

iPad Remote Desktop Guide

Access to the desktop is now available via Lewisham managed iPad devices.
There are a few things you will need to do first before accessing the desktop.

What you will need

- A working Apple ID
- Pulse Secure and vWorkspace applications downloaded
- Google authenticator downloaded and setup (via Lewisham thin client)

Please follow the guidance in this document to assist you in setting up the desktop.

Quick links

Need to create an Apple ID? Click [here](#)

Need to download Pulse Secure or vWorkspace? Click [here](#)

Need to download and setup Google authenticator? Click [here](#) (This will open an internet page)

Need help accessing the remote desktop? Click [here](#)

Tips and tricks - Click [here](#)

Creating an Apple ID

To be able to use the remote desktop via your iPad you will need to have an Apple ID associated to your device.

An Apple ID is used to access Apple services and download applications from the Apple and Apps@Work Store.

Click [here](#) to begin creating an Apple ID.

Important

- Please use your Lewisham email address for this. It is recommended that you do not use your personal Apple ID on a Lewisham device.
- Please note that you will not be able to create an Apple ID directly through the iPad, Apple currently force you to enter payment details if you do. Use the Internet Explorer browser on your thin client.
- Apostrophes are not usable when creating Apple ID's.

Create Your Apple ID

One Apple ID is all you need to access all Apple services.

Already have an Apple ID? [Find it here](#) >



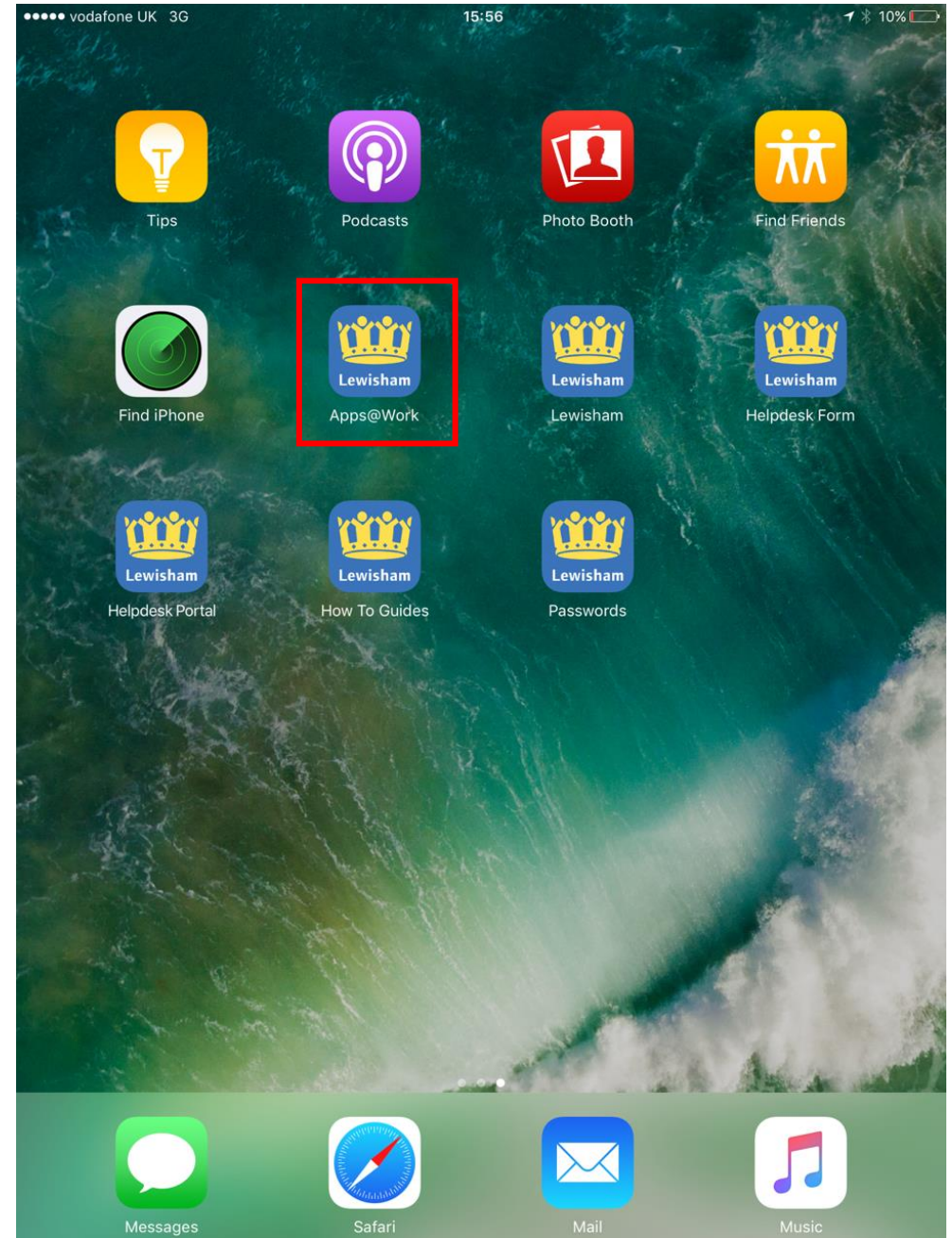
Downloading Pulse Secure and vWorkspace

To access the remote desktop you will need to download the Pulse Secure and vWorkspace applications.

Please follow this short guidance to get ready for the remote desktop.

Step One:

