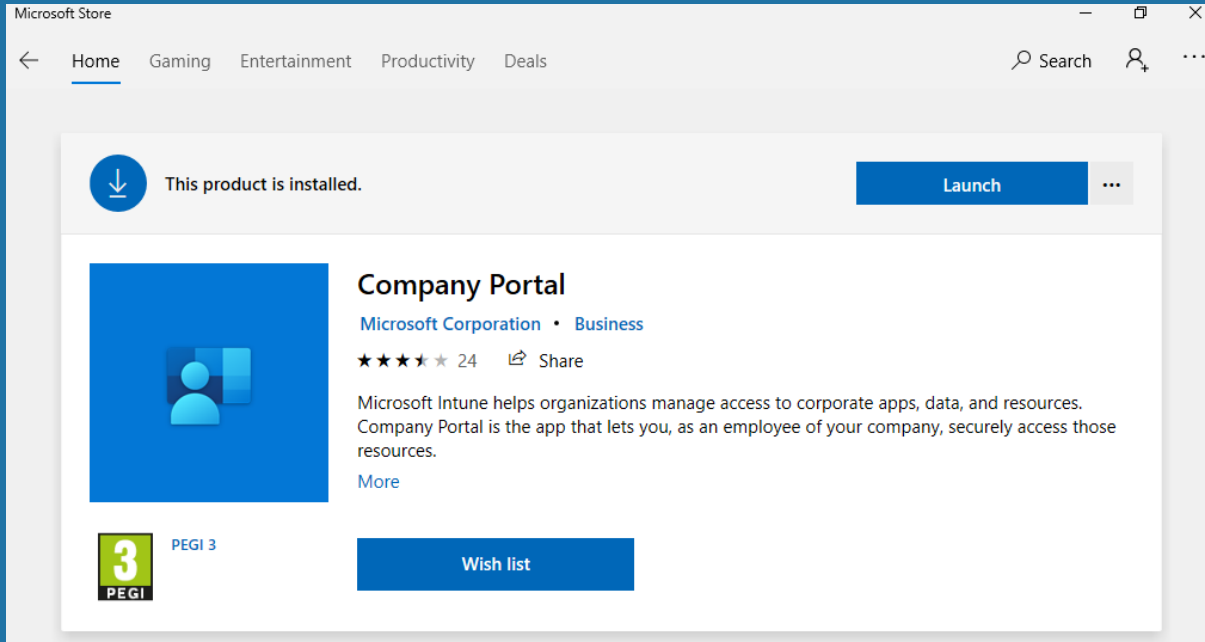
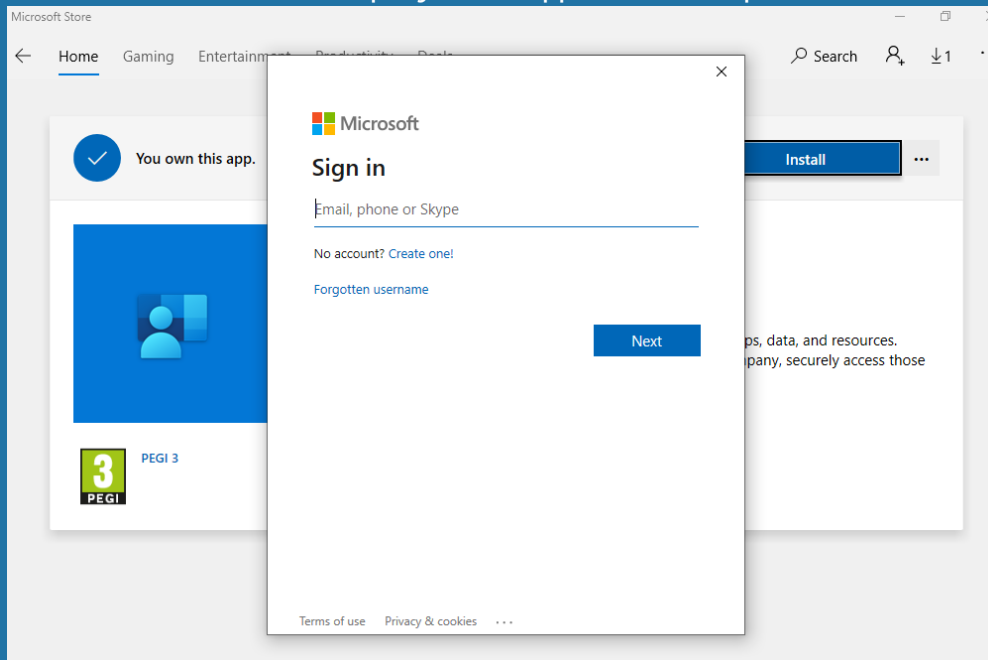


