



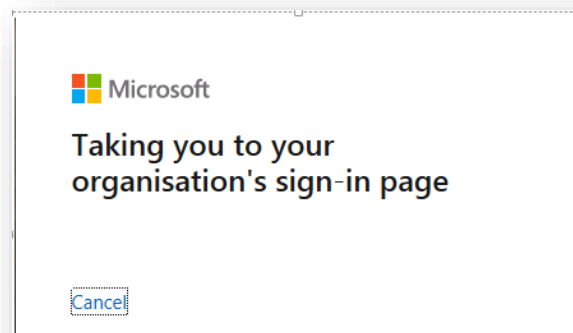
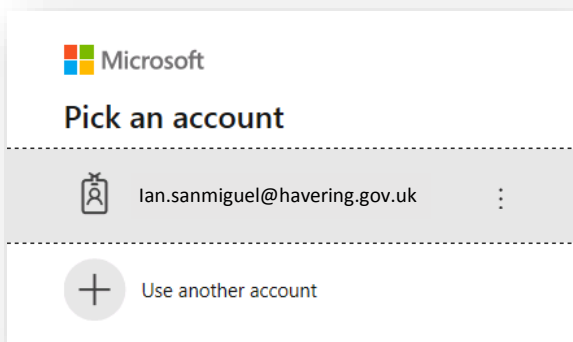
# New Remote Access Portal

## Prior to using the Portal – Setup your 2FA method

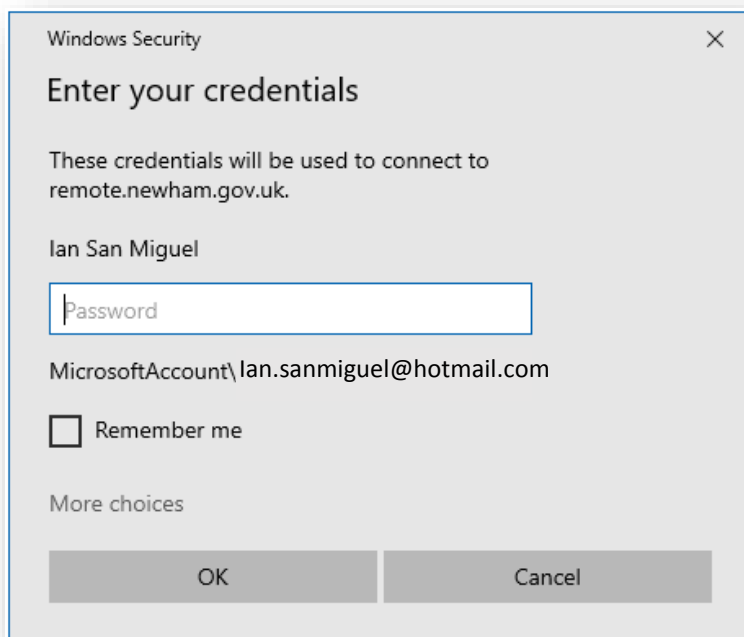
Before using the portal, you need to ensure you have a 2 Factor Authentication method setup. You will need a 2FA method in addition to your normal PC login to sign in. **This will only need to be setup once, or until you switch to a new phone.** To do this, go to <https://aka.ms/mfasetup>. If you have already completed this step, continue to page 5 of this guide.

### Set up your 2FA method

- Go to <https://aka.ms/mfasetup>
- Login using your work email and password:



- If you have a personal Microsoft Account in use on your home PC, your details may automatically appear when trying to login to <https://aka.ms/mfasetup>



- If this happens, simply click 'More choices' at the bottom of the window, then 'Use a different account' and enter your LBH login details.

The screenshot shows a Windows Security dialog box titled "Enter your credentials". It contains fields for "Username" and "Password", a "Remember me" checkbox, and a "More choices" section with a button for "Use a different account".

