



Microsoft®

Forefront™

Unified Access Gateway

Westlands School

Westlands Portal: Usage Guide

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Part 1: Portal Overview

The portal is a customised Microsoft Security gateway appliance; like many modern websites involving personal information the connection from your computer to the portal is secured and protected by SSL (Secure Socket Layer), this SSL certificate is verified by an external certificate authority.

The portal allows a user to access web based applications inside the school network from outside the school network. The portal will grow to include more internal hosted web based applications. The current basic portal applications are:

- File Access (Networked '*My Documents*' Folder and shared network areas)
- Outlook Web App
- Helpdesk website

The portal is only active for 60 minutes. After 60 minutes it will log you out. The portal will also automatically force a logout if it detects a period of inactivity of 5 minutes within the allotted 60 minute slot. It will show a dialogue box warning of the closure and give you an option to stay logged on.

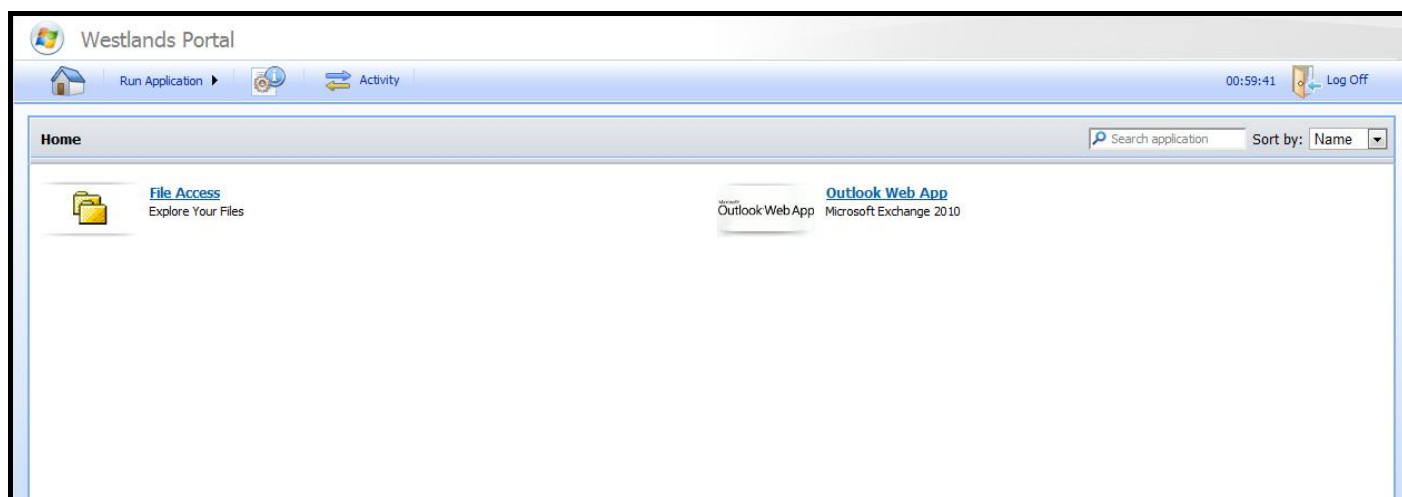
Considering the portal can provide access to your '*My documents*' area and the protection of sensitive information is of the utmost importance your password must:




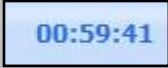

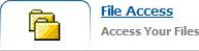

- Be a minimum of 8 characters.
- Include at least 1 capital letter.
- Include at least 1 number.
- Not include parts of your name.
- Not used on other websites you use.

You must NOT share your school user account with ANYONE else, under any circumstances. You must change your password if you suspect anyone else of knowing, or being able to guess your password. You may also be forced to change your password by the system occasionally.