Connecting to University student computers from home on a Windows 10 device

1. Go to the Microsoft Store and install the Company Portal app.



2. When you click "Install" to install the Company Portal app from the Microsoft Store you may be prompted to sign in. You do not need to sign in at this point – just click on the x in the corner of the sign-in window to close it. The Company Portal app should then proceed to install.



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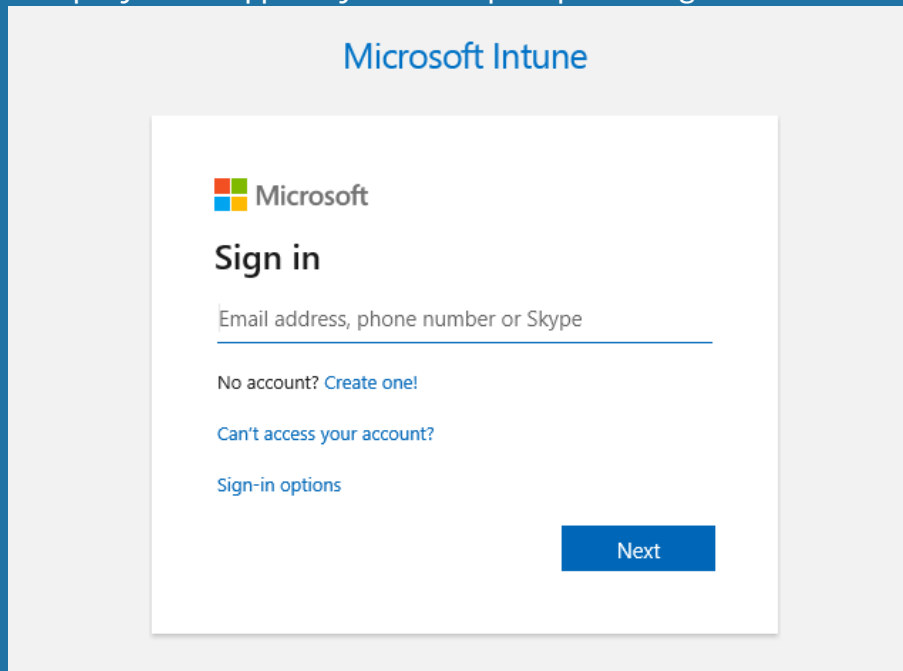
In person:

IT Support Desk

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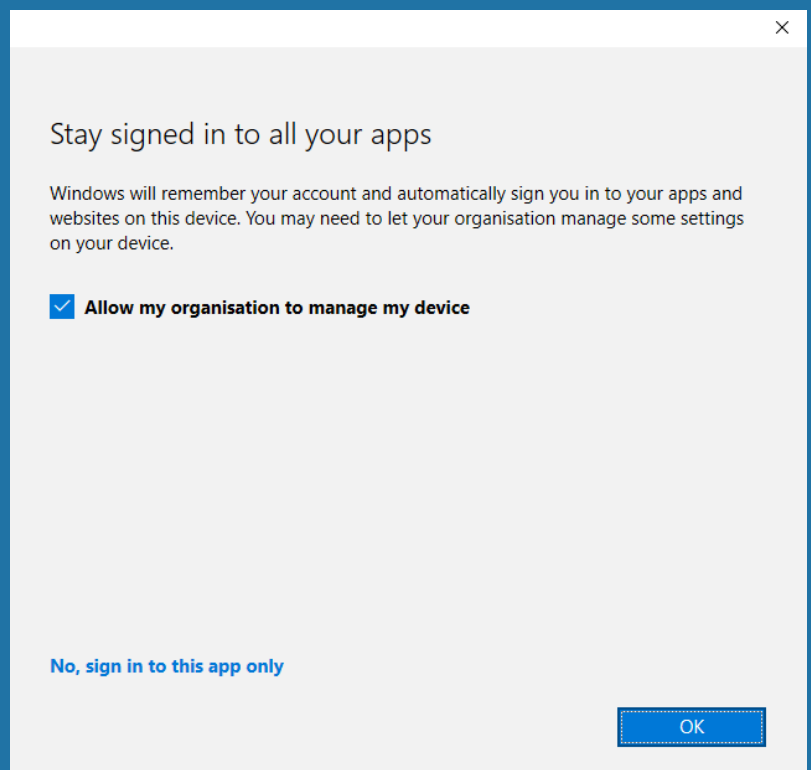
3. Launch the Company Portal app and you will be prompted to sign in as follows:



4. After entering your University credentials, you will see the following screen:

5. Click OK. You must ensure **“Allow my organisation to manage my device”** is ticked.

You may be prompted to sign in for a second time – if so, sign in again with your University credentials.



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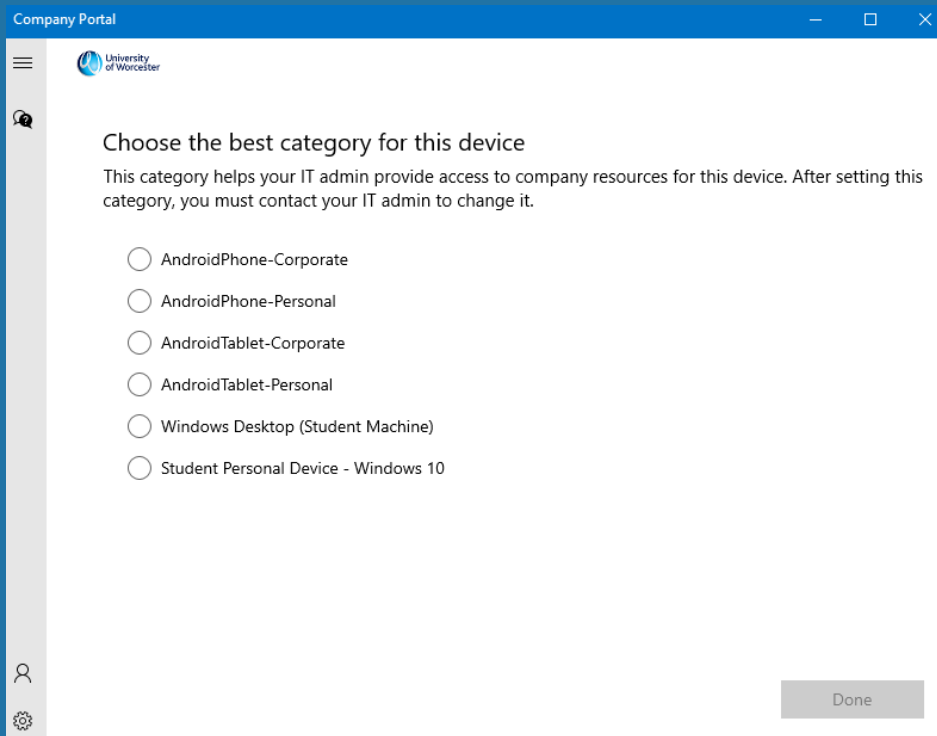
In person:

IT Support Desk

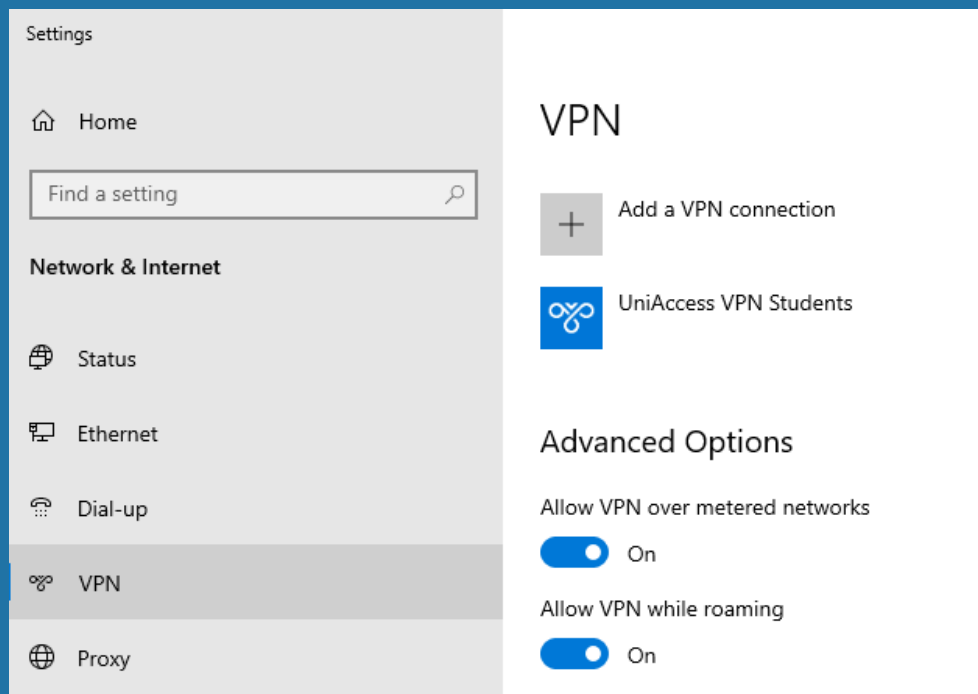
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6. You will be prompted to choose a category for your device – choose “Student Personal Device – Windows 10” and click Done.



