

## Accessing your work remotely

### Introduction

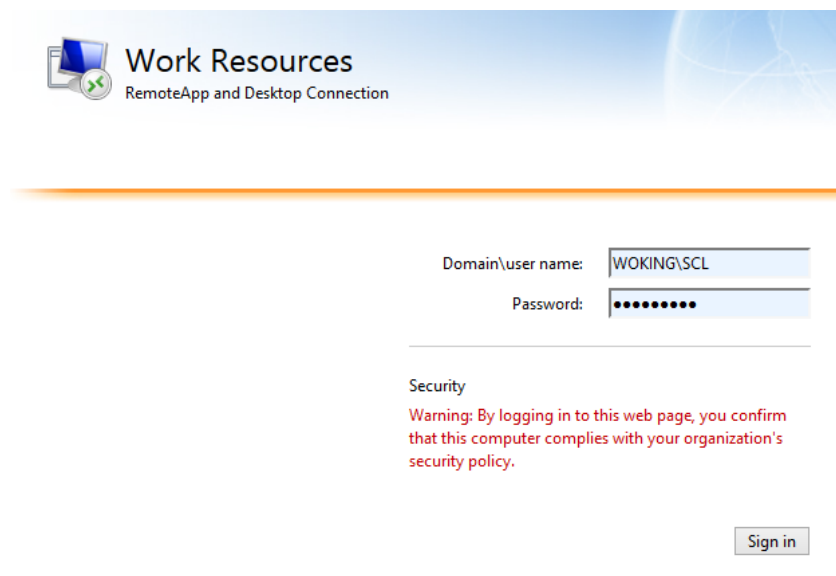
The way in which you used to access your college work remotely has changed due to new legislation. As a result of this, [remote.woking.ac.uk](https://remote.woking.ac.uk) has been decommissioned, so you won't be able to access it. Instead, the new remote system will provide you with your college files and applications as if you were sitting at your desk.

### Overview

You can now log on to the Remote Desktop Service via [offsite.woking.ac.uk](https://offsite.woking.ac.uk). If your password has expired, you'll be notified and prompted to change it prior to using the service.

### Accessing the Remote Desktop Service

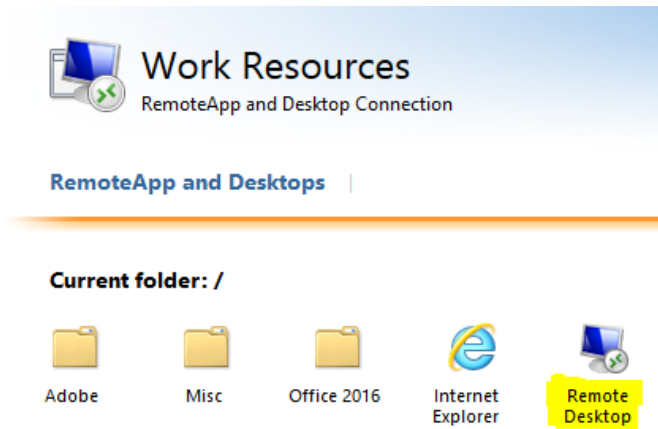
- 1) Browse to <https://offsite.woking.ac.uk>
- 2) Login using your credentials prefixed by WOKING\ as follows:



The screenshot shows the 'Work Resources' login page. At the top left, there is a logo with a computer monitor and a green checkmark, followed by the text 'Work Resources' and 'RemoteApp and Desktop Connection'. Below this is a horizontal orange line. The main content area contains a login form with two input fields: 'Domain\user name:' with the value 'WOKING\SCL' and 'Password:' with a masked password of ten dots. Below the password field is a 'Security' warning in red text: 'Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.' At the bottom right of the form is a 'Sign in' button.

**Note: you will be unable to save your login credentials. This is to comply with the new regulations in effect as of 25/05/2018.**

3) Select 'Remote Desktop':

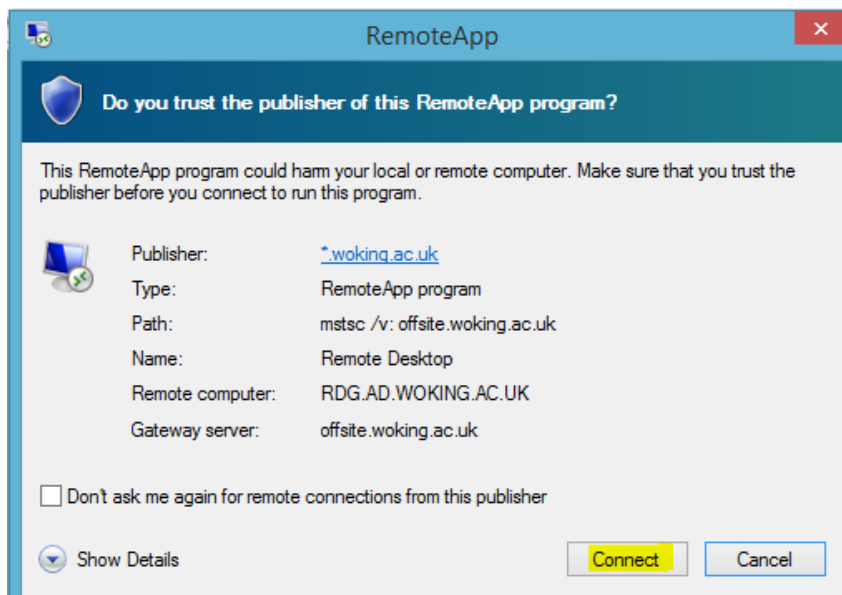


You do not need to access Remote Desktop to retrieve your e-mails. For this, browse to: [mail.woking.ac.uk](mailto:mail.woking.ac.uk).