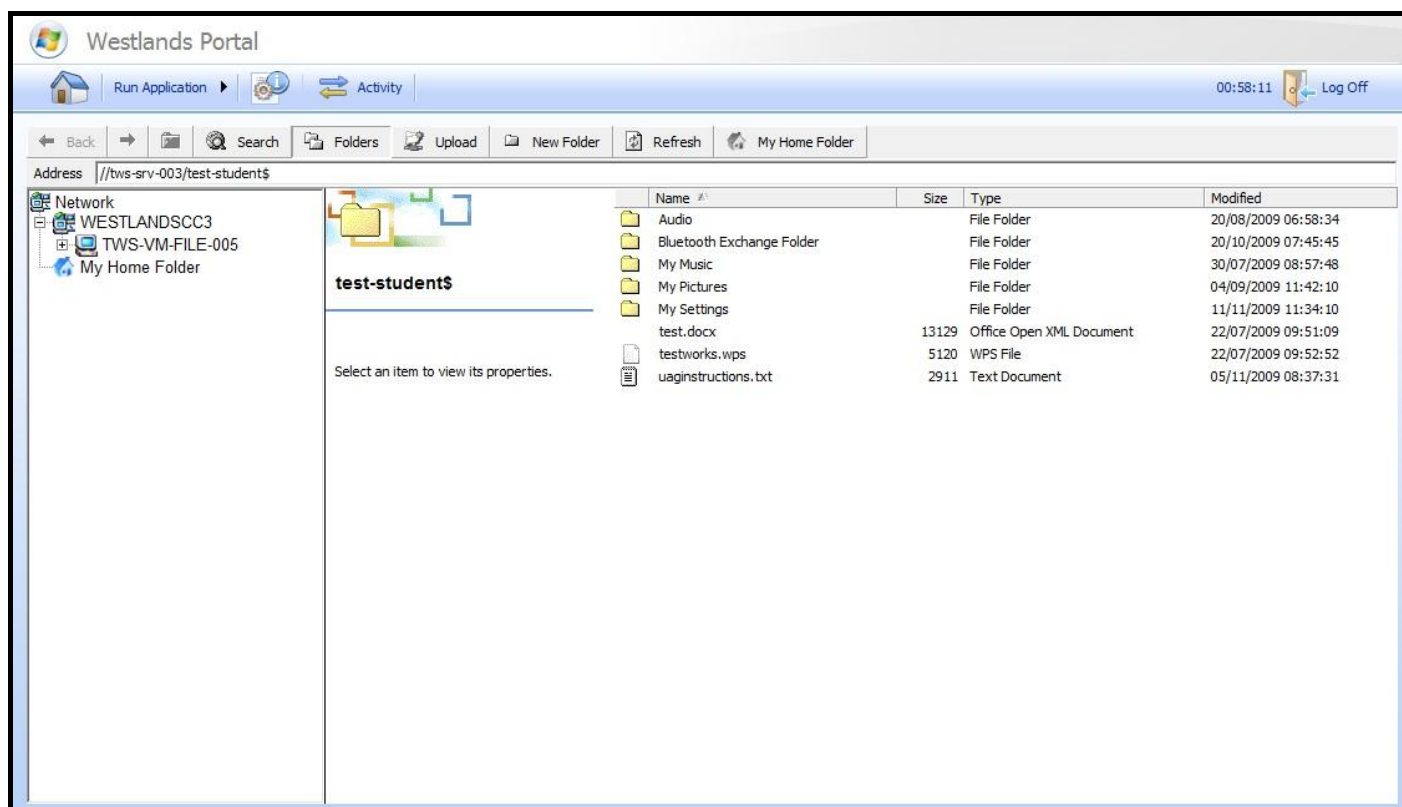
Accessing any other account other than the one allocated to you is a serious offence, considered a breach of the 'Computer Misuse Act 1990'.

Part 2: Portal Home Page



	<p>Home: Use this icon to return to the main screen at any time.</p>		<p>Log Off: Use this icon to Log Off from the portal.</p>
	<p>Hide Sidebar: Hide/show the portal shortcut list sidebar.</p>		<p>Timer: Shows the amount of time left before portal auto logs out.</p>
	<p>Outlook Web App: Click this icon to open 'Outlook Web App'.</p>		<p>File Access: Click this icon to open the 'File Access' application.</p>
			<p>IT Helpdesk: Click this icon to open the 'IT Helpdesk' application.</p>

Part 3: File Access Application

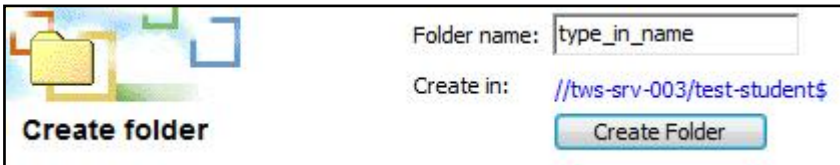


	My Home Folder: This is your networked 'My documents' folder.		Upload: Select a file to upload into your selected directory.
	Refresh: Update the page information.		New Folder: Create a new folder into your selected directory.
	Network: Open the network and server folder paths, to see the folders you can access.		Search: Search for files.
	Folders: Hide or display the 'Network' side bar.		

