

## OFFICIAL

# Remote access for laptop users – installing Cisco Mobility Client

CGI has changed the way laptop users get remote access to the council's network.

CGI have now installed new software on laptops, operating on windows 7, called Cisco Mobility Client. This option offers a single factor authentication process using the usual network password instead of the VPN token method.

You can activate this remote access from a laptop if you don't currently have remote access.

If you use a VPN token for access this will continue for now.

You need to connect to the council's network for a software update, at a suitable council location, and follow the instructions below.

The timescale of the software download will depend on how long it has been since the laptop was last connected to the network. In worst case scenarios, this could take a few hours. Make sure you leave sufficient time to complete the process.

## Working from home safely and securely – other guidance

Before you start working at home you should also read the following guidance:

[Staff information and security guidelines](#)

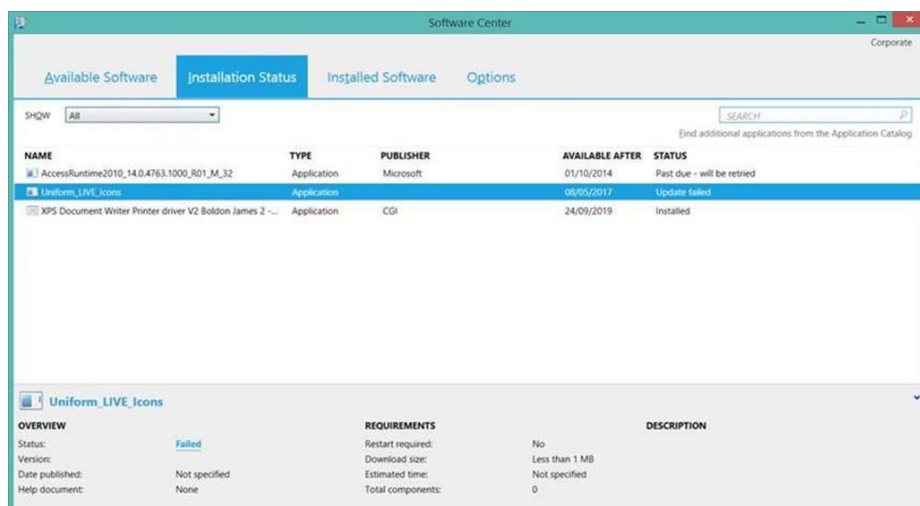
[Top ten cyber security tips for homeworking](#)

[Using display screen equipment at home](#)

## How to download the software

1. Connect your laptop to the network via an ethernet cable and login in the usual way
2. Your laptop will automatically start to download any outstanding security updates
3. Once the security updates are complete, the Cisco software will start to download.

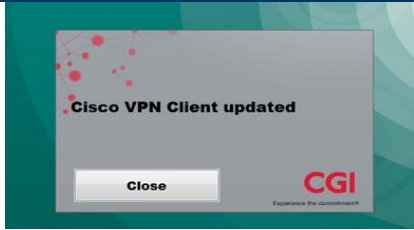
Please monitor the progress of your updates via the Software Center on your laptop, you can find this by searching for Software Center on your desktop. There are three key tabs, available software, installation status and installed software.



4. Once the Cisco software has downloaded, you will receive this confirmation pop up on your screen:

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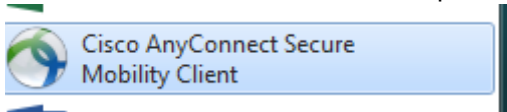
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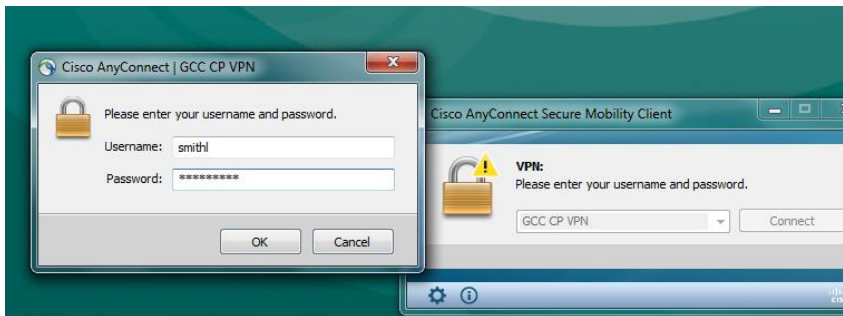
5. While connected by the corporate Ethernet cable you now need to create a shortcut to a network folder on your desktop if one does not already exist. Double-click this shortcut if your drives and folders do not appear to be available when you log in to your device remotely.

### How to connect to the network Cisco Mobility Client

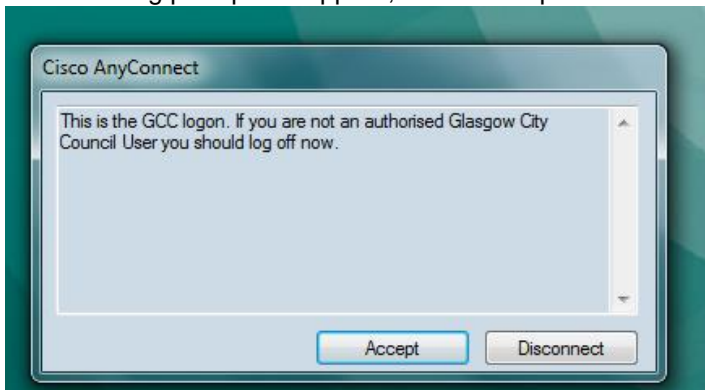
1. Start your laptop in the usual way and connect to your home wifi
2. Click the start menu and select the option below:



3. The image below right will show first, click on Connect and you will be prompted for your network username and password, enter these and select OK.



4. The following prompt will appear, select Accept to connect to the network.



5. At the end of your session, select disconnect. It is important to free up network capacity for other users.

### Contact CGI for technical support

1. Once you get home, if you have any issues with the laptop or connectivity, please review the communications to **make sure you have followed the guidance fully.**
2. If you are still having a problem connecting then contact the CGI service desk, email **GCCservicedesk@cgi.com** or phone **0141 287 4000**, internal extension is **x74000**.