

Windows 7/10 User Instructions

Step 1 – Register for Remote Access

- a. Using the Internet Explorer browser, first navigate to the following link:
<https://rax.canterbury.ac.nz>
- b. You will be directed to the following University webpage. Click on the link indicated to register

The screenshot shows a web browser window with the address <https://rax.canterbury.ac.nz>. The page header includes navigation links: UC Home, Courses, Departments, Library, Teaching, Research, Students, and Contacts. Below the header is the University of Canterbury logo and a banner image. The main content area is titled 'About UC' and features a 'Self Help' sidebar with links for Request a Service (forms), Common Issues, and Support. The main section is 'Remote Access Services', which contains the following text: 'To connect to UC Remote Access, click [here](#) (Opens in a new window or tab). Setup or maintain your [Remote Access Details and services](#) (On campus only)'. Below this, there is a list of documents describing the setup process for various operating systems and browsers. A red box highlights the 'Remote Access Details and services' link, and a red arrow with the number '1' points to it.

Remote Access - ICT Services - U... x +

<https://rax.canterbury.ac.nz>

Apps Trademe assyst instaPhone YouTube Gmail Facebook NW DroneMovies

UC Home | Courses | Departments | Library | Teaching | Research | Students | Contacts

UC UNIVERSITY OF CANTERBURY Te Whare Wānanga o Waitaha CHRISTCHURCH NEW ZEALAND

About UC

Self Help

- o [Request a Service \(forms\)](#)
- o [Common Issues](#)
- o [Support](#)

For

- o [Students](#)
- o [Staff](#)
- o [Computer Support Staff](#)

Remote Access Services

To connect to UC Remote Access, click [here](#) (Opens in a new window or tab).

Setup or maintain your [Remote Access Details and services](#) (On campus only)

There are documents describing this setup process for:

- [Windows/Xp users using Internet Explorer](#)
- [Windows/Vista users using Internet Explorer.](#)
- [Windows/7 users using Internet Explorer.](#)
- [Mac users using Safari.](#)

These are Adobe Acrobat PDF documents.

c. Follow the on-screen instructions to sign up

UC Home | Courses | Departments | Library | Teaching | Research | Students | Contacts

UC UNIVERSITY OF CANTERBURY
Te Whare Wānanga o Waitaha
CHRISTCHURCH NEW ZEALAND

About UC

Self Help

- Request a Service (forms)
- Common Issues
- Support

For

- Students
- Staff
- Computer Support Staff
- Alumni and Visitors

About

- Department
- Contacts
- People
- Service Catalogue
- A-Z Site Map

Set up your Remote Access Services

Your usercode `vch48` is not in one of the categories with automatic eligibility to use the Remote Access service. However, you may still be eligible to use the service, and in the first instance you should apply for access by filling in this form.

All fields are required, and please be as descriptive as necessary to describe what you require.

Please describe your relationship with the University, for example, you might be a staff member working in IT, or a student studying Fine Arts (please specify course code and your Supervisor, Head of Department, or lecturer as appropriate), a contractor working for FM (please specify person responsible for you, and your company name if appropriate) etc:

Staff

Please describe what service you need from remote access, for example remote control of a PC, network access to some resource etc:

Network Access

Finally, please describe how we can contact you, and where you are located:

