

Remote Access Portal (RAP)

Installation and User Guide For Windows Devices

1.	Introduction	3
2.	Support	3
3.	Technical Requirements	3
4.	Using RAP	4

1. Introduction

The Remote Access Portal (RAP) is used by authorised account holders to connect to either the Havering or Newham networks when working from home or other remote location using a PC or laptop. You must use 2 Factor Authentication (2FA) to be able to work remotely.

2. Support

Please read this document, including the technical requirements, before contacting the ICT Service Desk. If you are still having problems, please follow the RAP Frequently Asked Questions found on the [oneSource Internet](#). This includes a RAP e-Form which will assist you in troubleshooting and fixing the majority of issues.

Please note we are not able to provide support for your personal hardware. Whilst we may be able to help identify the area of an issue, you will need to contact your ISP or systems provider to resolve any underlying difficulties.

3. Technical Requirements

Your device must meet the specifications within the table below in order for RAP to work correctly.

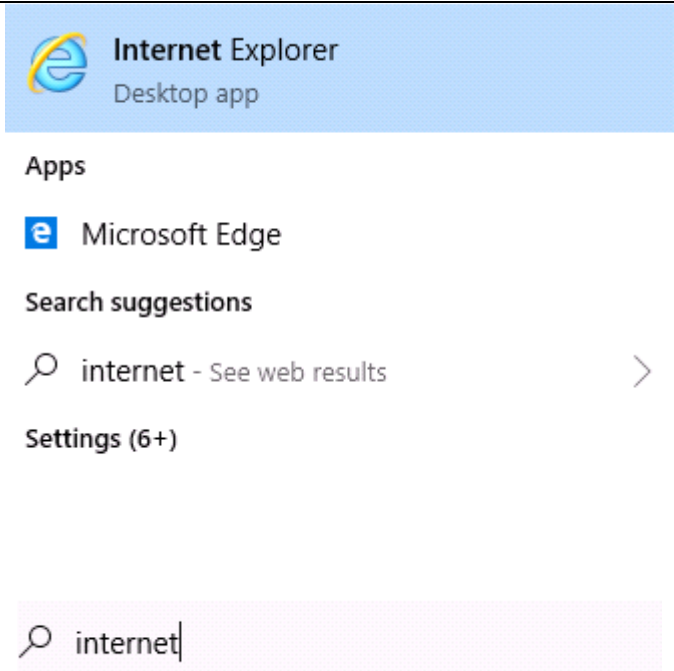
Your computer	Minimum software specification
Access rights	You will need to have administrator rights in order to install and use the RAP service
Anti-Virus	Any active and up to date anti-virus is required for example <ul style="list-style-type: none"> • ESET's nod32 • F-secure • McAfee • Microsoft Security Essentials (Free) • Avira (Free)
Broadband Connection	Any ISP provider with modem/router hardware
Browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer 11 • RAP does not work on Safari, Edge, Chrome or Firefox.
Firewall	Any active and up to date software firewall is required.
Java	The latest version can be found here

Your computer	Minimum software specification
Operating System	<ul style="list-style-type: none"> Windows 10 Windows 8 and 8.1 (32 bit and 64 bit - must use the 32 bit version of Internet Explorer) Windows 7 (32 Bit Only)
Safenet Authentication Token	<p>Please follow the enrolment process on your respective Council's Intranet</p> <p>Havering enrolment process</p> <p>Newham enrolment process</p>

