



NCG Cloud Services – User Guide for iOS (iPad/iPhone)

Document History

Version	Date	Notes	Name
1.0	06/03/2015		Phil Robinson

Introducing NCG Cloud Services.

What is NCG Cloud Services?

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

Staff from the following divisions can access the system:

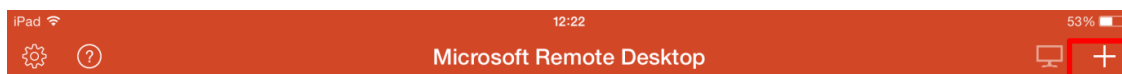
- Group Services
- Newcastle College
- Newcastle Sixth Form College

How do I access NCG Cloud Services using my iPad/iPhone?

First of all you need to download the Microsoft Remote Desktop Client from the App store and install it on your device.

IMPORTANT! – You must have a passcode set on your iOS device to prevent unauthorised access!

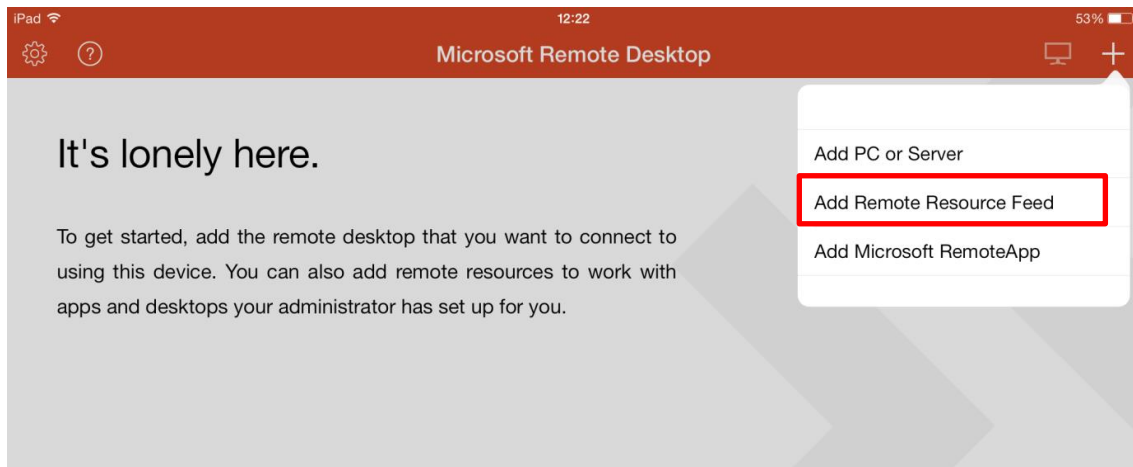
Once installed, open the RD Client app, you will see the following:



It's lonely here.

To get started, add the remote desktop that you want to connect to using this device. You can also add remote resources to work with apps and desktops your administrator has set up for you.

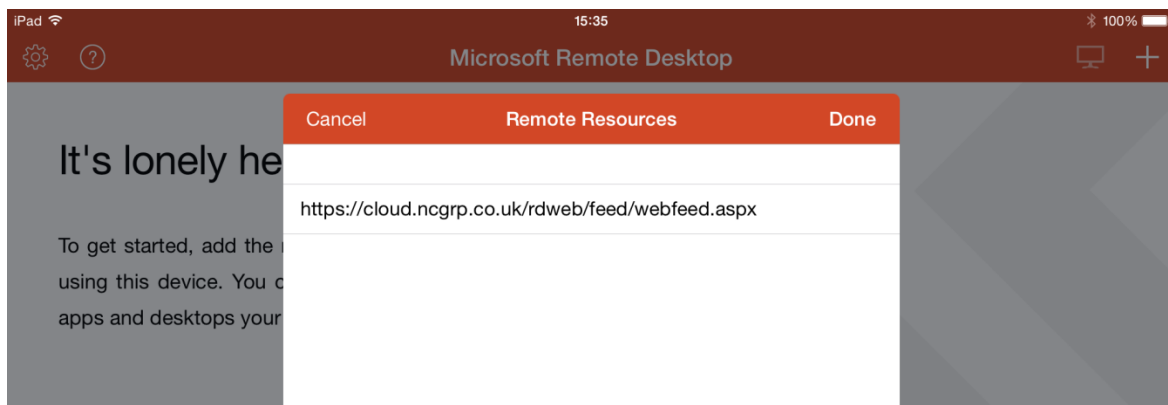
Tap the + sign in the top right hand of the app, and tap Add Remote Resource feed.



