

# Sir Robert Pattinson Academy

Via Diversa Vita Una



11 November 2022

## Cyber Security

Dear Parent/carers

In order to combat the risk of ever-growing cyber threats, we are taking further steps to secure our IT network and student IT accounts. We are introducing 'multi-factor authentication (MFA)' on student office 365 accounts and the remote access desktop system. Many of you will already be familiar with multi-factor authentication in your everyday life with online banking, Amazon and icloud using one-time passwords. We believe these steps will encourage good IT practice by our youngsters as they understand ever-growing online threats.

Rest assured these are preventative steps and not in response to any cyber threat received as we regularly review our IT security.

All students accessing their accounts from home will be expected to set up 'Multi-factor authentication' on their personal smart phones by following the attached guidance. Students will not be expected to set this up in school. Our mobile phone in school policy still stands.

For further reading on MFA and account security please read the National Cyber Security Centre guidance using the following link [NCSC](https://www.ncsc.gov.uk/ncsc).

Included in the attached guidance are steps for students to set up self-password resets themselves when at home, to access their Office 365 accounts. This does not include self-password reset for other subjects' sites such as Mathswatch, Go 4 schools, language nut etc. We regularly get requests for IT password resets out of our normal working hours, which can be frustrating for students completing homework tasks, so we would appreciate your support on this matter.

Further advice for working from home can be found on our website <https://srpa.co.uk/about-us/advice-for-working-from-home/>.

Please support your son/daughter with setting this up before **30/11/22**. If they do not have a smart phone or you have any issues in setting this up, please contact IT Support on [itsupport@srpa.co.uk](mailto:itsupport@srpa.co.uk).

Yours faithfully

**Mr D Keal**  
Network Manager



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Company Registration No: 07690250

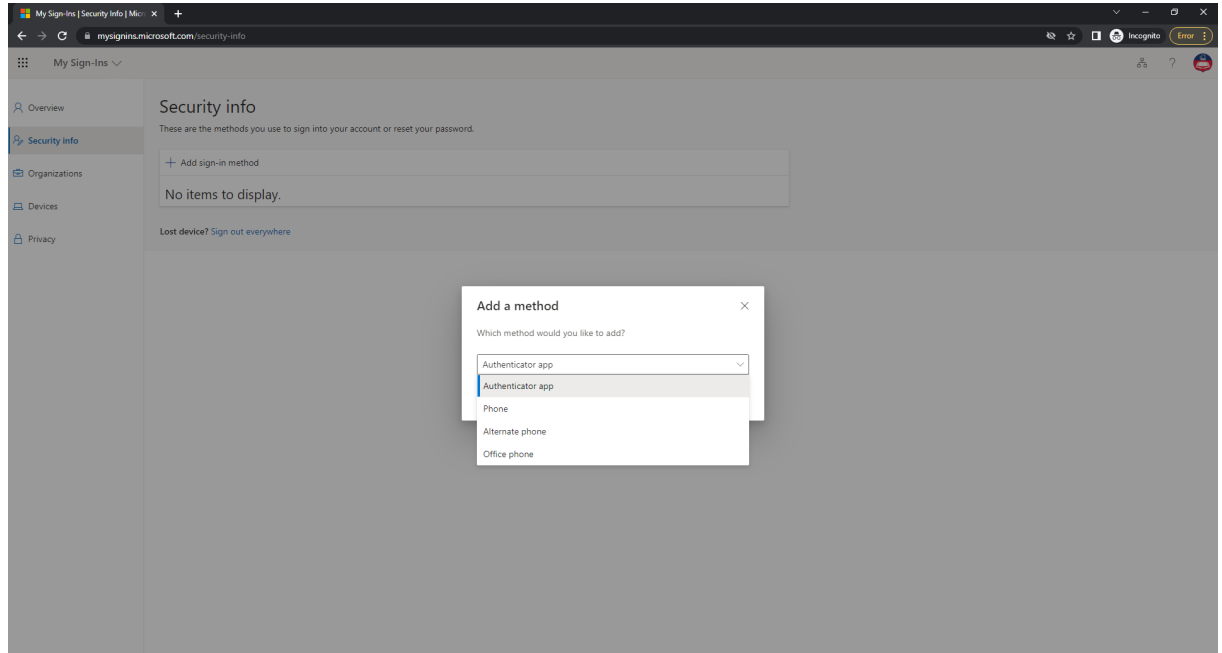
"This is a calm, happy and caring school."



