

Killarney Heights High Network Remote Access



How Do I Access This Service ?

Access to the service is provided using the Microsoft Remote Desktop app. This app is available free from your respective app store provider and installed the same way as any other app (Windows 7 Users will not have access to an app but there is alternate method for access, it is however strongly recommended you upgrade to a more secure operating system). The respective app's have the following icon in the store



Microsoft Remote Desktop (iOS, MacOS and Android)

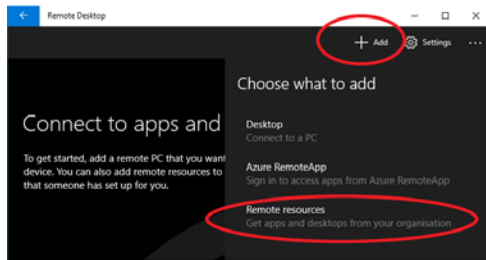


Microsoft Remote Desktop (Windows 8+)

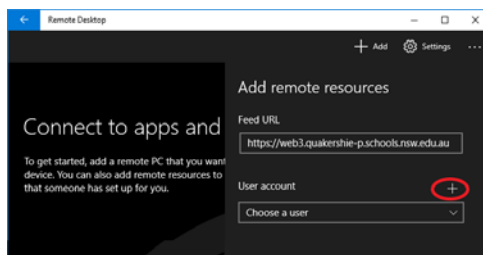
The App Is Installed What's Next ?

When you open the app you will need to add a Remote Resource Feed. The design of the app varies slightly between the types of devices but below are the two most common types

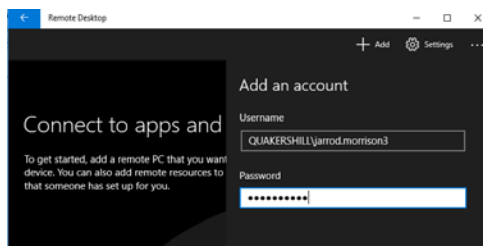
Windows Style App



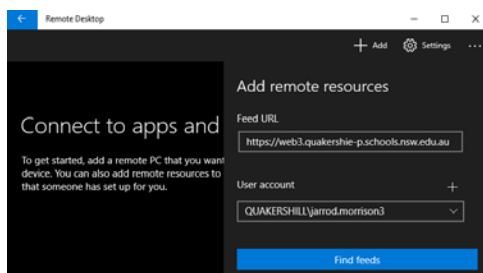
Click Add on the top right of the app
Select Remote resources to add your feed



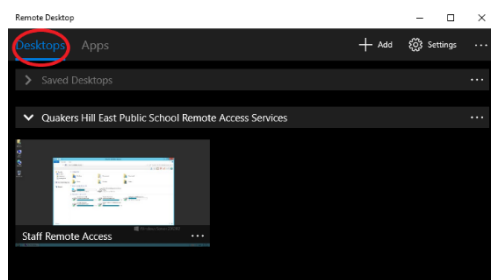
Feed Url is
<https://remote.killarney-h.schools.nsw.edu.au>
Click the + to add a User account



Username is your school username as
KHHS\Username

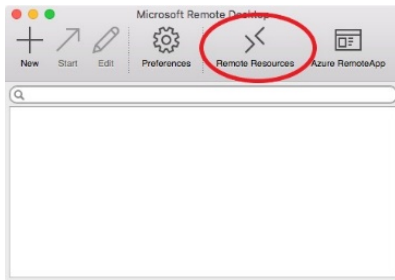


Click Find Feeds to complete the process

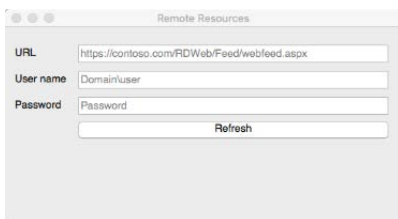


Once completed you can click the desktops tab
and open the Staff Remote Access Link
(Occasionally you may need to close and
reopen the app for this to be visible)

Mac Style App



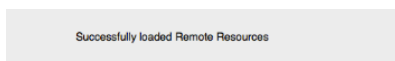
Click Remote Resources



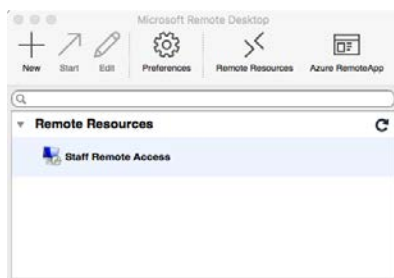
Feed Url is

**https://remote.killarney-
h.schools.nsw.edu.au/RdWeb/Feed/WebFeed.aspx**

Username is your school username as KHHS\username



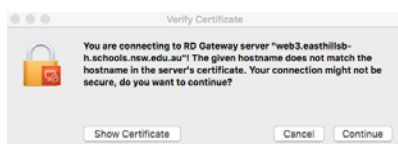
Click Refresh to complete the process



Once completed you can open the Staff Remote Access Link (Occasionally you may need to close and reopen the app for this to be visible)



If using MacOS you will be offered to bring your printer, clipboard and a folder of your choosing into the session (For example your Desktop)



MacOS will also warn you about a hostname mismatch which is SAFE to continue on

What Happens When I Connect To The Service ?

Once you have installed the app and opened the respective resource link you will securely connect with our remote access server. This procedure takes up to 1 minute dependent on your internet connection speed and the amount of currently online users of the service.

Once you have successfully logged in you will be connected to the regular desktop interface of the school. You will have access to all the regular school based applications that can be provided by this service. Additional application access can be negotiated depending on compatibility with the service.

I Have Finished My Session What Do I Do ?

Once you have finished working remotely you are required to logoff. This can be achieved by either clicking the logoff button on the launcher window or using the logoff function from the remote start menu

DO NOT CLOSE THE WINDOW / PRESS BACK ON YOUR MOBILE DEVICE

If you close the app or tap back on your mobile device you are NOT logging off from the service and your session will continue running on the server. This means that any files you have left open will be locked in the remote session under your name. During the hourly system maintenance it will automatically reset any disconnected sessions that are not logged off and have been left that way for more than 1 hour (You may reconnect to the same session if you went offline for some reason or accidentally closed the window).

NOTE: Resetting a session does NOT save anything that you have had open, it is the equivalent of pulling the power plug out of a computer. This can be especially harmful during reports periods.

I'm Unable To Connect, Help !

Before panic sets in, restart your device first to see if this allows you to connect again. If you changed your school password, make sure you also update the password on your device. You can always remove the remote resource link and go through the steps to add it again fresh to see if this resolves your problem. If all else fails contact Jarrod via email/mobile per normal protocols for assistance

General Information About Access

- Access to the service is provided 24x7x365 with the exception of maintenance periods and DET outages. Where possible you will be emailed of planned outages
- System backups and server maintenance cycles begin at 11pm. Whilst access is available please note that performance will may be slower at this time. Also note that anything changed during this time may not be backed up until the following evening

- Keep your password secure at all times. Treat this service as you would an online banking service. You have access to extremely sensitive and confidential corporate data to which you are considered legally liable. Access logs are retained for usage of the service for security and auditing purposes
- Remote access services perform an automatic restart at 4am each day that takes 90 seconds to complete. If you are using the service you will receive a 90 second warning to save your work. If you are accessing the services internationally please plan ahead for this as it is fully automated and cannot be overridden
- Your access to the services may be revoked at any time as deemed fit by the senior executive of the school.
- Access of the service once you are no longer employed by the school is not authorised unless explicitly approved by the principal in writing. Security logs of the service are retained for auditing purposes, access of the service against this policy is considered an offence.