Plano ISD Remote Access

With just a few easy steps you can remotely connect to your PISD desktop. Before you begin you must know what Internet browser you are using. Our district uses Internet Explorer (not Netscape). You must have Internet Explorer for Remote Access to work.

The first step involves configuring your browser by installing the Citrix Web Client. This client enables your computer to have remote access to some of your PISD desktop features and applications. **NOTE: The directions on pages 1-5 should only be performed the FIRST time you setup your remote access at home.**

1. Connect to the Internet as you normally do and start your Internet browser.
2. Enter **staffaccess.pisd.edu** or **remote.pisd.edu** in the address bar at the top of the page and Press Enter.

**Note:** This would be a great time to create a Favorite, so you do not have to type the URL every time you use Remote Access. To create the Favorite, click on the Favorites menu, click Add to Favorites, and then click OK.
The instructions for configuring your browser, located at the bottom of the page, will be displayed.

4. If you have a Windows-based PC, click on the “Windows browser – Citrix ICA Client” to continue. If you have a Macintosh computer, click on the Macintosh browser link. This takes you directly to a Citrix software license screen. Scroll to the bottom of the screen and click on “Yes” to continue.
5. Click the **Windows 32-bit** link

6. Then select the **ICA32T.exe** button by scrolling to the bottom of the screen.
7. Click **Open** on the "You are downloading the file" screen.

8. Click **Yes** to continue.

9. Click **Yes** to accept the License Agreement.
10. Click **OK** to the successful installation.

11. Click **Yes** (if asked) to restart you computer.

Re-start Internet Explorer. This completes the installation of the necessary Internet Web client for *Internet Explorer* users.

You are now ready to use the Remote Access. Remember, you only need to perform the previous steps once on your home computer(s).
Using Your Remote Access

1. Using your Internet browser, go to the following site by entering:
   http://staffaccess.pisd.edu/ in the address box and tapping Enter.
   This is the page you should now see in your browser.

   ![Remote Network Desktop Access for Plano ISD Staff Members]

   If this is your first time to access the remote services from home, please check to make certain your browser is configured properly by checking the options below.

   **Connection Options:** There are two different connection paths to the PISD remote network access services. Most staff will use the first option.

   1. If you have your own Internet Service Provider (ISP) at home, click here to access your Plano ISD Remote Network Desktop (Windows only - Mac link below). This is the typical scenario for our staff.
   2. Some staff members dial-in to the district administrative offices for network access. For those in that situation, click here to access your Plano ISD Remote Network Desktop.

   Since the remote access servers have also been updated to Windows 2000, all users will have to synchronize their Windows Workstation password for remote access to their Novell login password. **This has to be completed only one time.** If your browser is already configured for remote access with the Citrix client, click here to view instructions to synchronize your passwords. Again, if this is your first time to access the remote services from home, please check to make certain your browser is configured properly by checking the options below.

   The Plano ISD Remote Desktop Access for staff members is a result of the myPISD.net school/home network.

   This would be an excellent time to create a favorite (or bookmark) on your home computer so you do not need to manually enter the http://staffaccess.pisd.edu every time you wish to use the program.

2. Click the Plano ISD Remote Network Desktop link.

   *(Note: while in training at your school, you must use the special link #2, since you are already "inside" the network.)*
If your browser is already configured with the Citrix client, after clicking the remote access link, your browser will temporarily display the Citrix MetaFrame XP logo screen. After a short time, the Novell Client login screen will appear. If it does not appear on your screen, look at the Task Bar at the bottom of your screen and click on the “mypisd - Citrix ICA Client”.

3. Use the drop down menu to **select your home campus** in the location field. Since all remote users share these servers, this may NOT show your school automatically. Be sure to select your school before logging in.
4. Enter your network **username** and **password** just as you would if you were logging in at school. Click OK to begin your remote access session.

**THE NEXT STEP IS VERY IMPORTANT**

5. The **first** time you login you will see the following screen. Leave the password line blank and check the box. You will not need to do this again until you change your network password, at which time you will enter your old password into the password field. Only leave the password line blank the first time you see this box. **Always check the check box.**

6. Now the Novell Application Launcher screen will appear with the applications that are available to you during your remote session. That’s it! You are now ready to begin working remotely.
Client Security Status Window

At some point you may receive the following window. Go to the NAL window and open System Tools > Windows Explorer. If it opens this window, place the bullet in the “Full Access” choice in the top half of the window, and place it in the “Never ask me again for this application” choice in the lower half of this window.

If this screen is not presented automatically when you open System Tools > Windows Explorer, then you can make it open by clicking on the white “ica” logo in the upper left corner of your Citrix window. Select Client Security Status to apply or change the settings.
Using the Remote Access Internet Explorer Browser

Question: I notice that there is an Internet Explorer browser icon in the "Research and Internet" folder, just like at my campus. Why would I want to use this "filtered" browser when I am at home etc.?

Answer: There are a number of Web-based district resources that are available through this browser, that would not be available to you otherwise, (from outside of the district network.)

NOTE: When using IE from Remote Access, your favorites will NOT be available. You will need to know the URL for any site you wish to access.

Here are some examples that you may find useful:

1. http://inside.pisd This is the address for the district’s Intranet (inside the network) resources, such as Health benefit forms and other employee and curriculum information.

2. http://k-12.pisd.edu/library.html This one will take you to our Learning (Library) Media Services home. It contains links to many research tools and resource material, including access to several subscription-based resources such as, Grolier's Online Encyclopedia, and Encyclopedia Britannica Intermediate. Access to the AccuNet/Associated Press Photo Archive http://accuweather.ap.org/cgi-bin/aplaunch.pl is also a great image resource available to you through your remote access browser. You may find it easier to access this from our Instructional Center Home @ http://k-12.pisd.edu In the drop-down menu near the top, select “AP Photo Archive.”

3. Remote Access browser users may also find uses for access to the Web-based Middle School Curriculum (http://curriculum.pisd.edu/) Web-based IEP (http://sped.pisd.edu)

In addition to Internet Explorer and the Office 2000 Professional suite of applications, remote access users can also access and use their regular network drives, including their personal (H:) drives, group (G:), shared (S:), and template (T:) drives. GroupWise and Pinnacle are also accessible.
Remember:
When you finish a remote session, always log off by going to the Novell Applications Launcher (NAL), selecting the File Menu and then selecting Exit. You must be logged off at your campus in order to log on through remote access from home and you must be logged off of remote access in order to log on at your campus.
NOTES:

Although it may take some practice for you to get used to using your network desktop remotely, you'll quickly realize the capabilities this technique gives you.

For example, when you open/save a document in Word, you have access to your normal Plano ISD folders. On the left side of the screen you can see the various directories. In addition to the network directories, you also have access to your local hard drive at home (denoted by C$ on 'Client) and your floppy disk drive at home (denoted by A$ on 'Client). This should allow you great flexibility in managing your files both at home and at school, on the network.

If you have a printer at home using standard drivers, the print function should work as you select your local printer.

Finally, there may be other applications that you'd like to run remotely, such as the PDAS or CIMS. These do not operate on our remote server and are not available at this time. There may be other software packages that you would like access to, that are not available in the launcher. Please contact your cluster instructional technology coordinator with suggestions. We will continue to do whatever we can to make this service valuable to you. Let us know your thoughts!