

External Supplier Remote Access Portal (RAP)

Installation and User Guide

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1. Introduction

The Remote Access Portal (RAP) allows access to the Havering or Newham network from any location.

As long as you have a RAP account, a computer/laptop and a broadband connection (see technical requirements) you will be able to use this service.

Users of the service must adhere to the authority's protocol and procedures where set out. Suppliers will be asked to complete a Code of Connection form and this must be completed and approved prior to account creation.

Please note: This form is currently being reviewed and will be available shortly.

2. Support

Please ensure you have checked the technical requirements and frequently asked questions in this document before contacting us.

 oneSource webpage <https://onesource.co.uk/RAPsupport/>

 Havering RAP account - Servicedesk 01708 432515 (Monday to Friday 8am to 6pm)

 Newham RAP account - Servicedesk 0203 373 4444 (Monday to Friday 8am to 6pm)

We are not able to provide direct 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 computer 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
Broadband Connection	Any ISP provider with modem/router hardware
Operating System	Windows 7 to Windows 10
Browser	Microsoft Internet Explorer 8 and above RAP does not work on Safari, Firefox, Edge or Chrome on Windows
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)
Firewall	Any active and up to date software firewall is required.

4. First time Installation

Please check the technical requirements before you attempt to install this software. You will also need to be logged on with administrative rights onto your computer.

4.1. Safenet

The preferred method of using Safenet is via SMS text, a mobile number needs to be provided and a text message will be issued providing the 2nd factor of authentication for logging in. There are alternative methods, if this is not suitable, and these can be discussed with the Servicedesk.

4.2. Internet Explorer Settings

Windows 7 - Your device should have an Internet Explorer icon available through the start menu.

Windows 8 - You will need to click on the '**Desktop**' tile found on Start screen as shown below and select Internet Explorer from that screen. If Internet Explorer is not present on the desktop, go to '**My Computer**' and browse to '**C:\Program Filesx86\internet explorer\iExplore.exe**'. To set this as a shortcut on your desktop page right click on it and selecting '**Send to Desktop**'.



Windows 10 - At the bottom left of your computer screen click within the search box with the wording '**Search the web and Windows**' and type Internet Explorer. A list will automatically appear and under the heading '**best match**' you will see Internet Explorer. Right click Internet Explorer and click '**pin to taskbar**' and then click the '**Internet Explorer**' icon.

4.3. Install the RAP service

(a) Run the internet browser and in the URL address bar at the top of the Browser Window, enter the RAP address

Havering account holders – go to <https://rap.havering.gov.uk>

Newham account holders – go to <https://rap2fa.newham.gov.uk>

Remember: RAP does not work on Safari, Firefox, Edge or Chrome

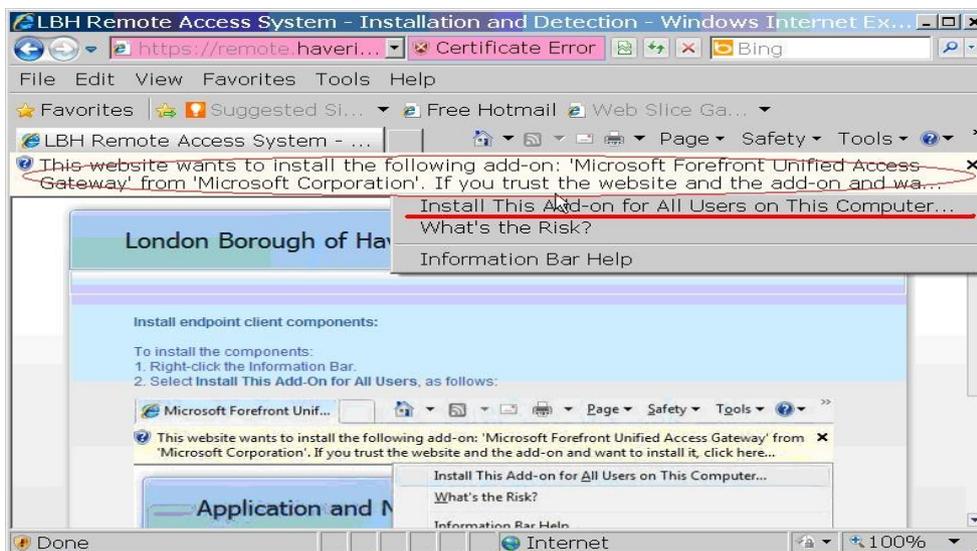
Please note: (b) – (g) will only be required in some circumstances. In most cases you will be taken straight to the RAP login (h)

(b) The browser will return a page (or similar) as shown below. If a request to “Install” appears, click the “Install” button and press OK and agree to all questions regarding permissions to download and trusted sites.