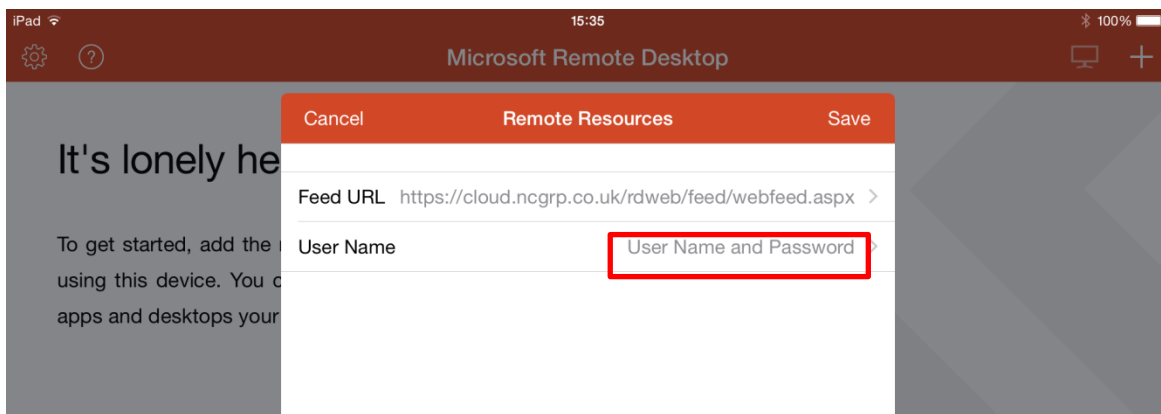
Then tap the Feed URL option. You will then be asked to enter the Remote Resources feed URL:

<https://cloud.ncgrp.co.uk/rdweb/feed/webfeed.aspx>

Enter this *exactly* as shown below, and tap Done.



You now need to enter your network credentials. Tap the User Name option.

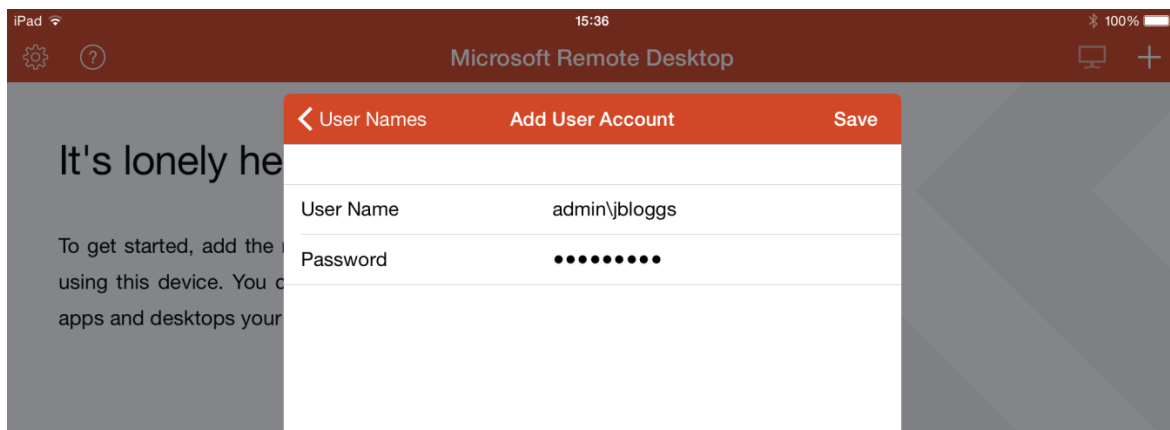


Depending on your division, enter your username in the following format:

Newcastle College/Newcastle Sixth Form College/Group Services

ADMIN\jbloggs

Enter your usual network password.



Tap Save, and then tap Save again.

The app will now connect to the cloud servers, and download the remote app resources available to you.



