



CLC I.T Tips:

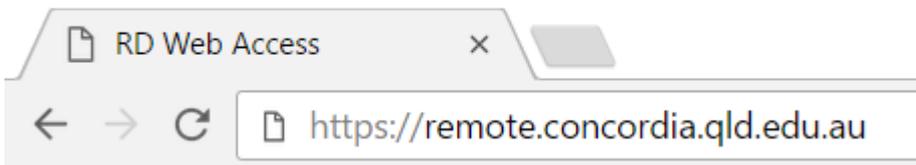
HOW TO: Use CLC Remote Access

Step 1: Open Google Chrome - (on Desktop or search under )

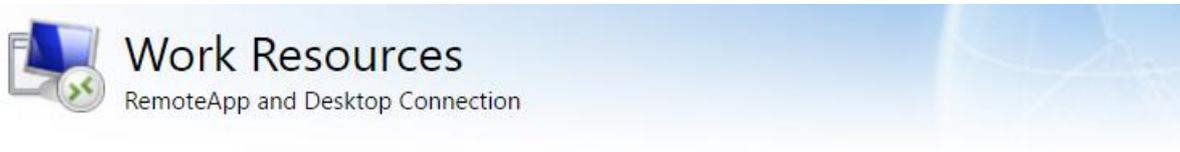


* Recommended Browser.

Step 2: Go to: <https://remote.concordia.qld.edu.au>



Step 3: Enter your username with our shortened domain name in front e.g: clc\username
Followed by your computer password. Then click on Sign in.



1

Domain\user name:

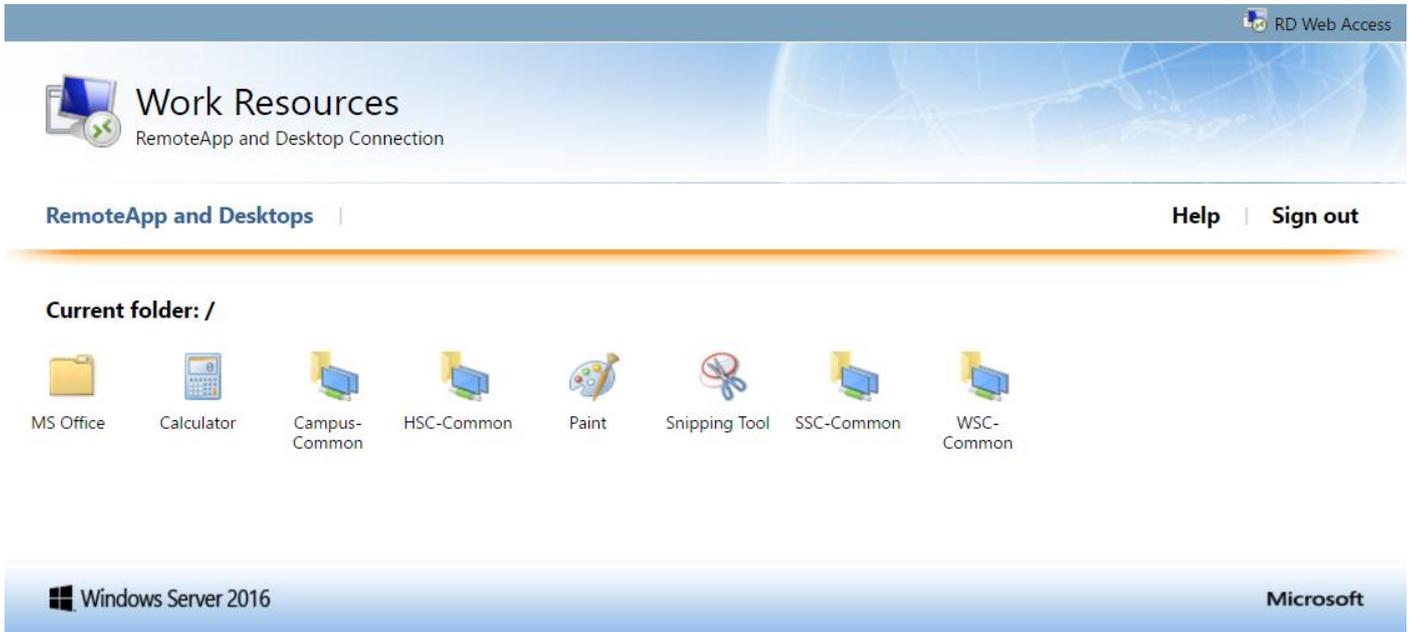
Password:

Security

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

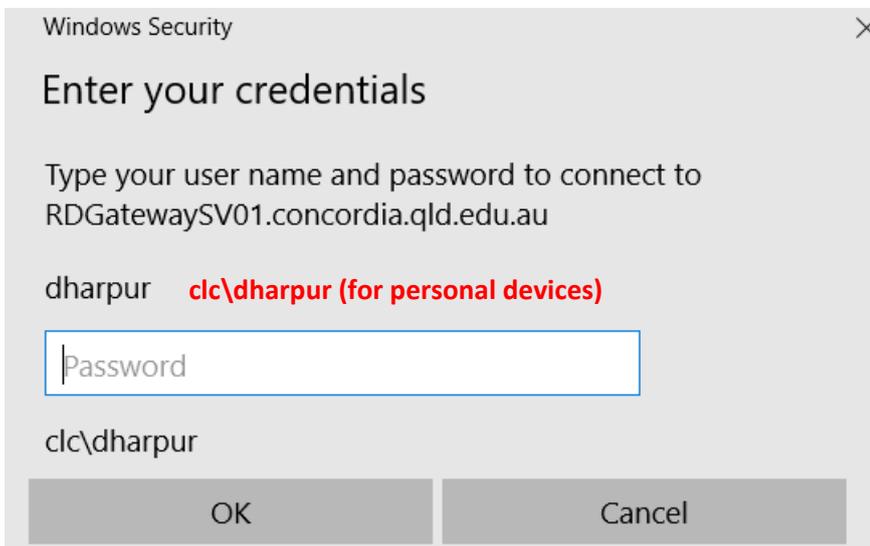
2

Step 4: One logged in you will see the CLC Common Drives (with the Campus name in front) Campus Common, along with MS Office Suite and extra programs that we will add on throughout the year.



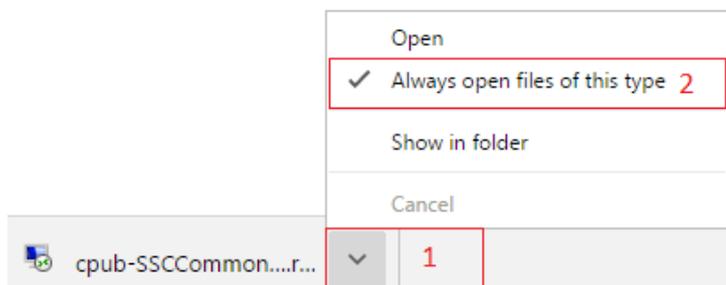
Step 5: Click on the RDP App/Network Drive you wish to connected to.

Enter in your computer password if prompted for logging on for the first time.



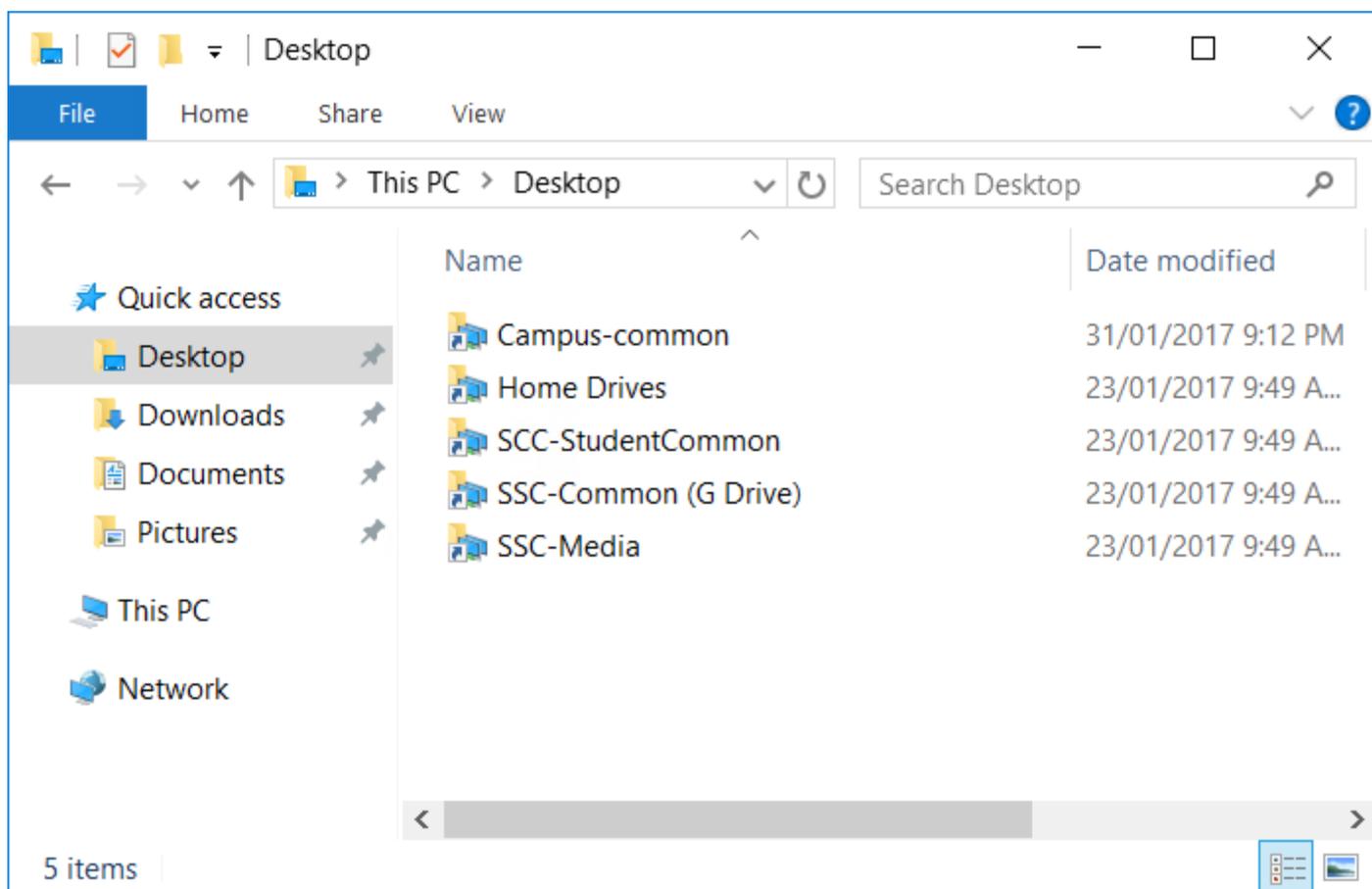
Note: If you are on a personal device (non-college owned), you will have to prefix your username with clc\
Example: clc\dharpur

