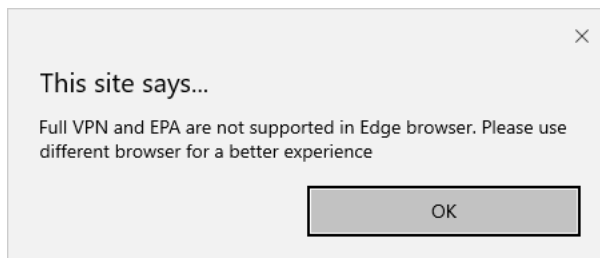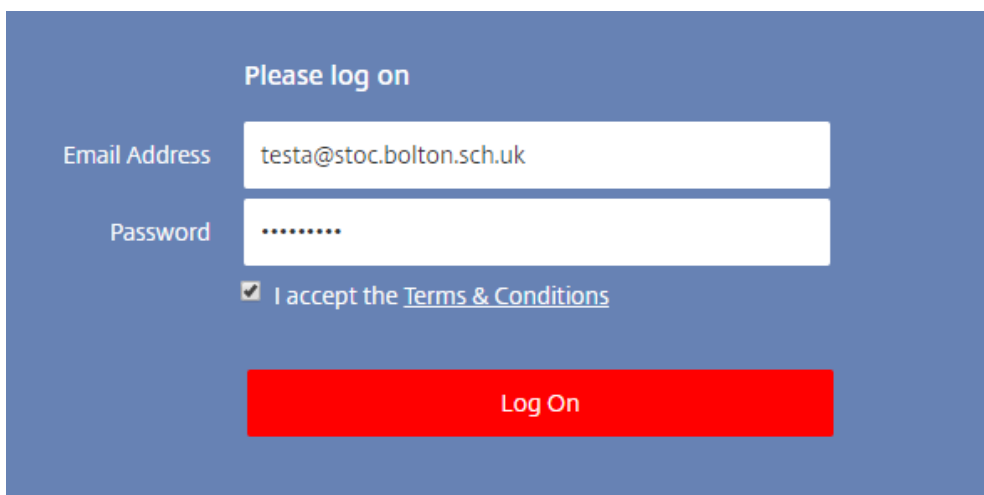# Citrix Remote Access for Schools

The new remote access is accessible via a web browser and uses the same 2 factor used to access Office 365 email outside of school. The web address is;

https://home.bolton365.net

It is better to use Chrome or Firefox as in Edge or Internet Explorer a warning maybe displayed. Click on OK and this will still allow access to the service.
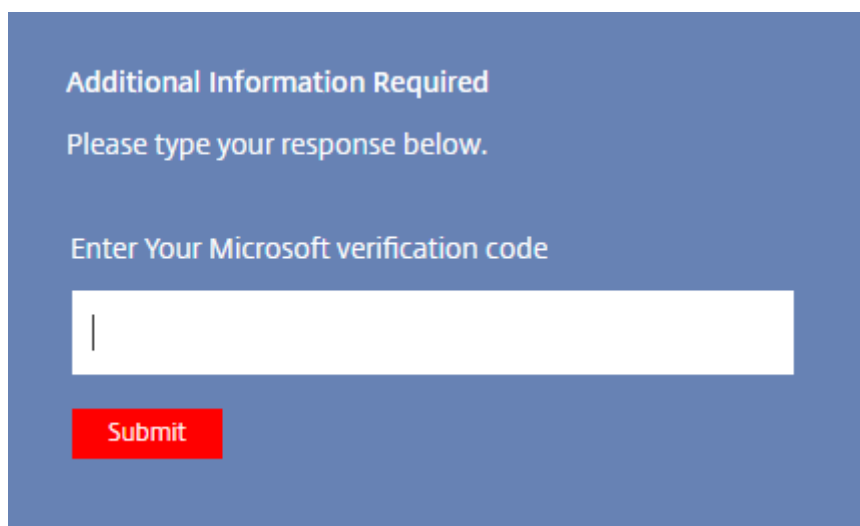


The login page appears in the browser and enter your school email address and password. (**Do not enter token code in the password box**). The tick box needs to be ticked before clicking 'Log On' .



