

In confidence

BT Lancashire Services

Early Adopters Remote Access to Corporate
Desktop (RACD) Getting Started Guide

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1. Remote Access to Corporate Desktop (RACD)

Welcome to Remote Access to Corporate Desktop (RACD), a service provided by BT Lancashire Services to allow employees access to a standard corporate desktop experience and replaces the previous the current remote access services provided by CTRXSVR1, CTRXSVR2, and RTSERVER.

These instructions have been produced to guide you through the steps required to login to this service.

(NB.To access this service you must have Symantec VIP soft token.)

2. Getting started

2.1 Accessing through a West Lancashire laptop at home:

West Lancashire BC (WLBC) devices that had access to the services listed above will be migrated to use this new service. As part of the migration an upgrade of Citrix Receiver \ PNA agent currently installed will be required. This upgrade will be addressed by the migration project team.

2.2 Logging in to the Remote Access to Corporate Desktop service (RACD)

To log in to the RACD Service, open Internet Explorer, enter the web address (URL) below to navigate to the ICT Mobility page or alternatively click on the link below.

- <http://www.btlancashire.co.uk/mobility>

RACD is only supported through Microsoft Internet Explorer (IE) – other browsers such as Google Chrome and Firefox can be used but may exhibit different behaviour to that listed below and are not supported BT Lancashire Services.

Click on the blue box "Login to WLBC RACD" (shown highlighted red in Fig 3).

