



IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

Student Portal Access Guide

GUIDE LAST UPDATED: DATE 12/03/2020

INTENDED AUDIENCE: STAFF, PARENTS AND STUDENTS

| | |
|--|---|
| What is the Student Portal? | 2 |
| Limitations of the Student Portal | 2 |
| Software | 2 |
| What Device do I need to use the Portal? | 2 |
| What Browser can I use? | 3 |
| Support | 4 |
| How to Connect..... | 5 |
| Student Acceptable Use Agreement | 9 |



IT Support
User Guides
itsupport@knoleacademy.org
Telephone: 01732 454608 Ext 511

What is the Student Portal?

The student portal contains a file with Remote Desktop connection details to a Student Virtual machine.

Only staff and students can log on to the Virtual Machine, and they will get the same access they normally would on a physical Student computer in school.

Limitations of the Student Portal

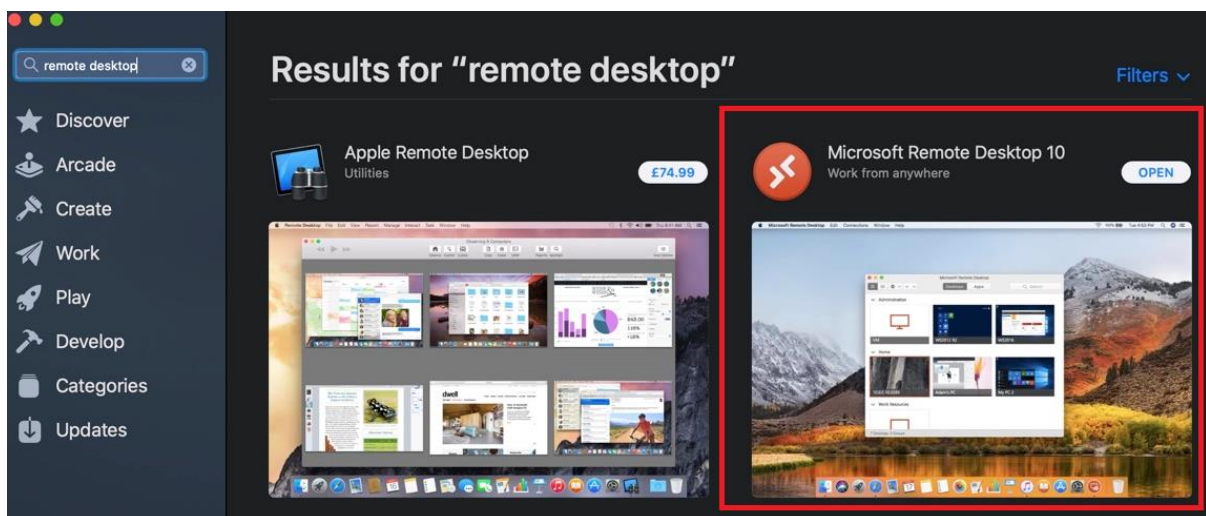
SOFTWARE

At the time of writing the Virtual Machine only has the software installed on all Student devices, the specialist software installed in certain rooms only is not available on the virtual machine. This might change at a later date.

WHAT DEVICE DO I NEED TO USE THE PORTAL?

You can connect using up to date Windows 10 machines, there may be other devices which this will work from however these have not been tested and may need further set-up to work.

You can access this on a Mac also you will need to download Microsoft Remote Desktop 10 from the App Store, this has only been tested on the current Mac OS 10.15 Catalina.





IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

Access from other devices is not supported at this time but may be possible for example there is a similar App on the Google play store which may work for Chromebook users but this has not been tested at time of writing.

WHAT BROWSER CAN I USE?

The Student Portal can be downloaded with most browsers it has been tested in Internet Explorer and Chrome.



IT Support
User Guides
itsupport@knoleacademy.org
Telephone: 01732 454608 Ext 511

SUPPORT

If you have trouble connecting to the portal please Email ITSupport@knoleacademy.org

Please provide as much information as possible, if you are able to let us know the following this helps IT provide relevant advice:

- Where in the process do you get to?
- What error message/s do you get? Screen print are helpful
- What Computer / OS are you using? (E.g. Windows 10, Window 7, Mac OS 10.15)
- What Internet Browser are you using? (E.g. Chrome, Internet Explorer)

IT will offer any advice we can, however please be aware that there is a limited amount we can do on personal devices.

We can:

- Ensure the Portal itself is up and running
- Ensure your School account is set up correctly and working
- If we have the resources test a set-up similar to yours and offer advice based on our findings.
- Research your set-up and offer advice based on our findings.