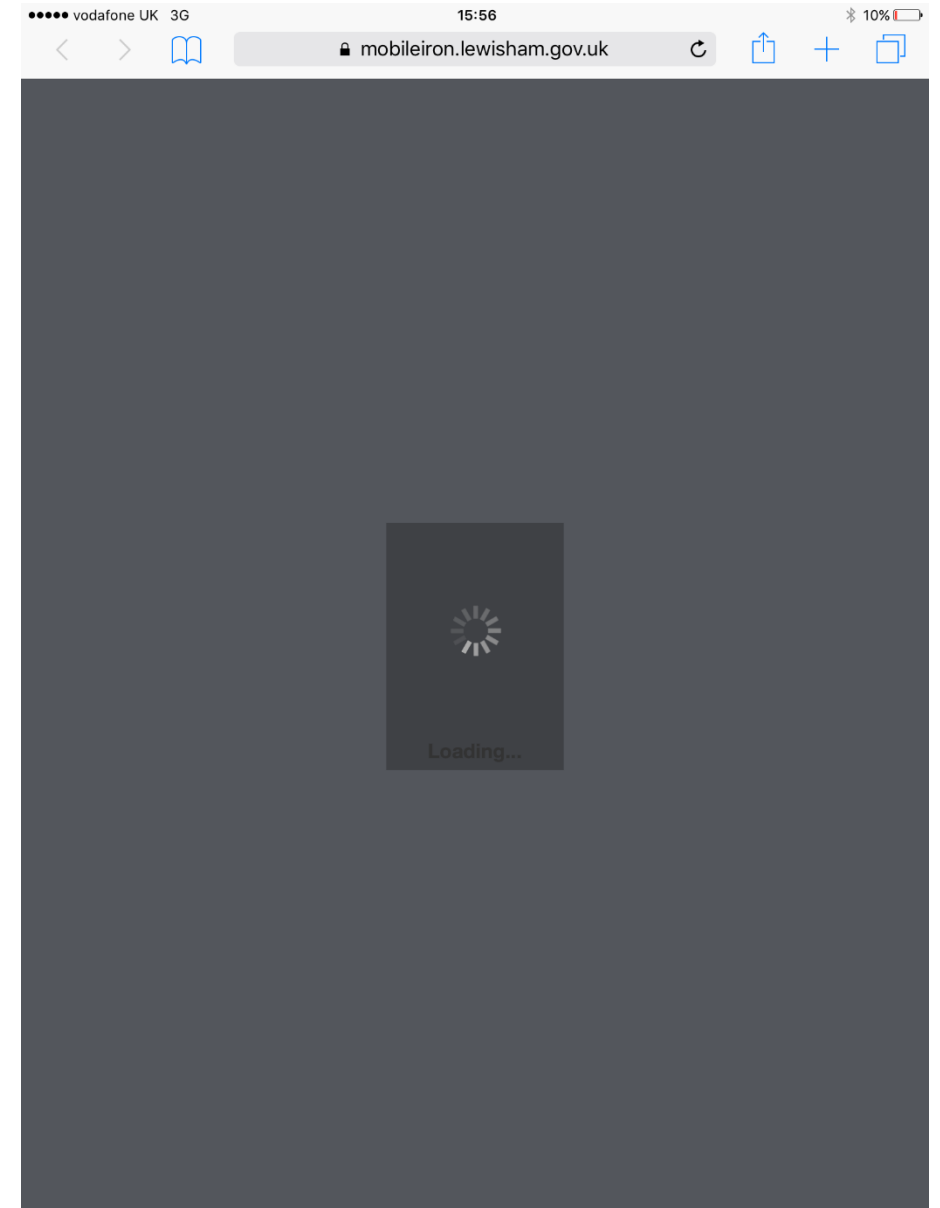
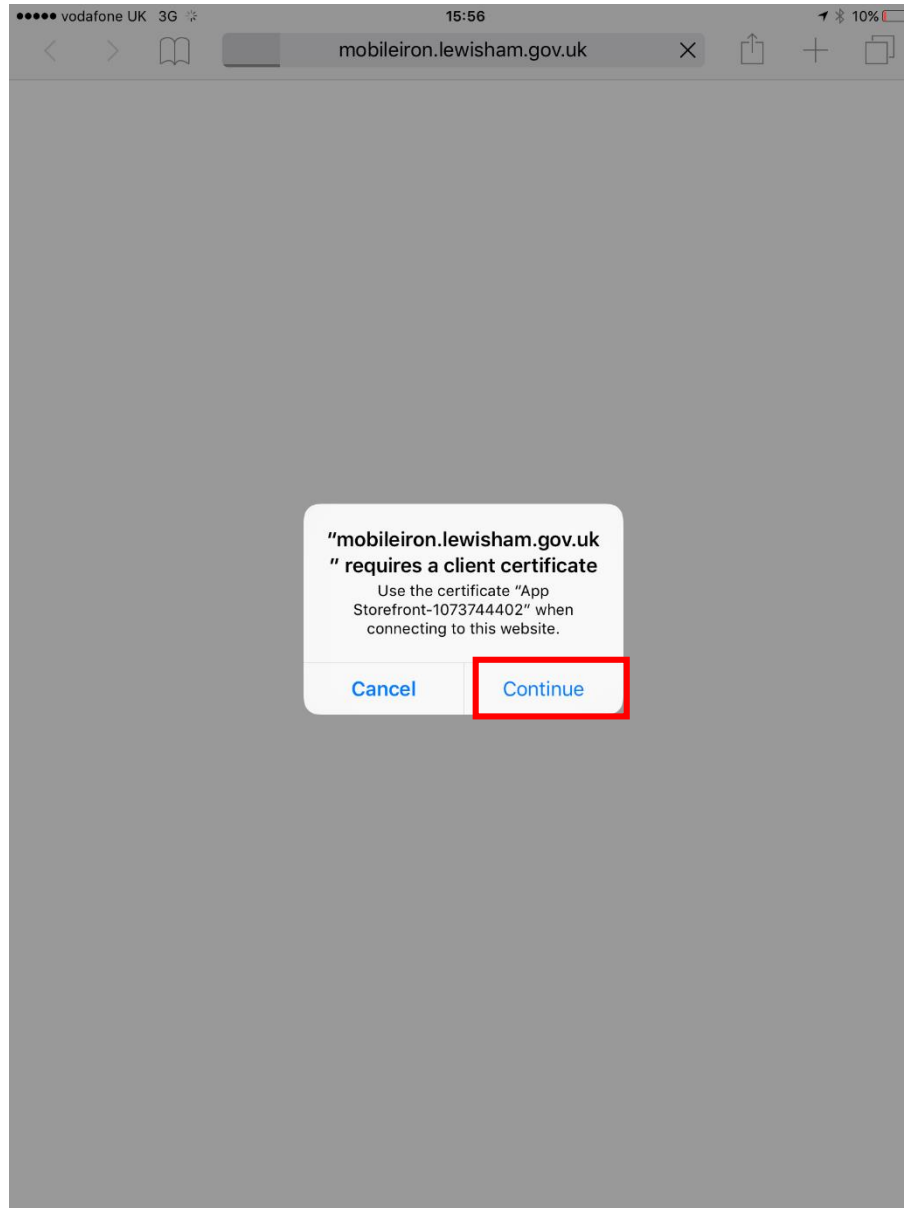
Find and tap on the Apps@Work icon on your home screen.



Step Two:

Tap on Continue and wait for the store page to load.

You may be prompted to choose a store front, please tap on it to continue.