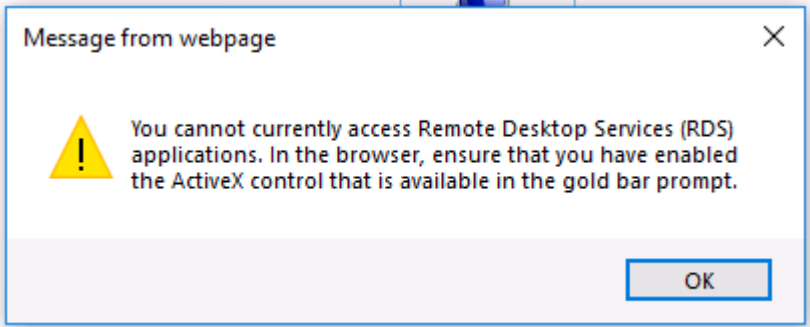
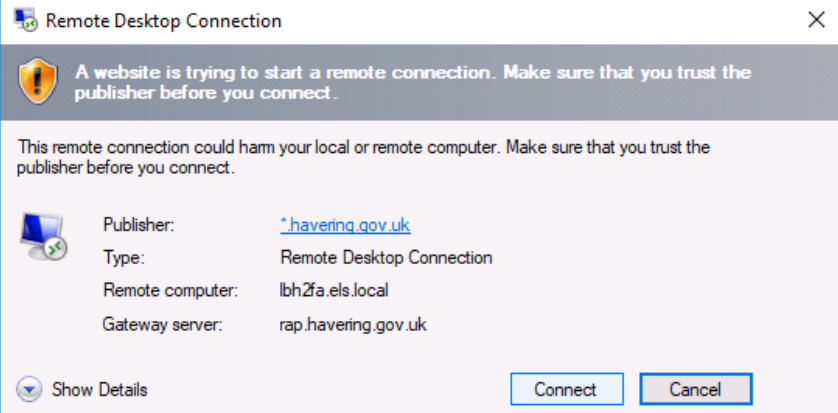
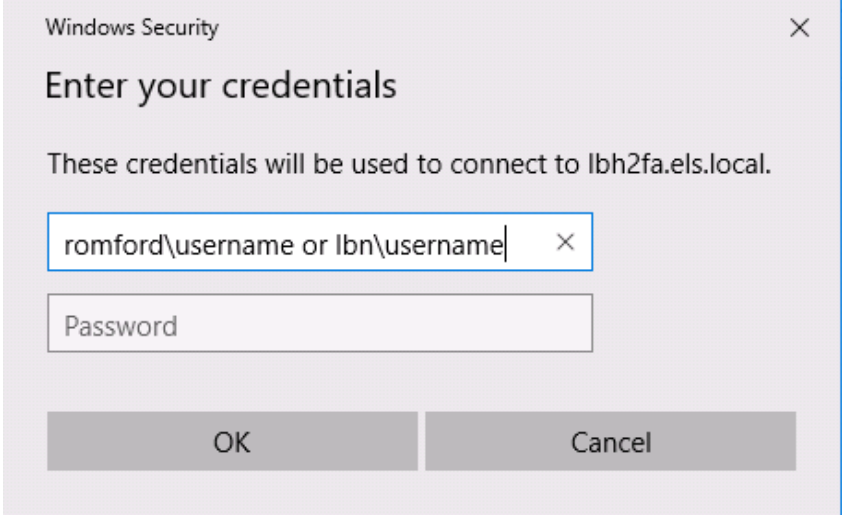
4. Using RAP

Before using RAP, you will need to enrol for 2FA by requesting a Safenet Authentication Token. Enrolment by existing Havering or Newham account holders must be undertaken whilst connected from within the relevant council network (not remotely) on a corporate issue PC or laptop. Instructions on the enrolment processes can be found on the respective borough Intranet sites.

Your token will be sent to your mobile phone. Once you have received this, you can connect to RAP from your personal device as follows:

<p>4.1 Press Start</p> <p>In the search bar, type Internet Explorer</p> <p>This will bring up the Internet Explorer – Desktop app option.</p> <p>Right-click on this and select Run as administrator</p>	 <p>The screenshot shows a Windows search interface. At the top, 'Internet Explorer Desktop app' is highlighted in blue. Below it, under the 'Apps' section, 'Microsoft Edge' is listed. Under 'Search suggestions', there is a search icon, 'internet - See web results', and a right-pointing arrow. At the bottom, there is a search bar containing the text 'internet'.</p>
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<p>4.2 Once Internet Explorer has launched, type the following into the address bar:</p> <p>Havering Staff – https://rap.havering.gov.uk</p> <p>Newham Staff – https://rap2fa.newham.gov.uk</p> <p>When the next screen appears, select Continue.</p>	
<p>4.3 The next screen displayed is the login screen.</p> <p>User name: your Havering or Newham computer login name (eg Ottways, FredBloggs)</p> <p>Domain password: your PC login password</p> <p>Safenet Authentication Service Password: your 4 digit Safenet Authentication PIN followed by your 8 digit code, with no spaces.</p> <p>The PIN number was sent to you by text message when you registered for Safenet, and doesn't change. A new 8 digit code is sent to you each time you log in.</p>	
<p>4.4 When prompted, select the oneSource Desktop icon.</p>	

<p>4.5</p>	<p>The first time you use RAP, you will receive a message to enable the ActiveX control.</p> <p>Press OK then select the Allow option at the bottom of the screen.</p> <p>This will reload the page, from where you select the oneSource Desktop icon again.</p>	
<p>4.6</p>	<p>You will then be presented with the Remote Desktop Connection screen. Select Connect</p>	
<p>4.7</p>	<p>Finally, the Windows Security screen will be displayed.</p> <p>From here, log in with your Havering or Newham user name.</p> <p>For Havering, prefix with ROMFORD\.... eg romford\ottways</p> <p>For Newham, prefix with LBN\... eg LBN\FredBloggs</p> <p>Enter your normal PC login password then press OK.</p>	

You are now logged into RAP and can access your applications as if you are in the office.

Once you have logged into RAP, you will be sent a text message with a new SMS code ready to use the next time.