

Madeley Academy – Remote Access

<http://vpn.madeleyacademy.com>

Members of Staff and Sixth form students are able to log into the shared and their user areas from home.

System requirements –

Antivirus

- Trusted antivirus software is required as we want to keep everything safe and secure. Antivirus is a good idea even if you are not going to use the VPN to keep your system in secure and running as fast as possible. Please ensure you have antivirus software on your system with up to date definitions. Also please run regular virus scans if your system does not already do this.
- Please see the below links for popular free antivirus software (non exhaustive) ○ Free.avg.com (Windows, MAC OS, Android, IOS) ○ www.avast.com (Windows & MAC OS) ○ www.sophos.com (Free for MAC OS & Android)

Operating system & Device access

- The new VPN system now works on multiple operating systems. These includes but not limited to; Windows 7, Windows 8, MAC OS, Android & IOS. Please try to have the latest updates for the OS. I.e. latest Windows updates available in the “Control Panel” > “System and security” > “Windows update”.
- The system can be accessed via mobile devices such as smart phones and tablets, however, there are limitations on accessing certain areas of the system.
- **Windows 10 – To access the VPN in Windows 10 please use Internet Explorer 11, this is built into Windows 10 and does not require any further installations. Please DO NOT use Edge as this will not work. To access IE11 search for ‘Internet Explorer’ in one of the search tools available.**

Java updates

- This is a Java based system so please have your Java up to date. To get updates go to www.java.com.

Web Browser

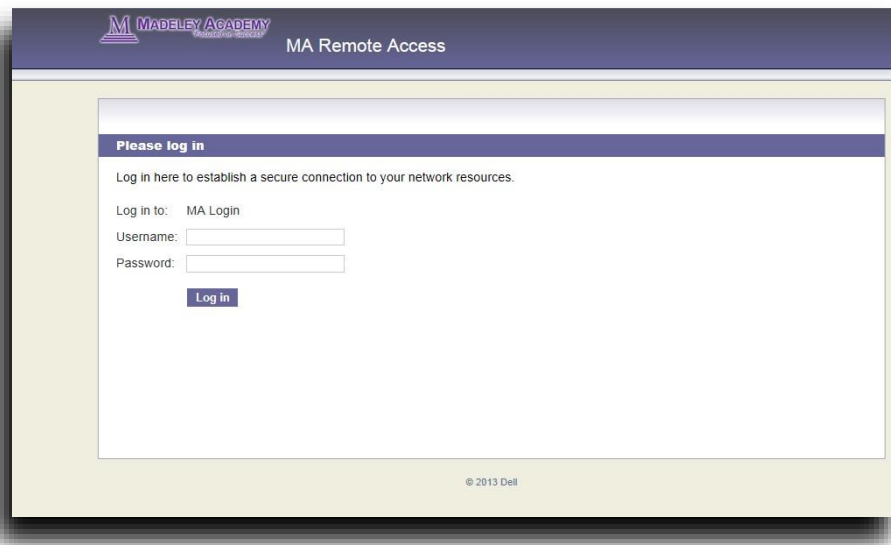
- Madeley Academy IT services recommends the latest version of Microsoft’s Internet Explorer. However, other web browsers will run the system, including but not limited to Google Chrome and Mozilla Firefox.

Eportal & Topdesk

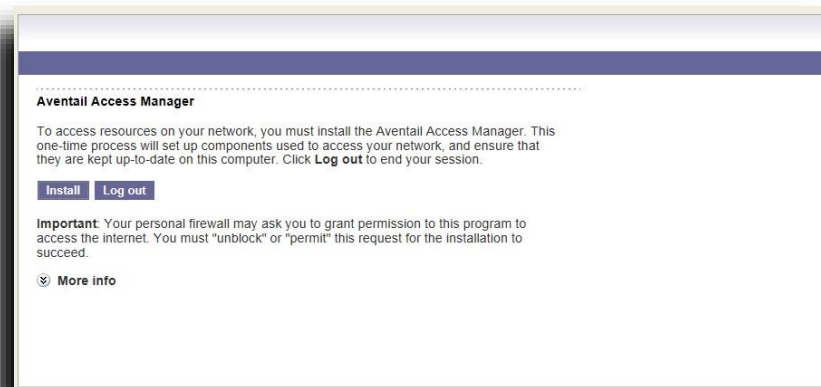
- When logged into the VPN there is an Eportal link. When you click on this link, depending on your web browser, a new windows or tab will open with the usual eportal log in page. From this page just log in and use eportal as normal. Please use this method of access to Eportal when outside of the Academy.
- Soon you will be able to access Topdesk from home via the VPN to log IT services requests or faults.

