

# Remote access portal (RAP)

## Instructions for Windows 10

# Requirements

<b>Operating system:</b>	Windows 10
<b>Web browser:</b>	Internet Explorer 11
<b>Authentication:</b>	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.**

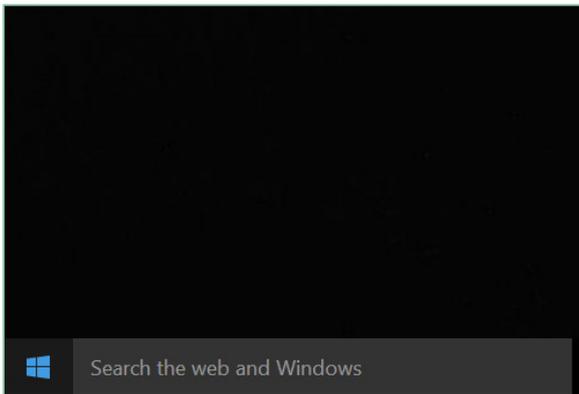
## Yellow borders around pictures

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.

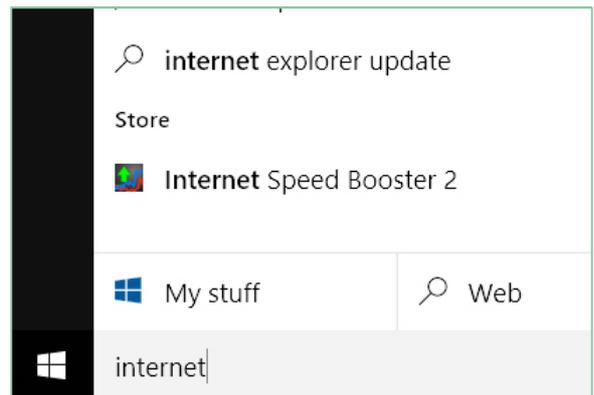
## Help

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

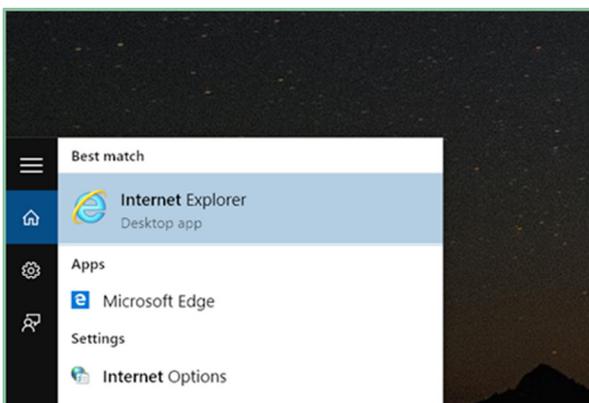
If you are still experiencing issues please raise a support call via the **RAP eform** on: <http://www.newham.gov.uk/rap>



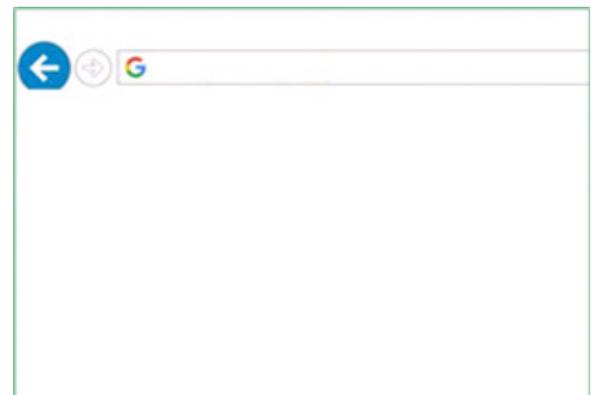
1. At the bottom left of your computer screen click within the search box with the wording **'Search the web and Windows'**



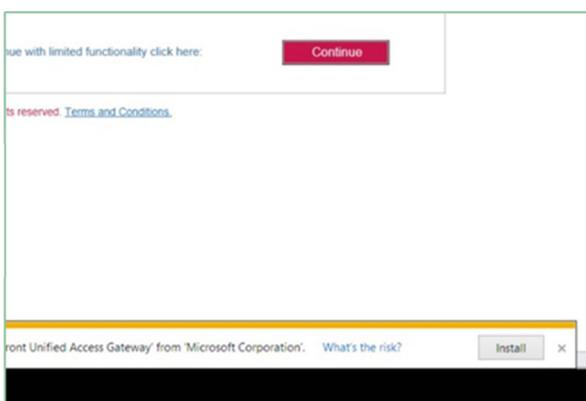
2. At the bottom left of your computer screen type Internet Explorer within the search box



