

# Instructions for accessing the school network from any computer outside school.

## To download the program which allows connection to the school network



1. Go the school website – [www.jmhs.hereford.sch.uk](http://www.jmhs.hereford.sch.uk)
2. Click the **Remote Access** link at top right of page
3. You will then see the NetScaler Unified Gateway screen as shown above. Please log in using your school account username and password.
4. You will then be invited to install Citrix Receiver. Click the licence agreement and then the Install button. Then click the Run button to start the download and then proceed with the actual installation. When prompted to run the Citrix Addon, click Allow. **If prompted to Add an Account to Citrix Receiver, click Cancel.** Please be patient during the installation, as it does take some time and nothing may appear to be happening.
5. You have now completed the installation and will not need to repeat this again.

## To connect to your school network area

6. Go the school website – [www.jmhs.hereford.sch.uk](http://www.jmhs.hereford.sch.uk)
7. Click the **Remote Access** link at top right of page. You can save this address (<https://access.jmhs.hereford.sch.uk>) in your Favourites so you have direct access to it in future.
8. You will now see a screen entitled Netscaler with Unified Gateway
9. In the User Name box enter your normal school network ID e.g. 11emmsmi
10. In the password box enter your normal school password
11. You will see a screen with two icons, click **Hosted Desktop** to access the school desktop.
12. After a few moments (depending on your broadband connection speed) you should connect to your school network area.
13. Like you are able to at school, you should now be able to use all of the programs and you can access your network folder and the shared area folder.
14. If you have any problems please contact Mr Henderson (Network Manager) or talk to your ICT teacher.

Alternatively, if you are using Windows 10, or have an Apple or Android device you can download the Citrix Receiver from the appropriate app Store, entering <https://access.jmhs.hereford.sch.uk> as the server address, followed by your school username and password. On an Android device, you may be prompted for the Type, in which case select Storefront. This works on PCs, laptops, tablets and phones.

## Troubleshooting

How the remote access works is that when you click on the Hosted Desktop, it downloads a file called launch.ica file which is then opened by a program called Citrix Receiver running on your PC (this program is also known as ICA or the Client). The launch.ica file has all the information that Citrix Receiver needs to launch the session. So there are a couple of things that can go wrong and some things to try:

1. The Citrix Receiver isn't installed properly (Fix: uninstall it from Control Panel/programs and reinstall logging in to school site again and it should detect that it is missing and prompt to reinstall).
2. The Citrix Receiver is installed but not integrated into your browser – you should have got a pop up asking if you wanted to add it to Internet Explorer the first time you use it and you have to say Yes . Check in Internet Explorer/Tools/Manage Add Ons and see if the Citrix ICA Client is enabled as an addon. Fix: try rebooting a few time and if still no luck uninstall Citrix Receiver and reinstall.
3. Add the site <https://access.jmhs.hereford.sch.uk> to Intranet Explorer Local Intranet Site (Internet Options/Security/click Local Intranet, then Sites button/Advanced and add the site to the zone) (often required with IE 11)
4. Add the <https://access.jmhs.hereford.sch.uk> to Intranet Explorer Compatibility View Settings
5. Right click Citrix icon in the start menu, Properties, Compatibility and select "run this program in compatibility mode for Windows 7".
6. An unlikely but possible problem is that the launch.ica file isn't associated with Citrix Receiver, so isn't opened automatically. Fix: go to Control Panel/Default Programs/Associate file or protocol with a specific program – scroll down to the .ica entry and make sure it is associated with the Citrix Connection Manager. If it isn't you need to associate it with "C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe"
7. If you are prompted to Download, Run, Open Launch.ica File, Instead of Launching Connection then follow guidance here: <http://support.citrix.com/article/CTX804493>
8. Google Chrome often doesn't recognise that Citrix Receiver is installed. Just click the Continue to login option. See <http://support.citrix.com/article/CTX136578> for more information.