

Remote Access Troubleshooting Guide

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If you are experiencing difficulties connecting via RA from a personal computer please go through this troubleshooting guide before contacting your IS Key User at your local Guide Dogs' office:


1. Are you using a Personal Computer?


To successfully connect via RA (Remote Access) you will need to do so using either a Desktop or Laptop. Apple iPads or Android Tablets will not work.

2. Are you using the Internet Explorer web browser?



Trying to access RA on the following web browsers **will not work**:

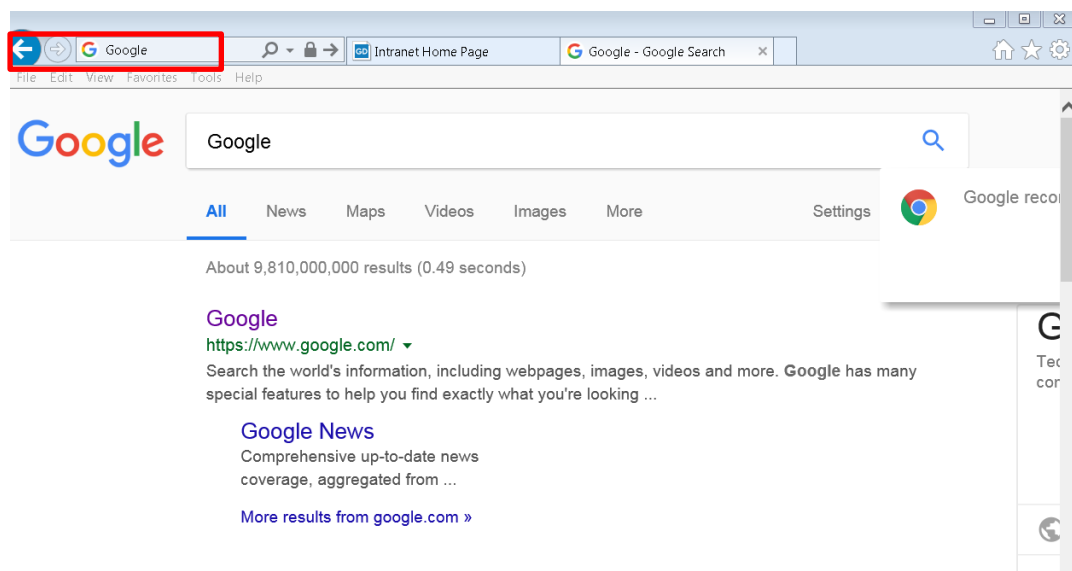
Edge 

Google Chrome 

Mozilla Firefox 

3. Are you connected to the Internet?

To check you are “online”, open your web browser (Internet Explorer) and type in a website such as ‘**Google**’ in the address bar, as demonstrated in the screen snip below:



If your search result comes back with some information like the screen snip above this confirms that you are connected to the Internet. If you get a message saying, “This page cannot be displayed” you have no internet access.

3.1 I don't appear to have access to the Internet

Things to try:

- Log off and shut down your personal computer.
- Power off your Router and leave it off for at least 30 seconds.
- Power your Router back on and wait for all the lights to appear to show that everything is up and running and you are online. If there is still an issue with your internet you may need to call your ISP (Internet Service Provider), to check if there is a reported disruption to your broadband service or possibly a fault on your line.

4. Have you read through the RA (Remote Access) user guide and followed the instructions carefully?

You should have received a copy of the 'RA User Guide with your login details. If not please go back to the person who provided these and ask them for a copy. Alternatively, the document can be found on the Volunteer Information Point and the Guide Dogs Intranet (Help and Support pages).

5. Are you entering the correct website address?

The website for the Guide Dogs Remote Access Welcome page is: **ra.guidedogs.org.uk** If you are successful the page displayed will be as follows:



We are...

GUIDE DOGS

Welcome to the
Pulse Connect Secure

Username

Password

Please sign in to begin your secure session.