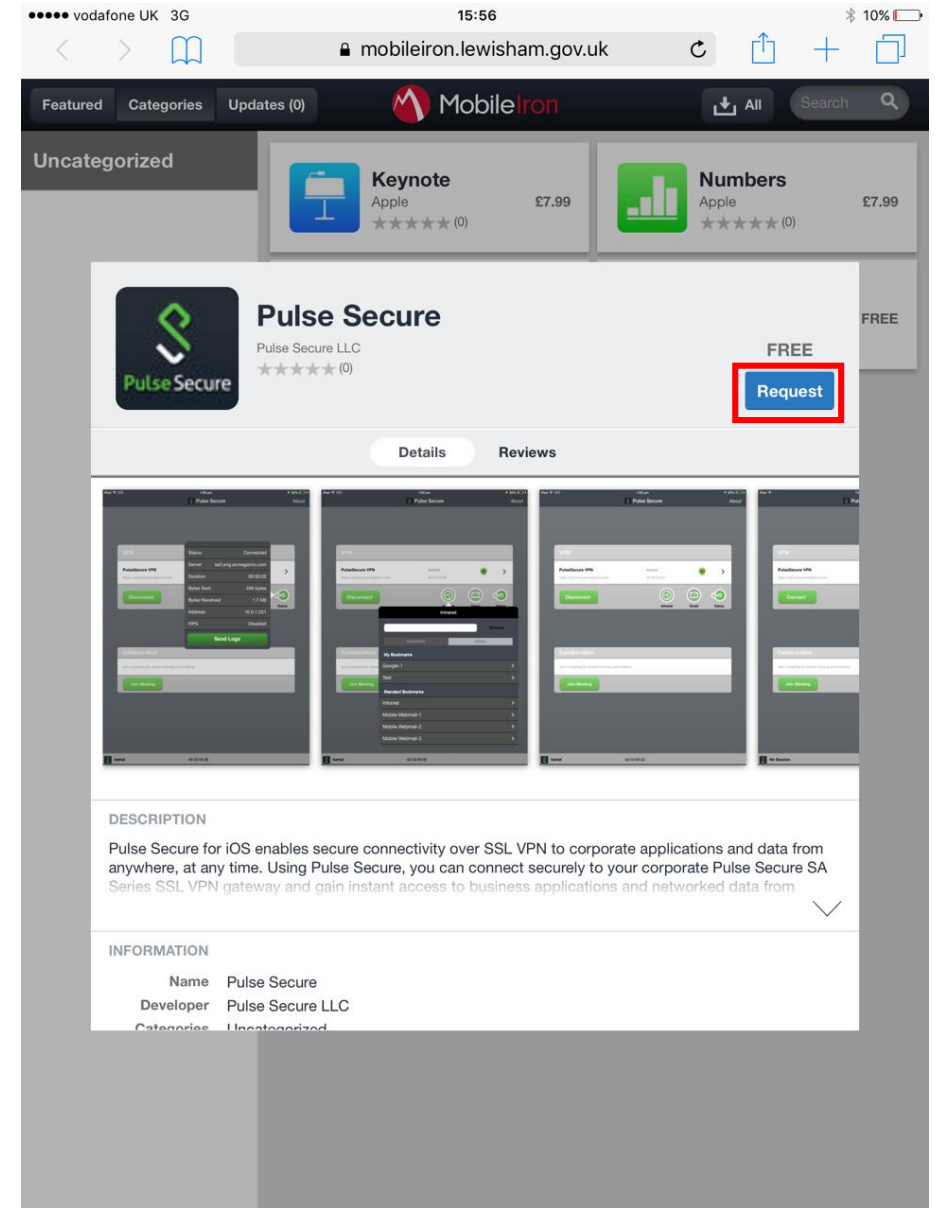
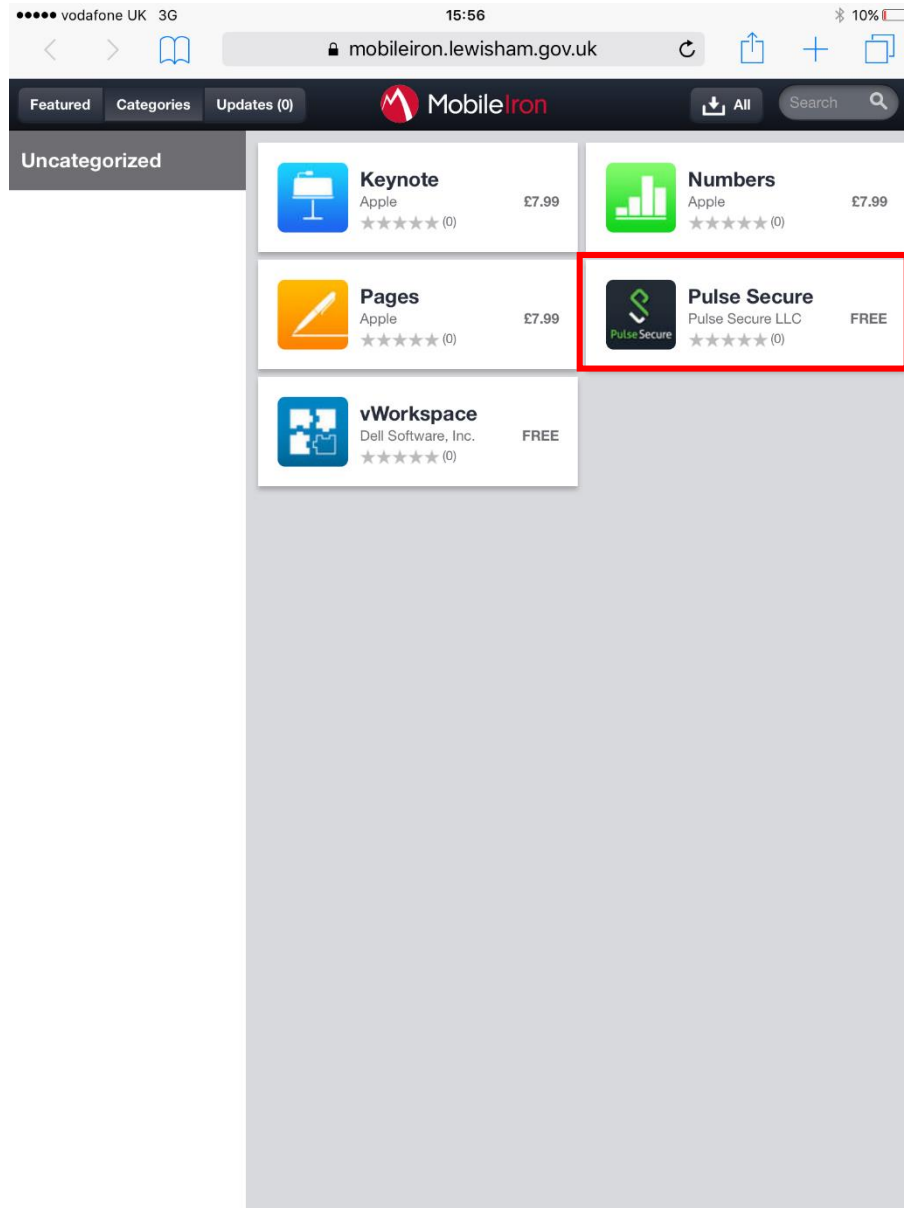


Step Three:

Tap on Pulse Secure, then tap on Request.

This will begin the download of the Pulse Secure application.

You will be prompted to enter your Apple ID password, please enter it and continue.