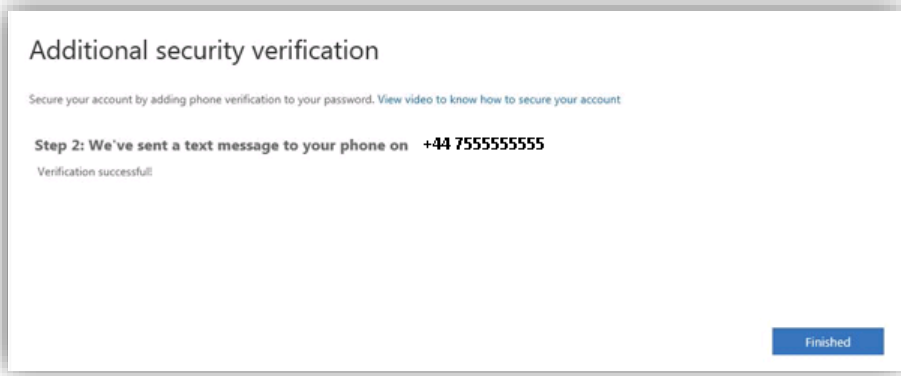
- If this is the first time you've used the MFA site, then enter your phone number, and select 'Send me a code by text message'. Then click 'Next'

The screenshot shows the "Additional security verification" Step 1: "How should we contact you?". It includes a dropdown for "Authentication phone", a country dropdown set to "United Kingdom (+44)", a phone number field containing "7555555555", and radio buttons for "Send me a code by text message" (selected) and "Call me".

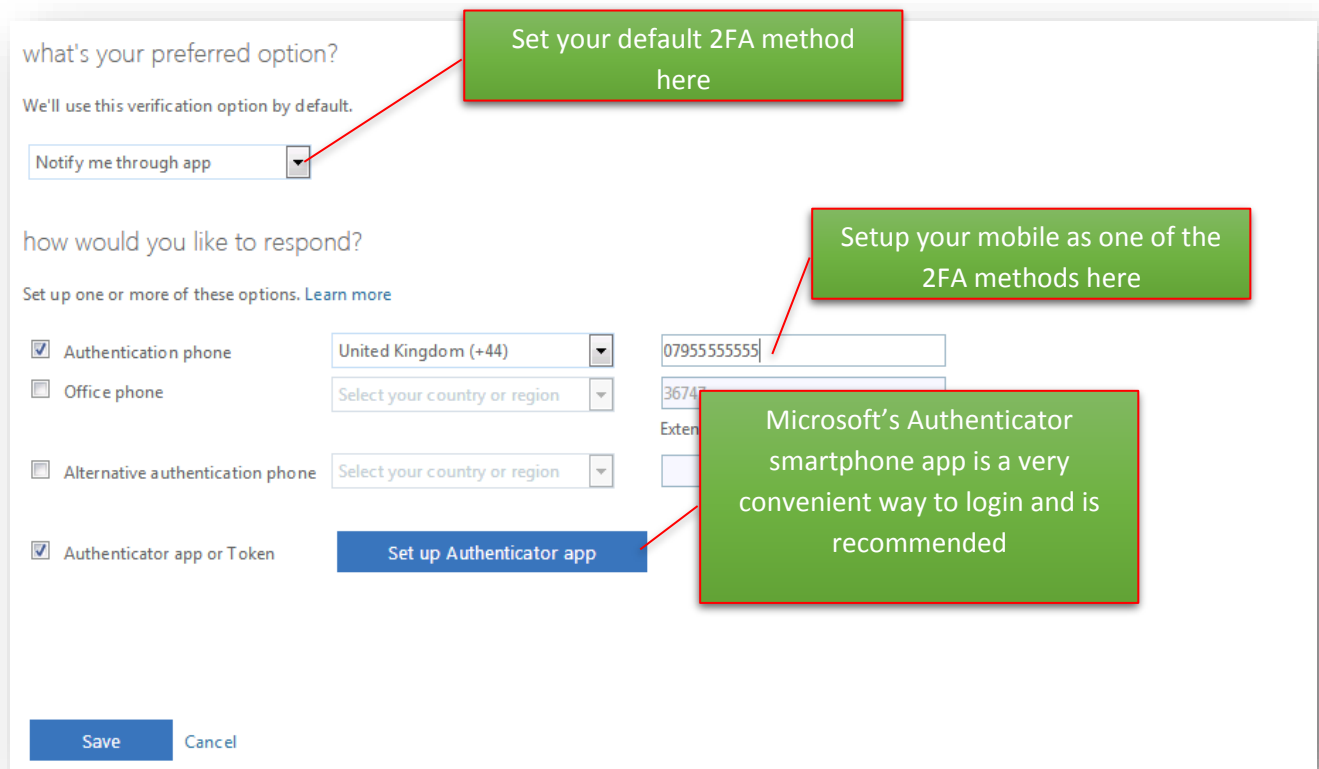
- Enter the code from the text message you receive, then click Verify.