(022) 123-4567

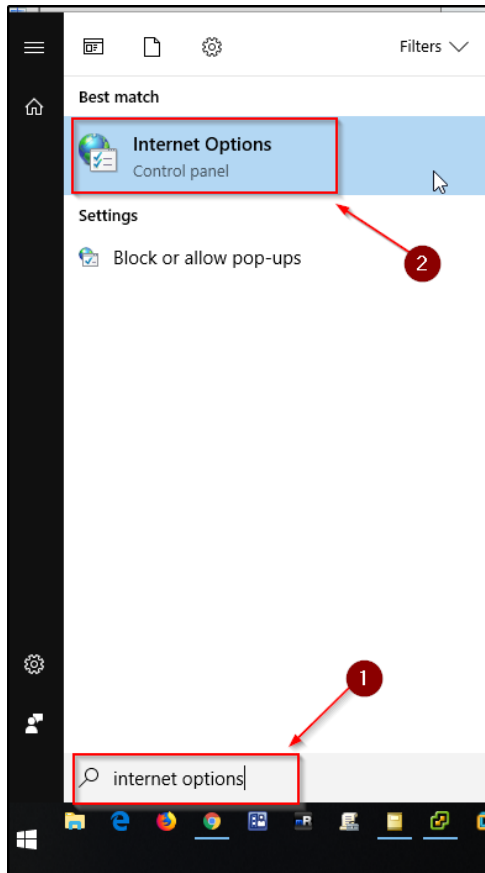
When your information is complete please press this button

d. You have now completed the registration process:

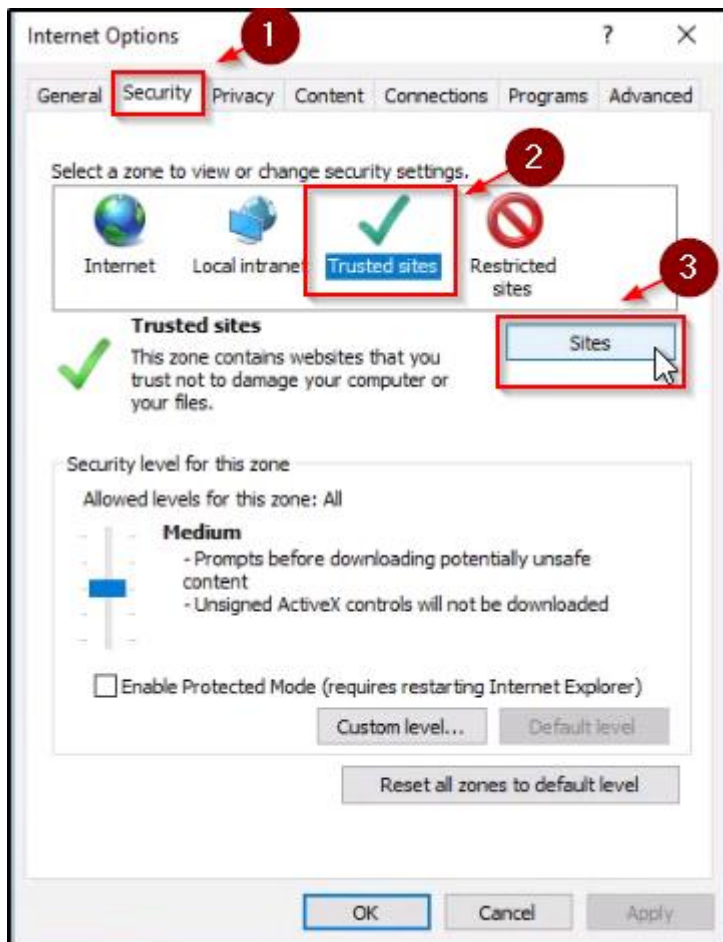
Step 2 – Adjust Internet Security

Before attempting to connect to the University’s Terminal Services using Windows 7/10 the first time it is necessary to adjust the security settings on your computer

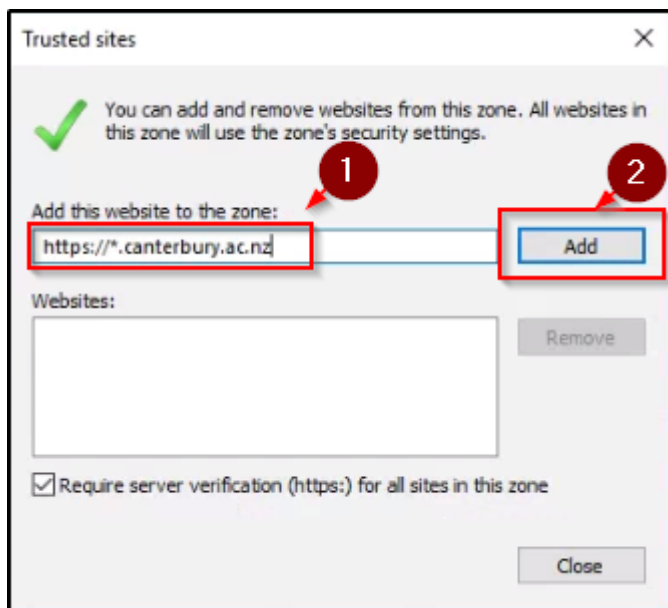
- a. Using the Start menu search for “Internet Options”