1. Go to vpn.madeleyacademy.com, after accepting the website security notice and clicking “Continue to this website” you will be presented with the logon screen for Remote Access to the Madeley Academy network resources.

Login to this screen using your usual Madeley Academy credentials.



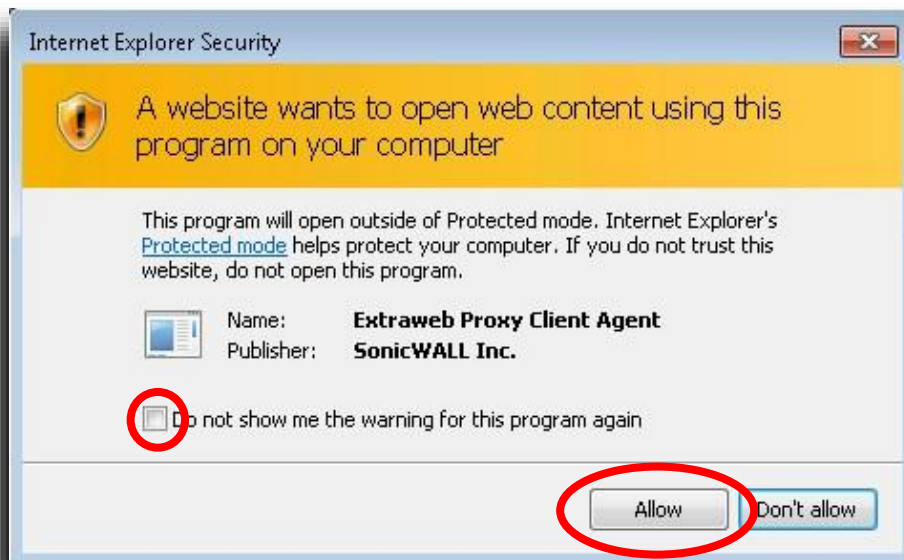
2. After logging in for the first time you will be asked to install a small browser plugin. This is required for you to carry on and gain access to the resources. To proceed, click Install.



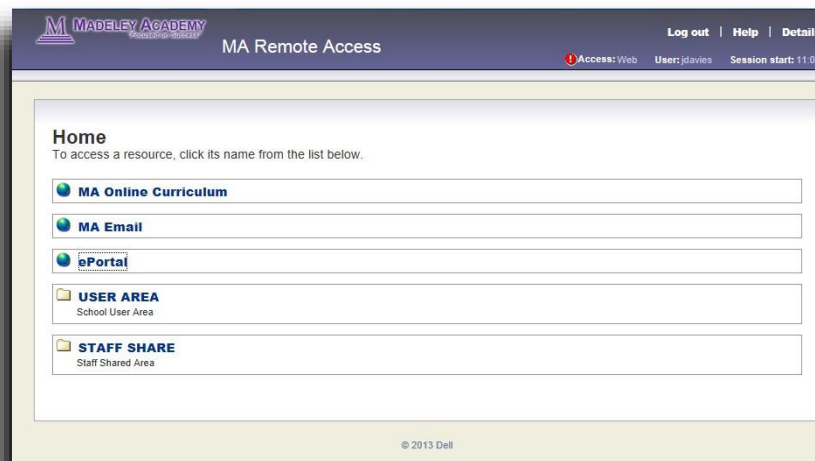
When prompted by your browser to Run or Save the download, select Run.

Complete the plugin installation by clicking Allow to allow the plugin to Run.

3. When prompted to allow the client agent, click the Allow button at the bottom, ticking the check box to “Do not show me the warning for this program again” will prevent you from being asked again in the future.