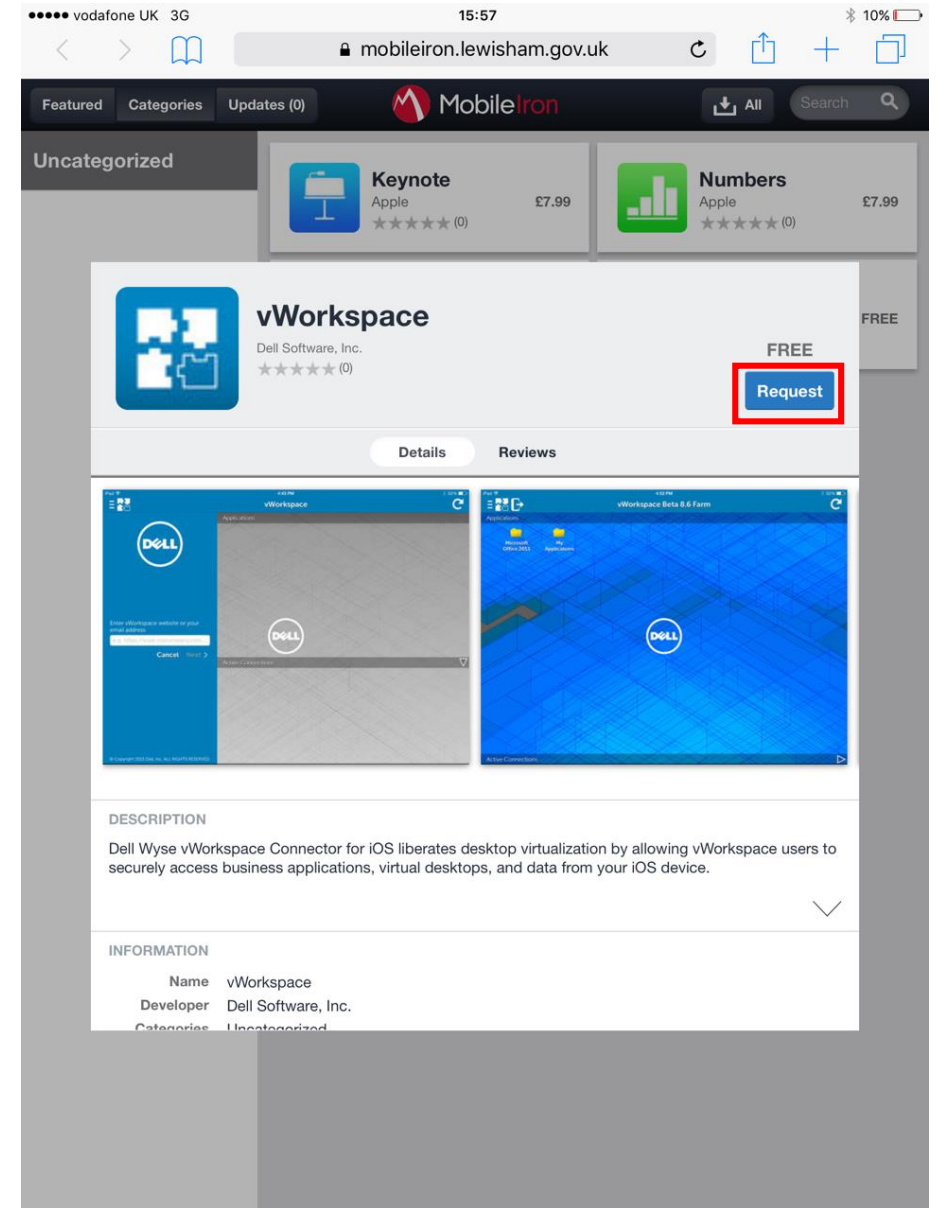
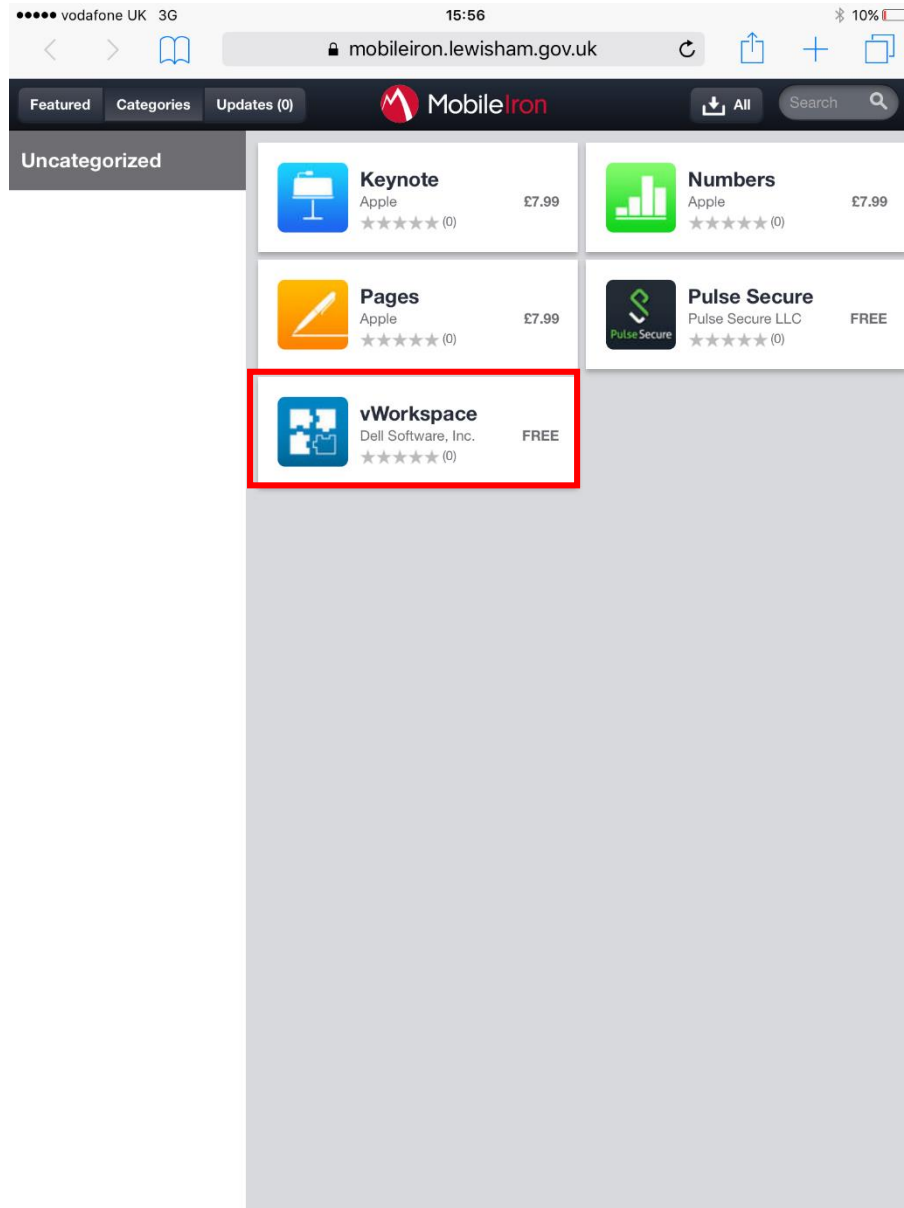


Step Four:

Tap on vWorkspace, then tap on Request.

This will begin the download of the vWorkspace application.

You will be prompted to enter your Apple ID password, please enter it and continue.