7. The “UniAccess” VPN profile should automatically be deployed to your computer within a couple of minutes of signing into the Company Portal app. Click on the Windows 10 Start button, type “VPN” and then click “VPN Settings”. You should see “UniAccess VPN Students” listed as shown below:



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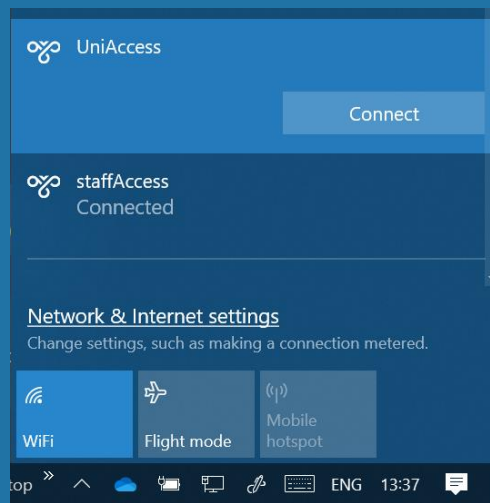
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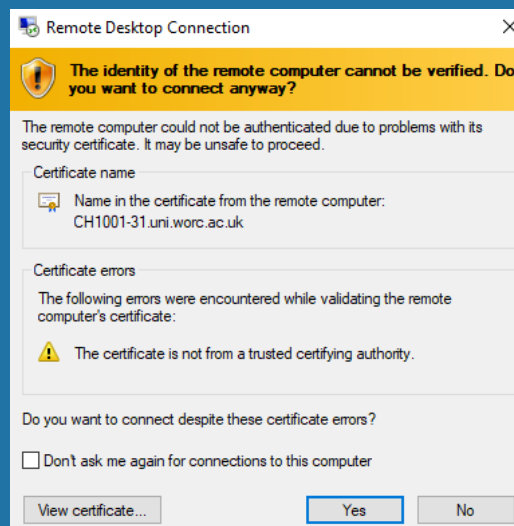
- Click on this VPN, click **Connect** and enter your username in the form **uni\username** and then your password. The VPN should then say it is connected.

Once the VPN is installed you can click on the wired/wireless icon on the system bar (bottom right hand corner) and the VPN UniAccess will be visible there and you can just click on it to connect:



- Go back to the Company Portal app and on the Home screen you should see “**Remote Lab Access**” – this is a web link rather than an app – click on it, then click on the three dots next to the install button, and click “**Open in Browser**”.
- Click “**Connect**” next to a computer and a remote desktop link will be downloaded – this will open a remote desktop session to the specified student lab computer. You will be prompted to sign in – enter your username in the form **uni\username** and your password.

You may see a certificate warning appear that looks like the screen shot below, In this circumstance you can safely click “**Yes**” to proceed.