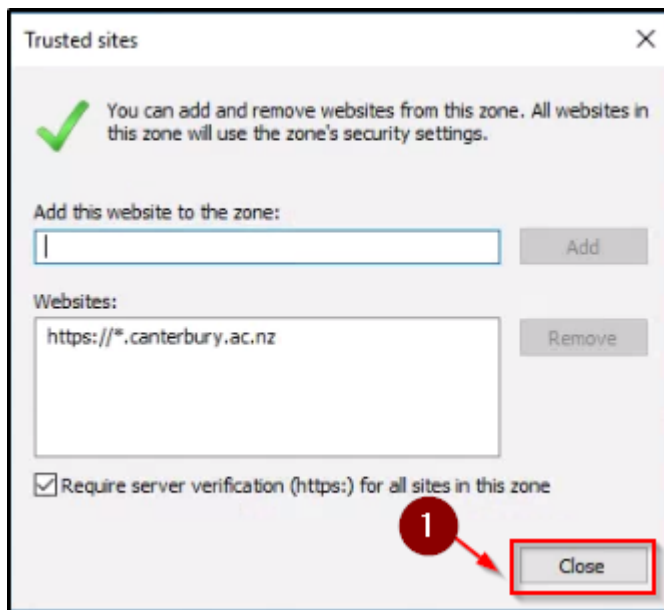
- b. On Internet Properties dialogue box select the Security tab then select the Trusted sites icon and click on the “Sites” button



- c. Enter the wildcard link https://*.canterbury.ac.nz to trust all University’s secure sites and click on the “Add” button



- d. Click on OK to close the Internet Properties dialogue box and then close the Control Panel window



Step 3 – Connect to UC Terminal Services

This facility will provide you with most of the functionality you would normally use. However, the files stored locally on your PC will not be available.

- a. Using Internet Explorer navigate to the following link to connect to the University:
<https://go.canterbury.ac.nz>
- b. Please enter your usual username and password to connect:

Secure Logon to UC

Update 27/04/2017:
Using latest Firefox requires a
workaround. Login and see
help page.

Note:
Chrome and Edge browsers
no longer support this service.

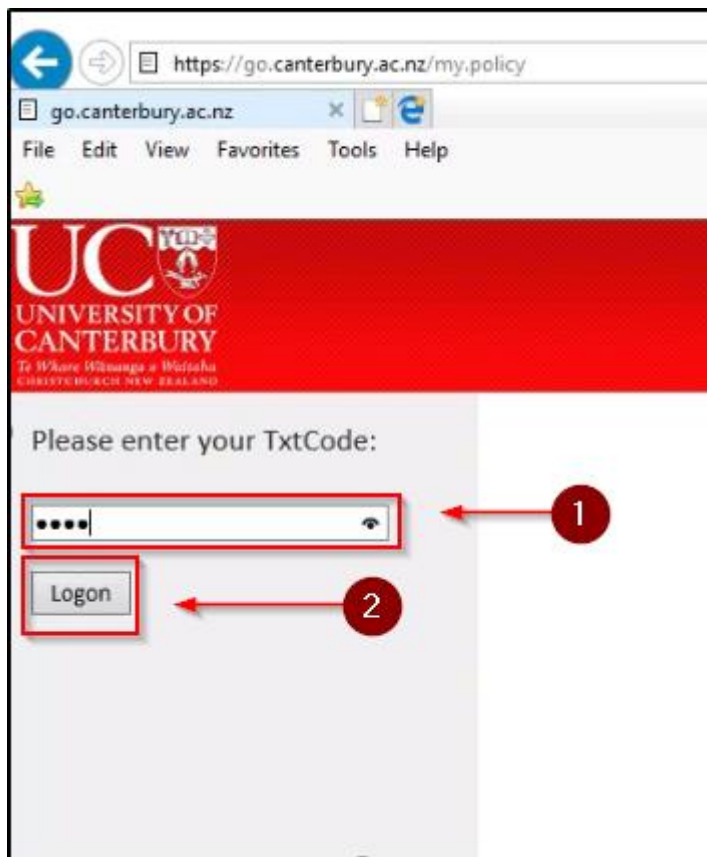
Please use
Internet Explorer (Windows)
or Safari (Mac).