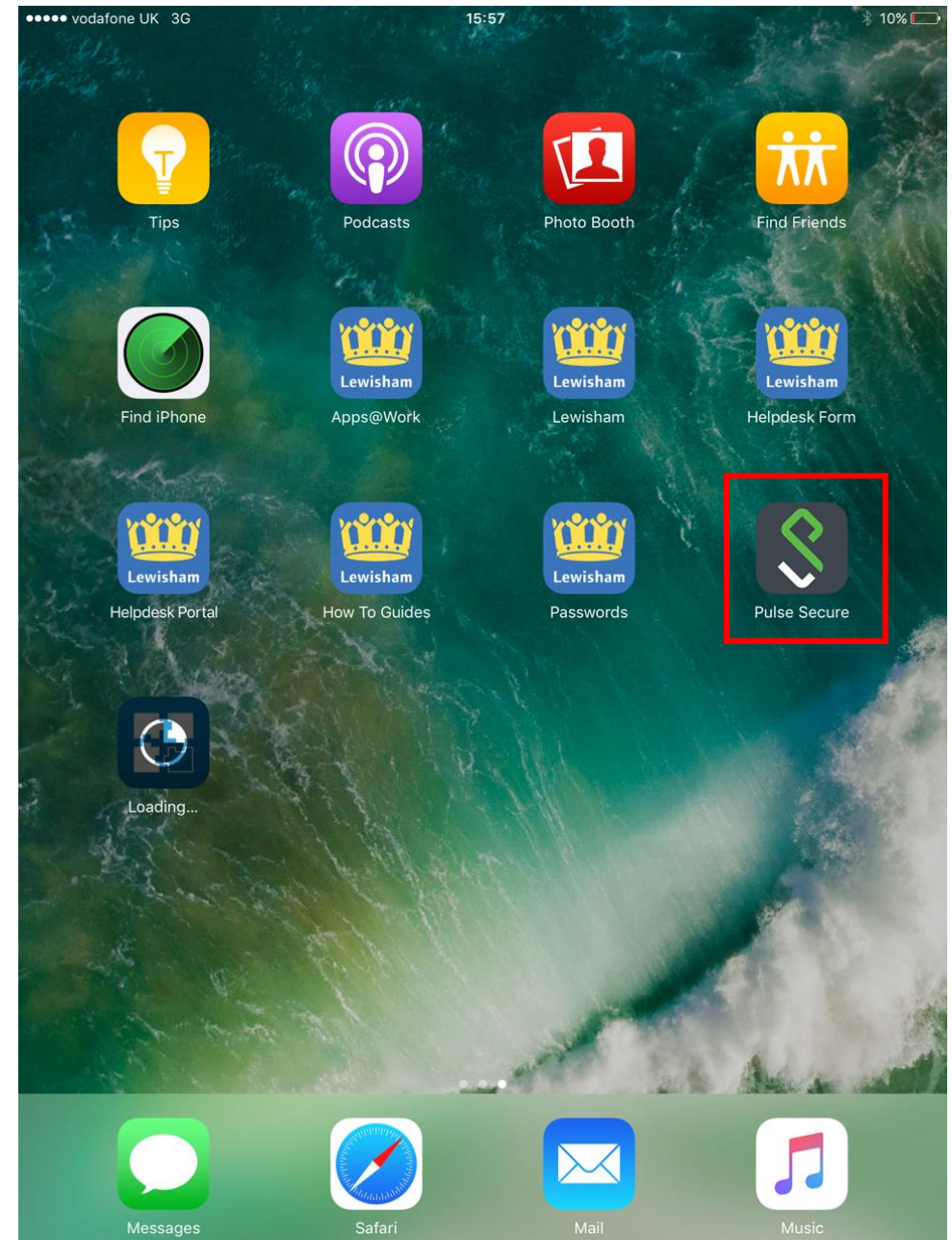
Step Five:

Press the home button on your iPad to return to your home screen.

On some devices it may not be clear that the download has started, check the home screen to see if the download has begun.

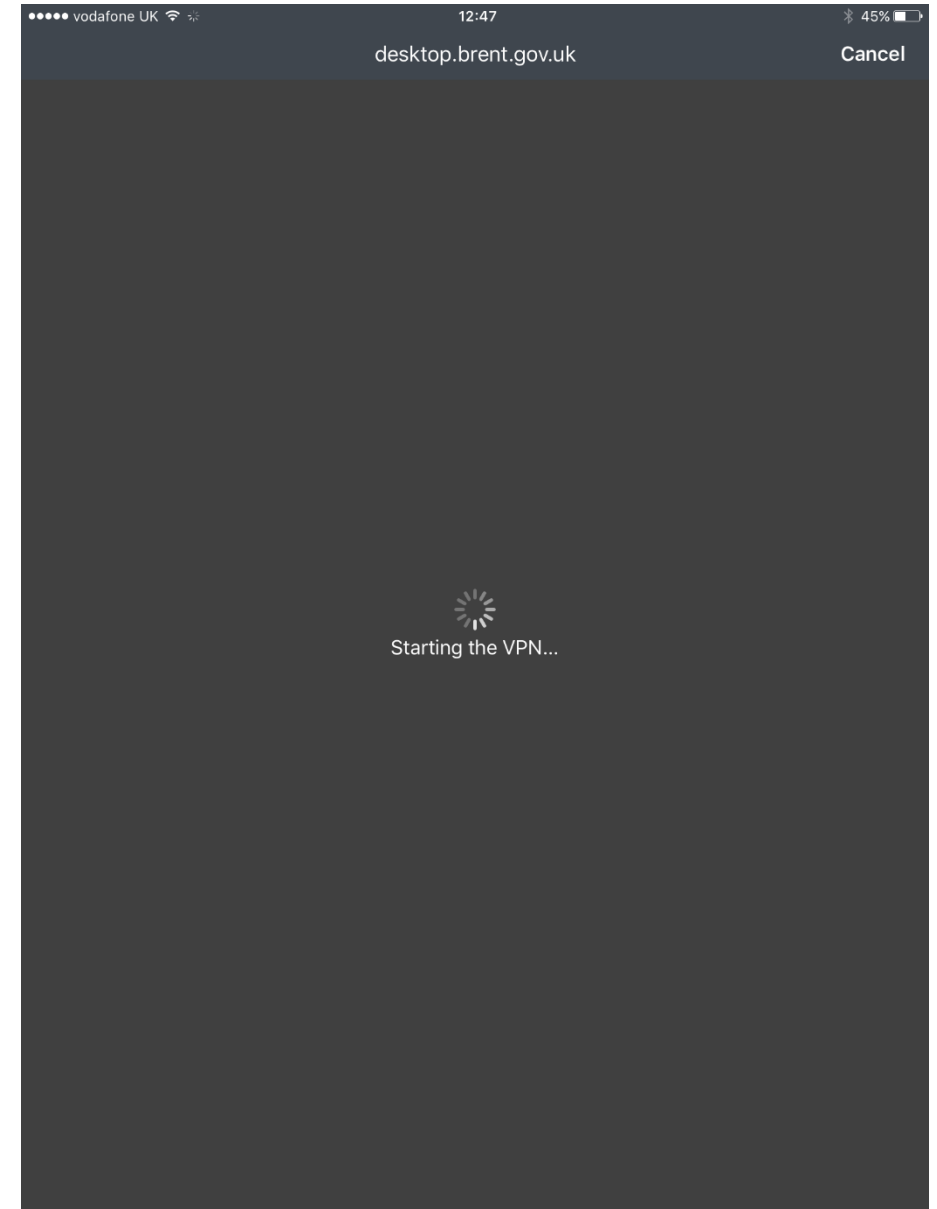
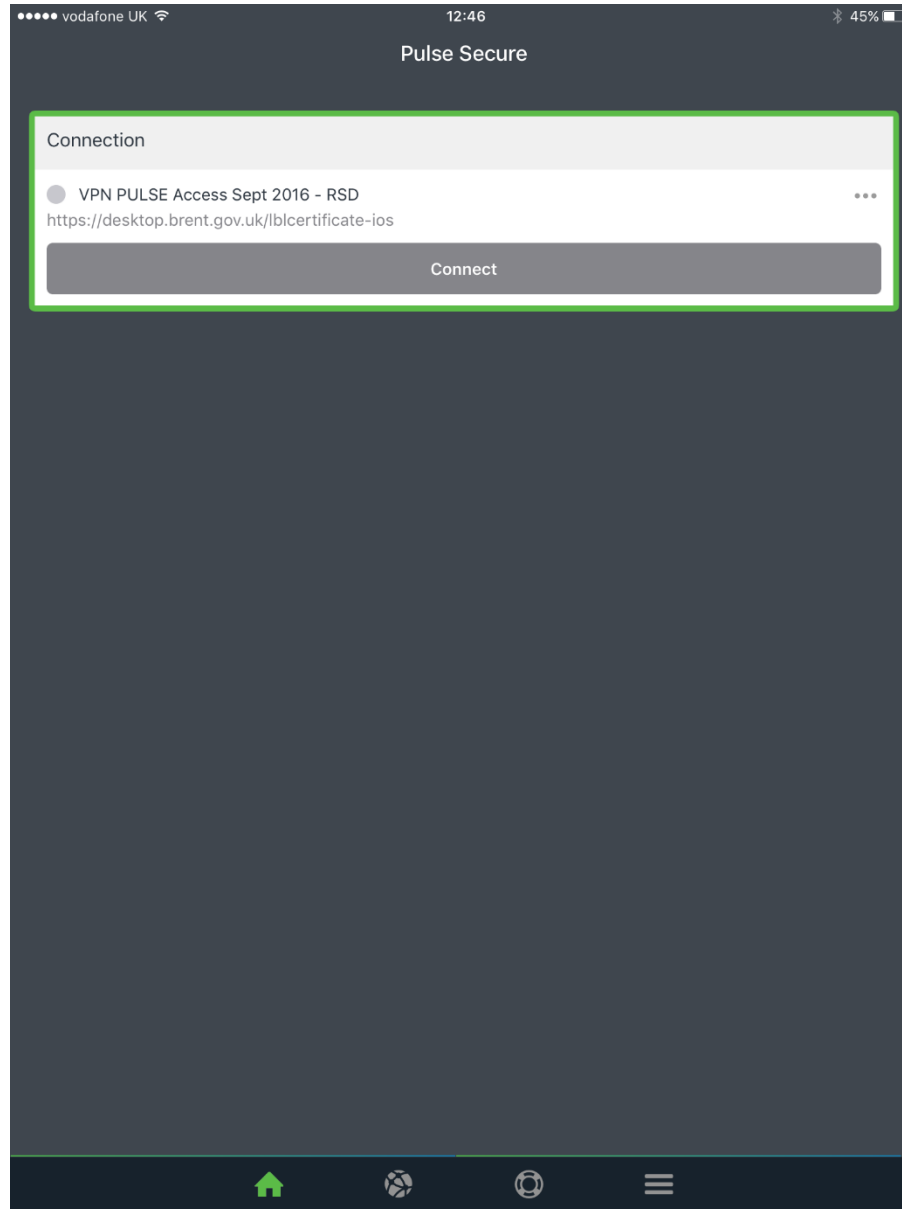
The downloads may take a few minutes depending on your data connection.

