



NCG Cloud Services – User Guide for Windows

Document History

Version	Date	Notes	Name
1.0	05/03/2015		Phil Robinson

Introducing NCG Cloud Services.

What is NCG Cloud Services?

NCG Cloud Services is a system for staff which allows remote access to your resources, such as documents and files, Office applications and other key business applications.

Staff from the following divisions can access the system:

- Newcastle College
- Newcastle Sixth Form College
- Carlisle College

Please note that Intraining have a separate cloud service, please consult the guides for Intraining Cloud Services if you are a member of staff within Intraining.

How do I access NCG Cloud Services?

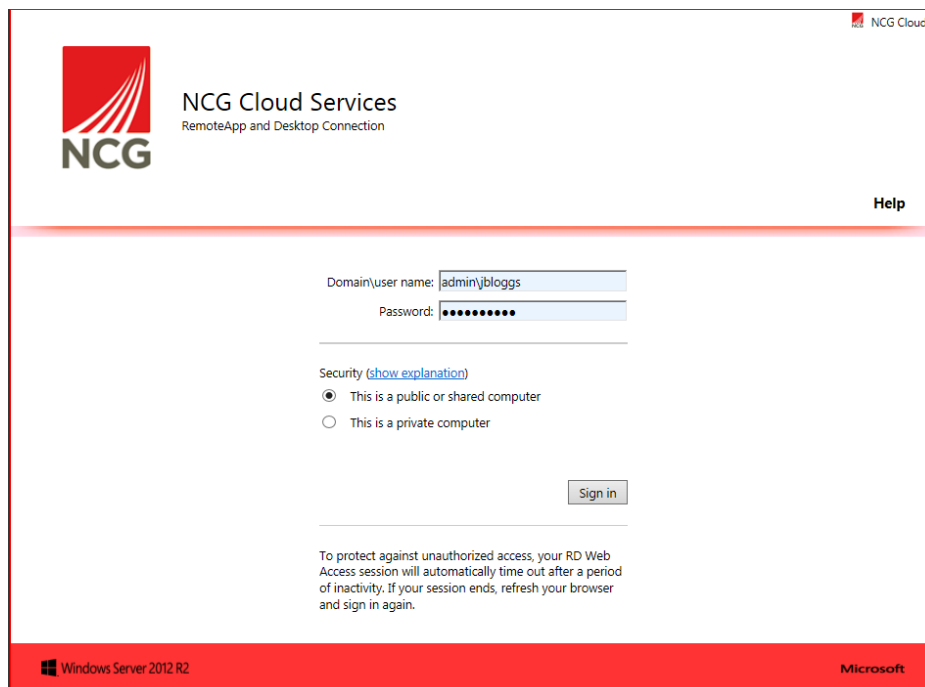
Accessing via any Windows 7 or later machine, with an internet connection.

There are two methods you can use for NCG Cloud Services with Windows 7/8

Method 1: Open Internet Explorer* and enter the following address:

<https://cloud.ncgrp.co.uk>

You will be presented with the below login page:



Domain\user name: admin\jbloggs
Password: ●●●●●●●●

Security ([show explanation](#))
 This is a public or shared computer
 This is a private computer

Sign in

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2012 R2 Microsoft

Depending on your division, enter your username in the following format:

