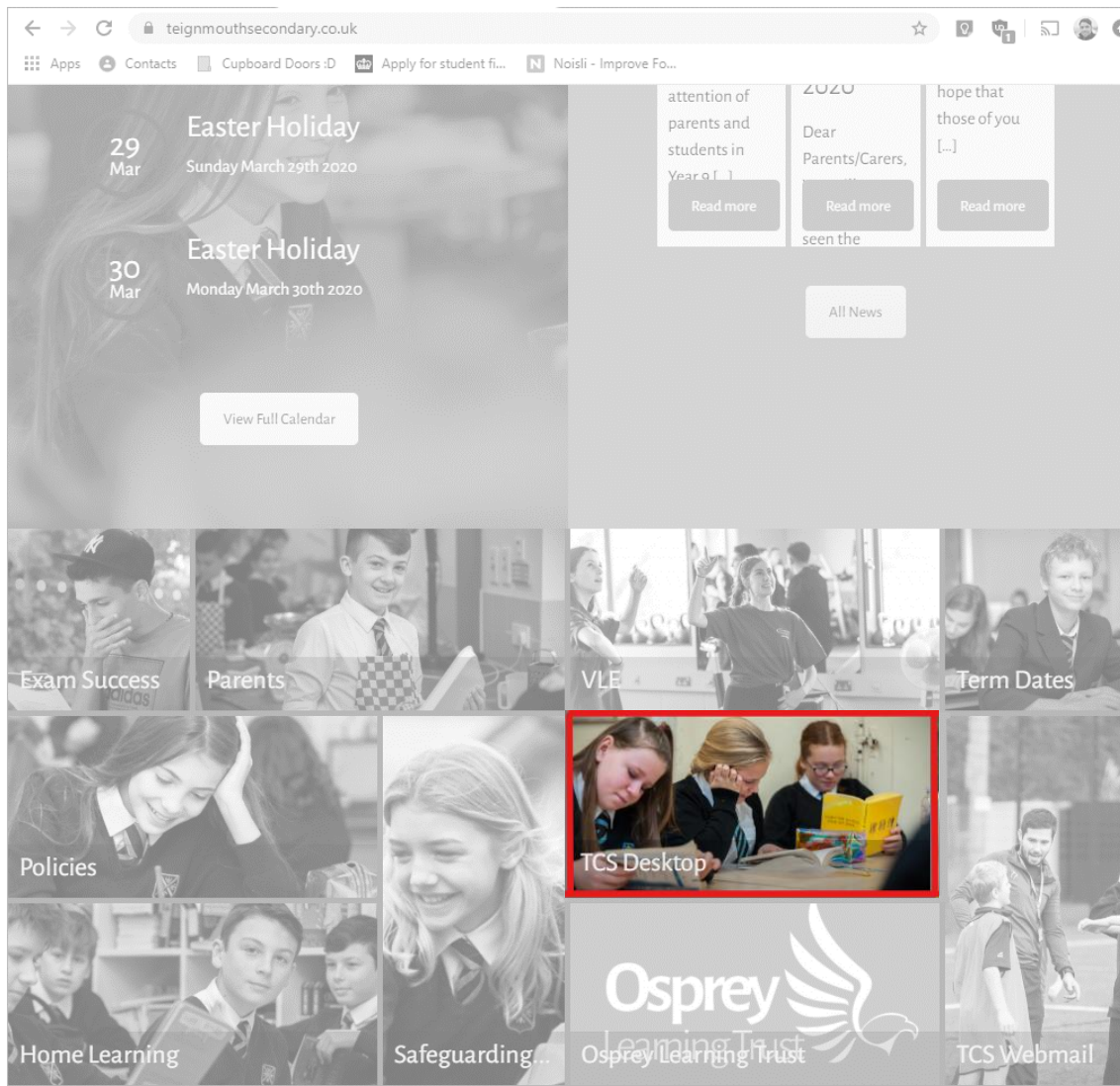


## Accessing remote desktop (Windows)

Any Windows devices running Windows 8.1 or later and that is connected to the internet should be able to access our remote desktop service. No additional application will be needed other than access to a web browser such as Google Chrome or Microsoft Edge.