The screenshot shows the "Additional security verification" Step 2: "We've sent a text message to your phone on +44 7555555555". It includes a text input field for the verification code containing "431582" and "Cancel" and "Verify" buttons.

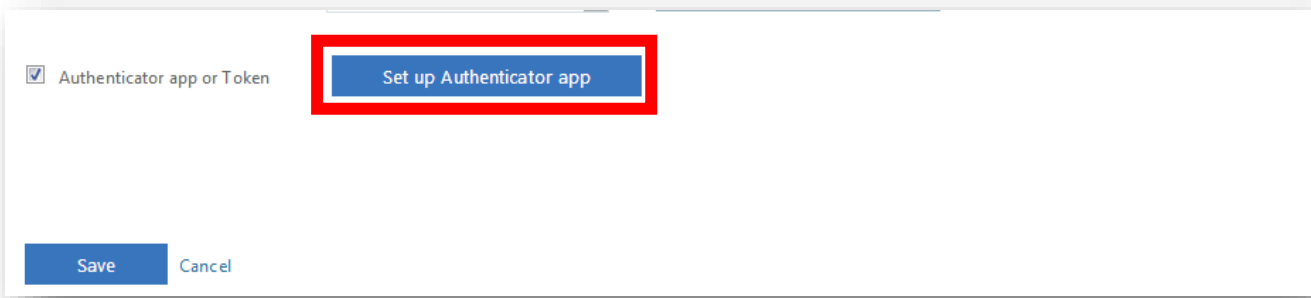
- You should receive a 'verification successful' message. Click 'Finished'



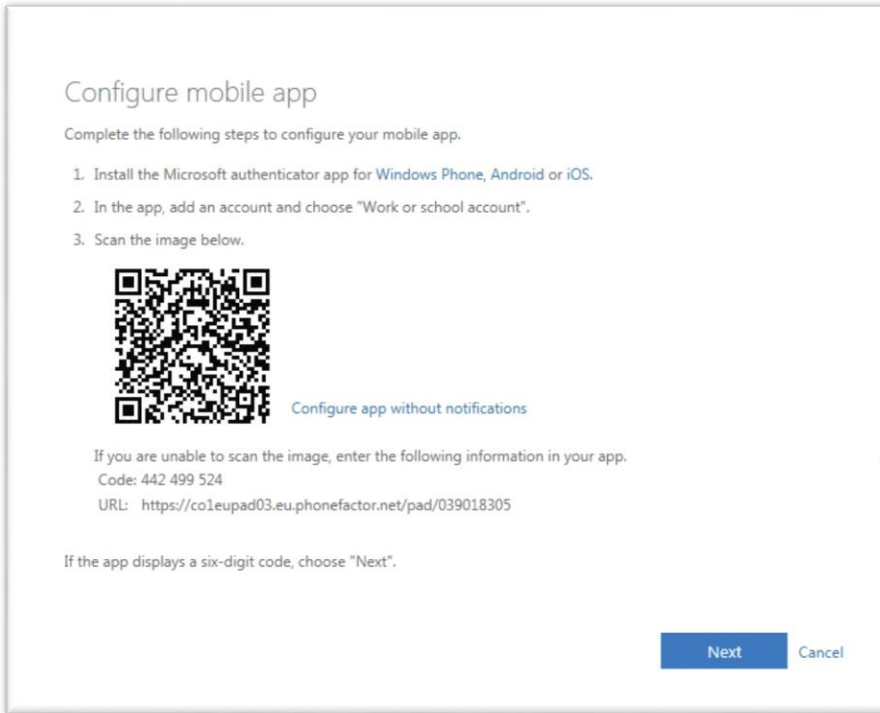
- Ensure you have at least two 2FA methods setup as a fallback.



