TGS IT Support

TGS @ Home User Guide

This document will guide you through connecting to a Tolworth Girls' School desktop environment outside of school

Please Note: The TGS IT Support team cannot offer support for non TGS IT Equipment

What is TGS @ Home?

This facility allows you to connect securely to TGS at home and access the same resources that you have here at TGS for example SIMs, Outlook, Microsoft Office, Common Drive etc.

Which systems will this work on?

- MS Windows 7
- MS Windows 8
- MS Windows 10
- Mac with OSX
- iPhone/iPad/Android Device

Note for MS Windows systems only if you are using an Apple or Android Device skip to page 3:

Please ensure your MS Windows system has all the latest Windows Updates installed on it. Windows Update can be found from the Start Menu.

How to connect to TGS @ Home

- Save the TGS @ Home file sent to you by IT Support to your Desktop
- If you have not received the TGS @ Home file download it here:
  https://www.tolworthgirlsschool.co.uk/tgshome-remote-access
- Double click on the TGS @ Home file you have just saved
- You may get the following security warning
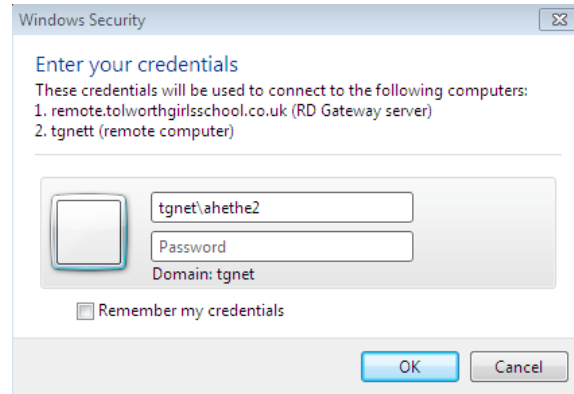
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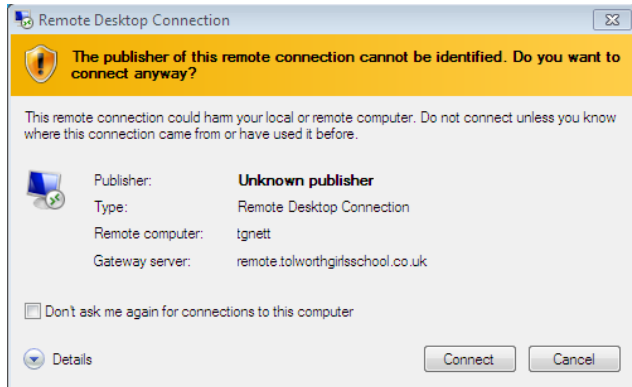
- If you do, tick **"Don't ask me again for connections to this computer"**
- Click **Connect**
- You may also get the following warning
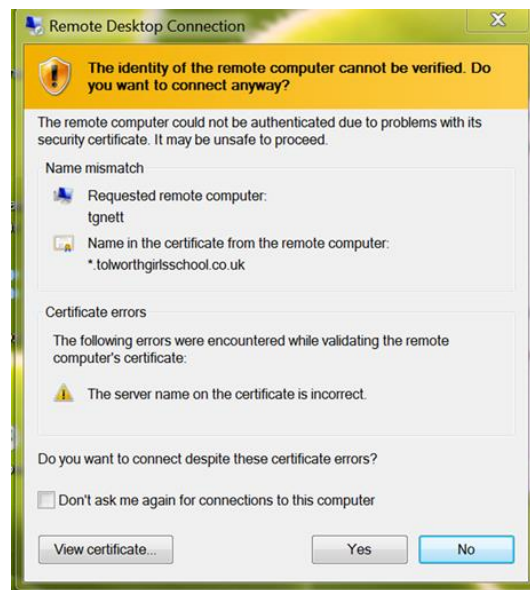
- If you do, tick **"Don't ask me again for connections to the computer"**
- Click **Yes**
- You should receive the following prompt:

