

Introduction

This document describes how to log into the Council's systems using your own equipment.

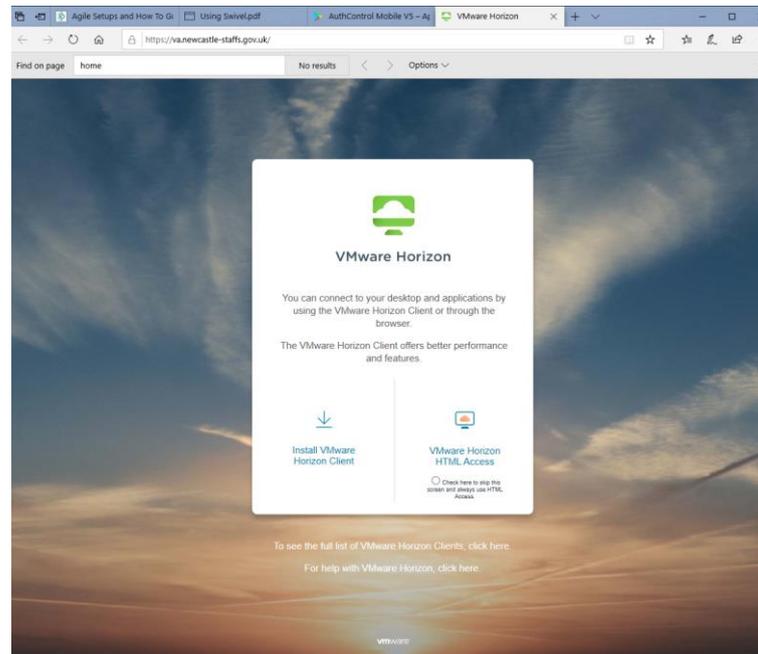
Prior to logging in you will need to have been setup by ICT as a remote access user with a personal device and have the Swivel App or Text Message service in place.

Your PC must have an up-to-date operating system and anti-virus protection or it will not be able to connect to our systems.

Procedure

This guide assumes that your device is powered on, connected to the internet and that no firewall restrictions on your computer or router will prevent access.

1. Open a web browser and go to <https://va.newcastle-staffs.gov.uk>. After a short pause, you will be presented with the remote access page.



If you wish to install the VMWare Horizon Client, you can. This will provide a better overall experience and improved performance. Simply follow the on-screen prompts to set it up. The remainder of this guide however will focus on the HTML Client.

2. Click on VMWare Horizon HTML Access.

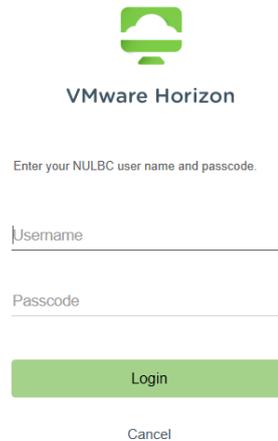


VMware Horizon
HTML Access

Check here to skip this screen and always use HTML Access.

3. You will be prompted for your Username and Passcode.

Enter your username in the Username field and (using the Swivel App or text message) enter your Swivel generated Passcode in the Passcode field.



The image shows the VMware Horizon login interface. At the top is the VMware Horizon logo, which consists of a green icon of a computer monitor with a cloud above it, and the text "VMware Horizon" below it. Below the logo is the instruction "Enter your NULBC user name and passcode." There are two input fields: "Username" and "Passcode". Below these fields is a green "Login" button and a "Cancel" link.

If you require assistance with generating your Swivel passcode, see the Using Swivel guidance.

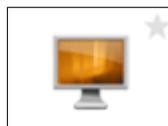
4. Click Login.
5. You will be prompted for your Username and Password.

Enter your username (again) in the Username field and your normal login password in the Password field.



The image shows the VMware Horizon login interface. At the top is the VMware Horizon logo, which consists of a green icon of a computer monitor with a cloud above it, and the text "VMware Horizon" below it. Below the logo are three input fields: "Username", "Password", and "NULBC" (a dropdown menu). Below these fields is a green "Login" button and a "Cancel" link.

6. Click Login. After a few moments you will be connected to the remote access service.
7. Click on the PC icon. If you have access to multiple types of PC, select the one that is most appropriate.



After a few moments, you will be connected to a virtual PC as if you were in the office.

8. When you have finished your work, simply log off and close down your browser window.

Additional Help

If you require any further help to apply the contents of this guide, please contact the ICT Service Desk on 01782 742154 and a member of the team will be happy to assist you further.