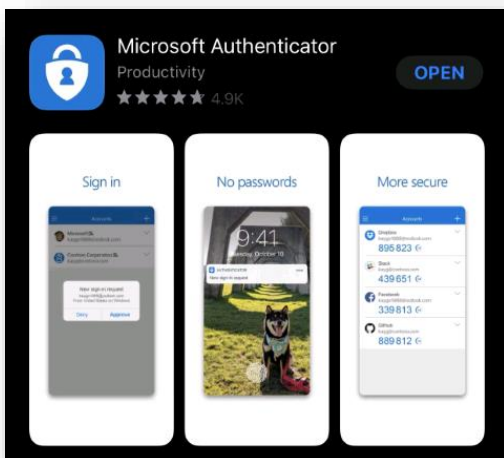
- To setup the smartphone app, click 'Set up Authenticator app'.



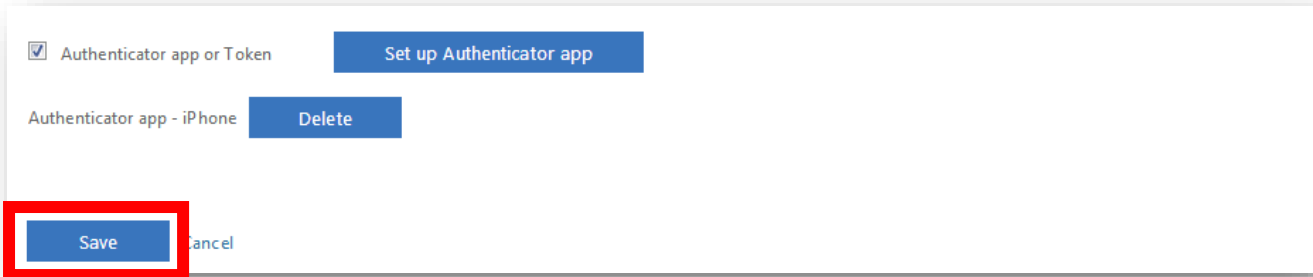
- Follow the instructions below to complete the process.



- If you have any issues scanning the QR Code, click 'Configure app without notifications'. The QR code will change and you can attempt to rescan.
- To use Authenticator: On your phone, download the Authenticator app from the Apple App Store or Google Play Store.



- Once you have setup your 2FA methods, ensure you click 'Save'.

