

Help with Remote Access

If you are finding it difficult to access the school network remotely from a different computer, there may be lots of different reasons. This could be down to the security on your computer or you could be trying to log on through the wrong browser.

Here are some top tips to help you log on remotely.

- Ensure you are using Internet Explorer rather than any other web browser.
- Ensure your security settings allow access to the website.
- Unlock pop ups.
- If you are using a Mac device, you must use Client Software to log in.

There are lots of links to videos and web sites listed below to help you if you are still experiencing difficulties.

If you are using Windows 10, you may not be able to find Internet Explorer. You need to use Internet Explorer to log in to the school network.

Use link below to help you find Internet Explorer on Windows 10

<http://www.windowcentral.com/how-find-internet-explorer-windows-10-if-you-really-need-it>

If you need to allow pop ups in Windows Edge, use the link below to help you.

<https://support.microsoft.com/en-us/instantanswers/cbfc3333-c95c-4e49-954e-318d3362623c/block-pop-ups-in-microsoft-edge>

If you need to allow pop ups in Internet Explorer, use the link below to help you.

<http://www.wikihow.com/Turn-Off-the-Pop%E2%80%90Up-Blocker-in-Internet-Explorer>

If you are struggling to access remotely and you have McAfee Security Software, use one of the links to help you bypass the security.

https://www.youtube.com/watch?v=b_SdvRJniIY

http://www.ehow.com/how_8197631_turn-mcafee-pop-up-blocker.html

If you are struggling to access remotely and you have Kaspersky Security Software, use one of the links to help you bypass the security.

<https://support.kaspersky.co.uk/5177>

https://www.youtube.com/watch?v=ADer4Xqw_gI

If you are using a mac device and are still experiencing difficulties even in Client Software, click on the link below.

http://www.ehow.co.uk/how_7374235_add-trusted-avast.html

*Note: This has been successfully tested on Windows, Mac and Android devices.
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