We are unable to:

- Remote access your device
- Run diagnostics on your device
- Make changes to your device
- Replicate and test set-ups where we cannot get access to similar hardware or software.



IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

How to Connect

1. Follow the following link: <https://portal.knoleacademy.org/rdweb>
2. If asked allow this Add-on.
3. Sign in:
 - In the Email box put your school email address (your email address is the username you use to log on to school computers @knoleacademy.org so YourUsername@knoleacademy.org)
 - In the Password Box enter the password you use to log on to school computers

Knole Academy
Remote Desktop Connection

Help

1. Email: username@knoleacademy.org

2. Password: Your School Computer PW

Security

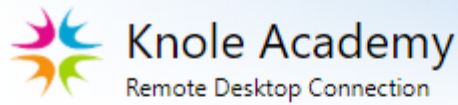
Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

3. Sign in

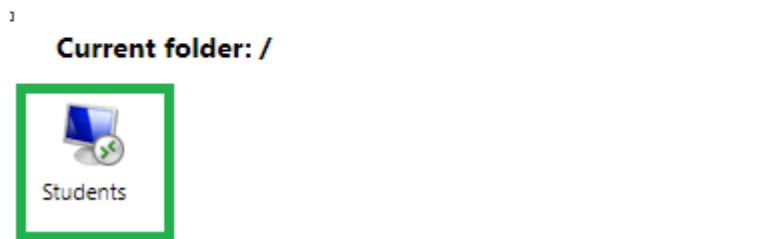
To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2016 Microsoft

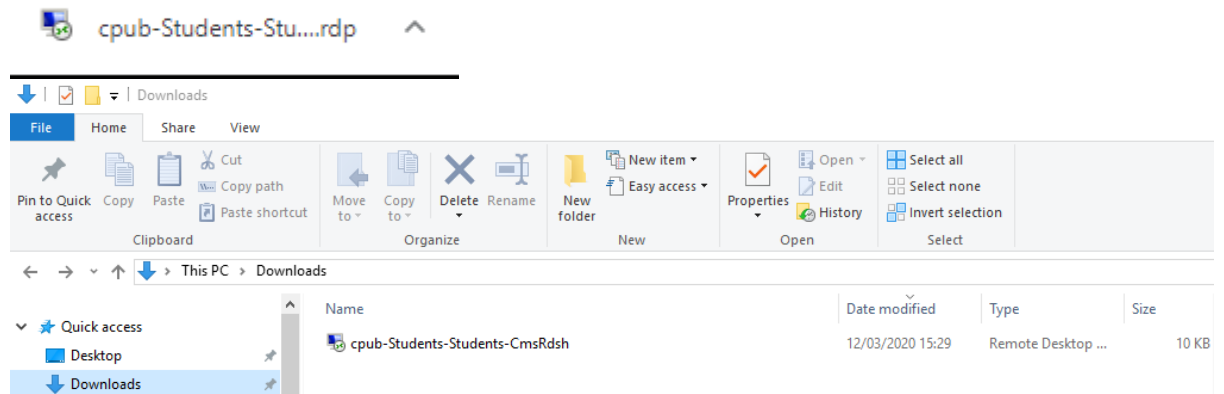
4. The next screen allows you to select the machine you wish to connect to, currently there is only 1 Student virtual machine called “Students”, click on this to download the connection file. If prompted allow the download.