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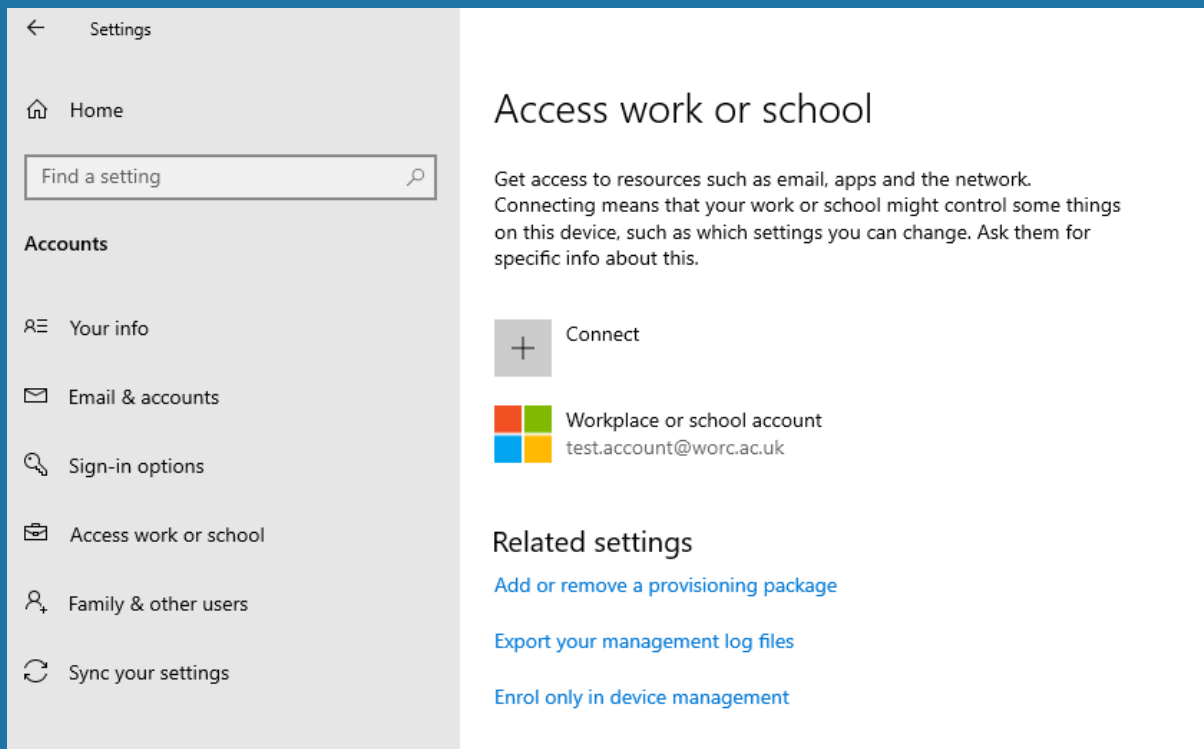
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Troubleshooting

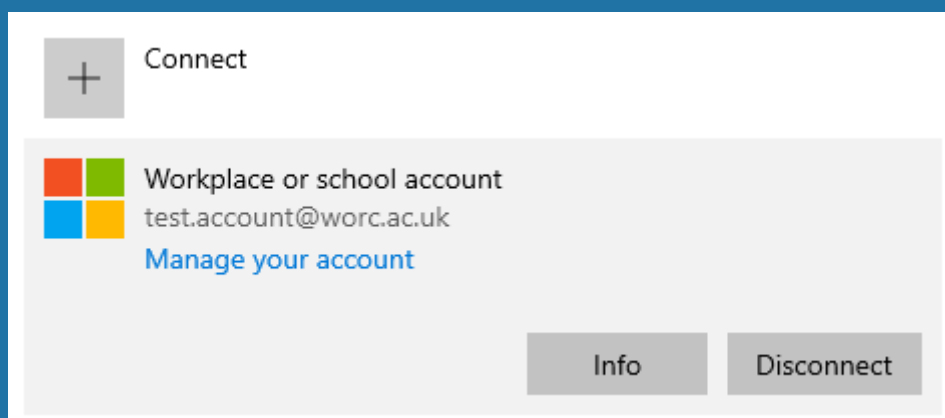
If your device isn't showing as registered in the Company Portal app or you're encountering other issues, a general troubleshooting step is to remove your University account from your device and re-add it.

1. Go to Start Menu > Settings > Accounts > Access Work or School

You should see your University account listed as below. You may also see other personal accounts that you have registered.



2. Click on your University account and click "Disconnect". Please ensure you do this for your University account only, do not do it for any of your personal accounts.



