LGSS

CCC Remote Access

Internet Explorer v11

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This document covers Internet Explorer v11, other versions of Internet Explorer may differ in functionality, please upgrade to v11 if possible, as this incorporates many new security features.

You will need administrator privileges on the computer you are connecting to the CCC Remote Access service, in order to connect successfully.

If you are an existing remote access user, but are using a computer that has never been connected before, please follow the New Remote Users section, as you will need to make sure all the plug-ins and software is installed correctly prior to use.

New Remote Access Users (or New Computers)

a. Add CCC Site to Compatibility View

Open Internet Explorer 11.

Click on the cog in the top right hand corner, this will bring up a menu.

Click on Compatibility View settings.

In the Compatibility View settings window, add cpsn.org.uk – as shown below.
Click <Add>, and then click <Close>.
b. Login to CCC Remote Access

In the main Internet Explorer window, click on the Address Bar at the top and enter the CCC Remote Access site – https://ras.cpsn.org.uk/ccc (it may help to add this website to your internet favourites).

Please read the disclaimer, and click <Proceed> when ready to continue.

Login with your username and password.

Click <Log In>.
Enter your PIN (4 digits) and fob code (8 digits) as one whole number. If you
don’t yet have your keyfob, please contact the helpdesk on 0300 126 7333.

Click <Log In> to proceed.

If you are prompted to remember the password for this website as shown above,
please select <Not for this site>, please do not click Yes, as your password will
change every 30 days, and this may cause login problems in future.

You should now be prompted to install the Juniper ActiveX component, this
message will only be displayed for 15 seconds, please click <Install> in the
message bar at the bottom of the page.
You should now be prompted to install the ActiveX component, this requires administrator access.

Click <Yes> to install the ActiveX component.

Once it’s finished installing, you should be taken to the main Remote Access menu. The menu that you see may differ slightly from the one shown below, due to different levels of access.
Select **CCC CITRIX DESKTOP**.

This will take you to the Citrix Web Interface server.

c. **Install Citrix Receiver Client**

Tick the box that says *I agree with the Citrix license agreement*. 

Click <Install> to begin downloading the main Citrix client.

Please do not click Continue until after you have installed the Citrix client, the installation may require a reboot.

In the message bar, you will be asked if you would like to Run, Save, or Cancel the Citrix Receiver client. Please click <Run> to continue.

When the client has finished downloading, you will be prompted to install the Citrix Receiver client, this requires administrator privileges.

Click <Yes> to install the client.

The Citrix Receiver installation program will now start.
Click <Install>.
When the installation is complete, please click <Finish>.

You will now see another message bar asking to install an Internet Explorer add-on for Citrix.
By the public sector, for the public sector

Please click the drop down arrow next to the Allow button, and select *Always allow for this site.*

An *Internet Explorer Security* dialog box will be displayed, please tick the box that says *Do not show me the warning for this program again.*

Click <Allow> to proceed.

You will now see the main Citrix Web Interface window with the *RDS Desktop* screen, click the screen to connect to the CCC Remote Access desktop.
There are a few more installs that will pop up before you will be able to access the desktop.

Click <Yes> to install both of the OCX clients, you may only receive one prompt, depending on whether you have a 32 or 64 bit version of Windows.

In the Setup Control – Warning box, click <Always>.
You should now connect to one of the CCC Remote Access servers.

Please read the disclaimer, and click <OK> to continue.

This should take you to the CCC Remote Access Desktop.

If you are prompted to login, you can enter your username and password. This login should only occur the once, subsequent logins to the system should bypass this screen.
Existing Remote Access Users

a. Add CCC Site to Compatibility View

Open Internet Explorer 11.

Click on the cog in the top right hand corner, this will bring up a menu.
Click on *Compatibility View settings*.

In the *Compatibility View settings* window, add **cpsn.org.uk** – as shown below.

![Compatibility View Settings dialog box](image)

Click <Add>, and then click <Close>.

**b. Login to CCC Remote Access**

Login to the CCC Remote Access website as you normally would.

When you get to the main menu screen you should see a new option called **CCC CITRIX DESKTOP**, please click on this.
By the public sector, for the public sector

This will take you to the Citrix Web Interface server.

c. Install Citrix Receiver Client

Tick the box that says *I agree with the Citrix license agreement*.

Click <Install> to begin downloading the main Citrix client.

Please do not click Continue until after you have installed the Citrix client, the *installation may require a reboot*. 
In the message bar, you will be asked if you would like to Run, Save, or Cancel the Citrix Receiver client. Please click <Run> to continue.

When the client has finished downloading, you will be prompted to install the Citrix Receiver client, this requires administrator privileges.

Click <Yes> to install the client.

The Citrix Receiver installation program will now start.
By the public sector, for the public sector

Click <Install>.
When the installation is complete, please click <Finish>.

You will now see another message bar asking to install an Internet Explorer add-on for Citrix.
Please click the drop down arrow next to the Allow button, and select *Always allow for this site*.

An *Internet Explorer Security* dialog box will be displayed, please tick the box that says *Do not show me the warning for this program again*.

Click <Allow> to proceed.

You will now see the main Citrix Web Interface window with the *RDS Desktop* screen, click the screen to connect to the CCC Remote Access desktop.
You should now connect to one of the CCC Remote Access servers.

Please read the disclaimer, and click <OK> to continue.

This should take you to the CCC Remote Access Desktop.