Step 6: When clicking on any apps for the first time a RPD shortcut will download. To speed up future usage, we high recommend making Google Chrome auto open RDP shortcuts. You can do this by clicking the little ^ arrow next to the downloaded icon and select “Always open files of this type” a tick will show once this has been enabled.



Step 7: You can now open any RDP Apps in Chrome with just one click.

A new window will appear every time you click on a RDP app (example below) just click on the top right X to close an app.



* Hint: In any File/Explorer RDP App, click on “Desktop” under Quick access to see your Network Drive shortcuts without re-opening another RDP App window. (example above)

Extra Info/Tips:

Multiple Window Support: If you click on any files that need to launch an extra app, a new window will appear.

E.g. General Access under SSC-Common Example below:

The screenshot shows a window titled "General Access - Version 8" with a menu bar containing "File", "View", and "Help". The main content area features the "GA" logo and the title "General Access Module - Version 8.1". Below this is a "File Open" section with the following details:

- File Location: \\filestore\ssc-common\TTGeneralAccessV8
- Timetable Date: 31/01/2017
- Timetable Day: Tuesday

The "Items to view" section contains a grid of buttons organized into three columns:

- Timetables:** Teacher Timetables (highlighted), Room Timetables, Student Timetables.
- Student Lists:** Teacher Class Lists, Room Class Lists, Class Lists, Activity Attendance Today, Student List.
- Notices:** Bulletins Today, View Excel Files, View Word Files, View PDF Files.

On the right side of the grid, there are four utility buttons: Help, Display, Details, and Exit. The "Timetabling SOLUTIONS" logo is located in the bottom right corner of the interface.

2: Copy and Paste to your local C Drive: To work on files using your local programs, under the Remote App window copy the file and paste into your local drive under This PC inside the remote App window. Drag and drop back one you're finished or copy back once your back on campus.

3. Special remote access to your CLC Desktop: *Only works in Internet Explorer and by special approval and setup by CLC ICT Dept.

Web Support: Only works on Microsoft Operating Systems that can support the latest RDP Protocols (Windows 8 and higher) and only tested/supported with Google Chrome and Internet Explorer.

Direct File only access: RDP App shortcut is available, bypassing the first login page. Location of the shortcut to copy/email to yourself: Campus-Common-IT-Information-



Remote Desktop - Office and File access-
Step 3.

Just enter the same credentials as

iPad Use: Tested and working on the Microsoft RDP iOS (Apple) iPad App but needs the full Server URL:

Speed: connection varies due to your internet/ISP.

For any issues and support please email: Helpdesk@concordia.qld.edu.au

Thanks

CLC ICT Dept.