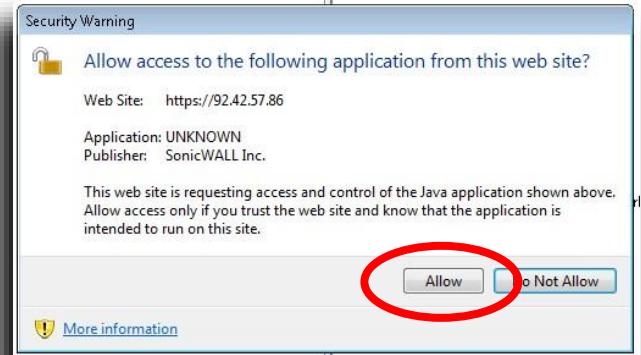
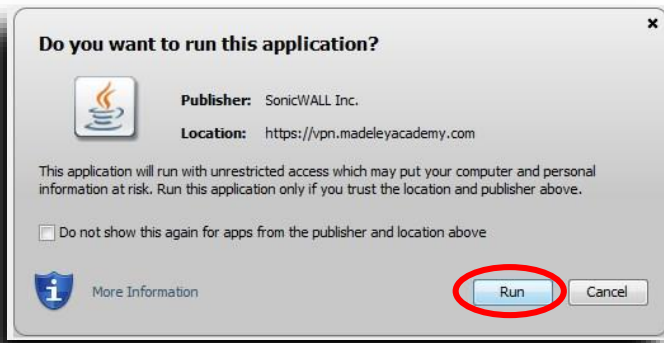


4. Once the agent is installed you will then be presented with the Resources Home Page. Select your required resource by clicking on the resource text.

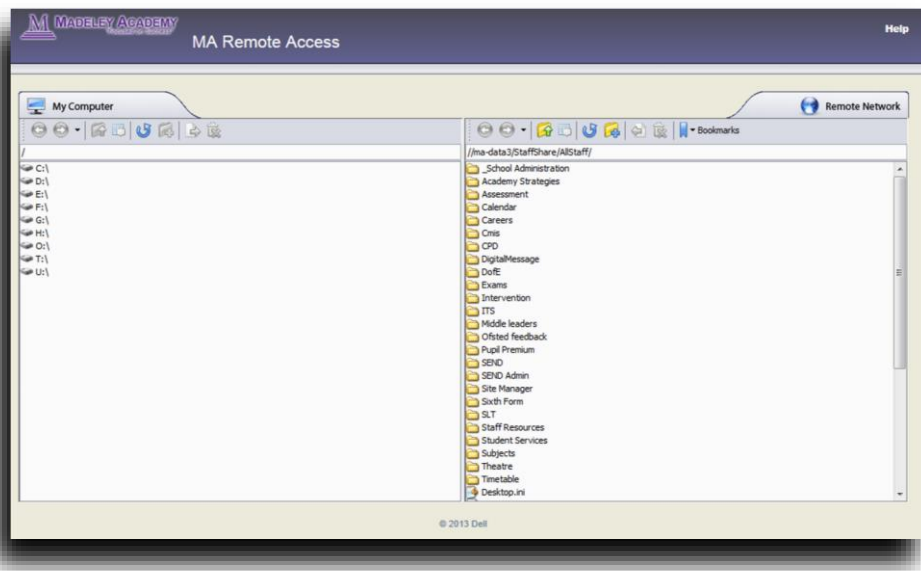


To gain access to network User or Shared areas click on the required resource link. To use the resource as intended you must have Java installed on your machine (available from: www.java.com)

Acknowledging any prompts by either clicking Continue or Run will launch the file explorer environment.



From here you will be able to download and upload files from the network either by using the buttons along the menu at the top or simply dragging and dropping from left to right and vice versa.

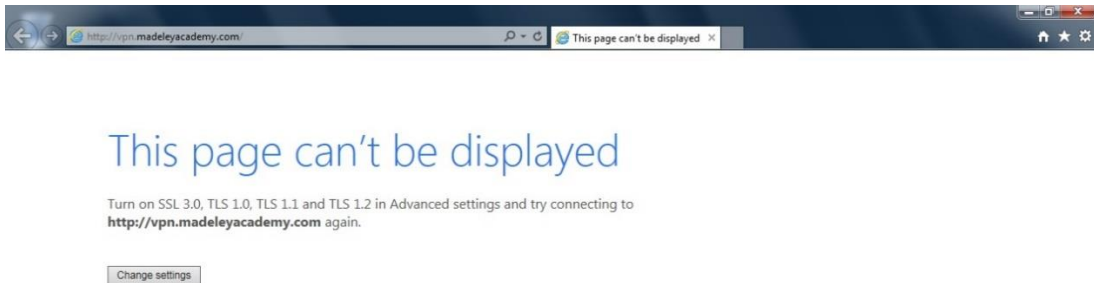


5. When you are finished with accessing the system please log out of it, using the "Log out" link at the top right hand of the page.