Once Pulse Secure has finished downloading, we will need to manually activate it once. Please tap on Pulse Secure.



Step Six:

Please tap on Connect to enable and launch the Pulse Secure VPN (Virtual Private Network) connection.



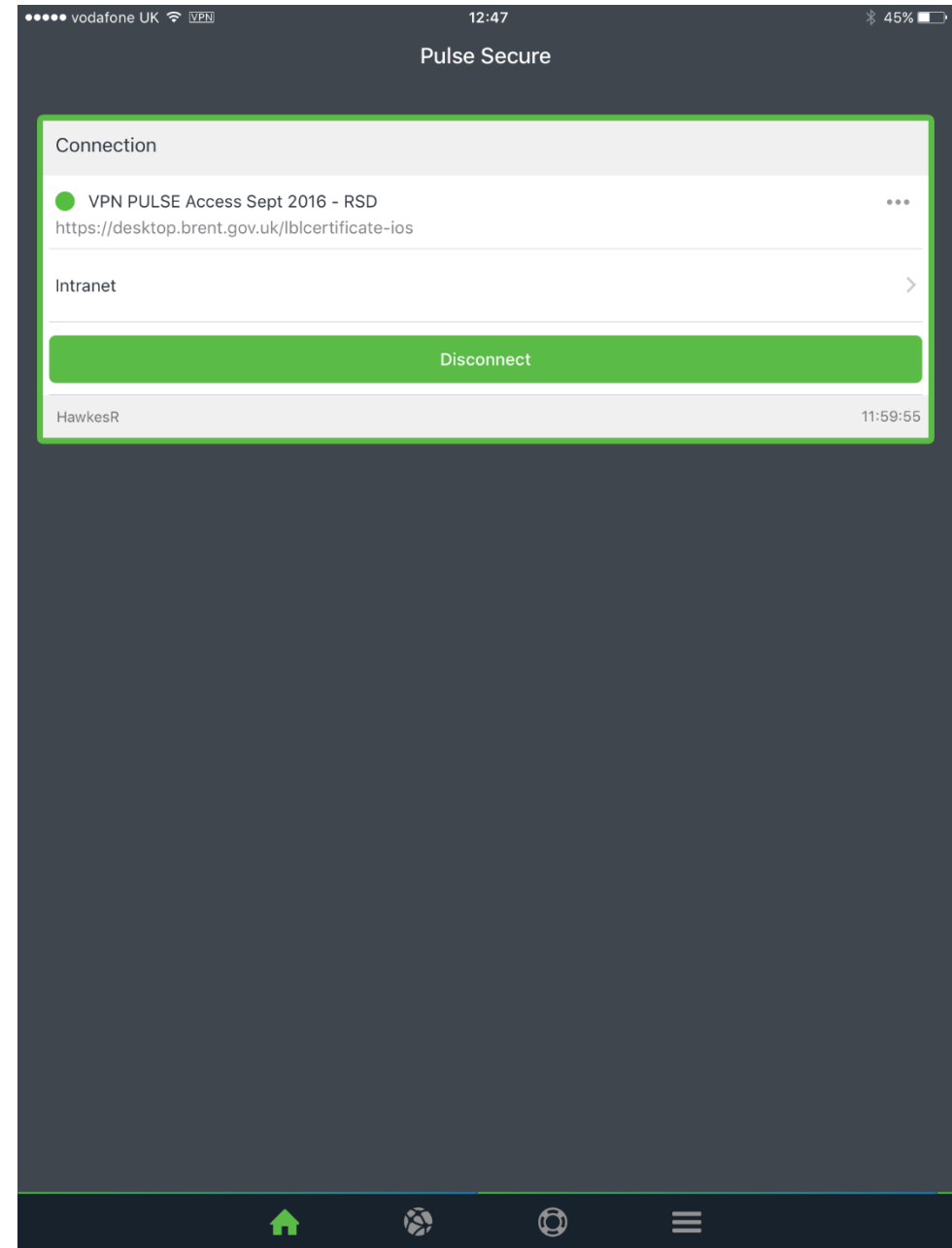
Step Seven:

VPN will now be enabled.

You can see this in the top left of your device. VPN

You will only need to activate Pulse Secure manually once, the VPN will automatically launch in future.

