

# Remote Access Portal (RAP)

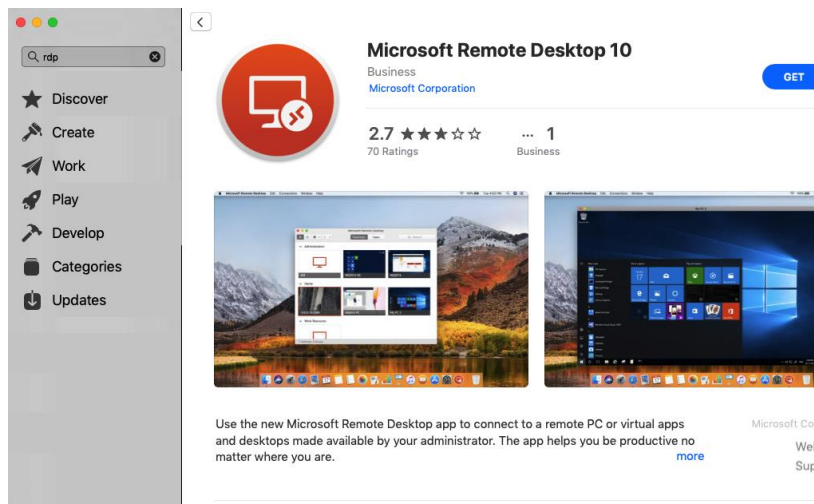
## *Installation and user Guide for Apple Mac Devices*

**Note: Please ensure that you raise a request via the ICT Contact Us form before following and attempting these instructions as you will need to be enrolled for RAP access via Mac.**

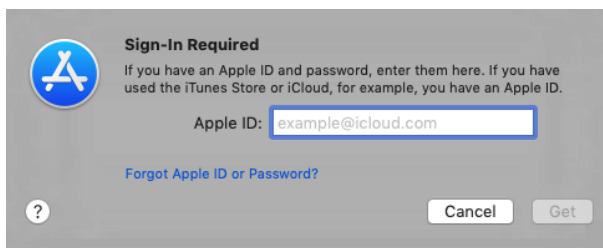
1. Open the App Store on your Mac by clicking on this icon



2. Search for 'Remote Desktop' and select Microsoft Remote Desktop 10

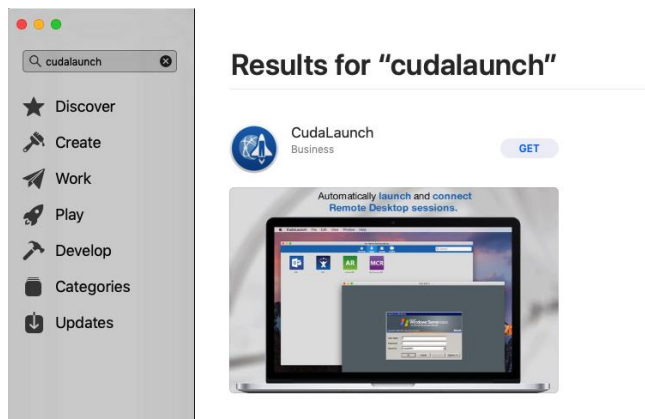


3. Click the 'Get' button and **Install** – if you are asked to enter your Apple credentials, just enter the details and the installation should resume

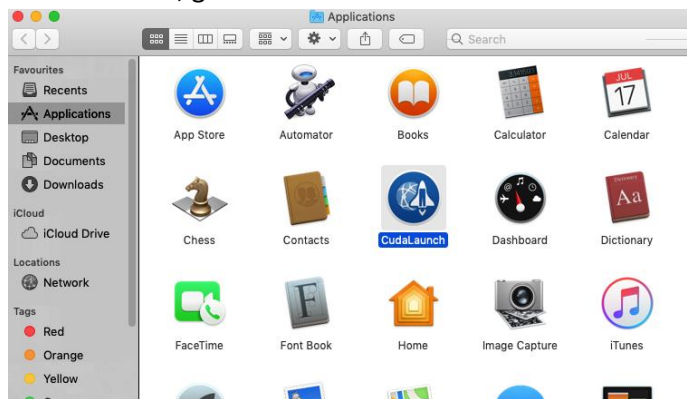


4. After the installation, any old version of Remote Desktop should be moved to the trash

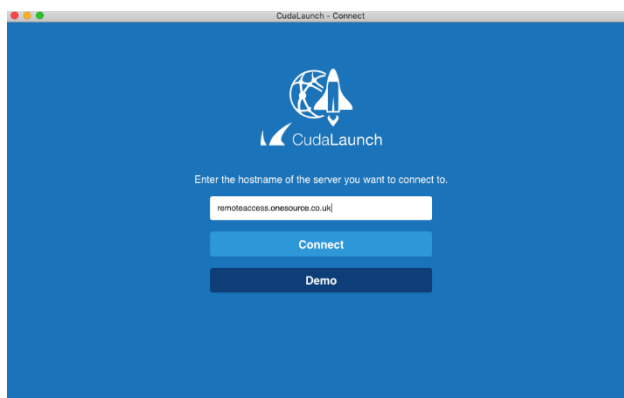
- Go back to the **App Store** and search for **CudaLaunch** on the App store and click '**Get**' and then **Install**