Troubleshooting section –

Refer to this section if you are experiencing issues with accessing the Madeley Academy VPN. Below are some of the common issues while trying to access the VPN.

1. If you get the error shown in the image below in Internet Explorer 11 this can be attributed to two different problems.



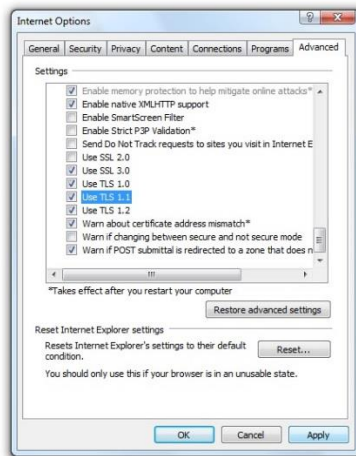
- The first and most likely issue is that your java is not up to date and you have not removed previous versions of java from your machine. Please follow the below instructions to rectify this issue.
 - Go to www.java.com and download the latest version of java. (Java Version 8 update 25 & above are compatible with Madeley Academy's VPN system.)
 - Once you have installed the latest version of java, you need to check that any other versions of java are not present on machine.
 - This can be done by going to: 'Start' > 'Control Panel' > 'Uninstall A Program'.
 - A list of all the programs on your machine will appear, scroll through the list and look for any versions of Java that are not the one you have just installed. For example Java 7 Update 65. If you locate an older version of java, right click on the instance and select the 'uninstall' option from the list. This will remove the program. Please do this for all instances of java except the latest.
- The second issues is that IE 11 TLS setting are incorrect. Please follow the below to rectify this.
 - Click on the 'Change Settings' button as shown in the image above
 - A new window will appear titled 'Internet Options'. Scroll down the list until you locate the section titled 'Security'. Once in security find the multiple instances of 'Use TLS...'. Ensure the check boxes for 'SSL 3.0', 'TLS 1.0', 'TLS 1.1' & 'TLS 1.2', as shown below.



