



Remote Desktop Services Access.

IT Services

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Prerequisite : Multifactor Authentication is setup. To check your MFA configuration, click the following link.

<https://aka.ms/mfasetup>

Scope:

This document is to be used by St John Fisher Staff members when accessing the remote at home system. To use the updated system you need to have your Multifactor Authentication device setup and ready in hand.

Accessing the Remote Desktop Services Solution.


Step 1: Launch the Web Portal by accessing the link on the school website or browsing directly to the following link.

<https://remote.ctkcc.co.uk/RDWeb>

Step 2: Enter your School Username and password.

You must enter your Username in the following format sjfcc\jbloggs

RD Web Access

 **Work Resources**
RemoteApp and Desktop Connection

[Help](#)

Domain\user name:

Password:

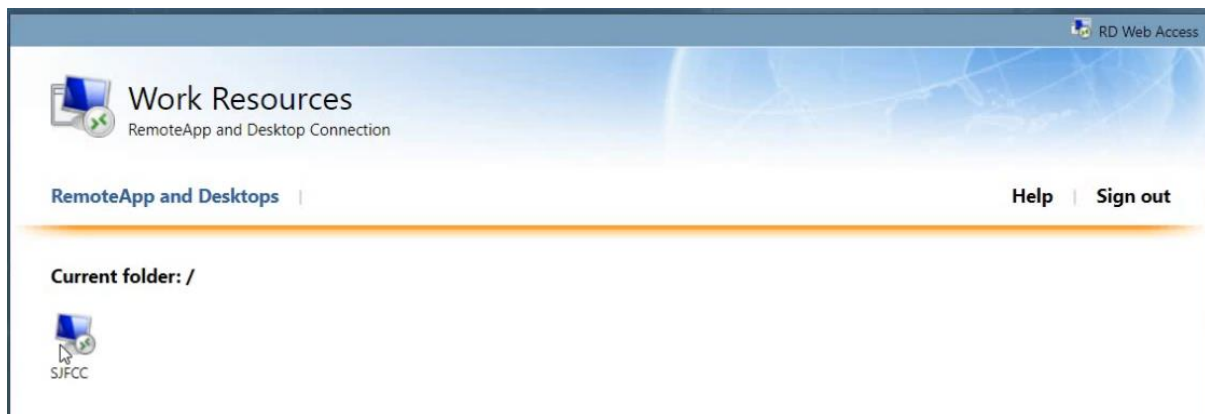
Security

Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

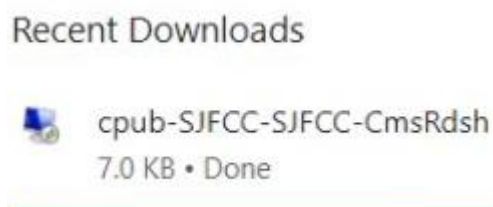
To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server® 2019 Microsoft