6. Are you entering the correct username and password?

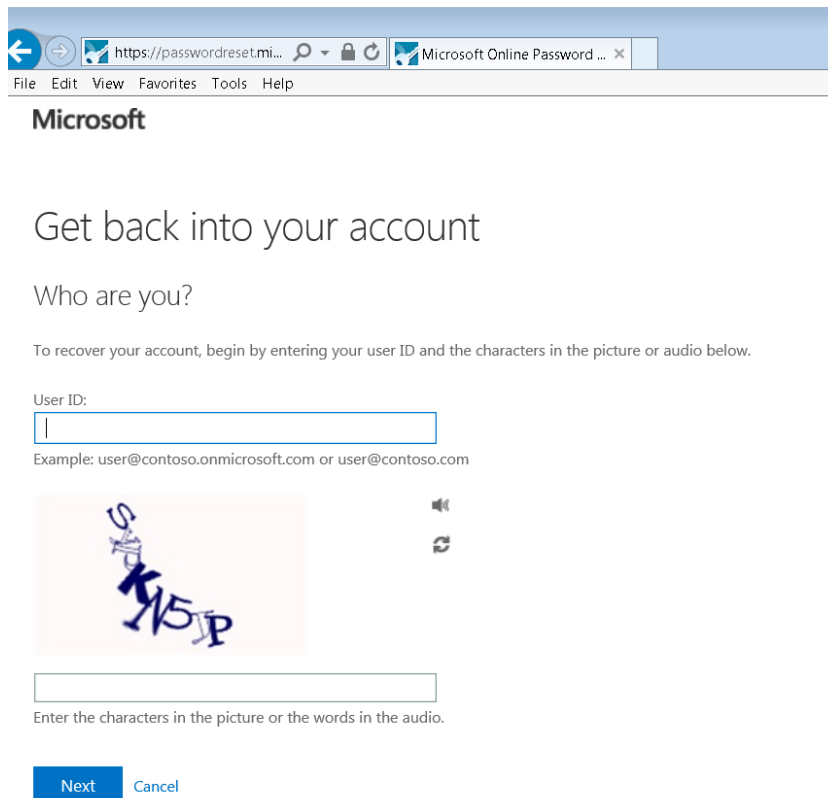
Your login details (username and password) would have been provided to you when you first started. Your username should start with the letters **volu** (which stands for volunteer user) and have a sequence of numbers after it i.e. volu123. If you cannot recall your username please contact the person who provided your login details to you.

6.1 I've forgotten my password

If you have forgotten your password and assuming you have registered on the password reset portal, you can re-set it by visiting the password reset portal.

6.2 What is the website for the Password Reset Portal?

Type in **aka.ms/sspr** in the address bar in your web browser. The following page will be displayed:

A screenshot of a web browser displaying the Microsoft Online Password Reset Portal. The browser's address bar shows the URL 'https://passwordreset.mi...' and the page title is 'Microsoft Online Password ...'. The Microsoft logo is at the top left. The main heading is 'Get back into your account'. Below it, the text 'Who are you?' is followed by instructions: 'To recover your account, begin by entering your user ID and the characters in the picture or audio below.' There is a text input field for 'User ID:' with an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. Below the input field is a CAPTCHA image showing a blue scribble of characters 'S', 'K', '15', and 'P'. To the right of the image are audio controls (a speaker icon and a refresh icon). Below the CAPTCHA is another text input field with the instruction 'Enter the characters in the picture or the words in the audio.' At the bottom are two buttons: 'Next' (highlighted in blue) and 'Cancel'.

Type in your username@guidedogs.org.uk i.e. volu123@guidedogs.org.uk **not your email address** and enter the Captcha (characters shown in the image).

Select **Next** and follow the remainder of the instructions.

6.3 I have not registered on the password reset portal. How do I register?

You should have received a copy of the '**How to register on the Password Reset Portal**' user guide with your login details. If not please ask the person who provided you with your login credentials for a copy. Alternatively, please contact the IS Key User at your local Guide Dogs' office.

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