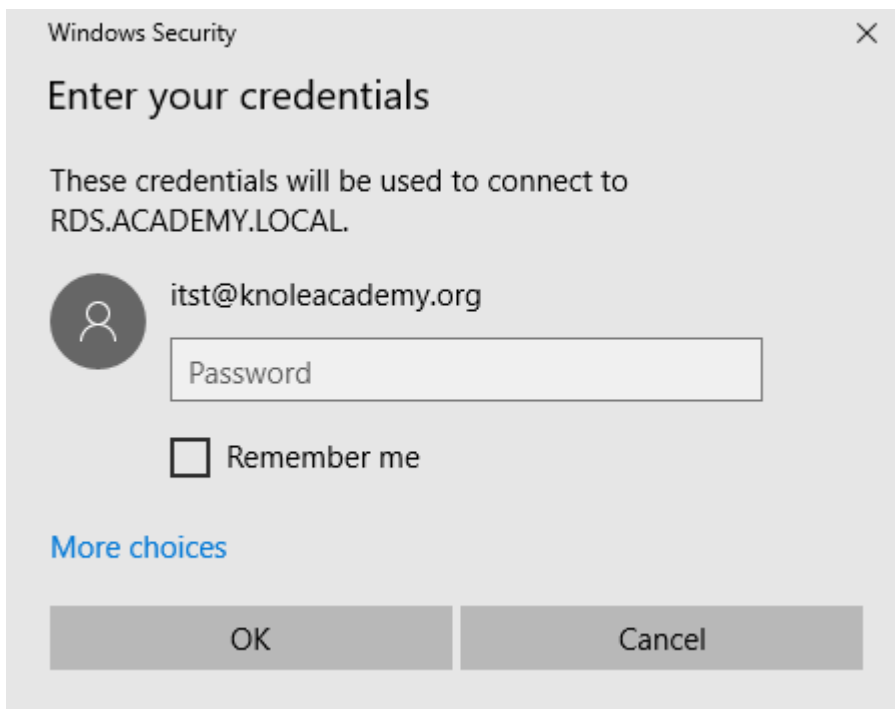
RemoteApp and Desktops



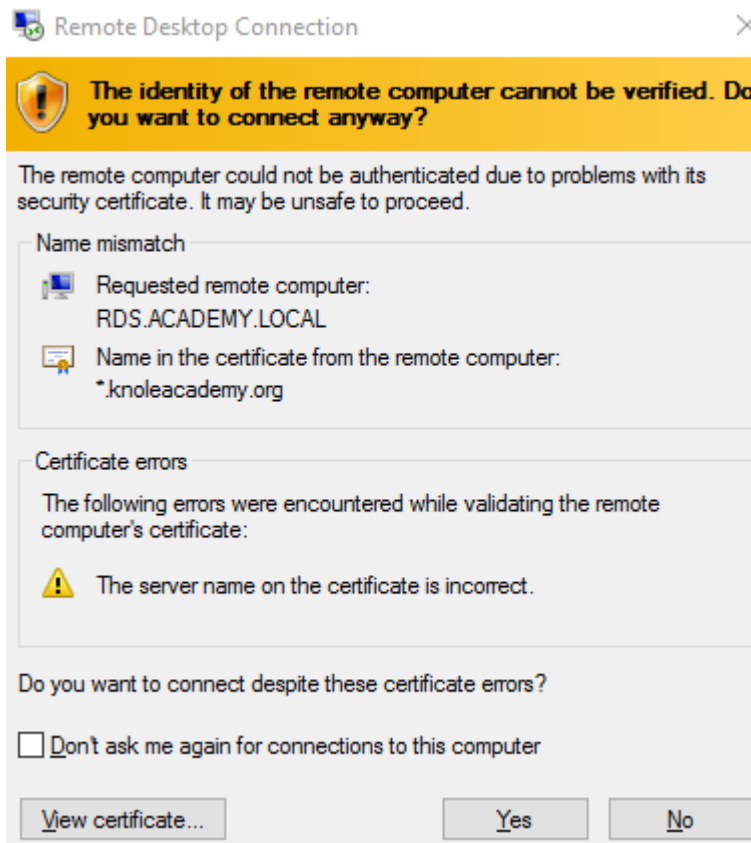
- Click or Double click on the downloaded file and it will start the connection.



- Your username should be pre filled but you will need to enter your password again to complete the connection.
If you get a message asking if you trust the publisher of this remote connection click Connect (you can tick the “Don’t ask me again for remote connections from this publisher”)



7. If prompted say yes to allow the connection to the remote computer RDS.ACADEMY.LOCAL, if you wish tick "Don't ask me again for connections to this computer" to prevent this message next time you connect.





IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

8. You will now be connected to the Students Virtual Computer, you must agree to the Acceptable use policy to use this computer and have the same access as to any Student computer in school including access to your Documents and to Student Shares.

Note: You will also have restrictions and responsibilities as when you use a physical school computer.

If you contravene the school policies whilst using this machine you will be subject to the same disciplinary procedures as you would in school.

Please sign out when you have finished your session.



IT Support
User Guides
itsupport@knoleacademy.org
Telephone: 01732 454608 Ext 511

KNOLE ACADEMY

STUDENT ACCEPTABLE USE AGREEMENT

All students must follow the conditions described in this policy when using academy ICT networked resources including: Internet access, the academy Virtual Learning Environment (VLE) both in and outside of academy.