This will then prompt for Microsoft 2 Factor code that is either from the Microsoft Authenticator Application or text message. (This will be the **default** method used when accessing Office 365 email from outside of school) Guidance on setting up 2 factor for Office 365 is at page 4 of this document.
**Please note the password cannot contain £ or ¬ (negation symbol top left of the keyboard)**



A quick test for Office 365 2 factor can be done via the web address **https://aka.ms/mfasetup**

Once successfully logged in the Citrix portal will be displayed. This will display the icon 'Windows 10 Desktop' and other links may appear in the future. Clicking on the 'Windows 10 Desktop' icon will open another tab and start the logging on to remote desktop session.
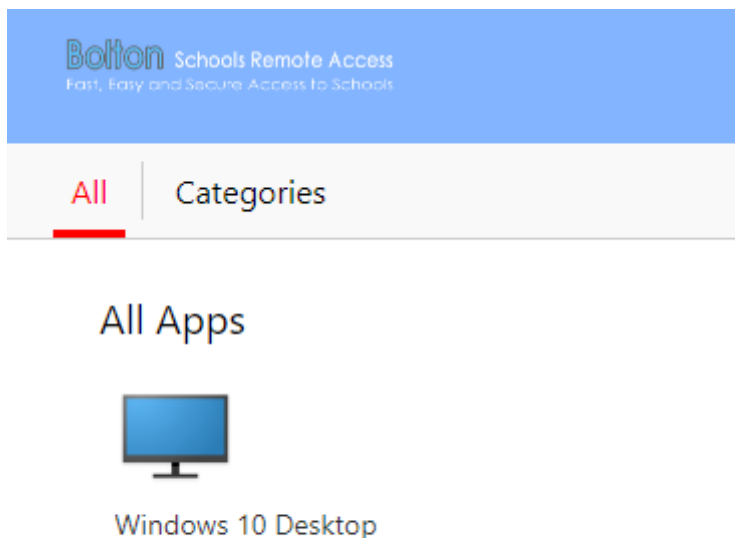


The desktop will is a Windows 10 desktop with access to network drives at the school. The following applications are available;

Sims, FMS, Smart Notebook, Word 2016, Excel 2016, PowerPoint 2016, Publisher 2016, Access 2016, OneNote 2016, Google Chrome, Snipping tool, Windows 10 Photos app, Windows 10 Video app and Windows 10 Store.
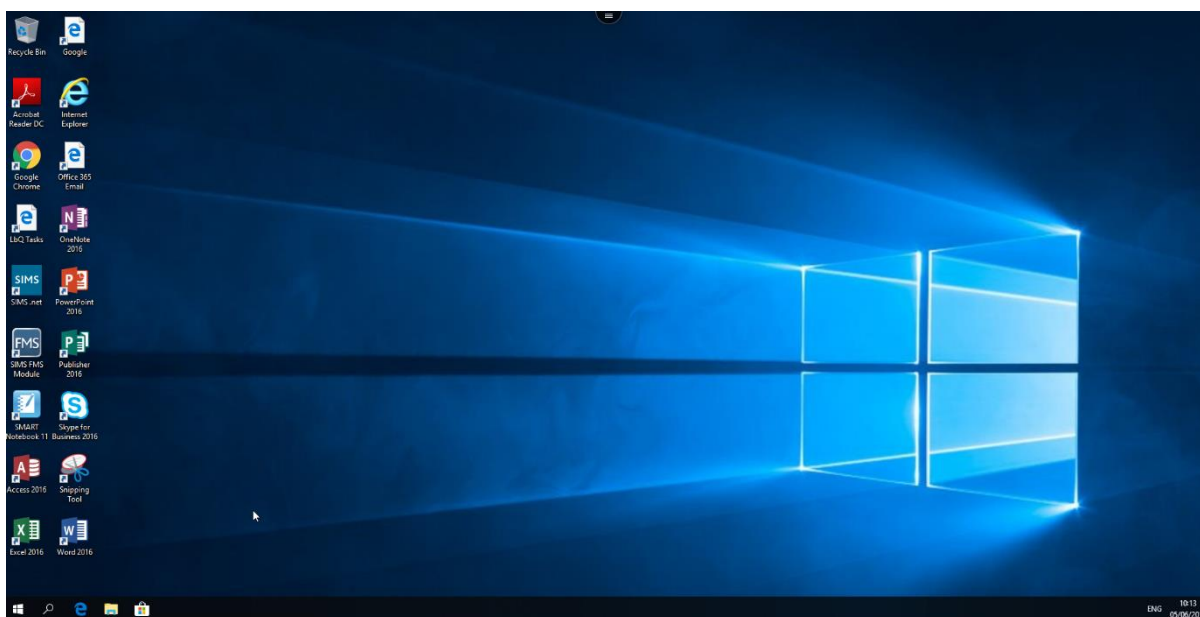
Logging off the desktop is done by clicking the top Windows icon to display the Start menu and choosing Shutdown, restart or sign out (the person icon gives this option)

