

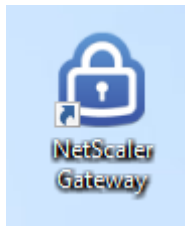
## Accessing Conwy IT Remotely - NetScaler Gateway SSL VPN Access

1. Firstly make sure you have connected your laptop to your home Wi-Fi network by selecting your network and entering your password.

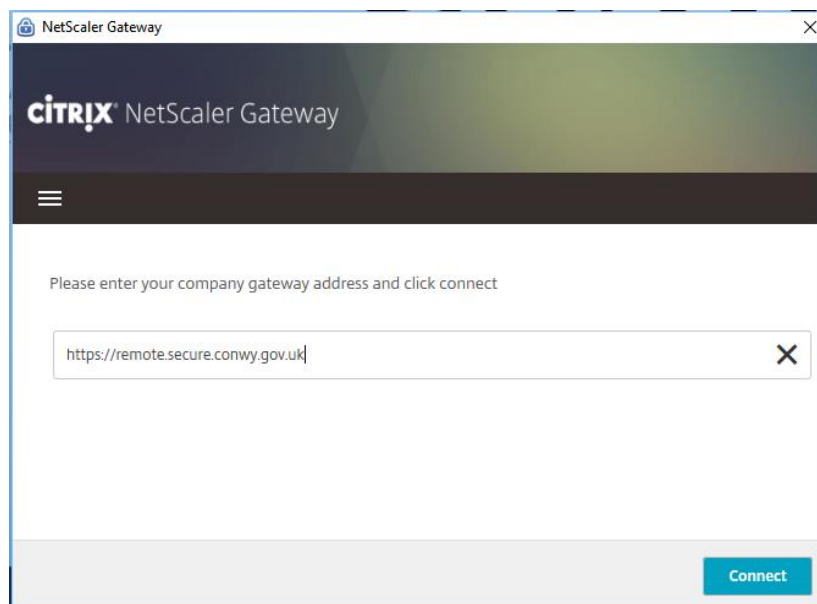


Click on the network icon on the bottom right of your Windows desktop and select the Wi-Fi network you wish to connect to from the list and click "Connect". You may be asked to enter a password for the network.

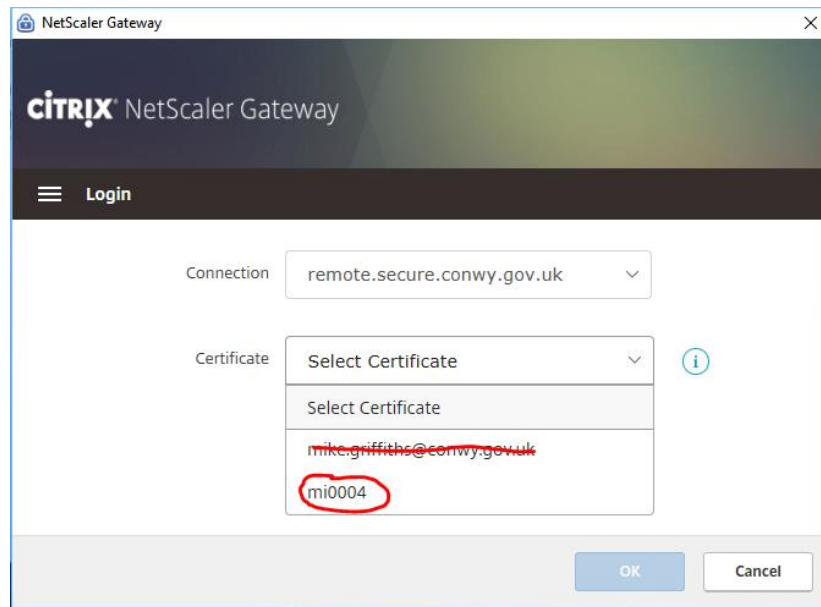
2. Double click the Netscaler Gateway icon on your desktop



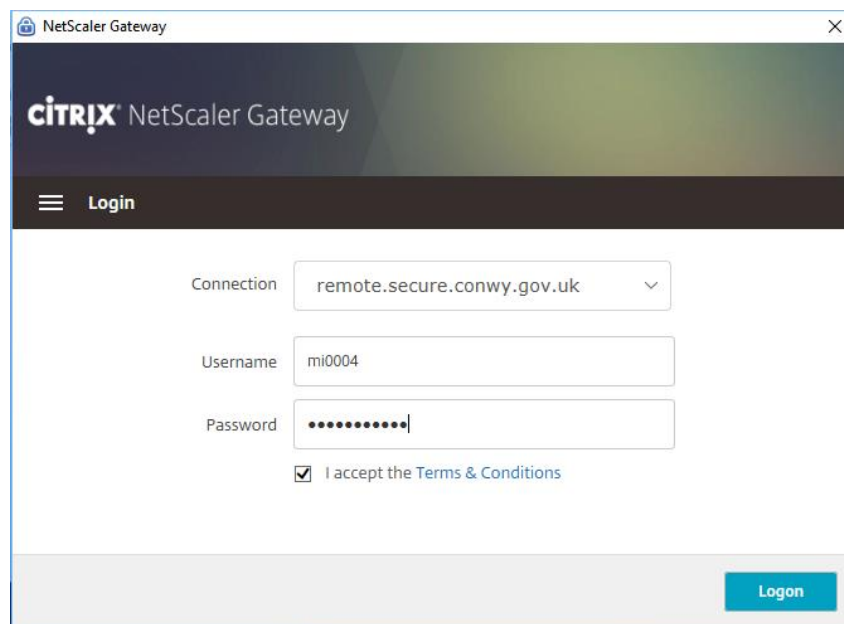
3. The first time you run the Gateway plugin you may need to configure it to connect to Conwy – enter the address <https://remote.secure.conwy.gov.uk> and click **CONNECT**



