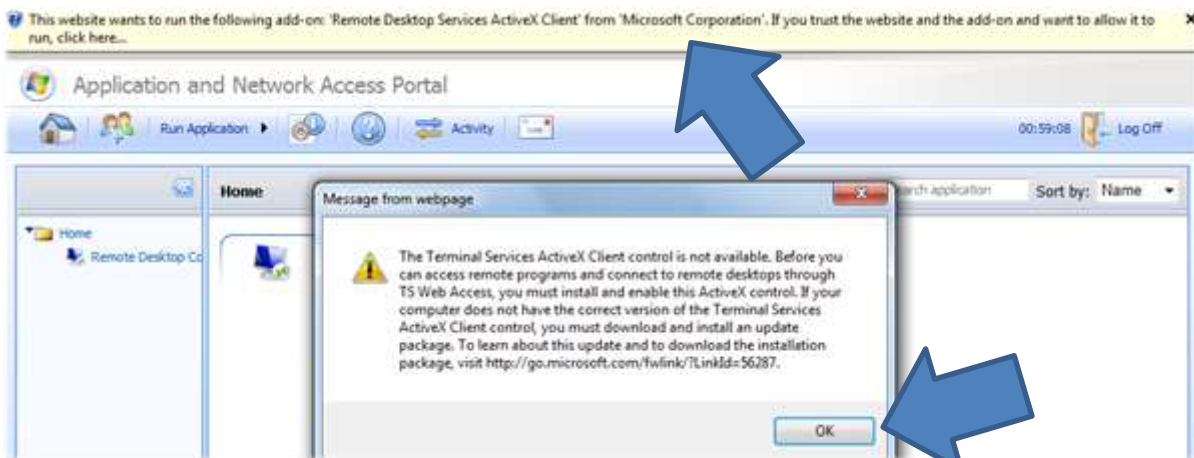
7. You may now enter your network user name and password and press “Log On”.



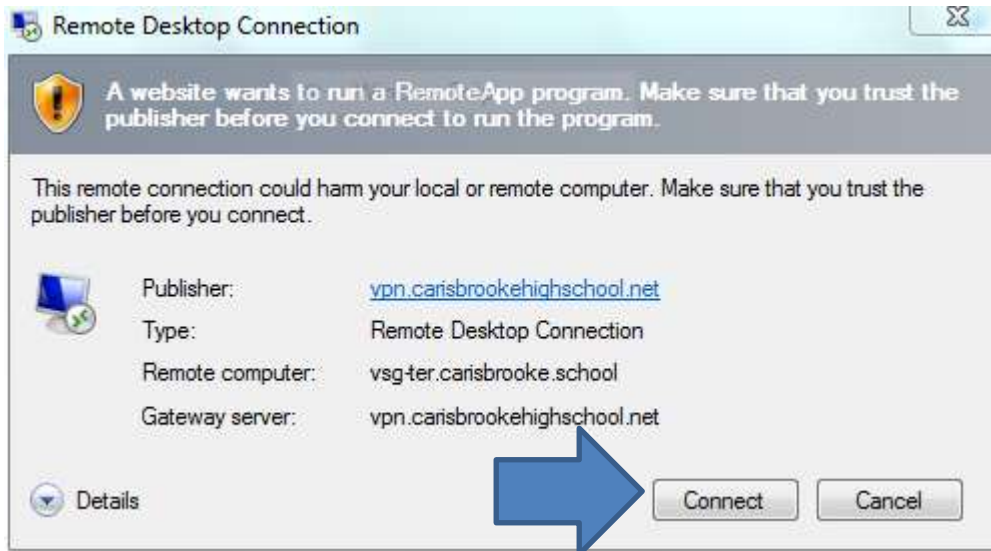
8. Once you have logged in you will need to click the “Remote Desktop Services” button.



9. Once you click the button, this window may appear. To clear it, press OK, Right click the yellow information bar and choose “Run Add-on”. In the Internet Explorer security window that prompts, press “Run”.