Next - **Accessing the Remote Desktop via your iPad**



Accessing the Remote Desktop via your iPad

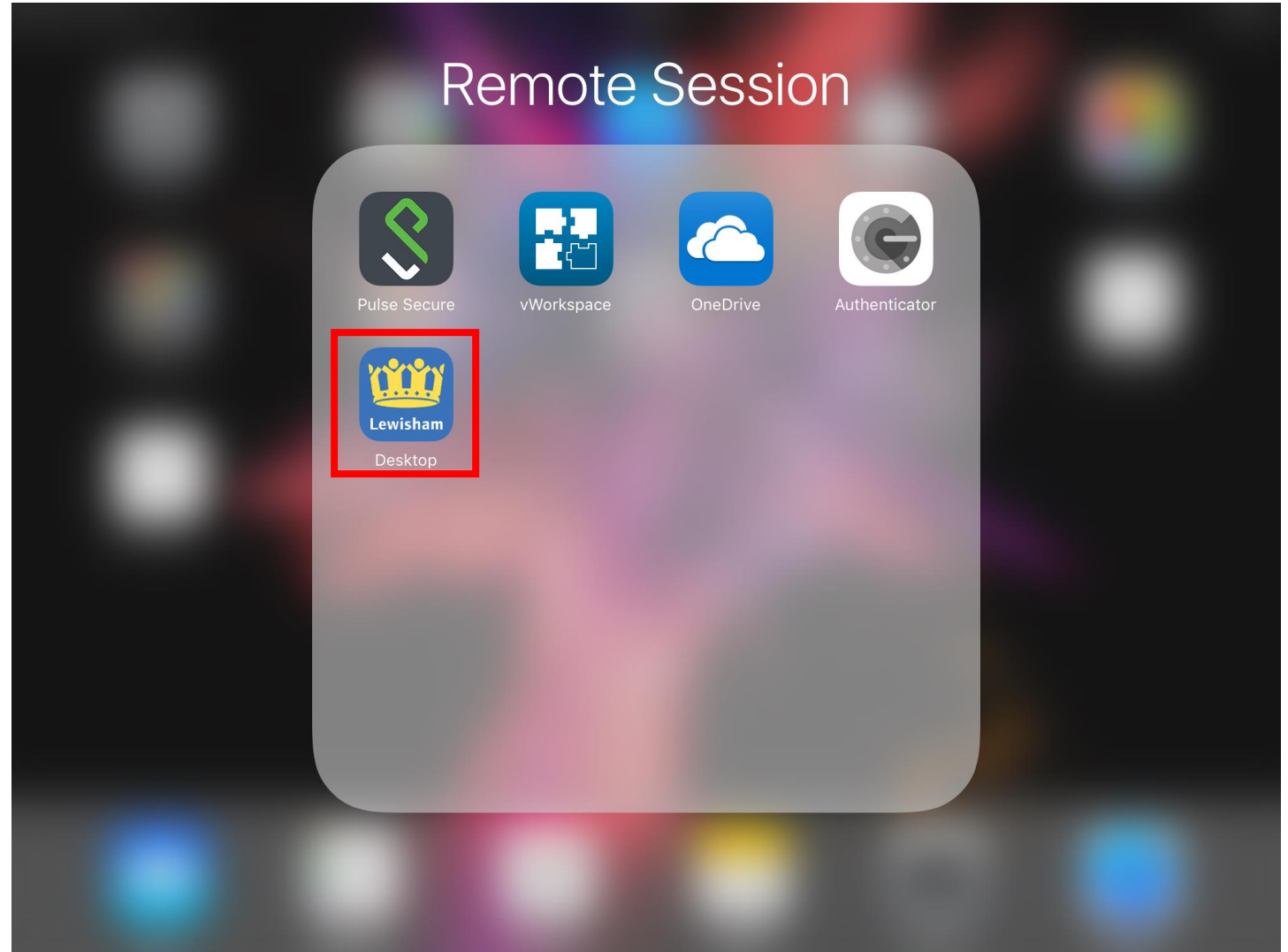
Please follow the steps in this guidance to be able to access the remote desktop via your iPad.

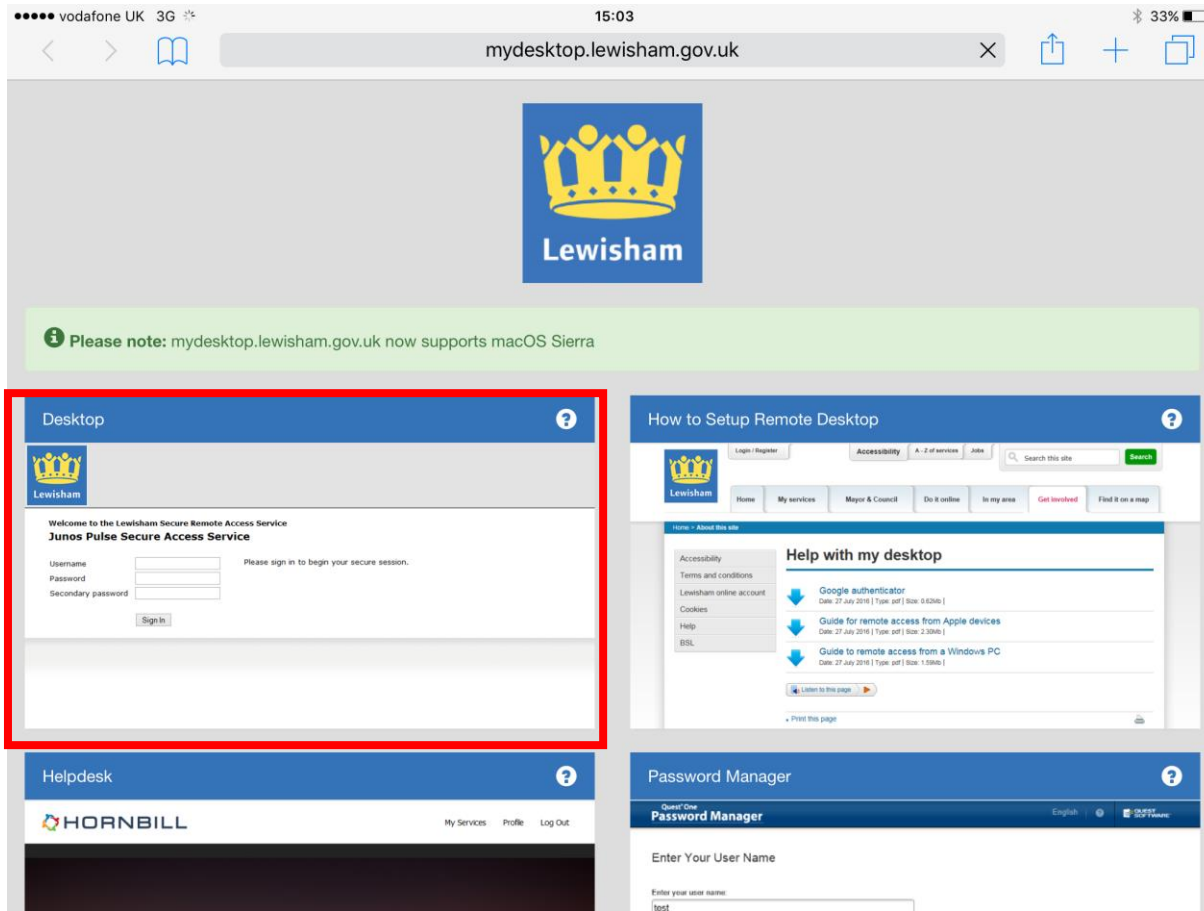
Please note you will need to have Pulse Secure and vWorkspace downloaded on your device and have [setup Google Authenticator](#) before being able to access the remote desktop.

For security and compliance reasons it is advised colleagues use a different smart device to access Google Authenticator.

Step One:

Locate and tap on the 'Desktop' icon on your home screen.