(c) Next, Active-X controls will need to be downloaded and installed. The browser will display the screen (or similar) below. Right click the mouse on the large message indicated by the oval to present the next dropdown menu as shown. **Please note that on newer browsers this option may not show up.**

(d) Click on the first option:
[Install This Add-on for All Users on This Computer ...]



(e) Wait until the next message box appears as shown below and click the “Install” button to complete the download.



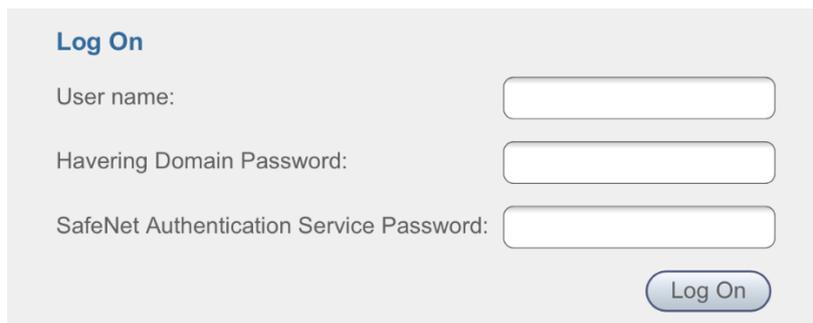
(f) The following message box will appear and you will need to click the “Yes” button.



(g) The final stage of the installation will present the dialogue box (or similar) below. Select the “Always” radio button and click “Trust”.



(h) The next screen you should see is the RAP log in screen. You have now successfully installed RAP.



4.4. Logging into RAP

(a) From the login screen, sign in with your Network Credentials

User name = Your RAP Username (e.g. ExtJoeBloggs)

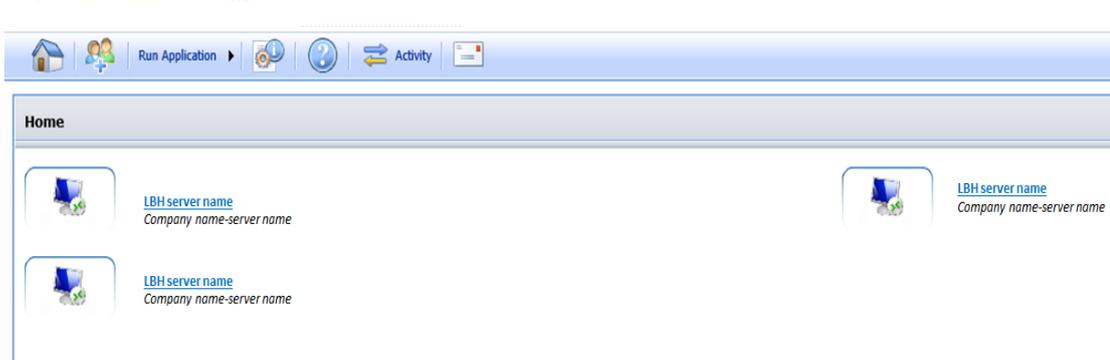
Havering/Newham Domain Password = Your allocated Password (sent by email_

Safenet PIN & tokencode = Safenet PIN (4 digits provided on enrolment) plus one-time tokencode (usually via SMS or hard token) - no spaces in between (e.g.

123486123456)

Please note: You can change your PIN by visiting the Safenet self-service portal: <https://onesource.co.uk/safenetss/> (you must also request a new SMS if you have changed your PIN). You can also use the 'Request SMS' function to resend the SMS with the code if you have accidentally deleted it or you are not sure which one to use.

(b) A frame similar to the one shown below will appear:



As soon as you have logged in successfully, your next SMS one-time tokencode will be automatically generated providing you with a new code for your next log in. If you are using a Hard Token a code will refresh regularly.

(c) Select the relevant server required (Havering =prefix Romford\ and Newham = prefix LBN\) and you will be presented with a Windows Security box, as below:



Enter your **usual server** User Name and Password and you will be logged into the Server.

5. Troubleshooting & Frequently Asked Questions

Please check the frequently asked questions below before you contact the ICT Service Desk with any RAP issues.

Problem: Trying to get onto RAP and it says the device is not compatible.

Solution: Check the technical requirements (paragraph 3) to ensure that the versions of software you are using are compatible with RAP.

Problem: Trying to access RAP and it gives an error message saying that “**the device doesn't meet policy requirements**”.

Solution: Run a live update of your anti-virus software. Double-click on the anti-virus shield icon (usually at the bottom right of your screen) and run an update.

Problem: You get an error message “**Internet Explorer is unable to display a web page**”. This error normally happens on corporate laptops.

Solution: Select “**Tools**” → “**Internet Options**”. Select the “**Connections**” tab then select the “**LAN Settings**” button.

If the box “Use a proxy server for your LAN” is ticked, then untick this box. When you are back in the office, you will need to re-tick this box.