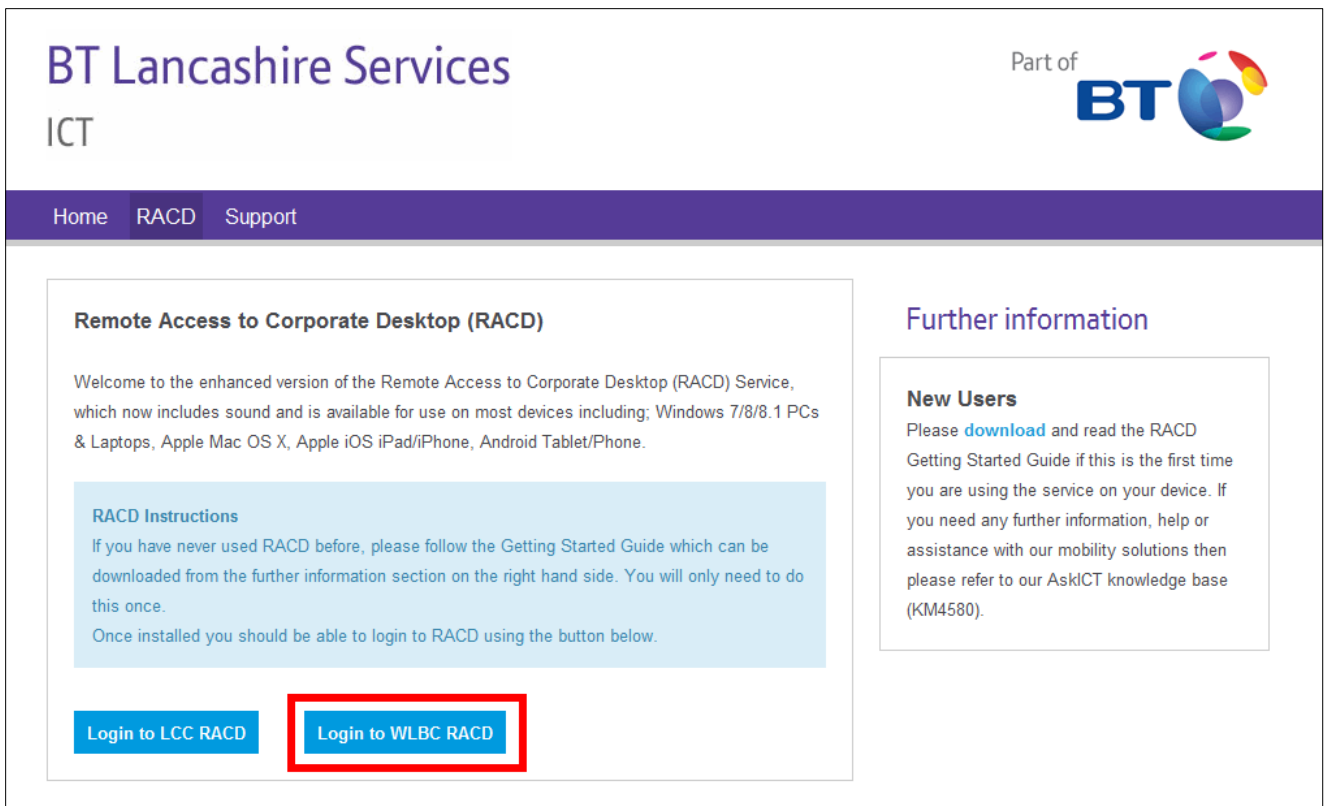


Fig 3 – ICT Mobility page

This will take you to the Remote Access to Corporate Desktop (RACD) login page (examples shown in Fig 4)