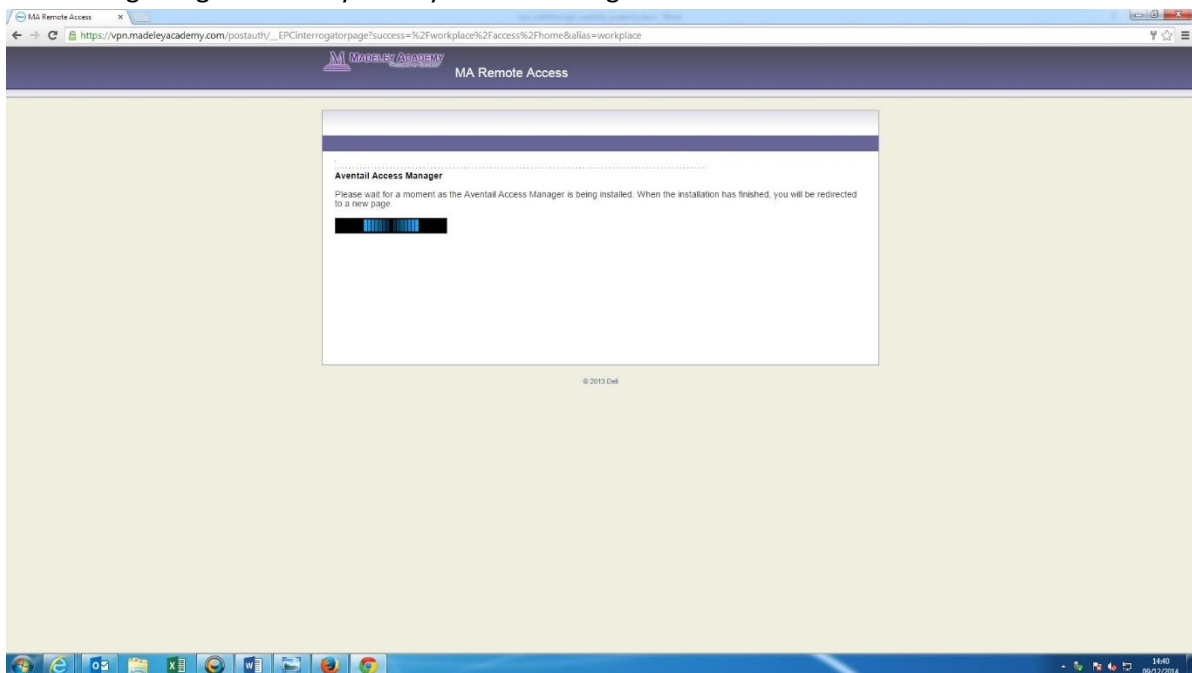
This page can't be displayed

Turn on SSL 3.0, TLS 1.0, TLS 1.1 and TLS 1.2 in Advanced settings and try connecting to <http://vpn.madeleyacademy.com> again.

Change settings



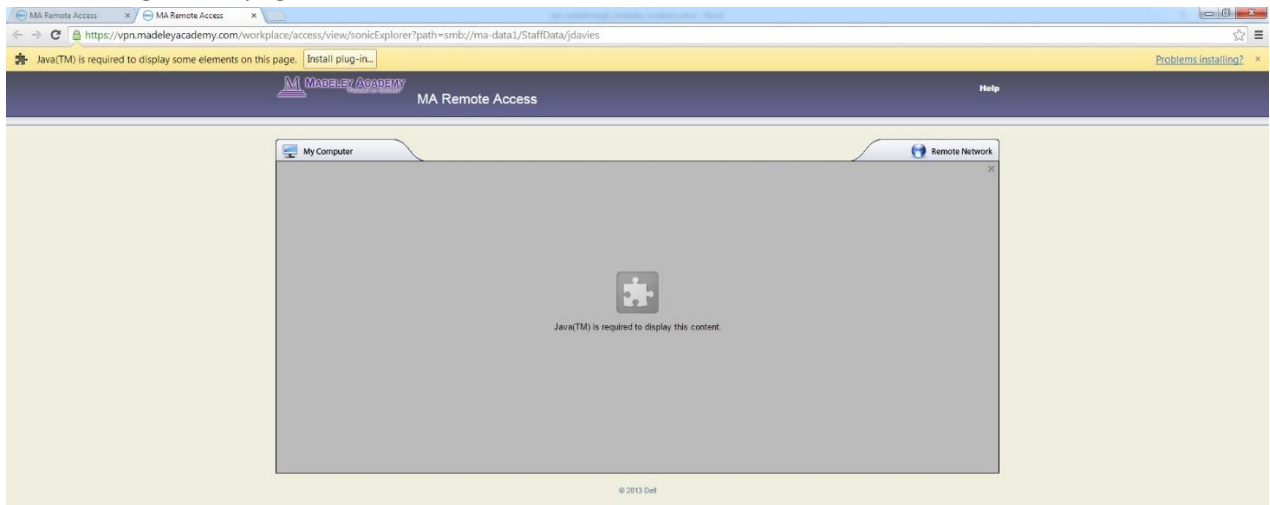
2. If using Google Chrome you may have a loading screen that will not end as shown below.



- Once this page has been on for more than 30 seconds and has not loaded, select the URL and highlight and delete the end of the URL after vpn.madeleyacademy.com and click enter. This will take you through to the VPN with no further issues. Please see as demonstrated below.



3. Pop up blockers. If you have pop up blockers activated in your browser please disable these as they may be stopping the 'Security Warning' or 'Installer' from opening in a new windows.
4. In Google Chrome you may need to install a Java plug in. This needs to be done if you get the below showing on the page.



- To resolve this click on the 'Install Plug-in' button along the yellow bar near the top of the screen.
- This will take you to Java home page. Click on the 'Free Java Download' button, run and complete the installation.
- After this is done, close your browser and reopen and then access the VPN. Once this is done there may be two instances of Java in the 'Programs' section of 'Control Panel' one titled Java Version 8 update 25 and the other Java Version 8 update 25 (64-bit), do not delete either version until the next Java update.