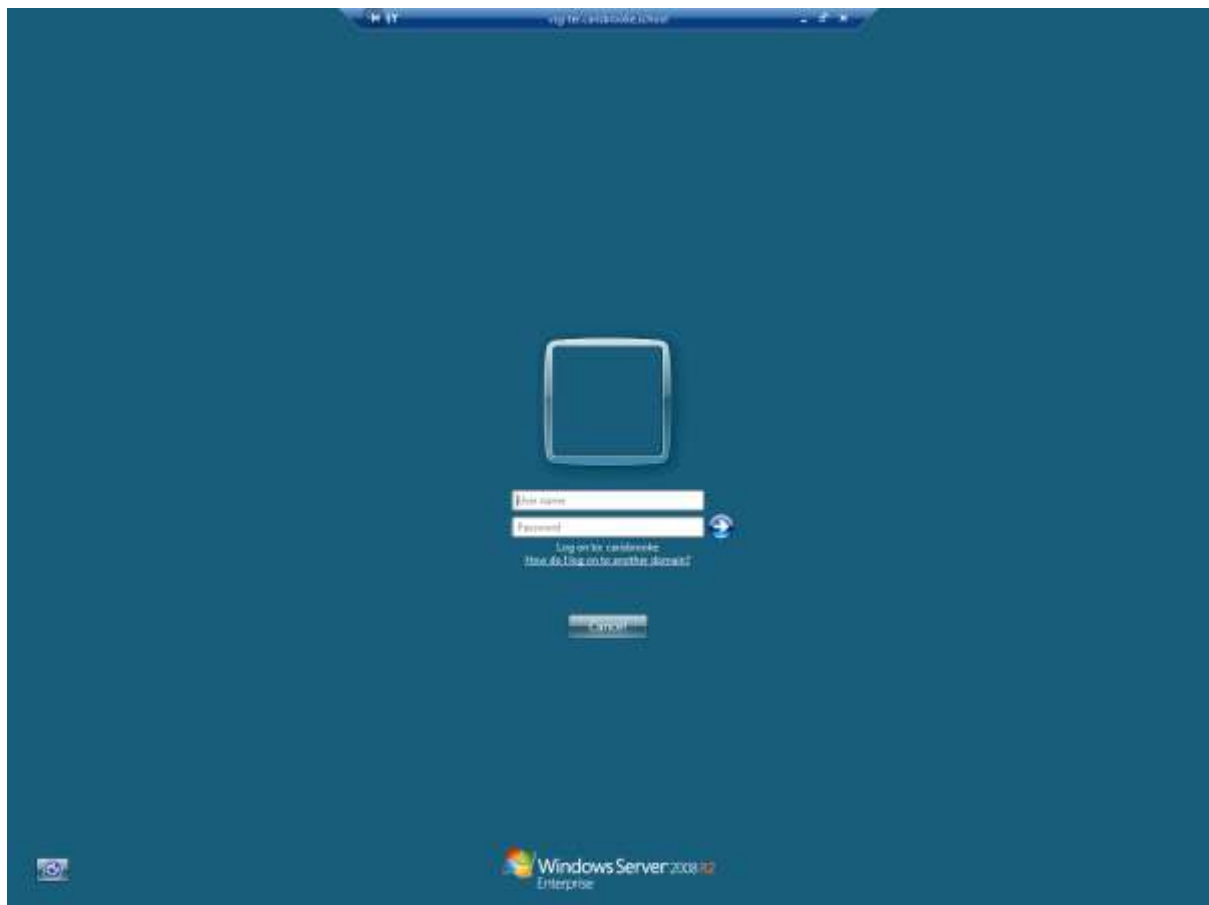
10. You may need to click the “Remote Desktop Connection” button again to start the connection. A box will appear, press connect. If any Windows Firewall prompts appear you will need to press “Unblock”.



11. You will then be warned that the identity of the remote computer cannot be verified. This is normal, you will need to press “Yes” to continue.



12. You should then be presented with the familiar log on screen.



All subsequent logons should only require steps 9 -12 to be repeated.