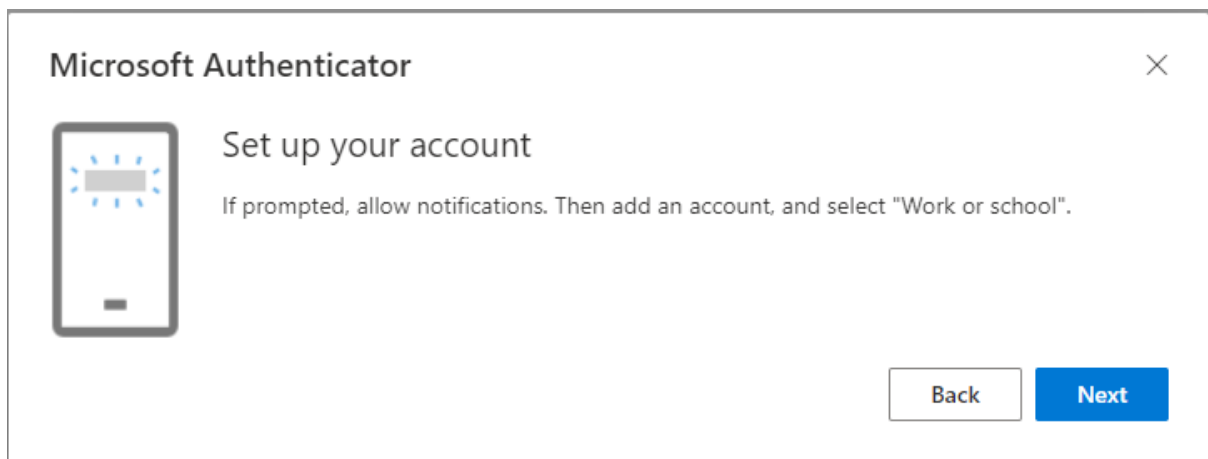
## Set up Self-Service Password Reset (SSPR) and Multifactor Authentication for Office 365 & Remote Desktop Services (RDS)

**Please complete these steps when at home.**

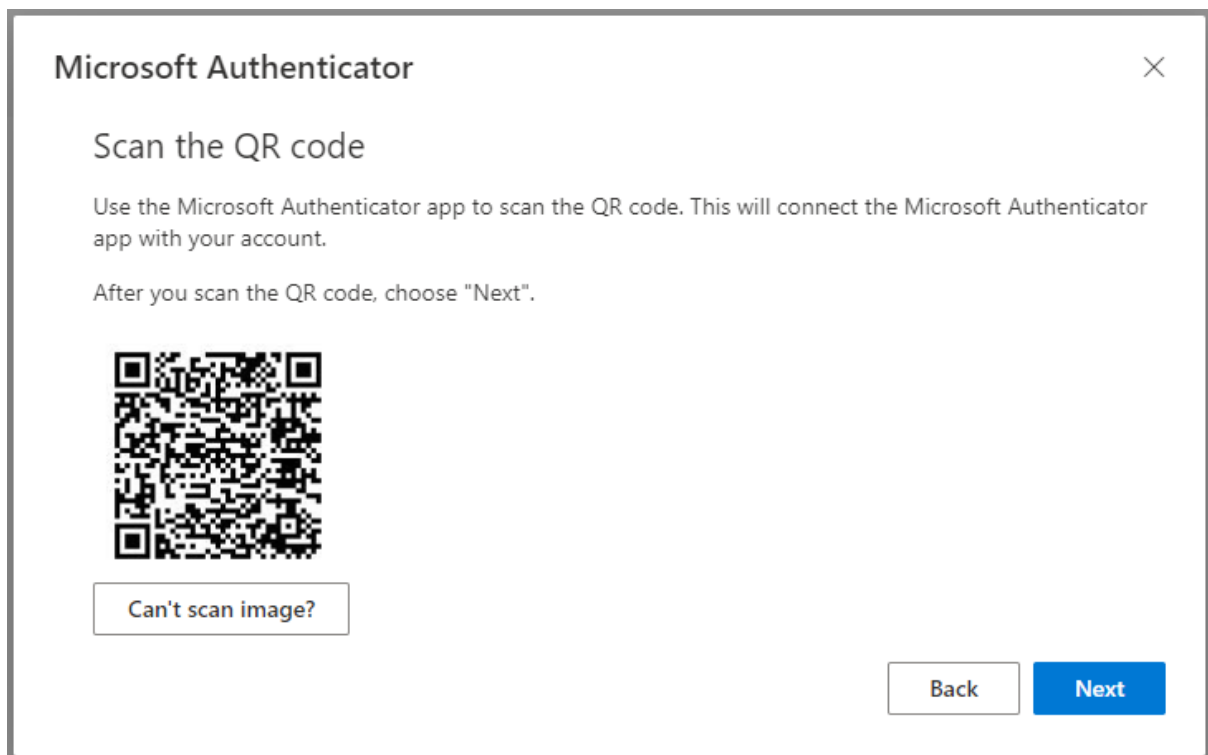
1. Download the **Microsoft Authenticator App** from the Google Play or Apple store to your mobile device.
2. On the device you are reading this guide (not the mobile phone you have installed the app to) click on the following link <https://mysignins.microsoft.com>
3. If prompted select school account and sign in with your SRPA email address [isurname@srpa.co.uk](mailto:isurname@srpa.co.uk)
4. Click the 'Security Info' tab, click 'Add sign-in method' selecting 'Authenticator app' as shown below.



