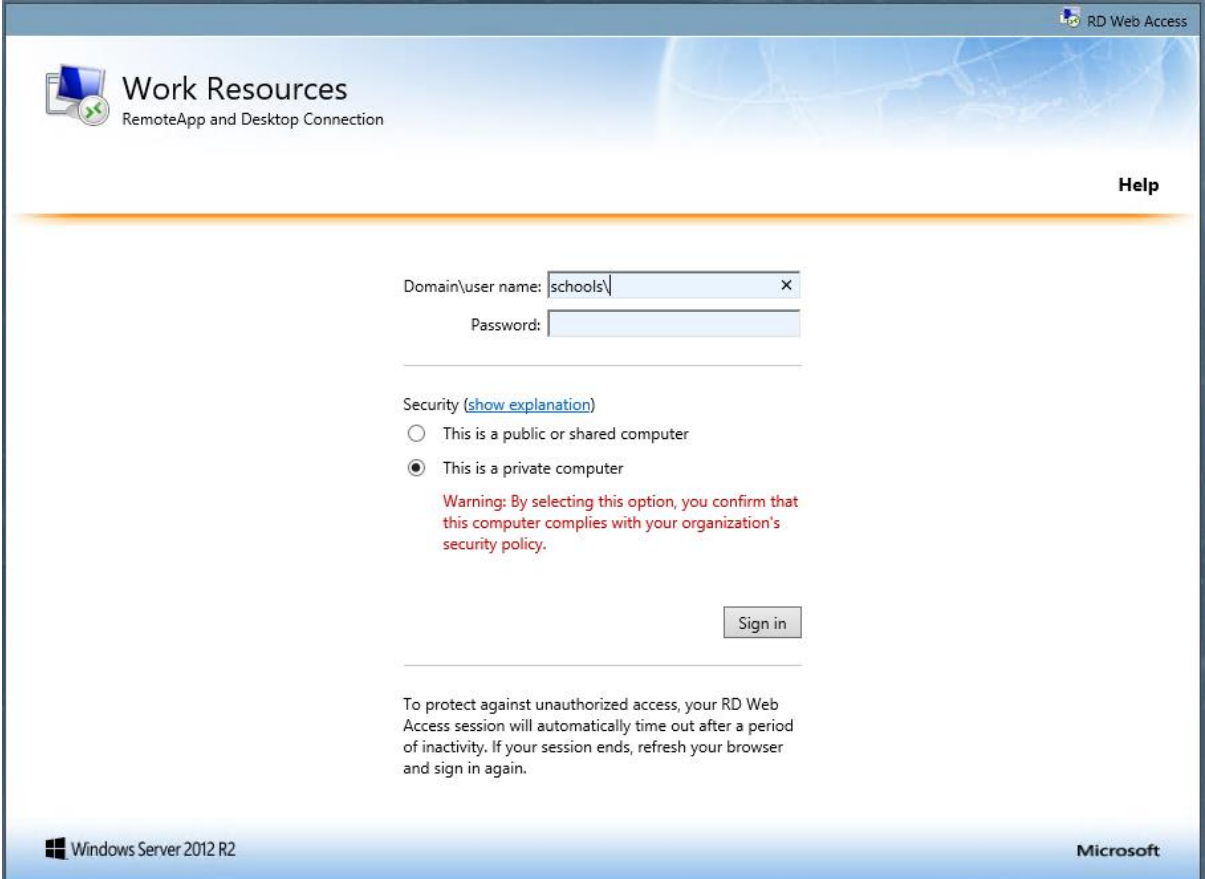


Accessing Civica Financials via Remote Desktop Services

- 1) Using Internet Explorer, browse to;
<https://workapps.southglos.gov.uk/RDWeb>.
- 2) You will see a login screen as below;