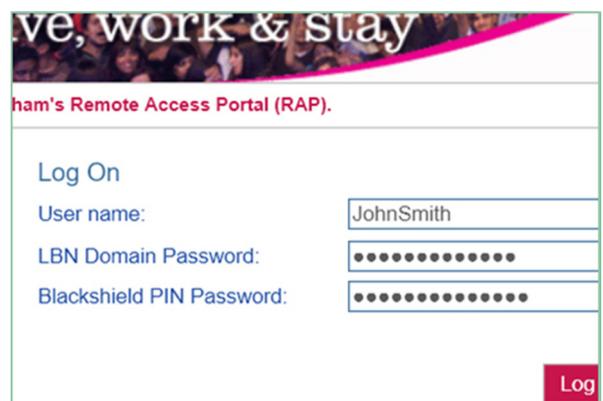
3. A list will automatically appear and under the heading **'best match'** you will see Internet Explorer. Right click Internet Explorer and click **'pin to taskbar'** and then click the **'Internet Explorer'** icon



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**



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'**



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

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

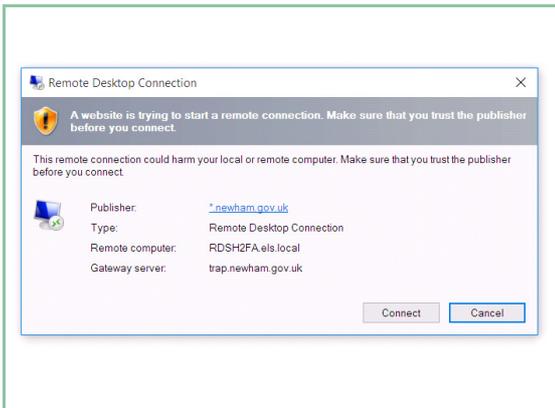
8. Enter your blackshield pin  
*Remember to enter the initial PIN first and then the token code all in the same box*

9. Click the 'Logon' button

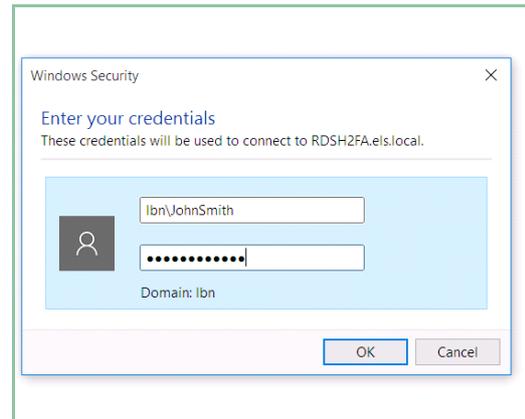
10. Click the 'LBN Desktop' icon

11. Click 'Ok' to the prompt

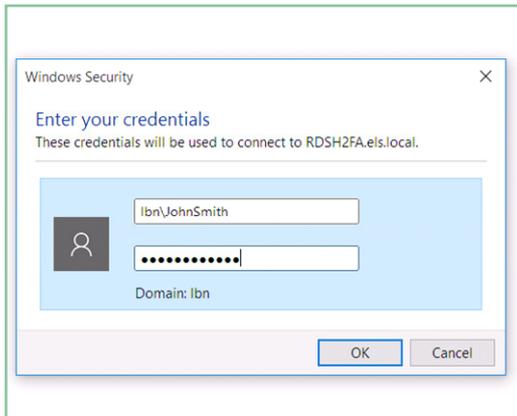
12. At the bottom of the page within the yellow bar click the down arrow to the right of the 'Allow' button and select 'Allow for all websites'



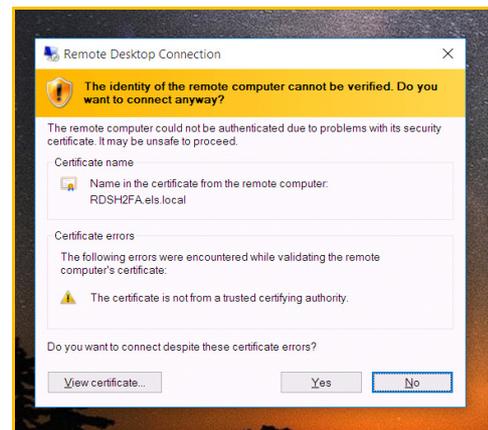
13. Click **'Connect'** to the Remote Desktop Connection prompt



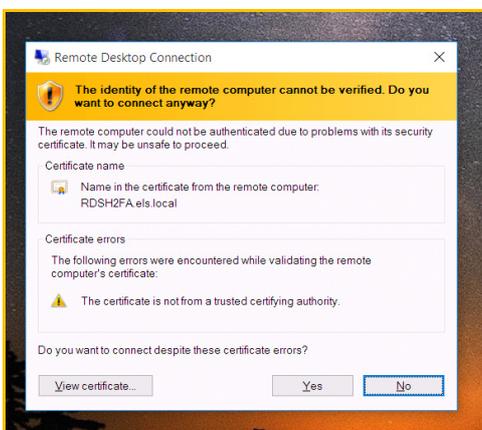
14. Type in your Newham username, with a prefix of lbn\. e.g. lbn\JohnSmith



15. Type in your Newham password



16. Click **'Yes'** to the security message



17. Click **'Yes'** to the security message again

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 <http://www.newham.gov.uk/rap> before contacting the ICT Service Desk.