- To go to the 'My documents' folder: Click on the either of the icons.
- To refresh the folder view: Click on the icon.

File Access Application: Folder Creation

- To create a 'new folder': Click on the  icon to create a folder in the directory shown in the right hand side folder view.



Folder name: type_in_name

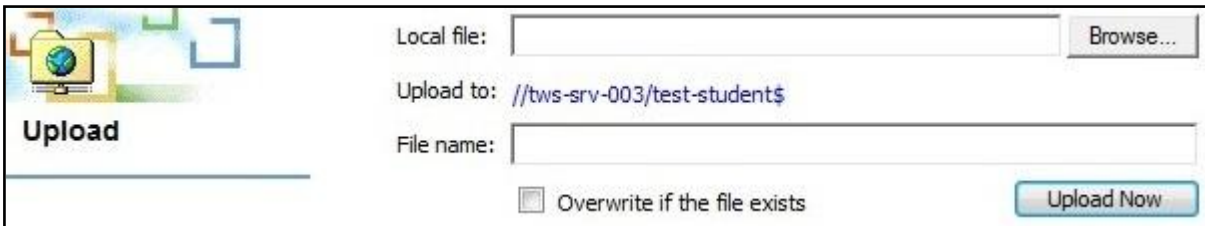
Create in: //tws-srv-003/test-student\$

Create Folder

- Type in a folder name and click 'Create Folder'.

File Access Application: File Upload

- To upload a file: Click on the  icon.



Local file: Browse...

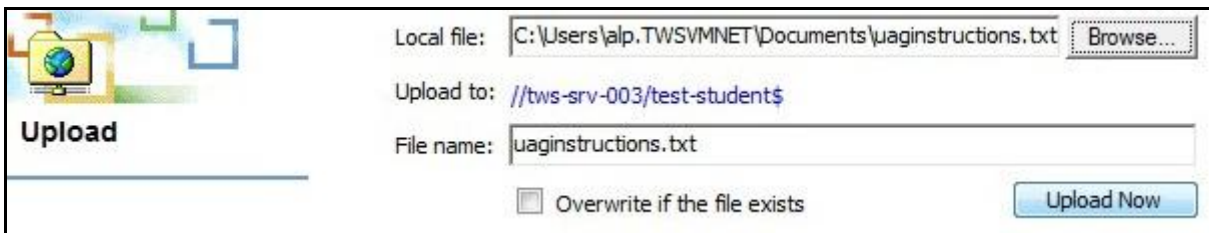
Upload to: //tws-srv-003/test-student\$

File name:

Overwrite if the file exists

Upload Now

- Select 'Browse' and choose a file to upload from your local computer.



Local file: C:\Users\alp.TWSVMNET\Documents\uaginstructions.txt Browse...