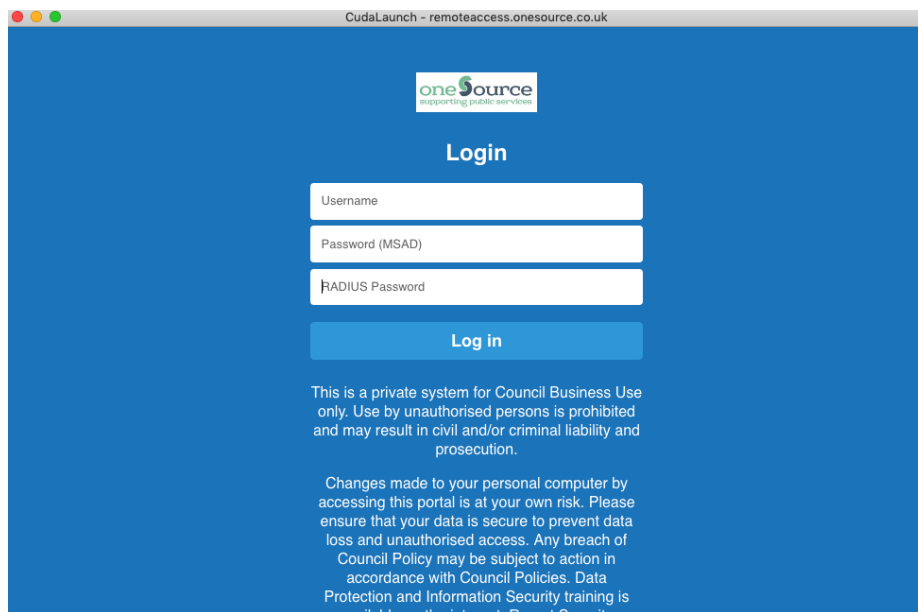
- If asked for your Apple ID password, just re-enter and the installation should resume
- Once installed, go into **Finder** and run CudaLaunch from the applications folder



- Once the application has launched, enter the following **hostname** into the field: **remoteaccess.onesource.co.uk** (**Note:** This does not work on Guest or Corporate WiFi, this method works purely from external internet connections). Click **Connect** when the details are entered.



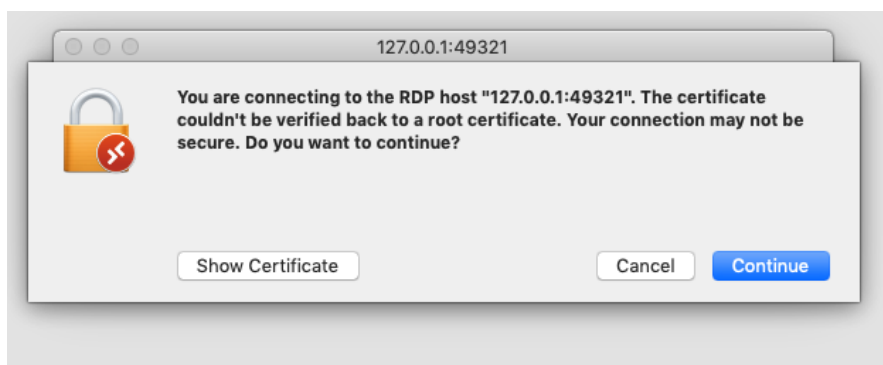
- Once a connection has been established you will be presented with a logon screen. The system uses Two Factor Authentication (2FA) so the user will need to add their Active Directory **User Name** and **Password** with their SAS **Pin** and **Security token**. Click on **Log in** once details are entered.



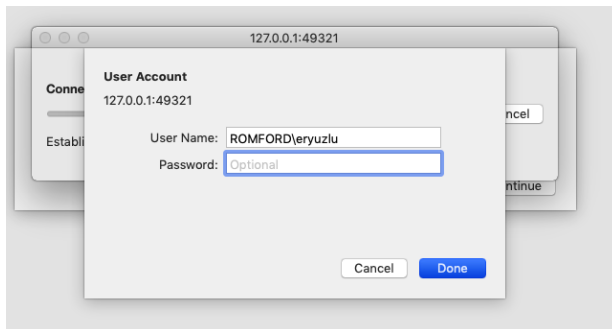
- Once authenticated, you will be presented with the RDSH icon for the appropriate Local Authority



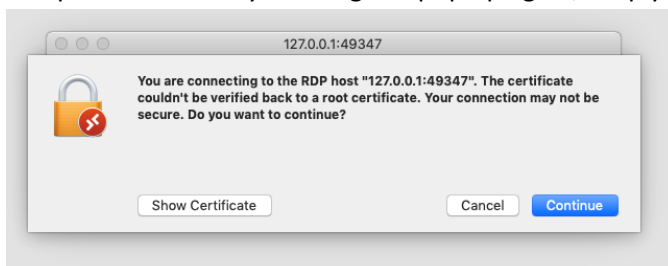
- Once clicked the process for the remote session will begin – a warning box will appear; simply click **Continue**



12. You will be prompted to enter your password, usually the **User Name** field should be pre-filled, but on the occasions that it isn't, enter '**ROMFORD\**' or '**LBN\**' followed by your username & then enter your password and click **Done**



13. The previous security warning will pop up again, simply click continue



14. Your RDSH session should begin loading



If you have any issues or questions regarding these steps; raise a request by [clicking here](#) or contacting the Service desk on **01708 432 515** or **0203 373 4444**.