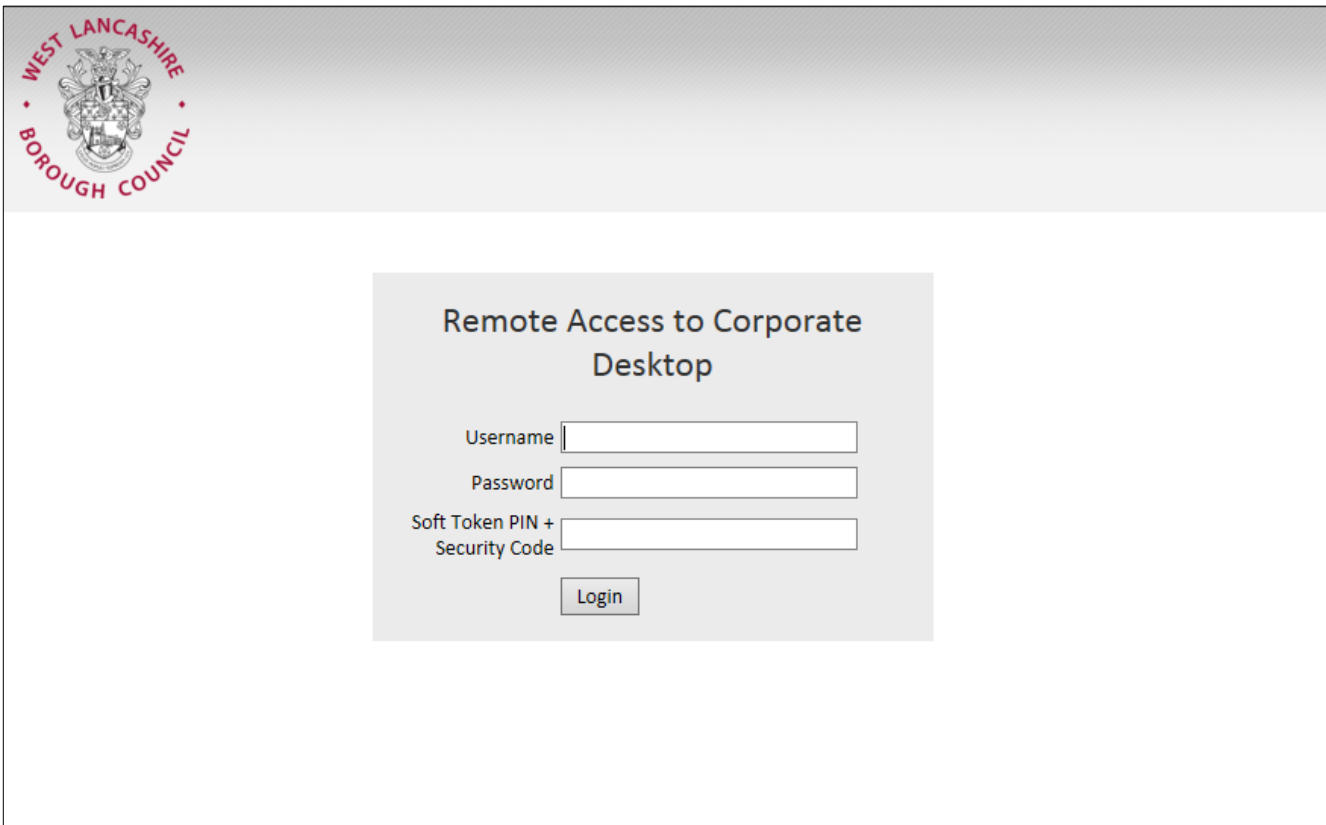



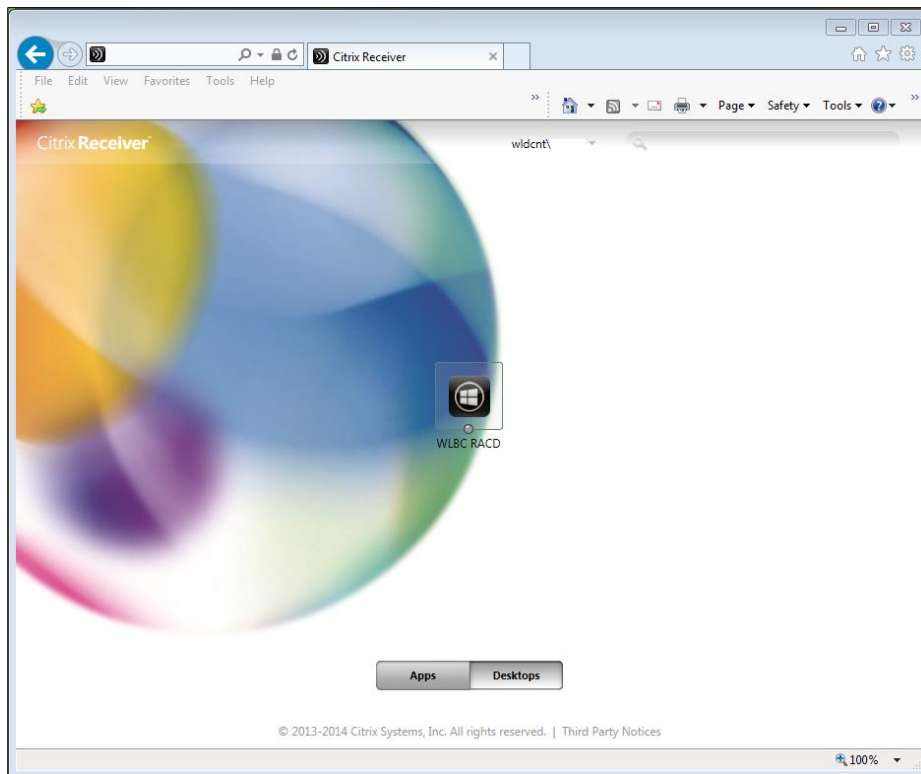
Fig 4 – Example on a Windows Device

To login enter the following details then click Login.

Username	This is your username used to login to an West Lancashire BC corporate machine (your AD login).
Password	The password used with this account.
Soft Token PIN and Security Code	<p>This is made up from your 4 digit pin code and the current number displayed on your token screen. Enter them one straight after the other, no spaces.</p> <p style="text-align: center;">Security Code</p> 

Once successfully authenticated you will be required to accept a short Acceptable Use Policy, please read and click "Click here to continue" if you are happy to do so.

You will now be presented with the screen below:



Click on the '**WLBC RACD**' icon to launch into your RACD session which will open in the Citrix Receiver application (A separate window from your Internet browser and will be labelled "Desktop Viewer")



To end your RACD session, click the start button on the RACD desktop and select log off from the start menu – this will log you off the RACD session and the window will close. If you do not log off using the

Start button and instead have closed the session via the "X" in the top right hand corner of the screen, this will disconnect your session but leave the session running on the server, which could prevent other users from accessing the service.



Once the RACD window has closed, click on the logout button from the Internet Explorer window (shown highlighted in Fig 8).