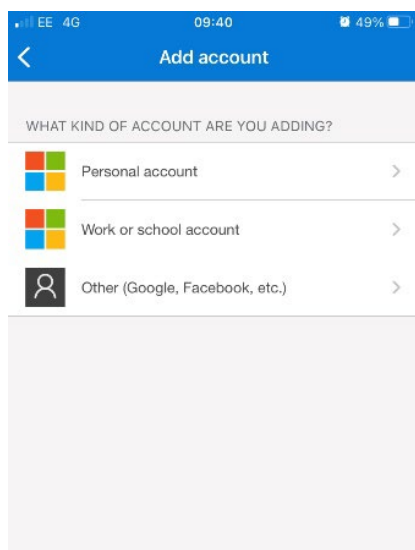
5. You will arrive at the 'Set up your account' page.



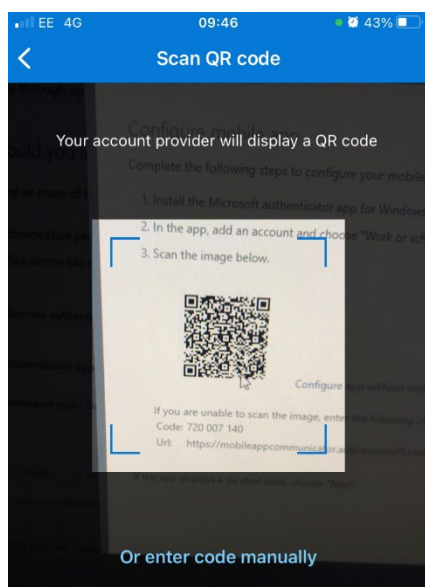
6. Select 'Next' on the above and follow the steps to set your Microsoft Authenticator account.
7. You will be presented with a QR code.



8. On your Mobile device open the **Microsoft Authenticator App**
9. Select the menu dots and select add account
10. Select 'Work or school account'