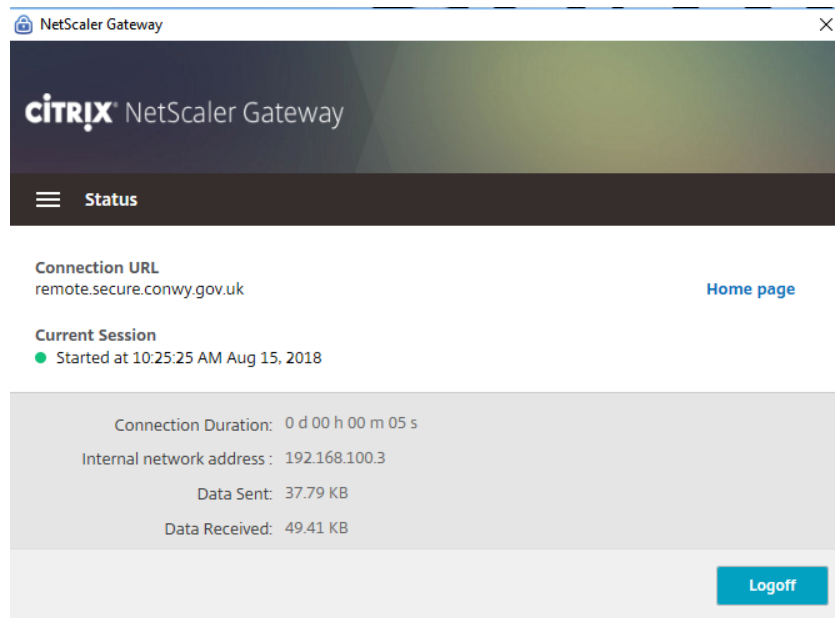
4. Most users will not see this page but if you are this is what to do. Select the certificate that has your *username* in (**not** the one with your email address), then click **OK**



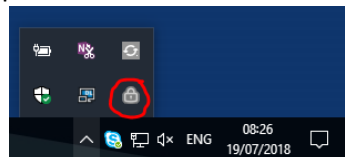
5. Enter your normal username & password (the ones you log on to your laptop with). Read & tick the box to accept the terms & conditions, then click **LOGON**



6. Once connected you can close the Netscaler Gateway window using the **X** in the top right corner. This minimises the icon to your system tray where it will turn blue to show you are connected



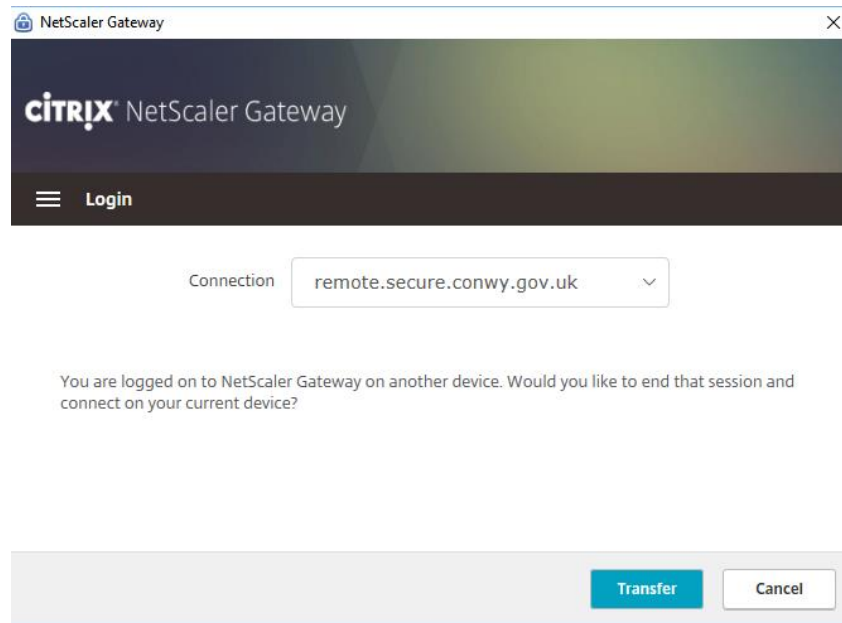
7. To log off your gateway session, right-click the blue padlock icon in your system tray and choose **LOG OFF**. This frees up your license for other people to use.



8. On subsequent connections, you will be taken straight to the logon screen. It remembers the last username that successfully logged on from your laptop – for most people, all you need to do is enter your password

9. If you already have a session active (e.g. because you forgot to log off properly, or because of internet issues where you are working) you will be prompted to transfer the logon to your new session. Simply click the

**TRANSFER** button – your previous session will be automatically cancelled and you should be able to access servers again from the new session



10. The system carries out a number of security checks to ensure you are using a corporate laptop, have an up to date antivirus etc. If your laptop does not pass these security checks, you will not be able to logon and will be redirected to a web browser logon page instead. You will not be able to log on through this either. Please contact the IT Service Desk on 01492 576033 for assistance in this case.