Username
vvk26

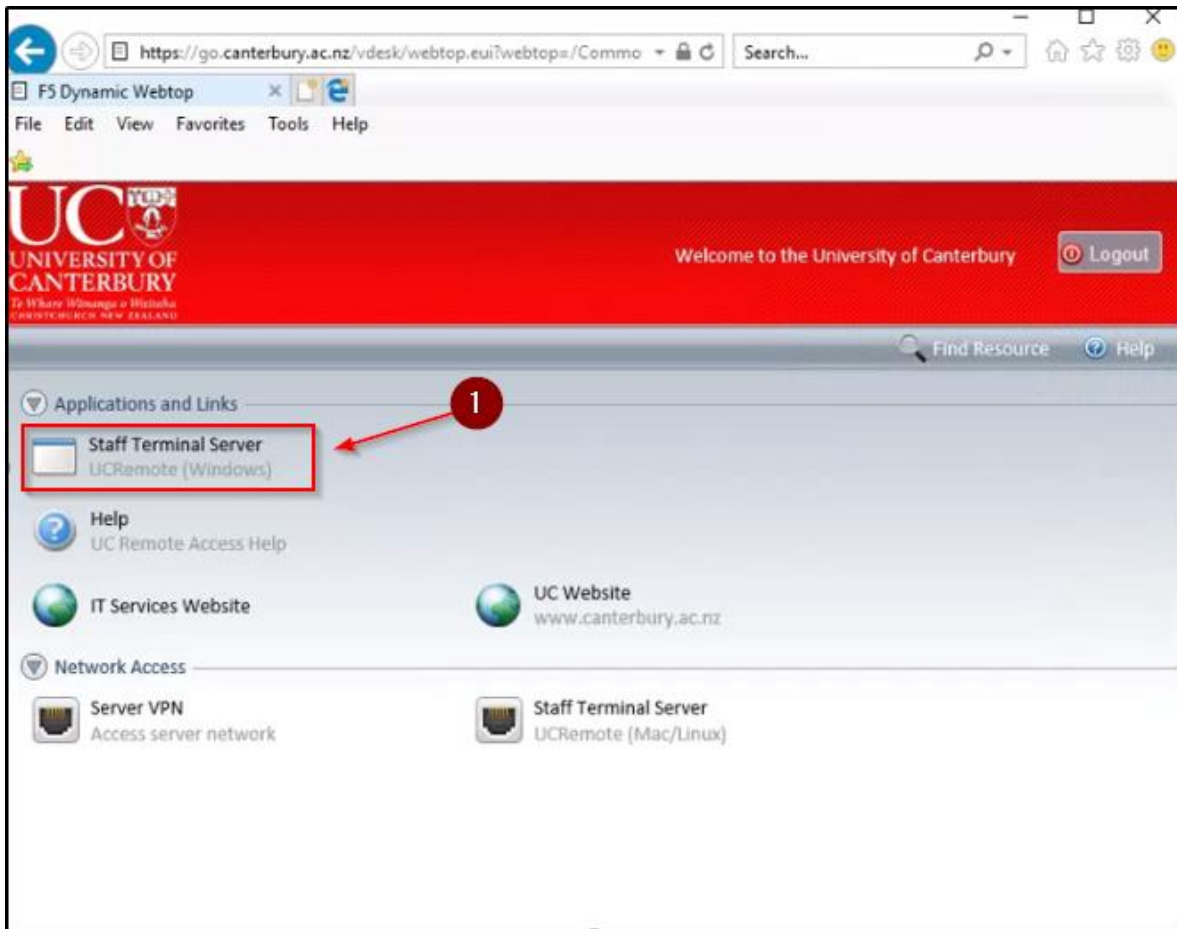
Password

Logon

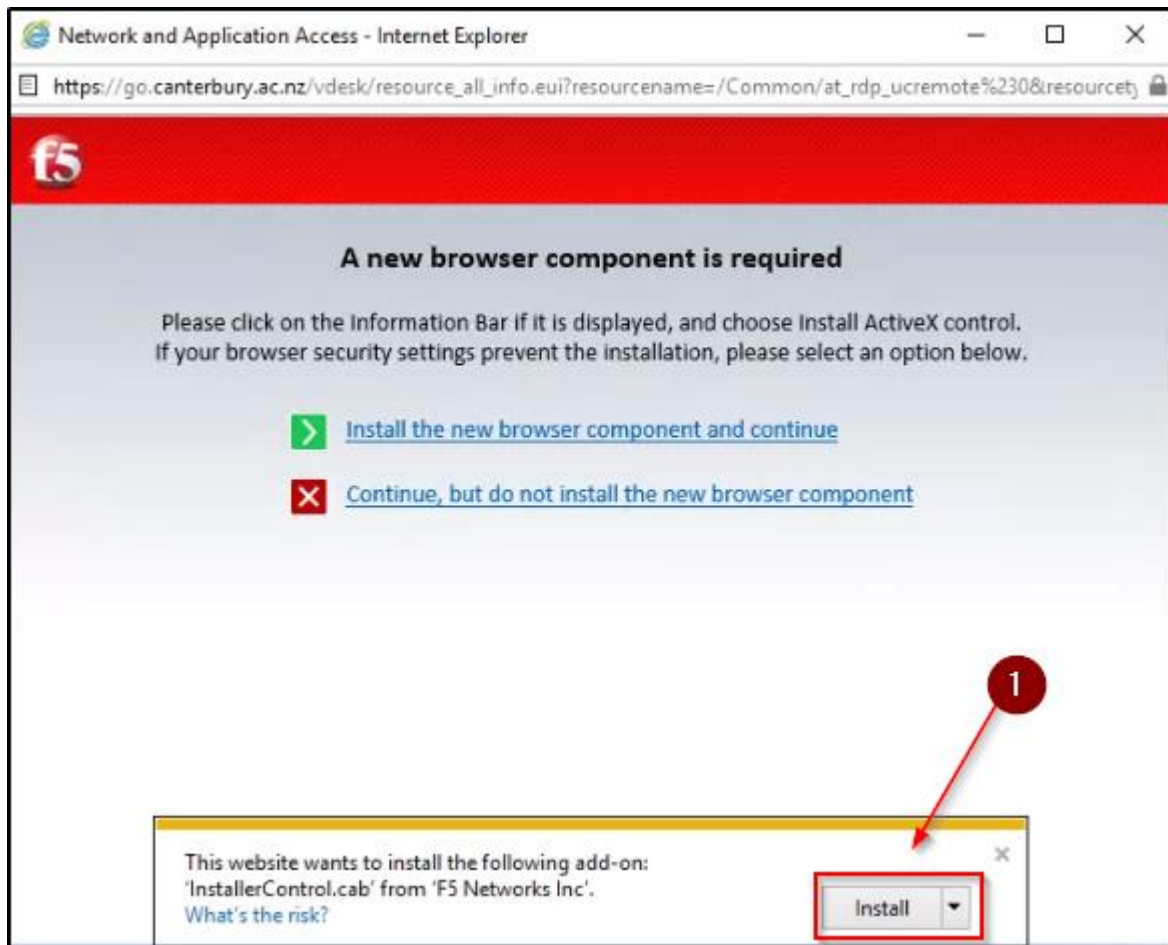
- c. You will be prompted to enter a temporary code sent to your phone number when you sign in