**The bottom set of icons is for your client desktop and not the remote session!**
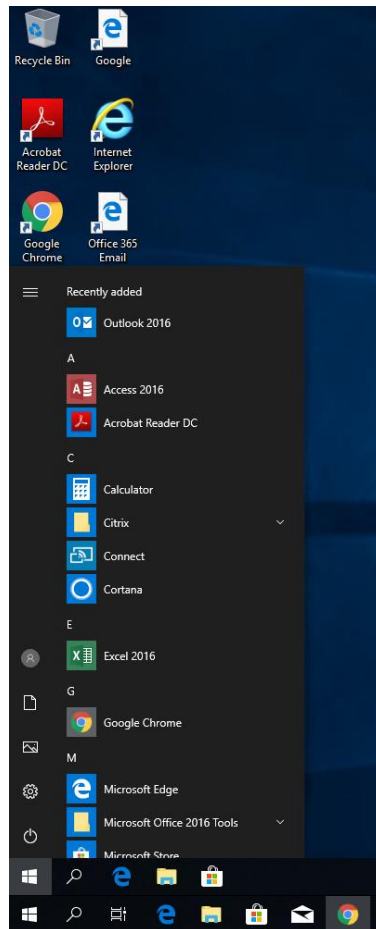


Then to log out of the Citrix Portal is done by clicking your name in the drop down at the top right of the browser window and choosing 'Log Off'

# Office365: 2 Factor outside of school

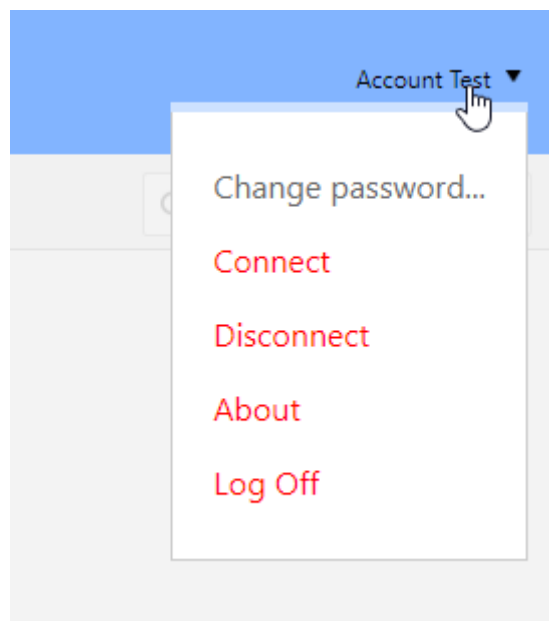Following the resent updates regarding the new complex password policy. Our next phase is to improve security when accessing your email – Two Factor Authentication requirement outside of school.

**How to set up Two Factor Authentication**

On your phone download the Microsoft Authenticator App from either the Microsoft Store, Google Play Store or the Apple Store for your mobile device. It can only be used on one device so it is recommended that your smartphone is used rather than an ipad.

https://www.microsoft.com/en-us/p/microsoft-authenticator/9nblgggzmcj6
https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB
https://itunes.apple.com/gb/app/microsoft-authenticator/id983156458?mt=8



Microsoft Authenticator Icon for App
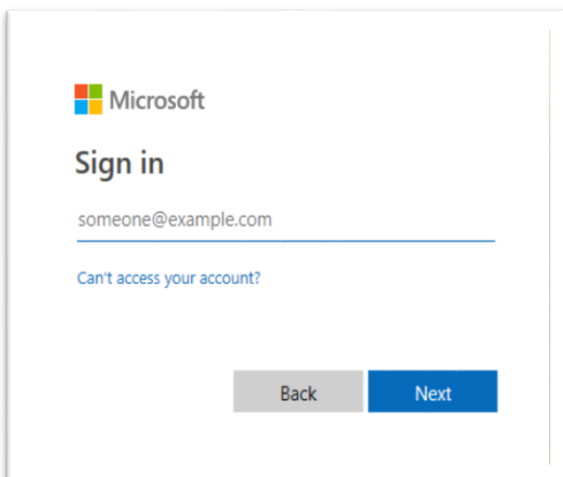


Once download on your mobile device. Now open a web browser on the device you want to access your email on. Navigate to the address https://outlook.office365.com and enter your email address to begin sign in process.

On the Bolton School Sign in page enter your password as normal.
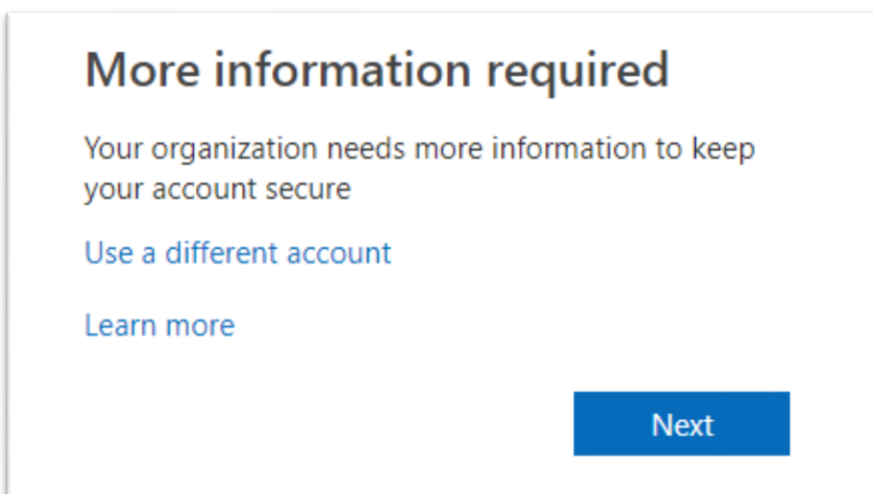


If outside of school the following screen will be displayed the first time you access if you haven't competed the registration process.