4) When you see this prompt, click on 'Open':

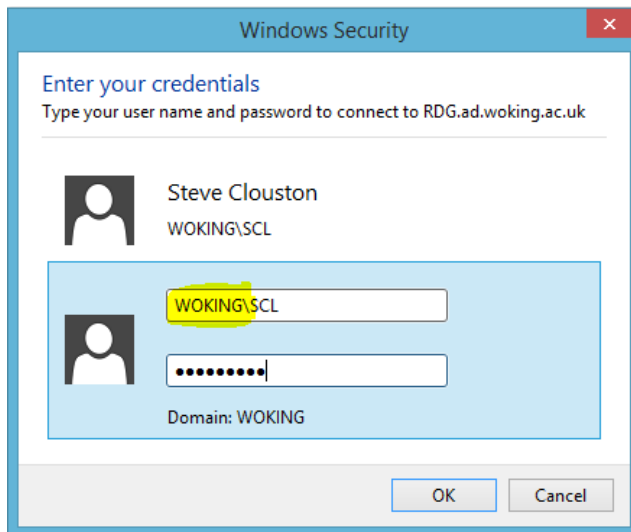


5) Click on 'Connect' as below:



6) If prompted, do not store your password, and allow any add-ins relating to Remote Desktop Services if they appear.

7) Login to the Remote Desktop server, using WOKING\username and your password:



*Note: remember to include the WOKING\ prefix as you have done previously.*

You can now work securely, without having to download files to your personal devices. Remember to log off once you've completed any work.

## Troubleshooting

### Expired password

If your password has expired, login to [offsite.woking.ac.uk](https://offsite.woking.ac.uk) with your current expired password. Then:

- 1) When prompted, click on the link to change your password:

Domain\user name:

Password:

Your password is expired. Click [here](#) to change it.

- 2) Enter the required details and click 'Submit'.

Your new password must:

- Be a minimum of 8 characters
- Not contain your first/surname
- Contain a mix of upper and lowercase
- Contain a number **OR** a special character

### Applications missing

Please note certain applications are not licensed to be installed on the Remote Desktop Servers. This list is up to date as of 31/05/2018:

- Adobe Creative Cloud (PhotoShop, Premiere Pro, etc).

### Connecting from a Mac

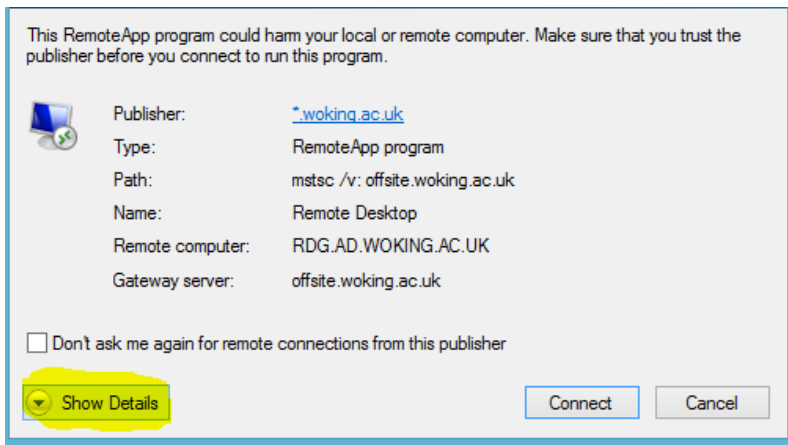
If you're using a Mac, simply download the Microsoft Remote Desktop App from the App Store, and when following the steps above, ensure the downloaded Remote Desktop file is opening with the Microsoft app, not Apple's version of Remote Desktop. The download icon looks like this in the App Store:



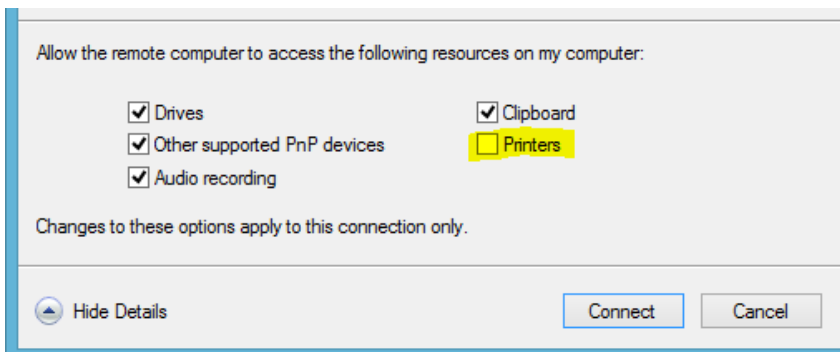
### Application crashes upon connecting

If the Remote Desktop window crashes after you've clicked 'Connect':

1. Log back in to [offsite.woking.ac.uk](http://offsite.woking.ac.uk)
2. Click on 'Remote Desktop' again and open/run it
3. Click on 'Show details' at the connect screen:



4. Uncheck 'Printers' then click 'Connect':



Technical support

Email: [helpdesk@woking.ac.uk](mailto:helpdesk@woking.ac.uk)

Telephone: extension 320