- d. You will be presented with the following options during your session. Pick one you prefer by clicking on the link:



- e. If this is the first time you have connected to UC on this particular private PC, you will be asked to install an additional feature. Follow the instructions and click on the bar at bottom of the screen to install the new add-on



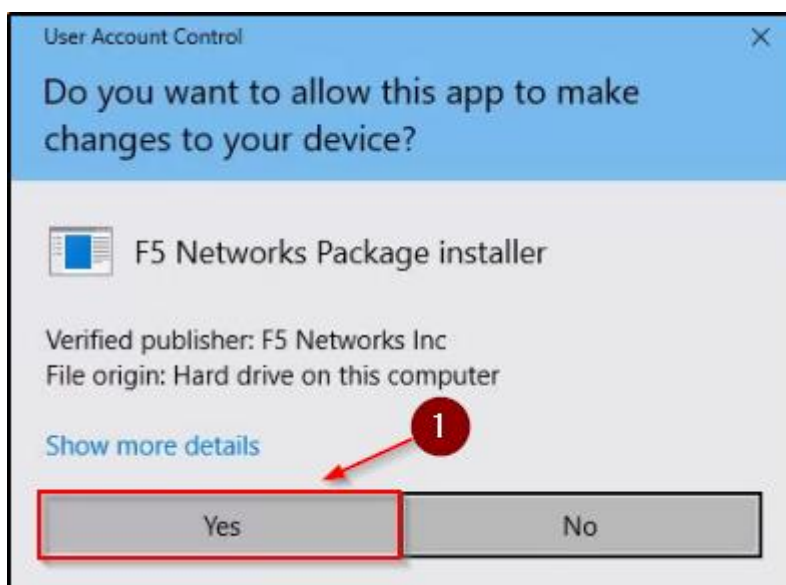
- f. When a pop-up menu appears, select the option to install the Add-on:



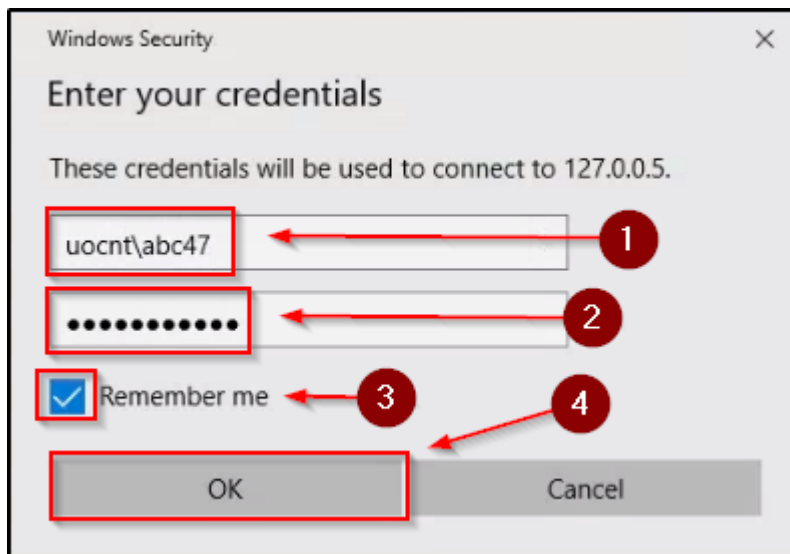
- g. When the screen is shaded and the User Account Control dialogue box appears, click on Yes to allow changes