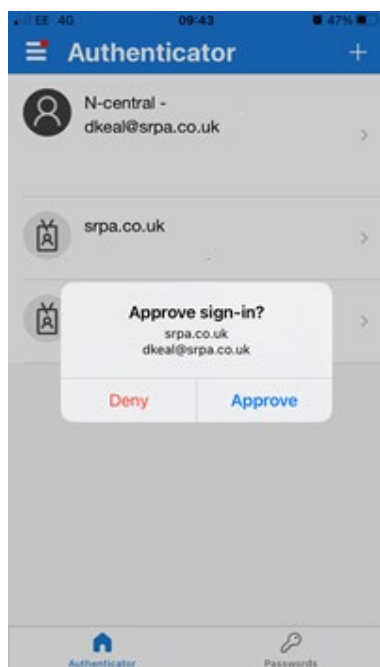


11. Scan the QR Code on screen

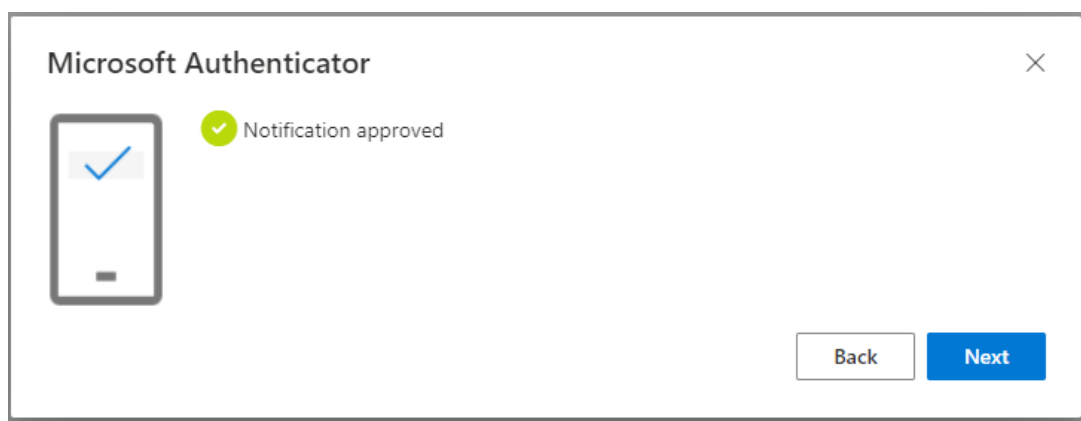


12. Click 'Next' on the web page

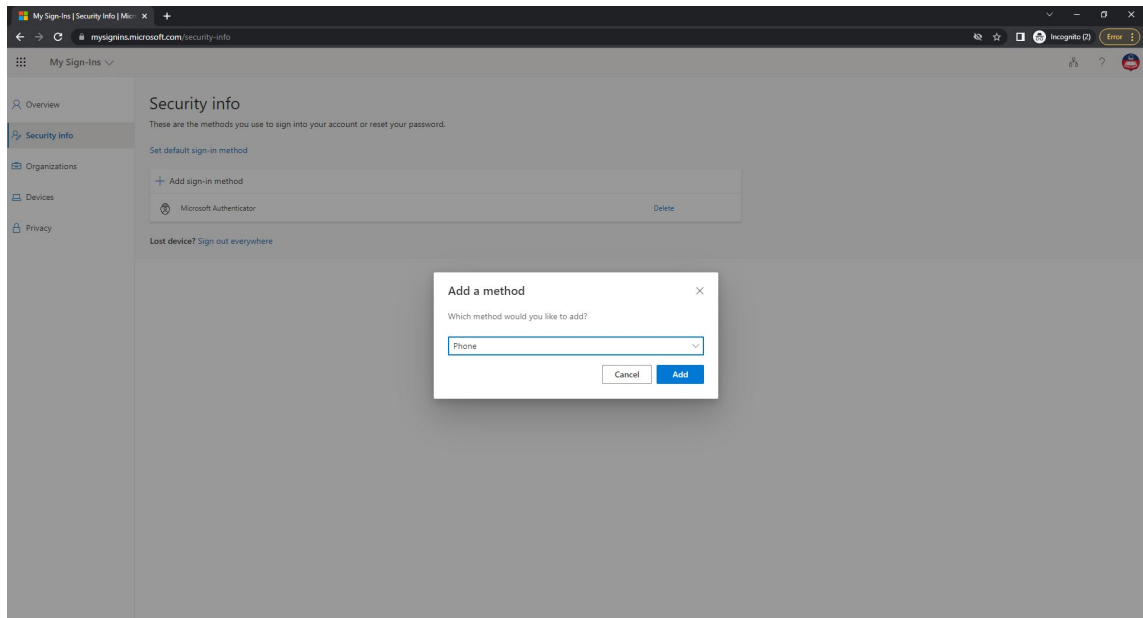
13. Wait for the approve message on your mobile device and click the 'Approve' button