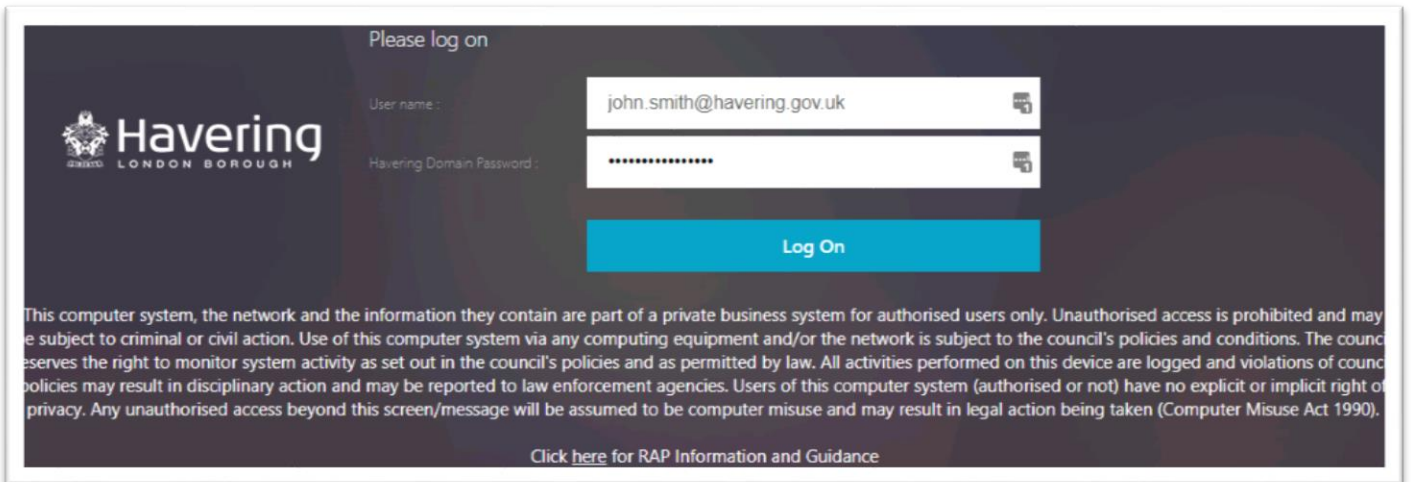


## Login to the Remote Portal

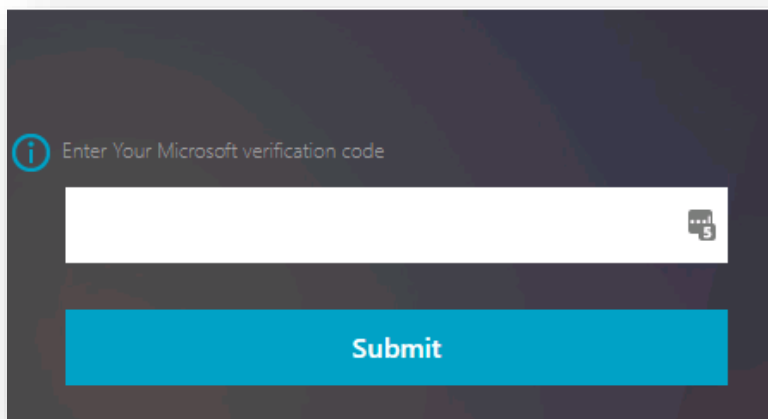
After setting up your 2FA method, you can then proceed to the Remote Portal at:

<https://remote.havering.gov.uk>

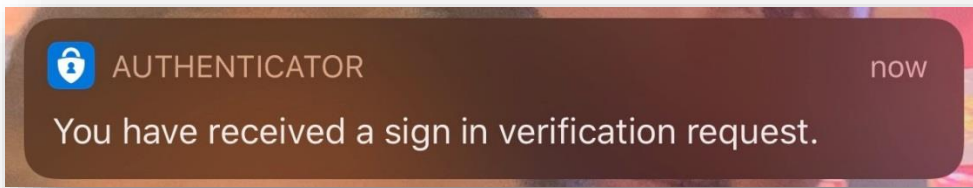
- Navigate to <https://remote.havering.gov.uk> and enter your LBH login details:



- For User name enter your full email address e.g. john.smith@havering.gov.uk.
- After you click Log On, your chosen 2FA method will activate. If you chose to use your mobile phone number, you will receive a text or phone call. Enter the code as requested.



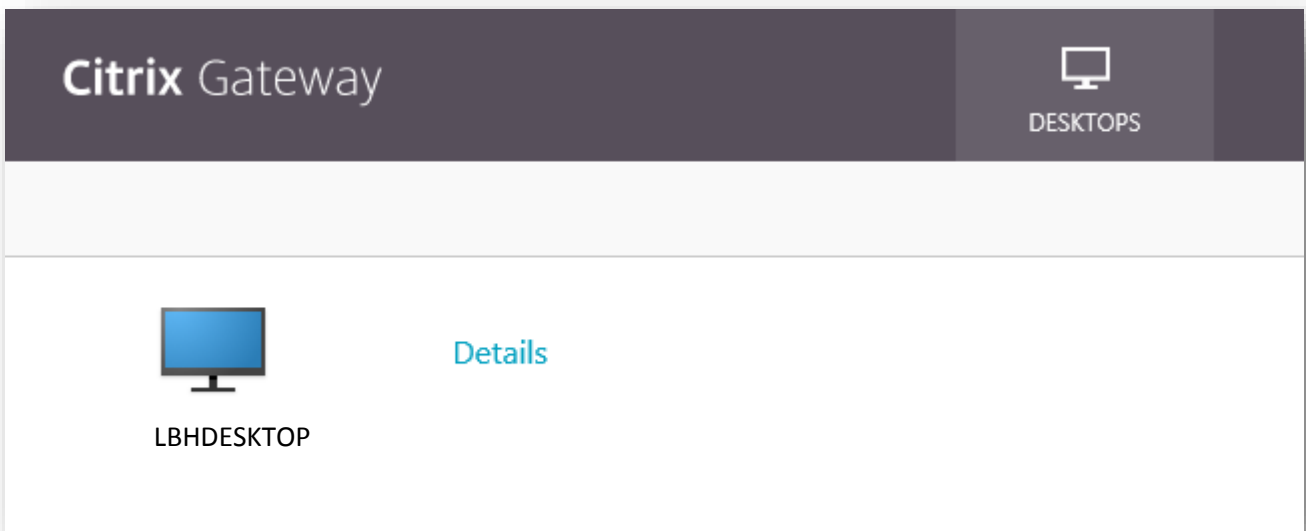
- OR If you chose to use the authenticator app, you will receive a notification on your phone:



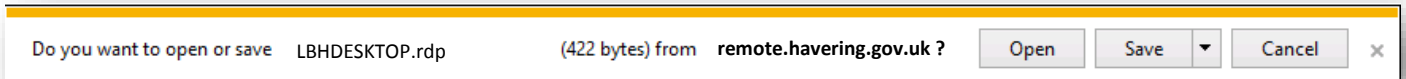
- Tap the notification request to open the app.