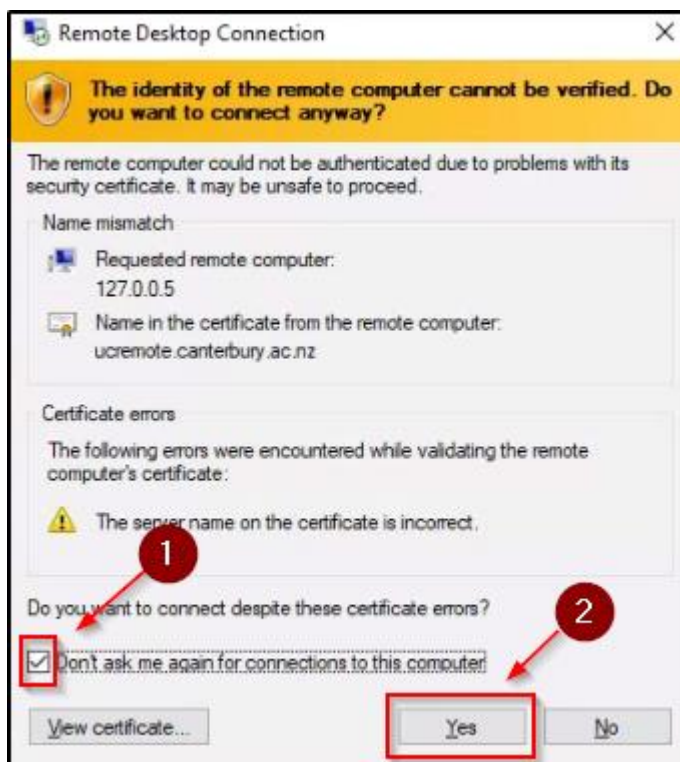
- h. When the screen is shaded again and the following User Account Control dialogue box appears, requesting your permission, click on Yes



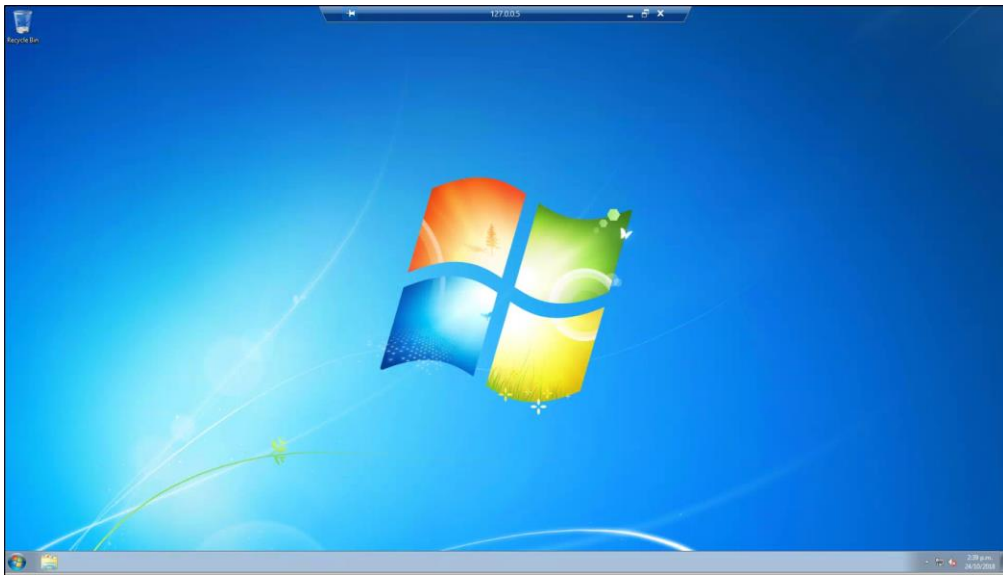
- i. After a few seconds, you will be prompted to enter your credentials to login to the terminal server



- j. You might see a warning about the server name on the certificate not matching the computer name you entered. Check "Don't ask me again for connections to this computer" click "Yes" to continue



- k. After a few seconds you will be connected to the UC Terminal Services and will be able to work similar to when you are using your usual PC. To close the connection, just select the standard Start menu option to Logout, inside the Terminal Services window.



NOTE: When connecting to UC in the future on the same remote PC, steps “e” to “j” will not occur, although each time the User Account Control dialogue box may appear. Just click on “Yes”.