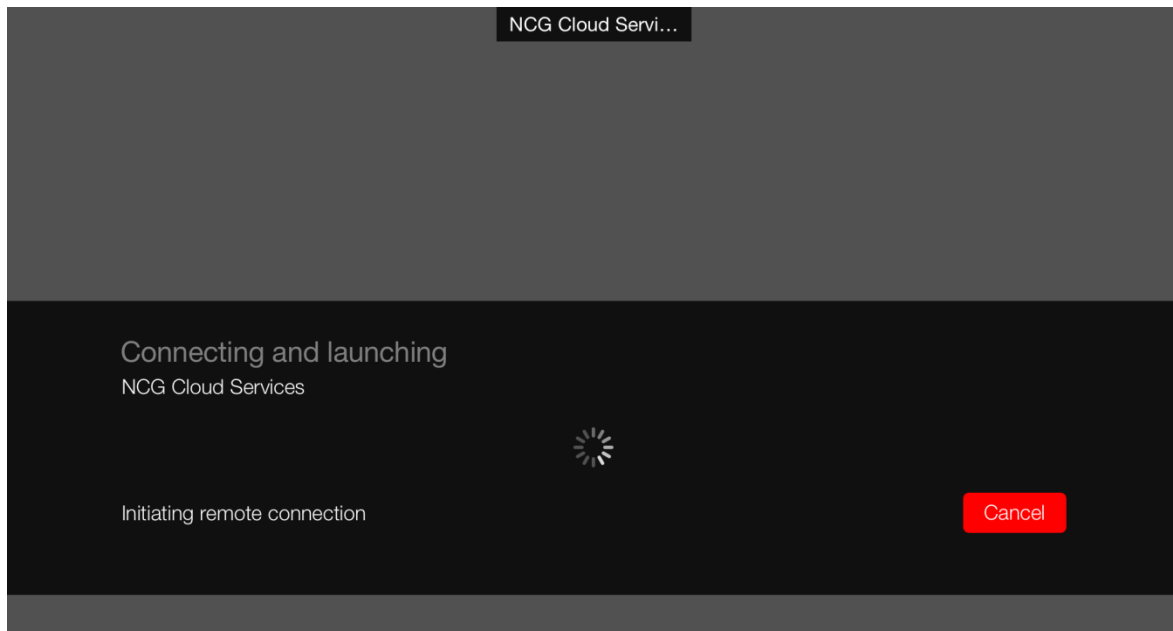
Your connection settings and credentials will be saved and you will not need to enter them again.

The base set of applications include:

- Microsoft Office Apps (Word, Excel, Powerpoint) – tap the folder to see the Office applications.

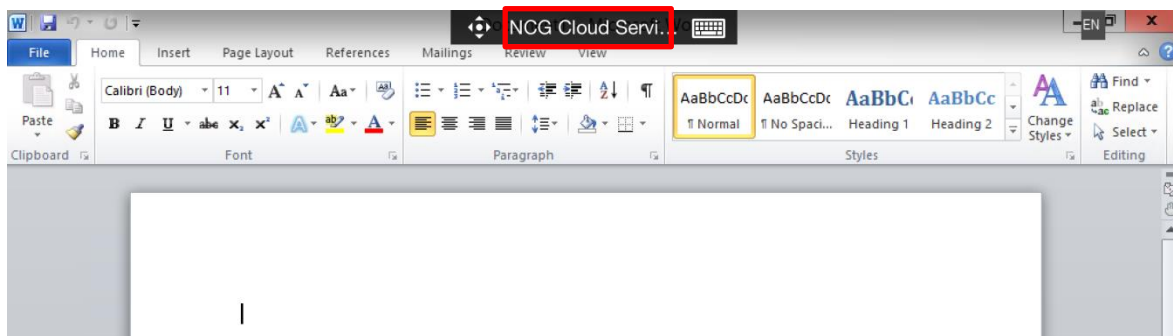
- Microsoft Outlook 2010
- File Explorer – Use this to access your My Documents (N: drive) and shared drives which are mapped to drive letters.
- Intranet – Use this to access the NCG Intranet, and other internal browser based systems such as MI-Net, and access to your internet favourites.
- NCL Shared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

To run the apps, simply tap them and you will be connected to the cloud servers. If this is the first app you have launched during this session, the connection takes on average 30 seconds to complete. Subsequent apps launched will open immediately.