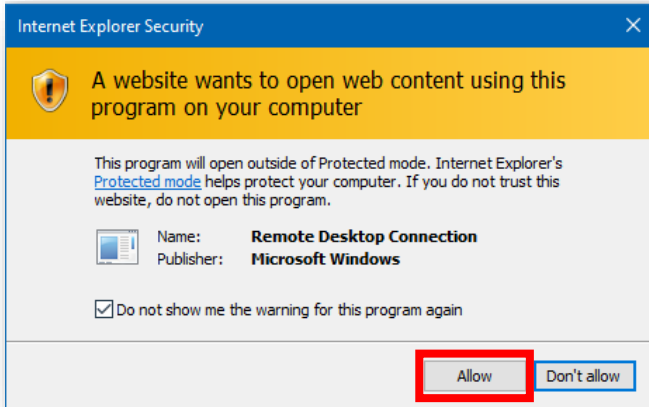
- Tap 'Approve'. The portal will then log in.



- Click the icon to open a connection to the remote server.
- If you are using Internet Explorer you will get the option to 'Open'. IE is recommended as it allows you to directly open the Remote Desktop Connection file rather than save it first:



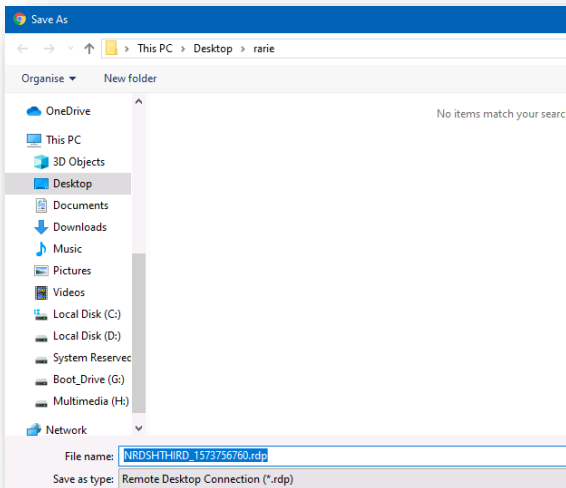
- 'Allow' if you receive a warning in Internet Explorer.



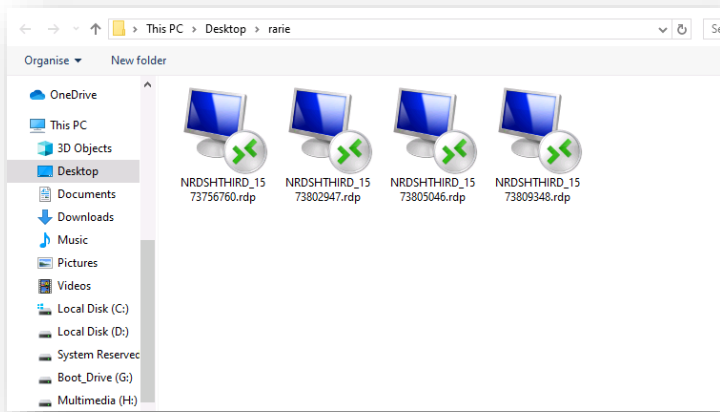
- Your desktop will then load.

Other Web Browsers:

- In Chrome or Firefox, when you click to open a connection you are prompted to save an RDP file, and get no option to open (which is why we recommend Internet Explorer).



- If you must use one of these browsers, you will then need to navigate to where the file was saved and open it. As a new RDP file is saved every time you open a new connection, you may want to periodically clear out older RDP files.



- PLEASE NOTE – Microsoft Edge is NOT supported.



- RAP has also been tested on Macintosh computers running Safari or Chrome. Please do not use Firefox on Mac, as issues have been encountered.