



Advanced IT Services



Useful Guides

CONNECTING REMOTELY AT HOME

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HERE TO HELP

www.advanceditservices.co.uk



YOUR GUIDE

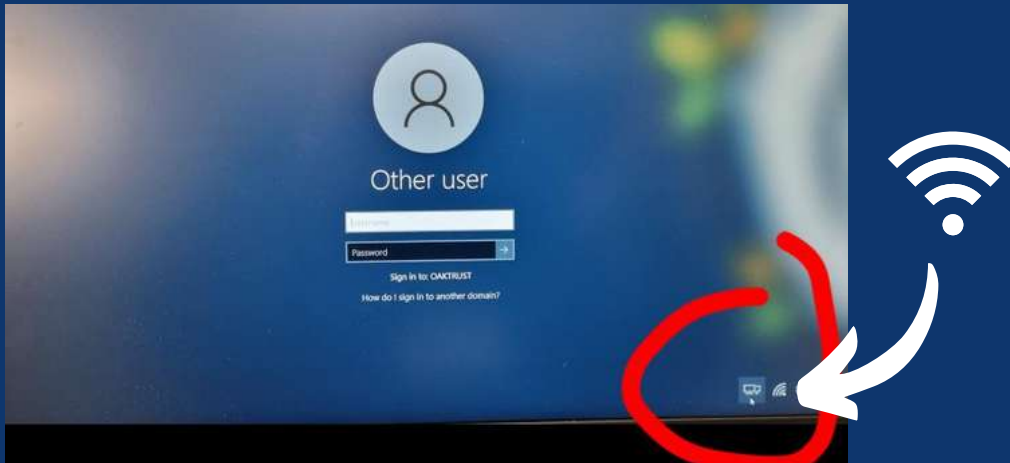
This guide details how to connect remotely to the network whilst at home or at another site. Please ensure you follow each of the steps listed. If you require assistance, please log via the helpdesk



When using your device remotely outside of school, in order to connect to the network please follow these steps.:

STEP ONE

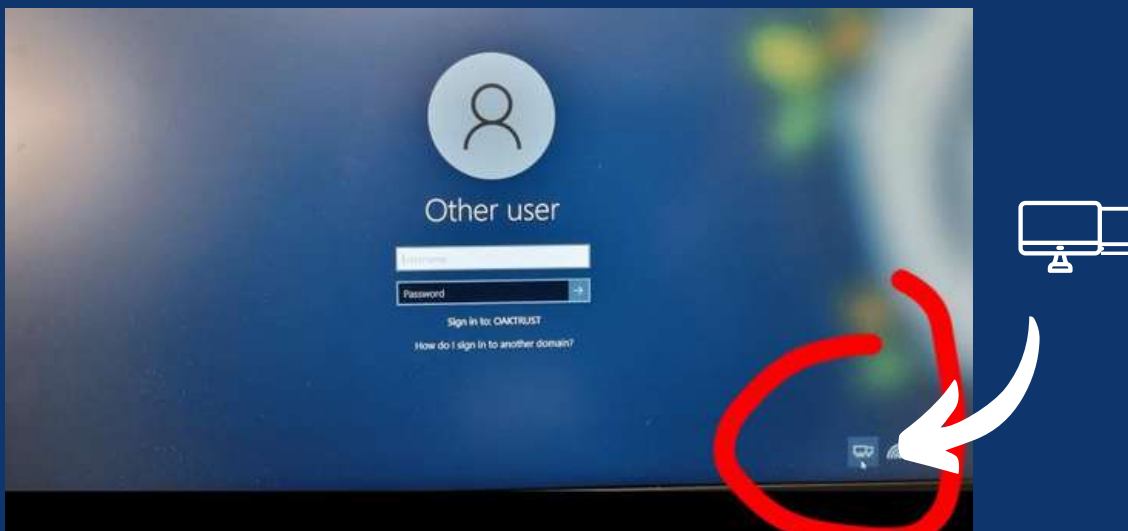
When turning on your device, please wait for it to connect to WiFi, and then the following screen should appear. Do not attempt to login if your device is not connected to a WiFi network, as it will not work. Your login screen should resemble the below illustration, and the circled icon when it is connected to WiFi.



If no WiFi connection is available, please see troubleshooting steps below.

STEP TWO

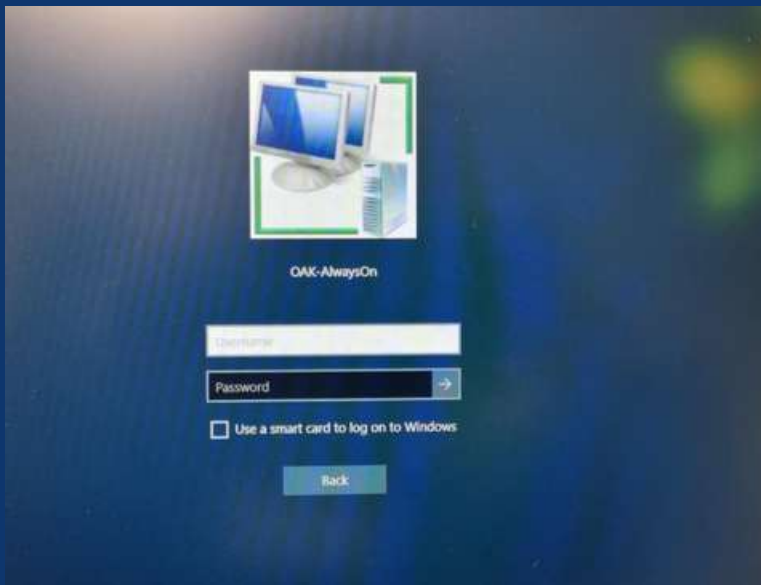
Click the icon which looks like 'two double screens' in the right hand corner. Should the icon not appear please restart your device.



YOUR GUIDE

STEP THREE

The following screen should appear once you have clicked the 'double screen' icon. Please login using your usual credentials.



You should now be connected.

TROUBLESHOOTING TIPS

The 'double screen' icon does not appear

Please restart your device, and ensure that your device is connect to a WiFi network. Should the problem persist please contact your local technician and raise a ticket through our helpdesk. When logging the ticket please ensure that you include your device name so support can be actioned promptly. If you are unable to log on to your device, you can obtain your device name by typing `.\` into the **username** field. This will then illustrate the name of your device.

My credentials are not recognised

Please ensure that you are connected to a WiFi network. Reboot your device, and try to login again.

My login page does not look like the screenshots

Please reboot your device and ensure that any policy changes have been applied. If the login page has not updated, please raise a ticket and include your device name and a member of our team will respond



HERE TO HELP

Log a ticket: www.support.aitn.co.uk

Email a ticket: helpdesk@aitn.co.uk

Call us: 0115 9170 197

Our office hours are 7am - 6pm Monday - Friday, excluding public Bank Holidays.

hello@advanceditservices.co.uk

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