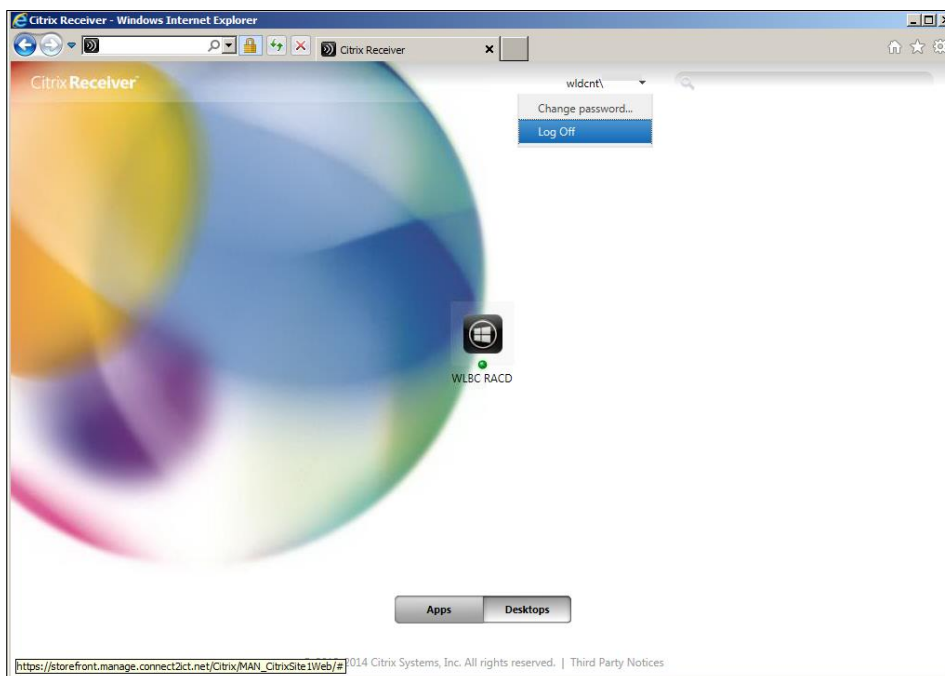

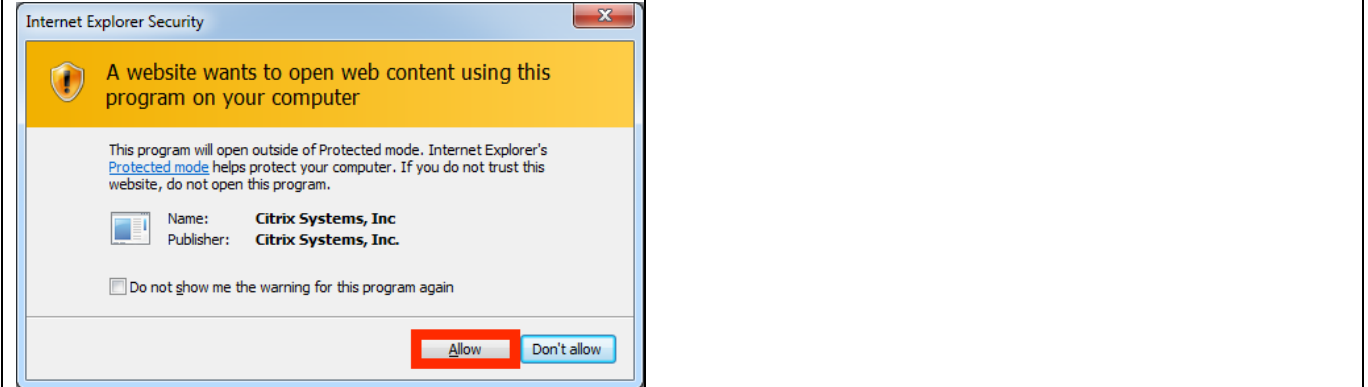


Figure 8

Your Remote Access (RACD) session will now be shut down.

3. Troubleshooting / Error Messages

	Question / Query	Answer
1	<p>When I click the Remote Access (Remote Access to Corporate Desktop) icon to launch the session on a windows device I get the following message "do you want to open or save launch.ica from remotedesktop.westlancs.gov.uk?"</p>	<p>If you receive this message, click on "Open", as highlighted in red.</p>
		
2	<p>When I click the Remote Access (Remote Access to Corporate Desktop) icon to launch the session on a windows device I get the following message</p>	<p>If you receive this error message, click on the "Allow" Button (Highlighted Red).</p>
		

4. Issues logging into RACD

When I enter my login details and click on login, I receive one of the following messages:

Error Message	Solution
<div data-bbox="161 472 655 651" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Invalid Username or Password</p> <p>Click here to continue</p> </div>	<p>Click "Click here to continue" and try to login again.</p> <p>Please make sure you are entering your username and password correctly. This is the username and password you use to login into a West Lancashire BC Corporate Machine.</p>
<div data-bbox="161 786 655 965" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Invalid Soft Token PIN or Security Code</p> <p>Click here to continue</p> </div>	<p>Click "Click here to continue" and try to login again.</p> <p>Please make sure you are entering your PIN and token Security Code correctly. It is your 4 digit PIN followed by the current Security Code displayed on your token. Do not add any spaces between the two numbers.</p> <p>(Please note: that both the username and password are case sensitive).</p>

If any of the above messages continue after trying the above solutions then please contact BT Lancashire services ICT Service desk.