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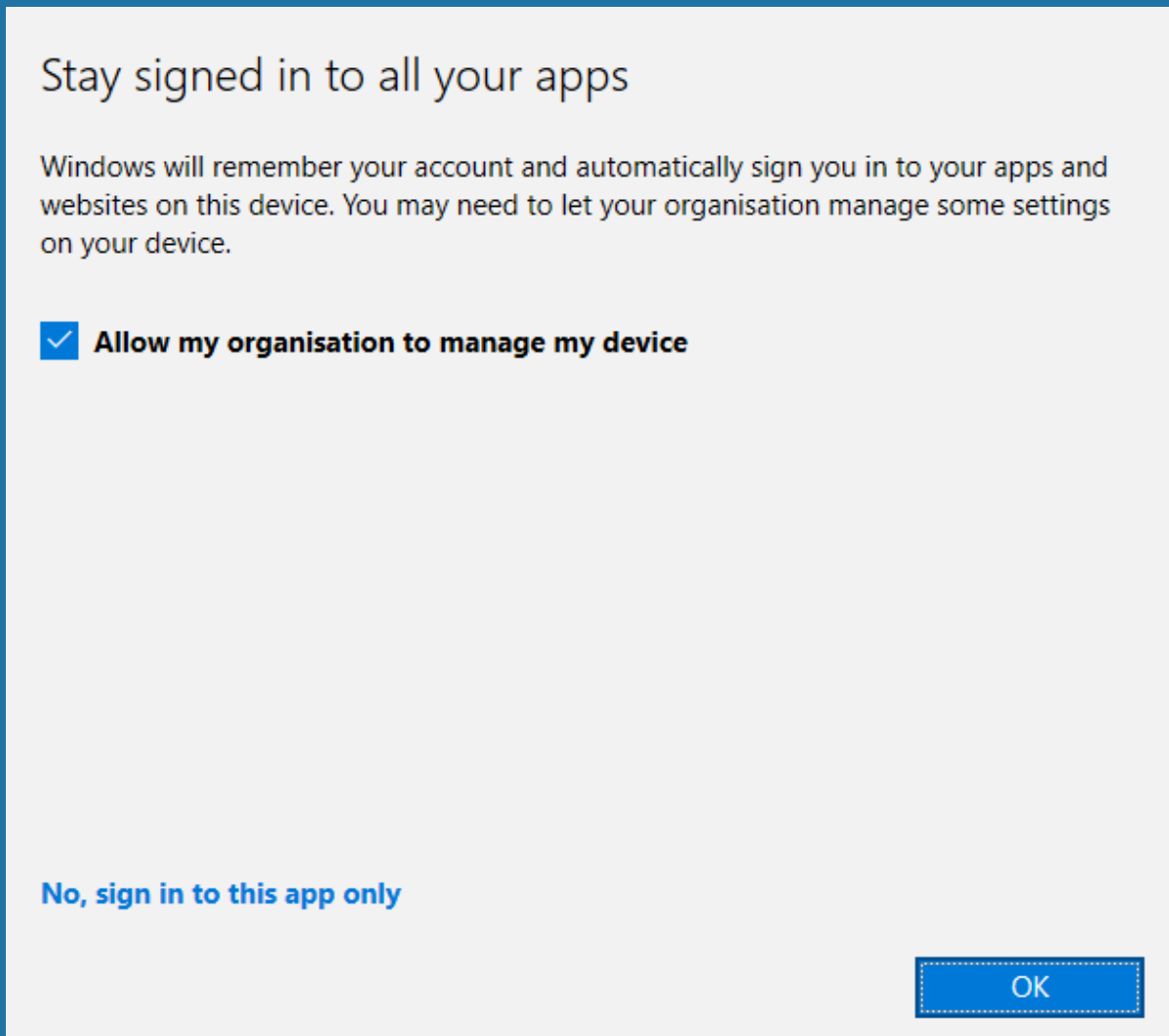
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3. Click "Yes" to confirm account removal.
4. Now run the Company Portal app again and sign in. When you see this screen please ensure that "Allow my organisation to manage my device" is ticked, and click OK.



5. Your account and device should now be successfully setup.

Important note: If you are still experiencing problems setting up Remote Access, and are using a laptop, then please visit the IT Help Desk on the 1st floor of the Peirson Study & Guidance Centre with your device between 09:00-17:00 Monday to Friday, and we will be happy to assist you.

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