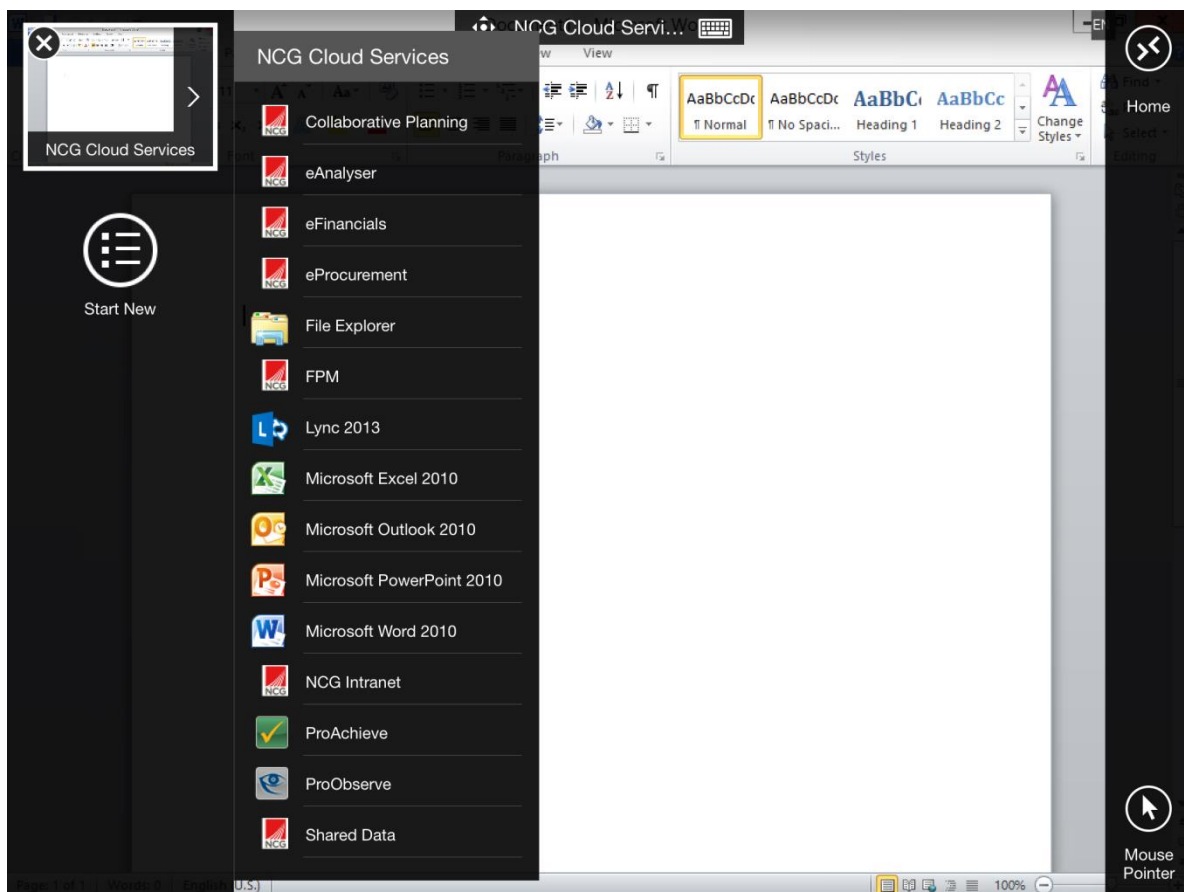


While within a session, you can open other apps as shown below.

Tap the NCG Cloud tab



Tap the Start New option, and a list of remote apps will be shown, from which they can be launched



You can also disconnect from your session by tapping the X button on the small NCG Cloud Services window.



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:

- Ensure you have internet connectivity on your device.
- Close the Remote Desktop Client app completely.
- Start the RD Client app again and try to run a remote app to reconnect.

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.

Should you encounter any further problems please contact helpdesk@ncgrp.co.uk or 0191 200 4700.