14. Select 'Next' and on the next screen add your mobile number and click 'Next'.

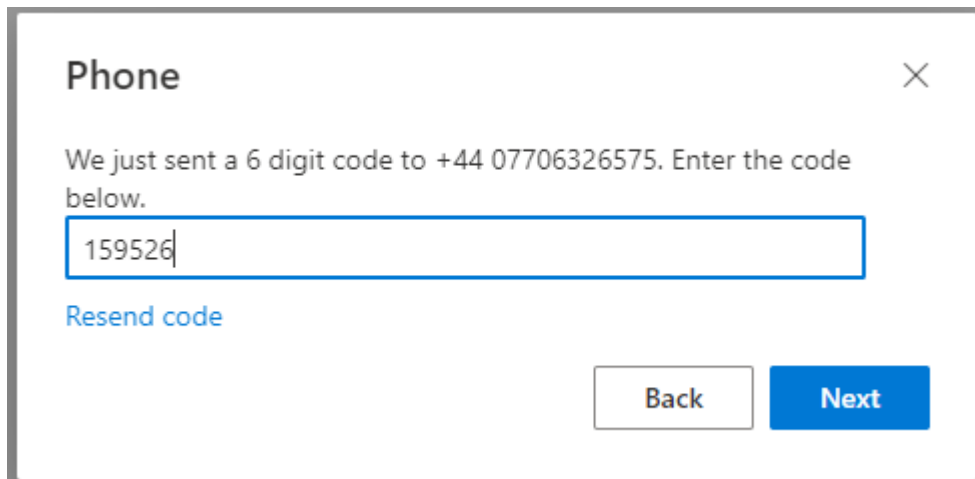


15. You will need to add a second sign-in method and choose 'Phone' as shown below;

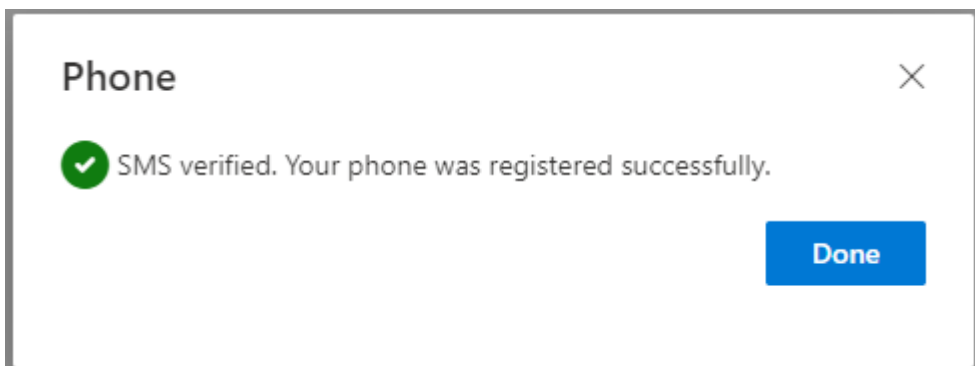


16. Add your mobile phone number

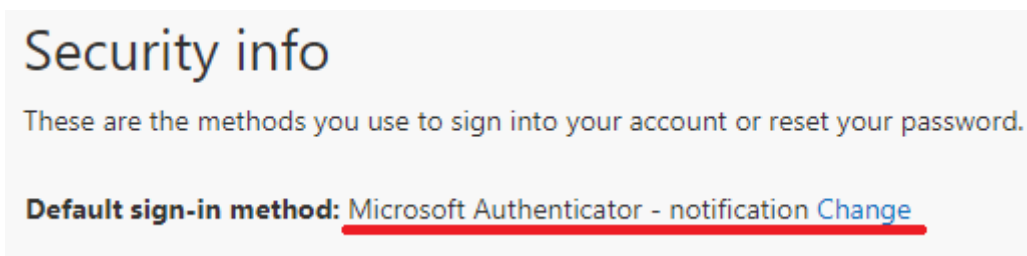
17. Add the 6-digit code you receive into the box as shown below;

A screenshot of a mobile app screen titled 'Phone' with a close button (X) in the top right corner. The text reads: 'We just sent a 6 digit code to +44 07706326575. Enter the code below.' Below this is a text input field containing the code '159526'. Under the input field is a blue link that says 'Resend code'. At the bottom right are two buttons: 'Back' and 'Next'.

18. Click 'Done' to verify successful registration.

A screenshot of a mobile app screen titled 'Phone' with a close button (X) in the top right corner. It features a green checkmark icon followed by the text: 'SMS verified. Your phone was registered successfully.' A blue button labeled 'Done' is positioned in the bottom right corner.

19. Check the default sign-in method to the Microsoft Authenticator as shown below;

A screenshot of a 'Security info' screen. The title 'Security info' is at the top. Below it, the text says: 'These are the methods you use to sign into your account or reset your password.' Further down, it states: 'Default sign-in method: Microsoft Authenticator - notification' followed by a blue link 'Change'.