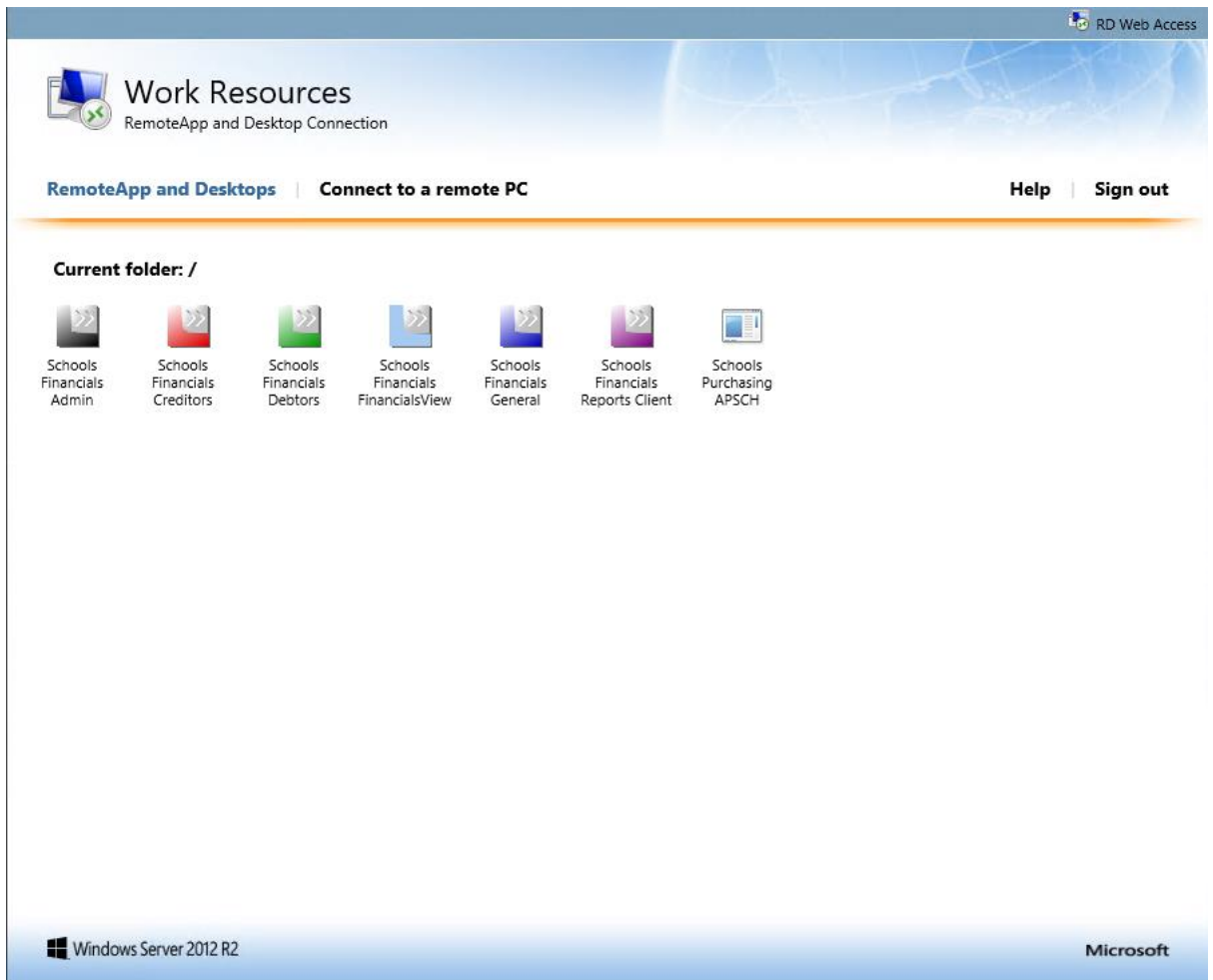
The screenshot shows the RD Web Access login interface. At the top left, there is a logo for 'Work Resources' with the subtitle 'RemoteApp and Desktop Connection'. In the top right corner, it says 'RD Web Access' and 'Help'. The main area contains a login form with two input fields: 'Domain\user name:' with 'schools\' entered and a dropdown arrow, and 'Password:'. Below the password field is a 'Security' section with a link '(show explanation)'. There are two radio buttons: 'This is a public or shared computer' (unselected) and 'This is a private computer' (selected). A red warning message states: 'Warning: By selecting this option, you confirm that this computer complies with your organization's security policy.' A 'Sign in' button is located below the radio buttons. At the bottom, there is a disclaimer: '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.' The footer includes the Windows Server 2012 R2 logo and the Microsoft logo.

- 3) Please enter the same username and password combination you currently use to access Citrix, ensuring the username field starts with Schools\ e.g.

Schools\username

If you are unable to login successfully, please call the Integra IT service desk to request your password is changed.

- 4) When you have logged in successfully, you will see the list of Civica applications



- 5) Clicking on any of these icons will launch the selected application.
- 6) When you have finished working within the applications, please remember to click 'Sign out' in the top right-hand corner and then close Internet Explorer.

NB. For accessing this specific website, we recommend using Internet Explorer as the user experience is much cleaner.

In the event of access/usability issues, please contact the relevant person/team as per the below list;

- Usability issue within any of the Civica applications;
 - Financial Systems Helpdesk;
- For any other issue (when using an Integra IT supported device);
 - Integra IT Service Desk – we may need to liaise with Corporate IT on your behalf but please contact us in the first instance.
- For any other issue (when not using an Integra IT supported device);
 - Your PC support provider. You may need to show them this document so they can assist you.
 - Integra IT Service Desk – we may need to liaise with Corporate IT on your behalf but please contact us.