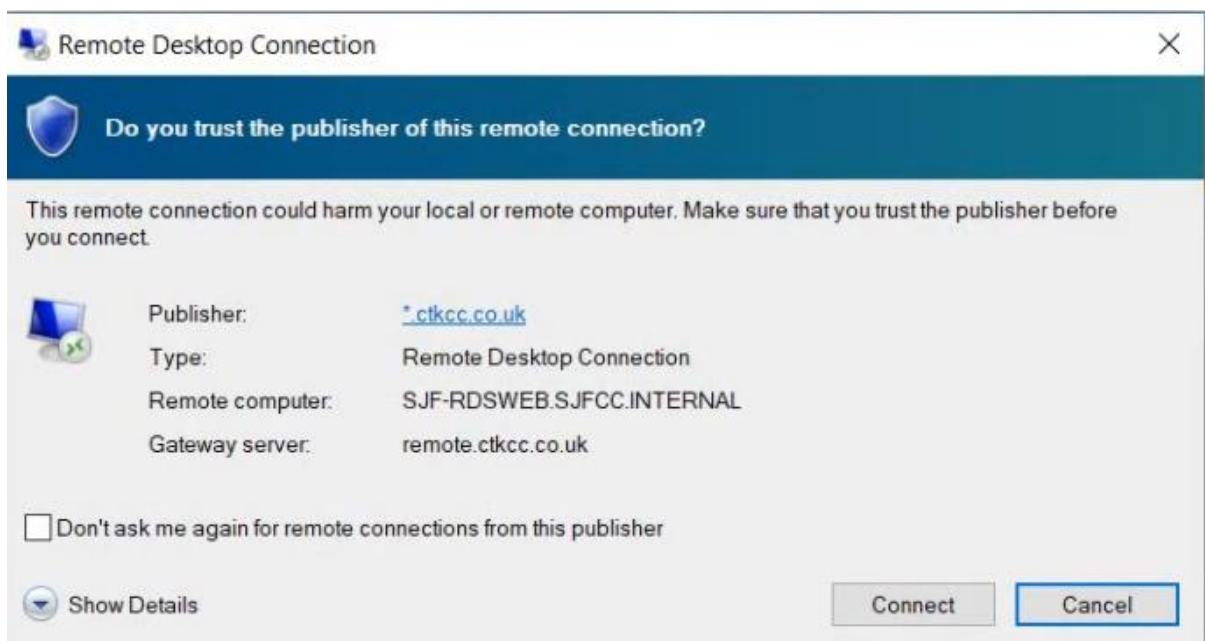
Step 3: If you have successfully entered your username and password you will see the following screen. Click the SJFCC Icon to get a remote desktop session download file.



Clicking the SJFCC Icon will result in a file being downloaded. Open This file.



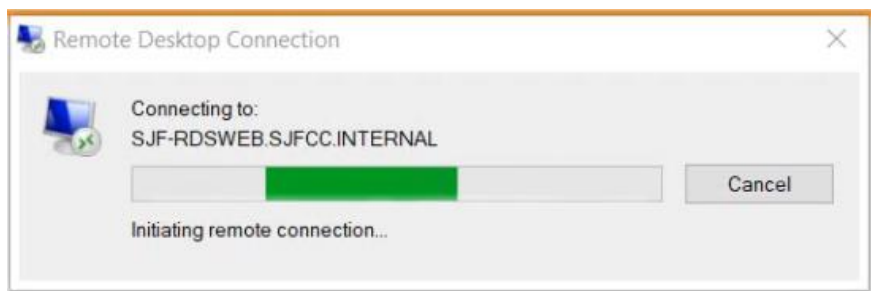
If you then receive the following pop up click connect.



“have your MFA registered Phone in hand ready”.

Step 4: Enter your School Username and password.

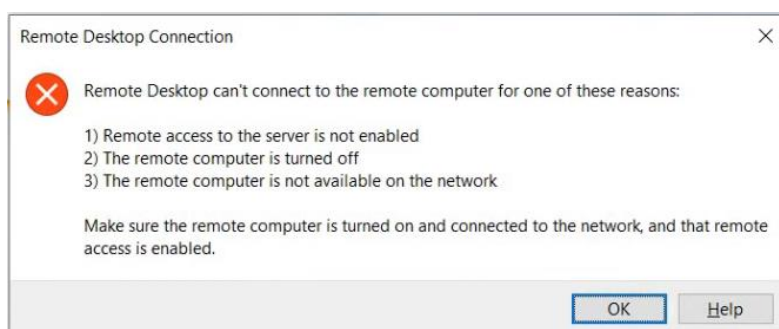
You must enter your Username in the following format sjfcc\jbloggs



IMPORTANT Note: The new updated Remote Solution is linked to your School Multi Factor Authentication. At this stage your MFA device (Phone) will prompt you to Authenticate by using the Microsoft authentication app.

Open the authenticator app on your phone and approve the connection.

If for some reason you fail to authenticate the MFA request, you will see the following error and need to return to Step 3:



Step 5 : Congratulations you will now be connected to a remote desktop session where you can run applications and access your files. If you require an application, you may request this by generating a ticket in the normal way.