20. Success, you are now set up.



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# SIR ROBERT PATTINSON ACADEMY



**Desktop**

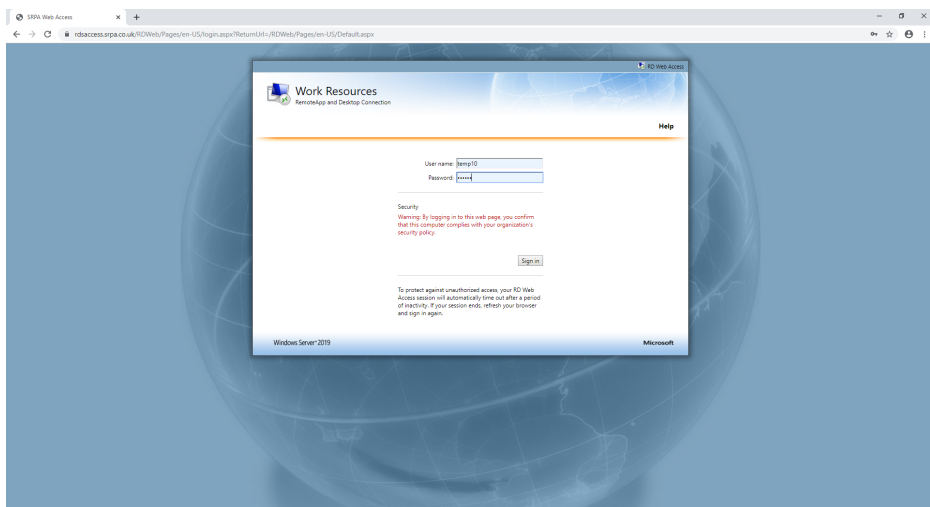
**REMOTE ACCESS LOGIN PROCESS - MFA ENABLED**

**November 2022**



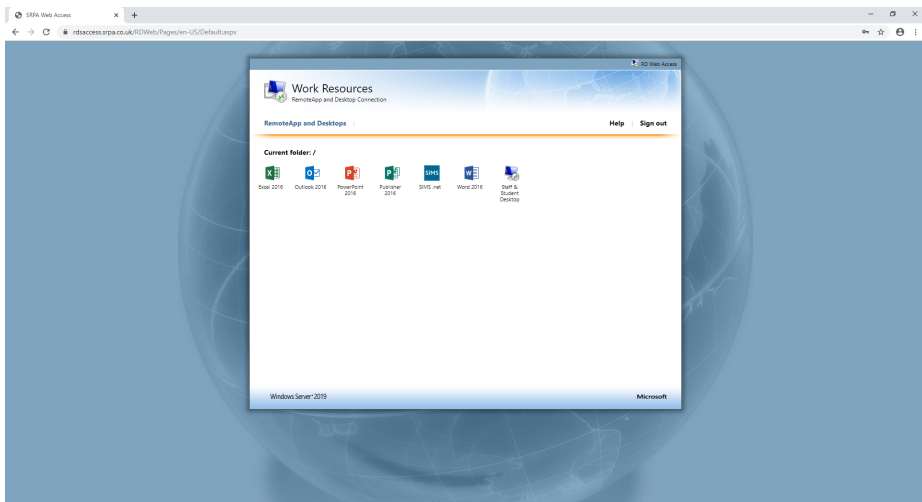
## Robert Pattinson Academy, Desktop Remote Access Login Process:

1. Open your web browser (i.e. Chrome)
2. Type in the address <https://rdsaccess.srpa.co.uk/RDWeb>  
*(There are links to this page located on the home page of the VLE or the school website in case you forget the address.)*
3. Log in using your school username and password and click sign in.