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- Login using the same username and password that you use for logging into a PC at the school ensuring you put tgnet\ in front of your user name as shown in the screenshot above.
- Your first login will be like your first login on a new profile at TGS – subsequent logins will be quicker.
- You should then get a desktop similar to one shown below
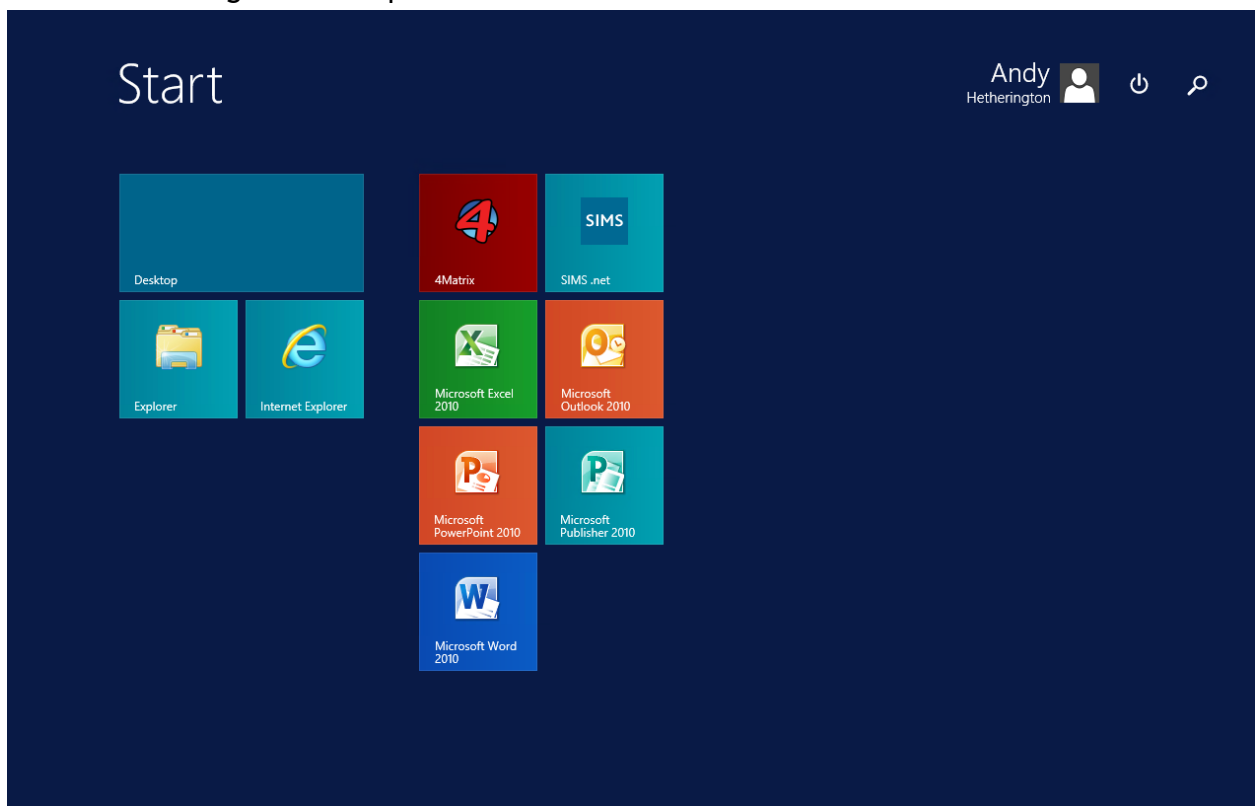
- click on desktop to get your school desktop icons.

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- When you have finished please click on your user name on the top right hand corner and select Log off

- Please do not click on the X button top right hand side of screen as shown below as this doesn't log you off correctly.

How to connect to TGS @ Home on non-Windows Devices.

For Mac OSX

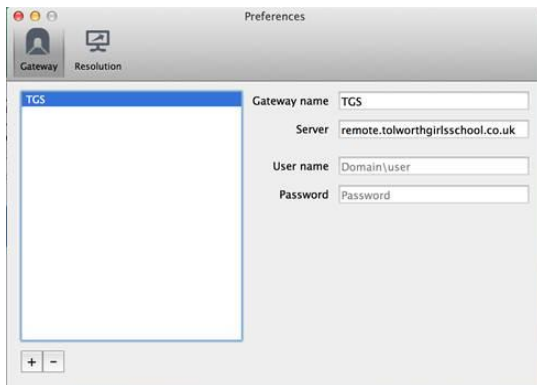- On your Mac open App Store and Download Microsoft Remote Desktop

Once downloaded open the application and populate the fields as shown below:-

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Click on the No gateway Configured and select add Gateway and fill in as below:-

You should now have the following:-

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Double Click TGS

You may get the following screen:-

Click show certificate and tick the check mark "Always trust……. as shown below :-

Click continue – you will then get a familiar login screen as shown below login as normal.

For iPad/iPhone

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- Search for Microsoft Remote Desktop on the App Store via your iPad/iPhone and Download – follow the same instructions as shown for Mac OSX above.

For Android

- Search for Microsoft Remote Desktop in Google Apps on your Android and Download

The settings required are shown below. Please enter these as required by the App you have downloaded.

- **Computer Name:**   tgnett
- **Gateway address:**   remote.tolworthgirlsschool.co.uk
- **Domain Name:**   tgnet
- **Username/Password:**   Your school username/password

Points to note:-

- Due to Data Protection you must not use this facility in an Internet Café or Public Library. i.e. Please only use this facility at home.
- You cannot save to your local PC Hard Drive when using this facility
- You can print to your local printer at home.
- Not all applications have been installed on this remote access facility.
- Your files/shared drives are the same ones you use at TGS so if you save a file using the remote facility at home or over write a file it will be the same here at TGS when you next come in.
- At peak times (Snow Closures) demand may be high and you may get refused a connection – if this happens please try again later.