Breaking these conditions may lead to:

- Parents being informed of the breach

SHORT TERM WITHDRAWAL OF THE STUDENT'S ACCESS TO THE NETWORK

- Community service
- Detention, isolation or exclusion (including permanent exclusion)
- Close monitoring of the student's network activity and investigation of the student's past network activity
- In some cases, criminal prosecution.

Students will be provided with guidance by staff in the use of the resources available through the academy's network. Academy staff will regularly monitor the network to make sure that it is being used responsibly.

Students are responsible for regularly and frequently backing up their own work. The academy will not be responsible for any loss of data as a result of the system or students' mistakes in using the system. Use of any information obtained via the network is at the student's own risk.

Conditions of Use

Student access to the networked resources is a privilege, not a right. Students will be expected to use the resources for the educational purposes for which they are provided.



IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

It is the personal responsibility of every student to take all reasonable steps to make sure they follow the conditions set out in this policy. Students must also accept personal responsibility for reporting any misuse of the network to the class teacher, or an appropriate adult

Acceptable Use

Students are expected to use the network systems in a responsible manner. It is not possible to have a complete set of rules about what is, and what is not, acceptable. All use however should be consistent with the Academy Acceptable Use Policy. The following list does provide some examples that must be followed:

| | |
|----|--|
| 1 | I will not create, send or post any material that is likely to cause offence or needless anxiety to other people, or bring the academy into disrepute. |
| 2 | I will use appropriate language - I will remember that I am a representative of the academy on a global public system. Illegal activities of any kind are strictly forbidden. |
| 3 | I will not use language that could stir up hatred against any ethnic, religious or other minority group. |
| 4 | I realise that files held on the academy network will be regularly checked by the Vice Principal Pastoral or other members of staff. |
| 5 | I will not reveal any personal information (e.g. home address, telephone number) about myself or other users over the network. |
| 6 | I will not trespass into other users' files or folders. |
| 7 | I will not share my login details (including passwords) with anyone else. Likewise, I will never use other person's username and password. |
| 8 | I will ensure that if I think someone has learned my password, then I will change it immediately and/or contact an appropriate member of staff. |
| 9 | I will ensure that I log off after my network session has finished. |
| 10 | If I find an unattended machine logged on under another user's username I will not continue using the machine - I will log off immediately. |
| 11 | I understand that I am not allowed to access any chat rooms or social media and should not attempt to gain access to them. |
| 12 | I am aware that e-mail is not guaranteed to be private. Messages supporting illegal activities will be reported to the authorities. Anonymous/unnamed messages are not permitted. Emails of a bullying or abusive nature are also not permitted. |
| 13 | I will not use the network in any way that would disrupt use of the network by others. |
| 14 | I will report any accidental access to other people's information, unsuitable websites or any inappropriate materials sent to me that make me feel uncomfortable, to an appropriate member of staff. |
| 15 | I will not introduce 'USB drives' or other portable devices into the network without having them checked for viruses. |

| | |
|----|---|
| 16 | I will not attempt to visit websites that might be considered inappropriate or illegal. I am aware that downloading some material, such as gun and knife violence, pornography etc. is illegal and the police or other authorities may be called to investigate such use. |
| 17 | I will not download and/or install any unapproved software, system utilities or resources from the Internet. |
| 18 | I realise that students under reasonable suspicion of misuse, in terms of time, activity or content, may have their usage closely monitored or have their past use investigated. |
| 19 | I will not receive, send or publish material that violates copyright law. This includes materials sent/received using video conferencing or web broadcasting. |
| 20 | I will not attempt to harm or destroy any equipment, work of another user on the academy network, or even another website or network connected to the academy system. |
| 21 | I understand that unapproved system utilities and executable files are not allowed in my work areas or attached to e-mails. |
| 22 | I agree to comply with the acceptable use policy of any other networks that I access. |

UNACCEPTABLE USE

Examples of unacceptable use include, but are not limited to:

- Logging in with another person's user ID and password, or using a machine left unattended, but logged in by another user.
- Creating, transmitting, displaying or publishing any material (text, images or sounds) that is likely to harass, cause offence, inconvenience or needless anxiety to any other person.
- Unauthorised access to data and resources on the academy network system that belong to other 'users'.

User action that would cause:

- Corruption or destruction of other users' data,
- The privacy or dignity of other users to be violated,



IT Support
User Guides
itsupport@knoleacadmy.org
Telephone: 01732 454608 Ext 511

- The intentional waste of time or resources on the academy network or elsewhere.

NETWORK SECURITY

If you discover a security problem, for example being able to access other users' data, you must inform an appropriate member of staff immediately and not show it to other users. Students identified as a security risk may be denied access to the network.