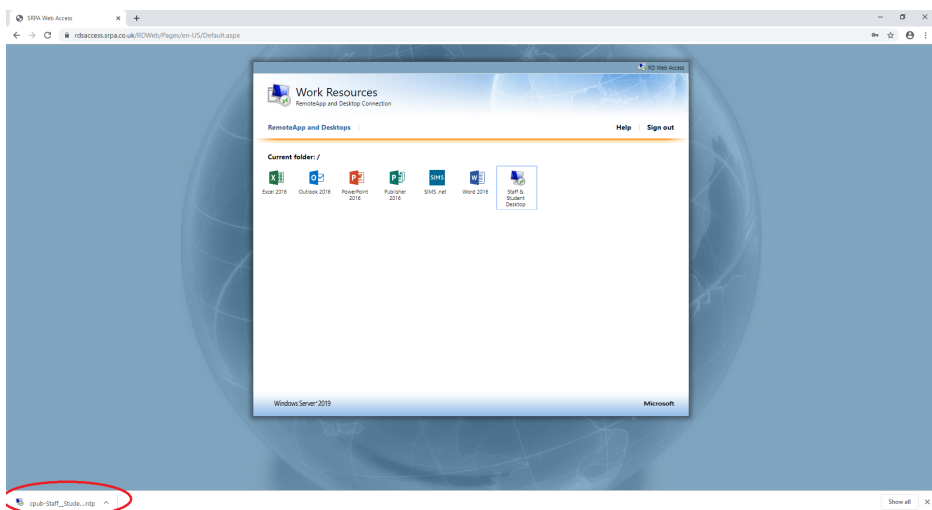


4. Click the application you want to open.

*(To log on to the school network click the 'Staff & Student Desktop')*



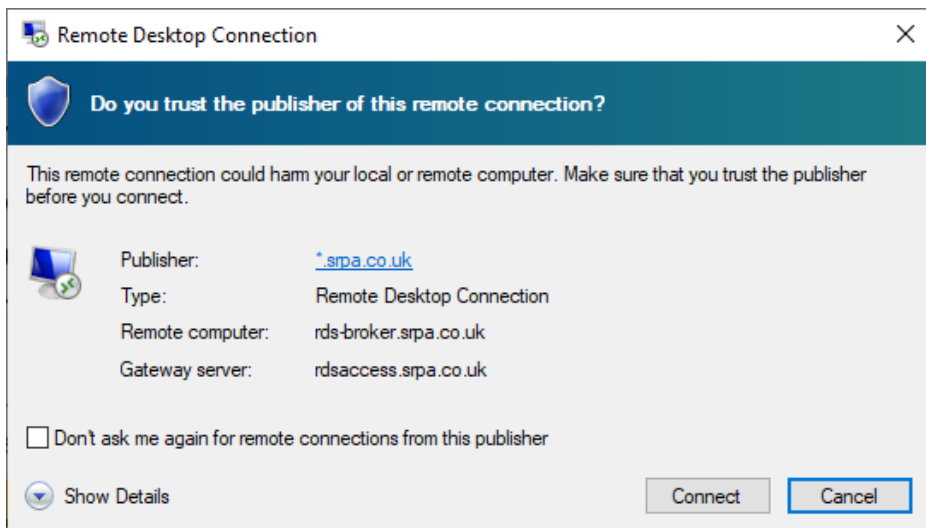
5. You will be promoted to download and save a 'remote desktop connection'. Click save and open it by clicking it (as shown red circled below).



(You can save this to a convenient location and use this for the next time you want to log on).

6. You will be prompted to connect and trust the 'publisher of this remote connection'.

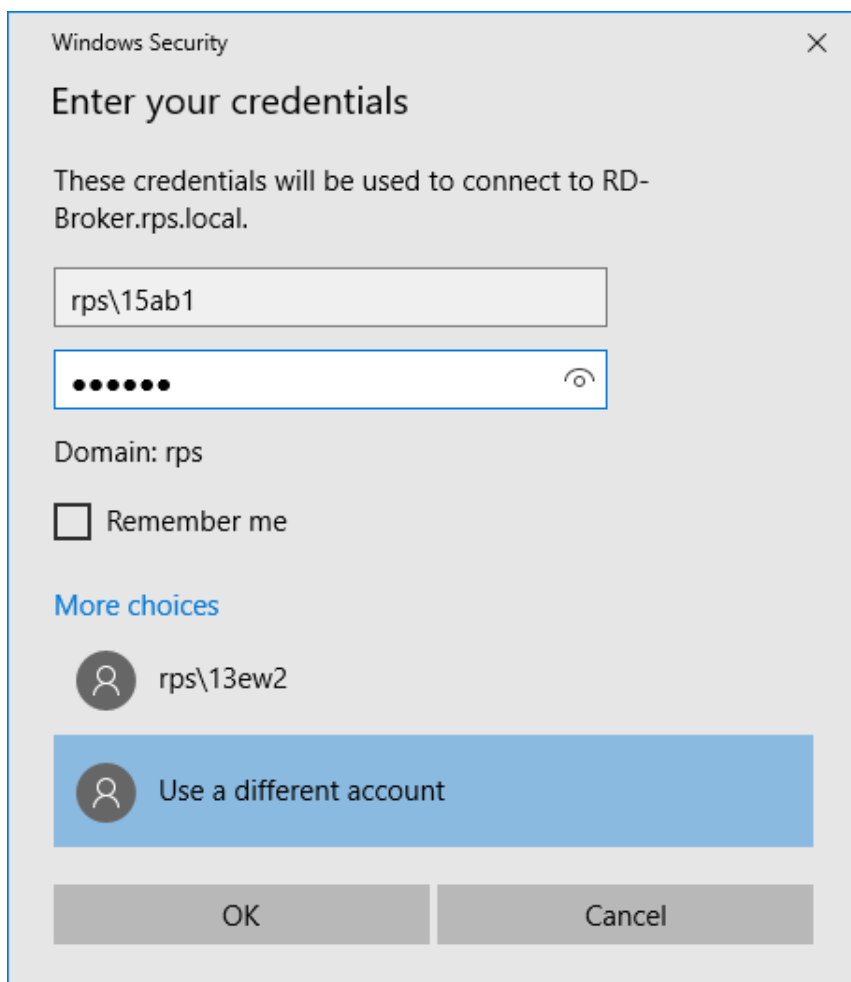
*(if you tick don't ask me again for remote connections from this publisher, you will not need to do this on the computer you are using)*