Newcastle College/Newcastle Sixth Form College/Group Services

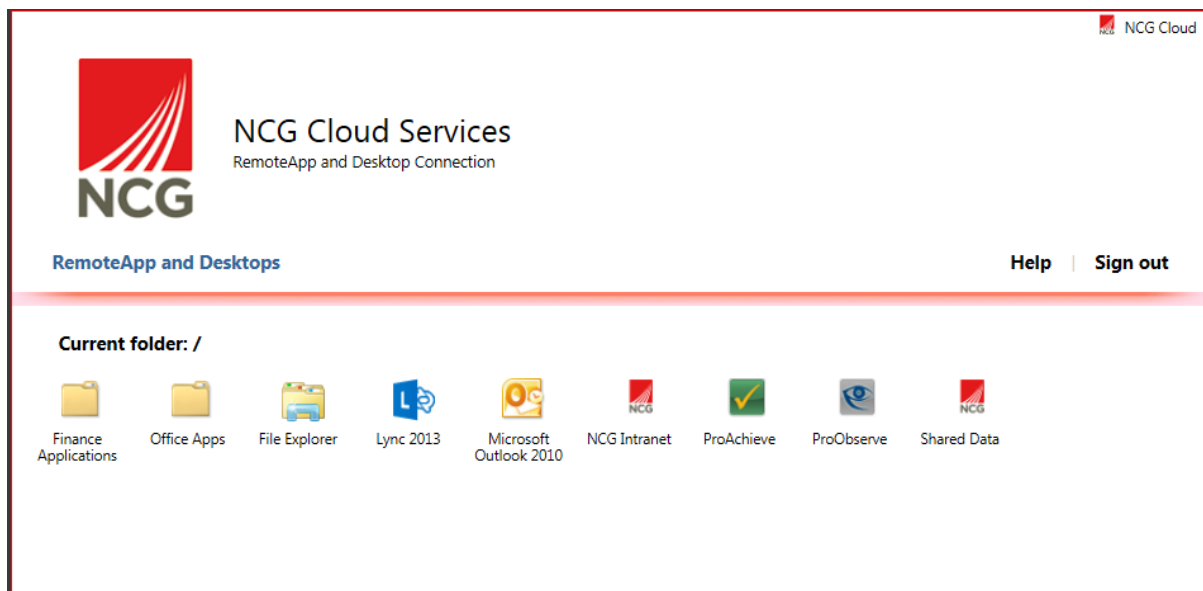
ADMIN\jbloggs

Enter your usual network password.

Select “This is a private computer...” option, and click Sign in.

You will be shown a set of “RemoteApps” that you have been granted access to. The base set of applications include:

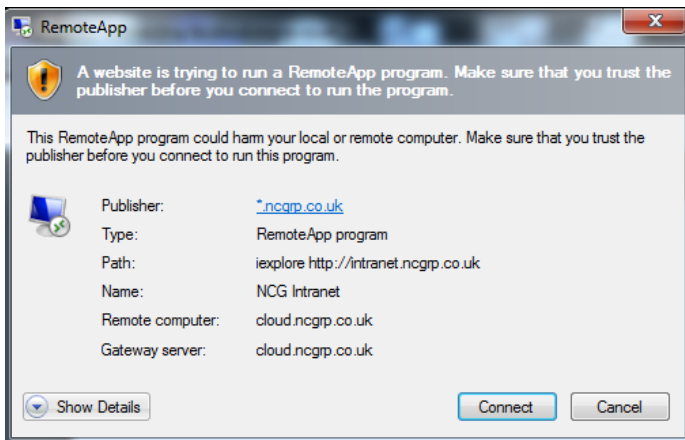
- Microsoft Office Apps (Word, Excel, Powerpoint) – click on the folder once to see the Office applications.
- Microsoft Outlook 2010
- File Explorer – Use this to access your My Documents (N: drive) and shared drives which are mapped to drive letters.
- Intranet – Use this to access the NCG Intranet, and other internal browser based systems such as MI-Net, and access to your internet favourites.
- NCL Shared Data – For Newcastle ADMIN domain staff, access to your shared areas.
- Finance Applications (shortcuts to eFin, eProcurement, FPM, Collaborative Planning) – click on the folder once to see the apps.



Running a RemoteApp.

To open any of the apps click on the icon **once**.

If you receive the below message, tick the box “Don’t ask me again for remote connections from this publisher” and click Connect.



The connection to the cloud servers will initiate, and after approximately 30 seconds the selected app will open on your computer.

Once your initial session has been established, any further apps you open during the session will run immediately.

Method 2: Add NCG Cloud Services apps to your Start Menu

The second method involves adding the apps to the Start Menu on your machine. This means that to run the apps, you simply need to run them from the Start Menu and provide your username and password. This bypasses the browser method of accessing your resources.

