

# Remote access portal (RAP) Instructions for

Windows 10



## Requirements

Operating system: Windows 10

Web browser: Internet Explorer 11

Authentication: Newham account Blackshield pin\* Blackshield token code\*

\*In order to connect to Newham council remotely you will need to have enrolled for 2 factor authentication (2FA). Once you are successfully enrolled you will receive a Blackshield pin and token code.

# Upgraded your PC from Windows 7 or Windows 8.1

If you have previously used RAP via 2FA on a Windows 7 or Windows 8.1 PC, RAP may work without the need to follow these instructions. Click the existing RAP link on your computer. If it does not work, follow these instructions. **Please remember you must use Internet Explorer and not Edge.** 

#### Yellow borders around pictures

Any step which has a yellow border around the picture indicates that it may not be required. However this is dependent on your own personal computer setup. If that screen does not appear continue onto the next step.

## Help

Before contacting the ICT Service desk please ensure you have read the **FAQ's** and **troubleshooting guides** on: <u>http://www.newham.gov.uk/rap</u>

If you are still experiencing issues please raise a support call via the **RAP eform** on: <u>http://www.newham.gov.uk/rap</u>





1. At the bottom left of your computer screen click within the search box with the wording **'Search the web and Windows'** 

		•
≡	Best match	
ŵ	Internet Explorer Desktop app	
٢	Apps	
ß	e Microsoft Edge	
×	Settings	
	6 Internet Options	

3. A list will automatically appear and under the heading 'best match' you will see Internet Explorer. Right click Internet Explorer and click 'pin to taskbar' and then click the 'Internet Explorer' icon

e warming and an area and a second second	Continue	
reserved. Terms and Conditions,		

**5.** A page will load and suggest you install an add-on. **Do not install the add-on.** Instead ignore the prompt and click **'Continue'** 

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W	My stuff	∽ Web
inte	ernet	

**2.** At the bottom left of your computer screen type Internet Explorer within the search box

<b>e</b>		

4. Within the Internet Explorer address bar type 'https://rap2fa.newham.gov.uk' and press enter. You may want to save this link in your favourites

ve, work &	stay
am's Remote Access Portal (RAF	').
Log On	
User name:	JohnSmith
LBN Domain Password:	•••••

6. Enter your Newham username within the field User name. e.g. JohnSmith



n's Remote Access Portal (RAF	°).
Log On	
User name:	JohnSmith
LBN Domain Password:	•••••
Blackshield PIN Password:	•••••

7. Enter your Newham password in the field LBN Domain Password.



9. Click the 'Logon' button



11. Click Ok' to the prompt

nSmith

8. Enter your blackshield pin Remember to enter the initial PIN first and then the token code all in the same box

		Run Application	•	
Home	Home			
LBN Desktop Secure two factor (2FA) access		LBN Desktop Secure two factor	(2FA) access	

10. Click the 'LBN Desktop' icon



**12.** At the bottom of the page within the yellow bar click the down arrow to the right of the **'Allow'** button and select **'Allow for all websites'** 





**13.** Click **'Connect'** to the Remote Desktop Connection prompt

Vindows Secur	ity	×
Enter your	credentials	
These credent	ials will be used to connect to RDSH2FA.els.local.	
	Ibn\JohnSmith	
8		
	•••••	
	Domain: Ibn	
	OK Ca	ncel

15. Type in your Newham password



17. Click 'Yes' to the security message again

Windows Secu	ity	×
Enter your These creden	credentials itials will be used to connect to RDSH2FA.els.local.	
Я	Ibn\JohnSmith  •••••• Domain: Ibn	
	OK	Cancel

**14.** Type in your Newham username, with a prefix of lbn\. e.g. lbn\JohnSmith

	The identity of the remote computer cannot be verified. Do you want to connect anyway?
The re certific: Certifi	note computer could not be authenticated due to problems with its security ate. It may be unsafe to proceed. cate name
Ģ	Name in the certificate from the remote computer: RDSH2FA.els.local
Certif	cate errors following errors were encountered while validating the remote
<b>A</b>	The certificate is not from a trusted certifying authority.
Οο γοι	want to connect despite these certificate errors?

16. Click 'Yes' to the security message

**18.** The remote desktop will now load and you will be logged into the Newham network.

If you have any problems please check the FAQ's on <u>http://www.newham.gov.uk/rap</u> before contacting the ICT Service Desk.