7. You will be prompted to log on again through the RDS-Broker.

Click on 'More choices', then 'Use a different account'.

Enter the school network name **rps\** followed by your username and password, as shown below.

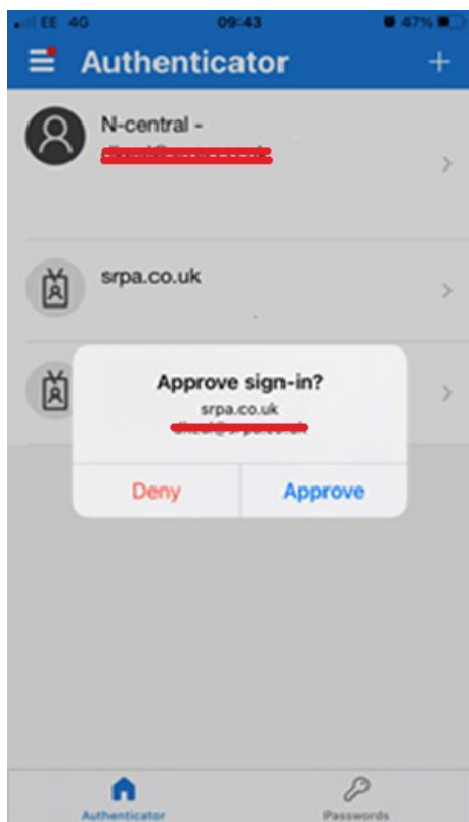
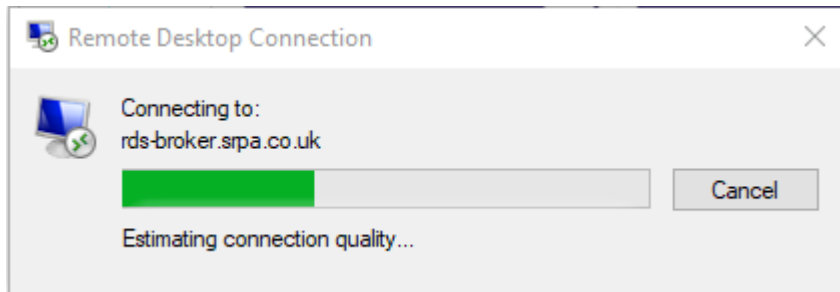


The screenshot shows a Windows Security dialog box titled "Enter your credentials". It contains the following elements:

- A text box for the username containing "rps\15ab1".
- A password text box with masked characters (dots) and a visibility icon (an eye) on the right.
- The text "Domain: rps" below the password field.
- An unchecked checkbox labeled "Remember me".
- A link labeled "More choices" in blue text.
- A list of account options, each with a user icon and a name:
  - "rps\13ew2"
  - "Use a different account" (highlighted with a blue background)
- At the bottom, two buttons: "OK" and "Cancel".

*(if you click remember my credentials you will not be asked to log on to the RDS-Broker again)*

8. Click OK on the next prompt
9. Approve access through the 'Authenticator App' to logon.





**If you experience any problems or have any queries please email [itsupport@srpa.co.uk](mailto:itsupport@srpa.co.uk). Please supply screenshots and a description of the problem whenever possible.**