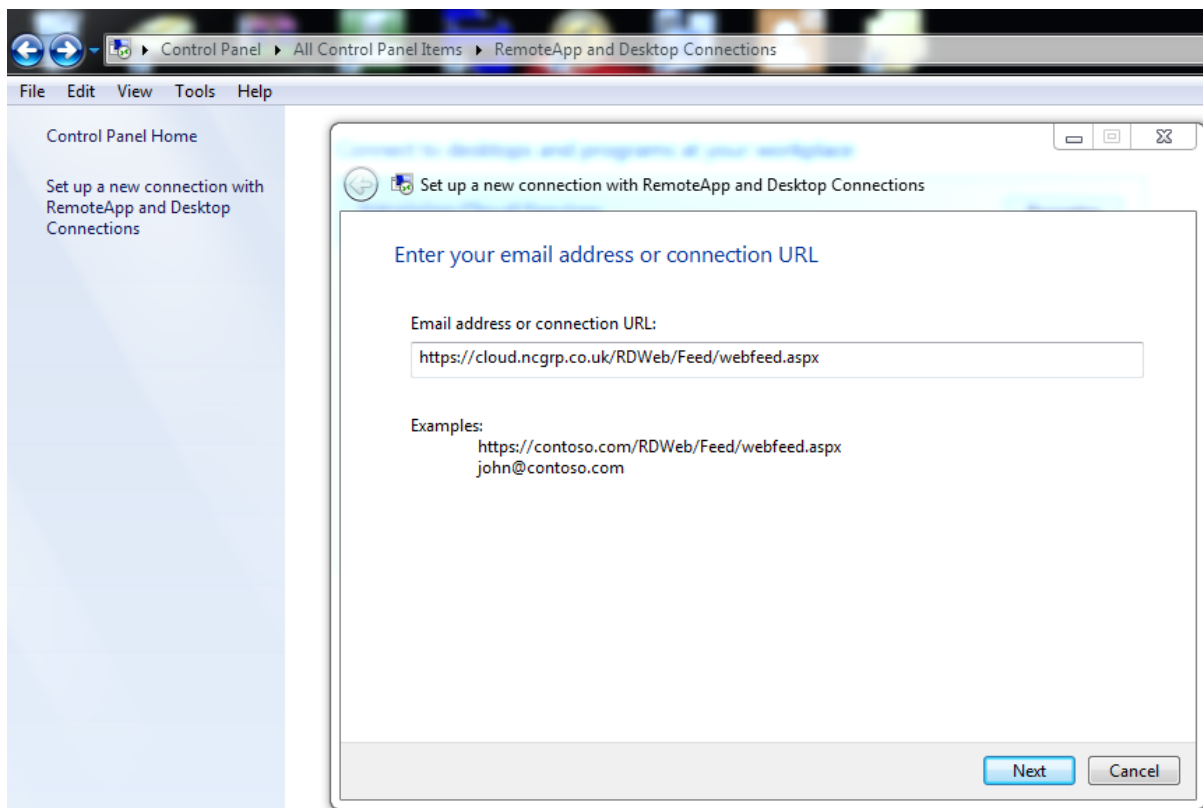
To add NCG Cloud Services to your Start Menu:

Open Control Panel, and run the RemoteApp and Desktop Connections applet.

Click on Set up a new connection with RemoteApp and Desktop Connections

Enter the following URL:

<https://cloud.ncgrp.co.uk/RDWeb/Feed/webfeed.aspx>



Click on Next. You will be asked to enter your credentials, enter your username in the format described earlier in the document, and enter your current network password.

Once successfully added, you will see your remote apps listed in the Start Menu under RemoteApp and Desktop Connections, NCG Cloud Services.

Troubleshooting

If your session is unexpectedly disconnected due to a temporary loss of internet connectivity, the service will attempt to reconnect you automatically to your session, once successful, your previously opened apps will resume.

If the service is still unable to reconnect your session:

- Restart the computer you are using to access NCG Cloud Services
- Log back in to the website, if you are using the browser based access.
- Run any of the RemoteApps to reconnect to your session, once successful your previously opened apps will resume.

Once disconnected from NCG Cloud Services, your session will remain active for 6 hours, during which time you can reconnect to your existing session. After 6 hours your session will be logged out and any apps you were running will be closed.