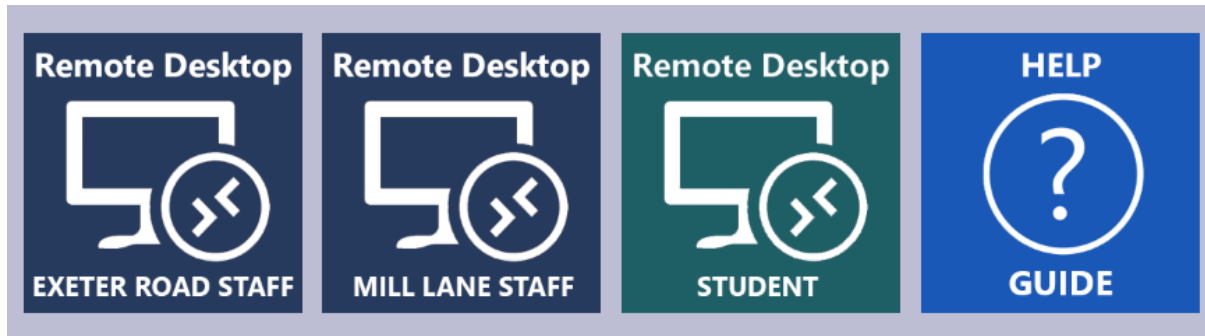
### Remote Access via Website:

First, navigate to the school website ([www.teignmouthsecondary.co.uk](http://www.teignmouthsecondary.co.uk)). Navigate to the bottom of the page and find the “TCS Desktop” button. Click this to navigate to the Remote Desktop Access Portal

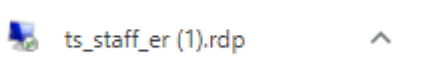


V1.1

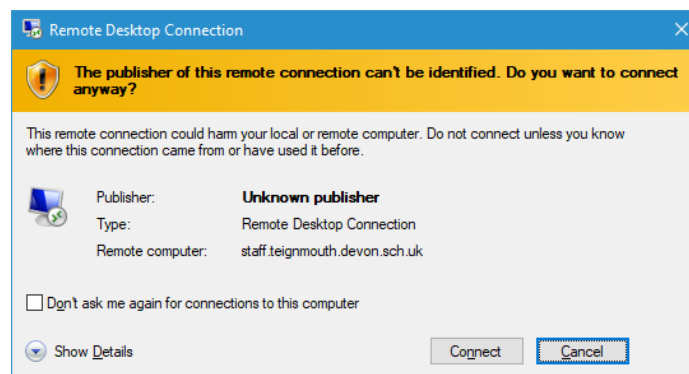
On the Remote Desktop Access Portal, click the appropriate button to download the file containing the RDP Settings (the file extension for this will be.RDP).



Once downloaded, click the file to open a remote desktop connection session. Depending on the browser, this may appear in a bar at the bottom of the page (pictured below). Alternatively, the file should be found in your “Downloads” folder.



Once Open, a warning window stating “the publisher of the remote connection can’t be identified”. Press “Connect” to continue.



After a few moments, the remote desktop window should be displayed. Enter your school username and password to logon.

Troubleshooting:

**Q. I keep getting an error message when trying to access the remote desktop – what should I do?**

A. Please try closing the remote desktop window and trying again in a couple of minutes. This can be down to an issue with one of the remote desktop servers. Please get in contact with IT support (including a screenshot of the error) if the problem persists.

**Q Do I have to keep navigating to the website to access remote desktop every time?**

A. You can use the downloaded .RDP file from you download folder to access the remote desktop server quickly (I would recommend copying this out of downloads, renaming and placing on your desktop). Be aware that the shortcut may stop working if for example server settings were change. In this case, you would have to re-download an up to date file following the guide above.

**Q. Remote Desktop connection is slow, keeps crashing out!**

A. This could be down to three reasons. Either the internet connection that you are using is either too slow or inconstant (keeps cutting out), Internet speeds onsite are having issues or the remote desktop servers are struggling with user demand. Please get in contact with IT support if the problem persists

Versions:

<b>Accessing remote desktop (Windows):</b>	
V1.0– Original	20/03/20 - JM
V1.1 – Corp Branding, Intro, Troubleshooting Section	23/03/20 - TF