If inside of school this page will not be displayed so please open another tab in the web browser and enter the address https://aka.ms/mfasetup

so the registration process can be started.

Click on next to begin the registration process

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## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 1: How should we contact you?**

Authentication phone ▼

Select your country or region ▼

┌─ Method ─────────────────────────────┐
○ Send me a code by text message
● Call me
└──────────────────────────────────────┘

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

On the drop down change from Authentication phone to mobile app to display the following screen and select the option use verification code then click setup

## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 1: How should we contact you?**

Mobile app ▼

┌─ How do you want to use the mobile app? ──────────┐
○ Receive notifications for verification

○ Use verification code
└────────────────────────────────────────────────────┘

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up    Please configure the mobile app.

## Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.

2. In the app, add an account and choose "Work or school account".

3. Scan the image below.

Configure app without notifications

If you are unable to scan the image, enter the following information in your app.
Code: 183 405 071
Url:    https://co1pfpad11.phonefactor.net/pad/811874752

If the app displays a six-digit code, choose "Next".

Next    cancel

The following screen now requires the Microsoft Authenticator App that was installed at the start.
Please allow any notification pop ups and follow the onscreen instructions. Click add account and choose work or school account, make sure to allow camera access then scan the QR code on the screen.

Once the display on the mobile device shows a 6 digit code click next.

## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

### Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?
- ○ Receive notifications for verification
- ● Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up    Mobile app has been configured for notifications and verification codes.

Next

The setup icon should now be greyed out and click next



## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

### Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

Cancel    Verify

Enter the 6 digit code that changes every 30 seconds in the box and click verify.



## Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account
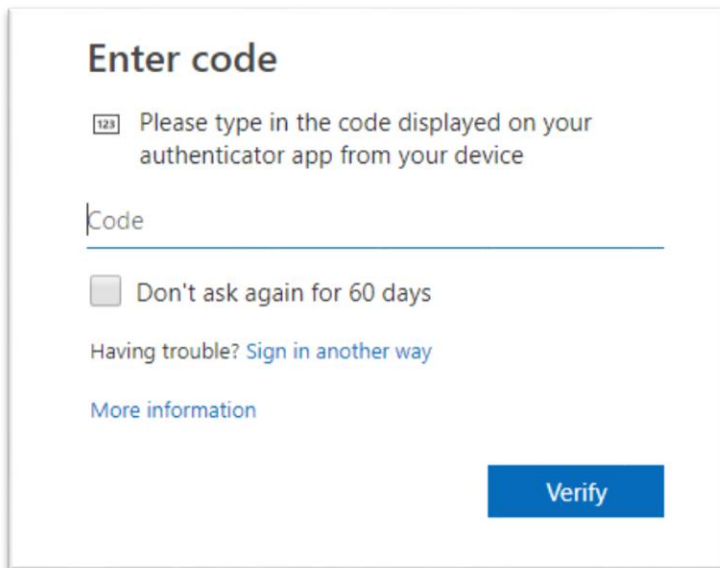
### Step 3: In case you lose access to the mobile app

United Kingdom (+44) ▼    7711337733

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Enter your mobile phone by selecting UK and omitting the number zero from your number then click Done

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## Accessing Email outside of School

The following screen will displayed and this is the screen that will be displayed in future after you enter your password if you are outside of school.



If you wish to access email in Outlook or on a mobile device, when logging in the prompt for 2 factor should appear and enter the code from the Microsoft Authenticator application on your mobile device.

If the device you are accessing is a trusted machine that only you will use then you can tick the box and it will not ask for the code for 60 days on that device only.

## Useful link

The following link is to the page that details your configuration for 2 Factor (you will have to login to Office 365 to access)

https://aka.ms/mfasetup

## A New Phone

If you get a new phone the Microsoft Authenticator app needs to be installed on the new phone and follow the steps as detailed in this guide to setup the account on the device. This is done by opening email within school in a web browser at the address https://outlook.office365.com Once logged in to Office 365 open another tab and enter the web address https://aka.ms/mfasetup in the new tab. Click on setup to display a new QR code which you can add to the Authenticator app and follow the screen prompts to verify and this will complete the registration of the new device.