Upload to: //tws-srv-003/test-student\$

File name: uaginstructions.txt

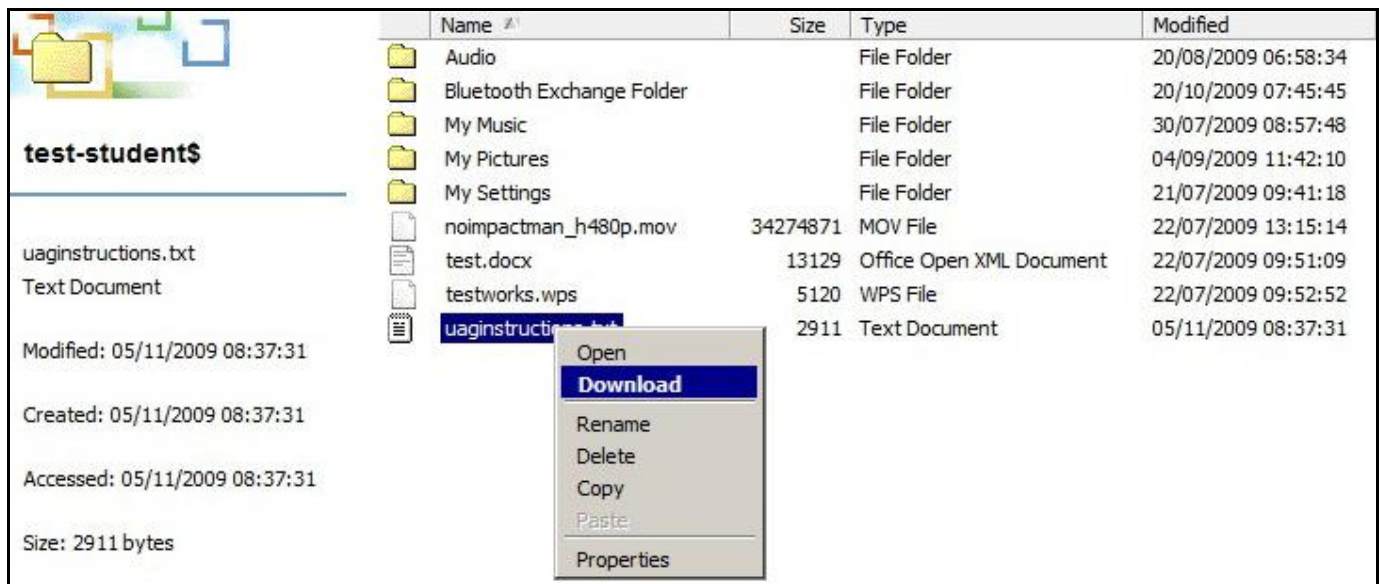
Overwrite if the file exists

Upload Now

- Select 'Upload Now' to upload the file to the portal directory you are currently in.

File Access Application: File Download

- To download a file: Right click on the file and select 'Download'.



- On the dialogue popup box, select 'save' and choose your location to save.

File Access Application: Good Practice Guide

- Its best to set aside a dedicated directory on your home computer for uploads and downloads to the school system. This will help keep track of school data going between school and home. This should be on a home computer account that no other person has access to.
- Files that are downloaded and then uploaded to the school system will still be located on the PC you downloaded the files to. Delete the files located on your local computer if they are no longer required.
- School data may contain sensitive information; do not keep unnecessary files or potentially sensitive information on your home PC. Do not download potentially sensitive information on a PC other than your own or the schools.

File Access Application: Responsible Use

Games, flash files, mp3s, executable programs, batch files etc are prohibited from being uploaded to the portal system. Anyone found trying to upload malicious or banned files will have their portal access removed immediately and further action may be taken.

Accessing any other account other than the one allocated to you is a serious offence, considered a breach of the 'Computer Misuse Act 1990'.

Part 4: Outlook Web App

Webmail name has changed to 'Outlook Web App' with Exchange 2010 and provides too many new features and changes to list in a document about portal usage! Please see the ['Outlook Web App'](#) guide for further information.

Part 5: Exchange ActiveSync

With Exchange 2010 and the portal, email can be provided to ActiveSync compatible mobile devices. Please see the ['Exchange 2010 ActiveSync'](#) Guide for more information.

Part 6: IT Helpdesk Application

The IT Helpdesk website is a new developing initiative to:

- Direct support request through one common platform where possible.
- Develop a 'knowledge base' on common problems.
- Track common problems and their frequency.
- Improve prioritisation of tasks and scope of problems.

Submitting a helpdesk ticket will generally get any issue dealt with faster than email, phone, note or word of mouth. This also allows greater management and tracking of resources, issues and prioritisation.

Due to the size and scope of the IT Helpdesk Application this guide cannot detail its usage. For full documentation on using the 'IT Helpdesk' application please see the 'IT Helpdesk Usage guide' which will be provided on the school website in due course.

Part 7: Logout

Logout when you have finished. After 60 minutes the portal system will log you out. The portal will also automatically force a logout if it detects a period of inactivity of 5 minutes within the allotted 60 minute slot. It will show a dialogue box warning of the closure and give you an option to stay logged on.

Do not let anyone else use your login. If you suspect your password is known by ANYONE, please change it immediately.

After you have logged out of the portal, close the Internet browser.