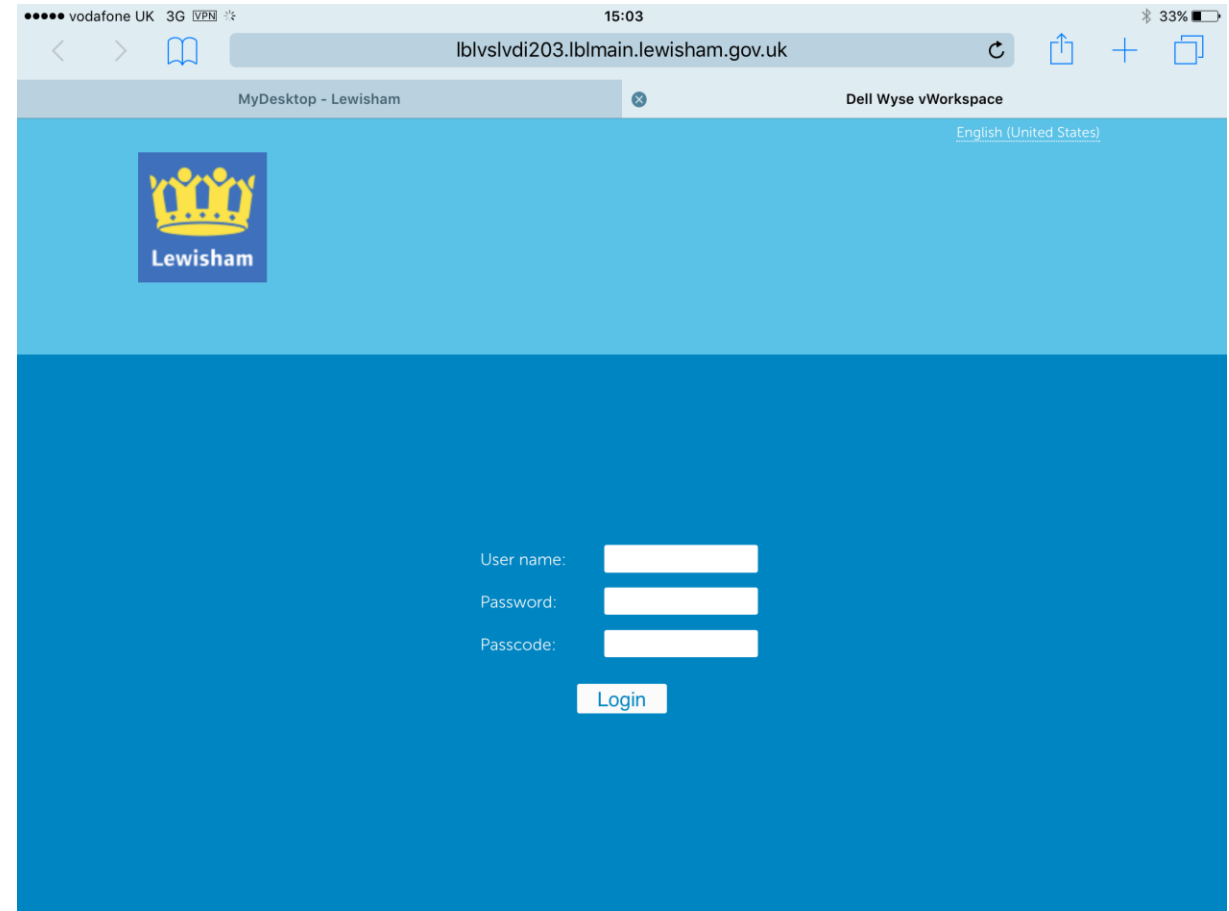




Step Two:

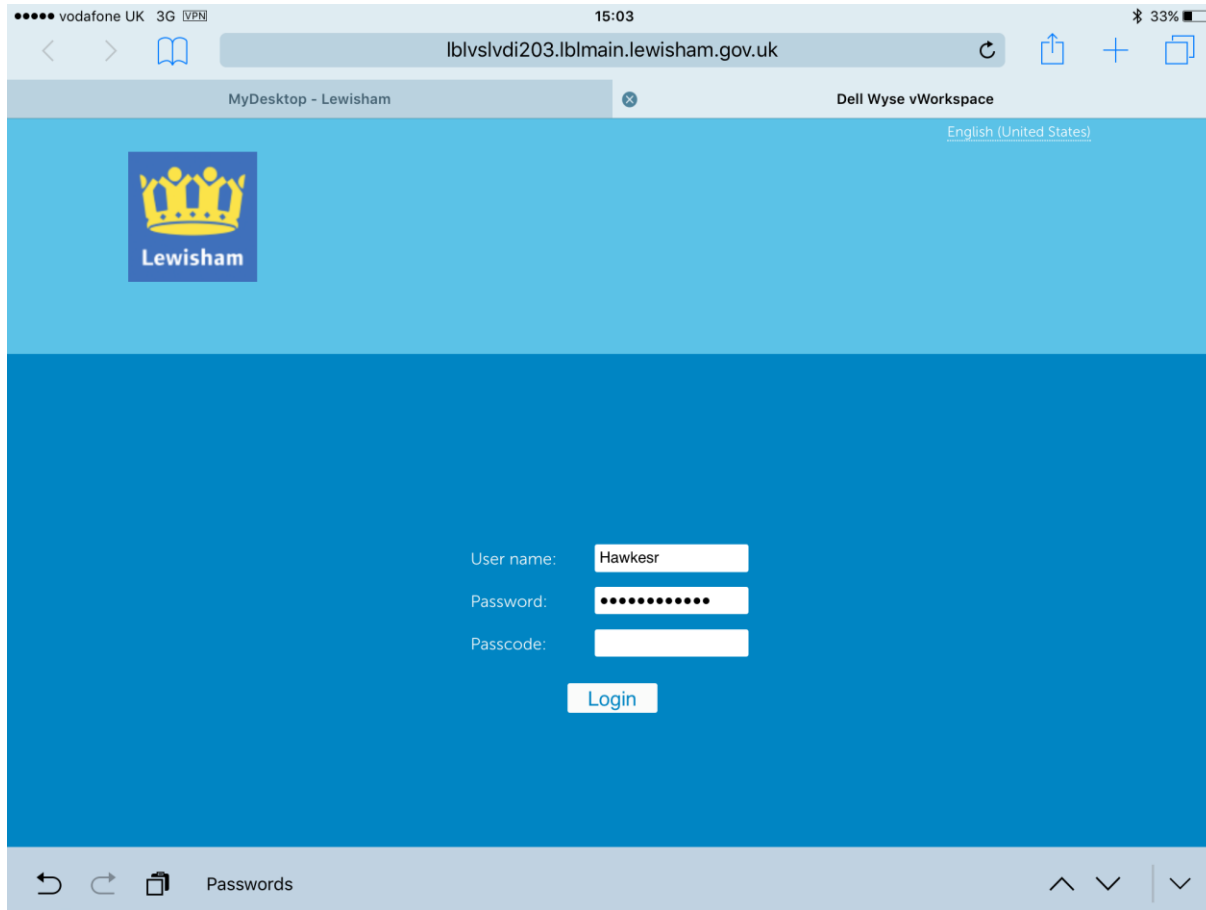
Tap on the Desktop link.

VPN (Virtual Private Network) will activate automatically when you tap on this. You can see this in the top left of your device. VPN



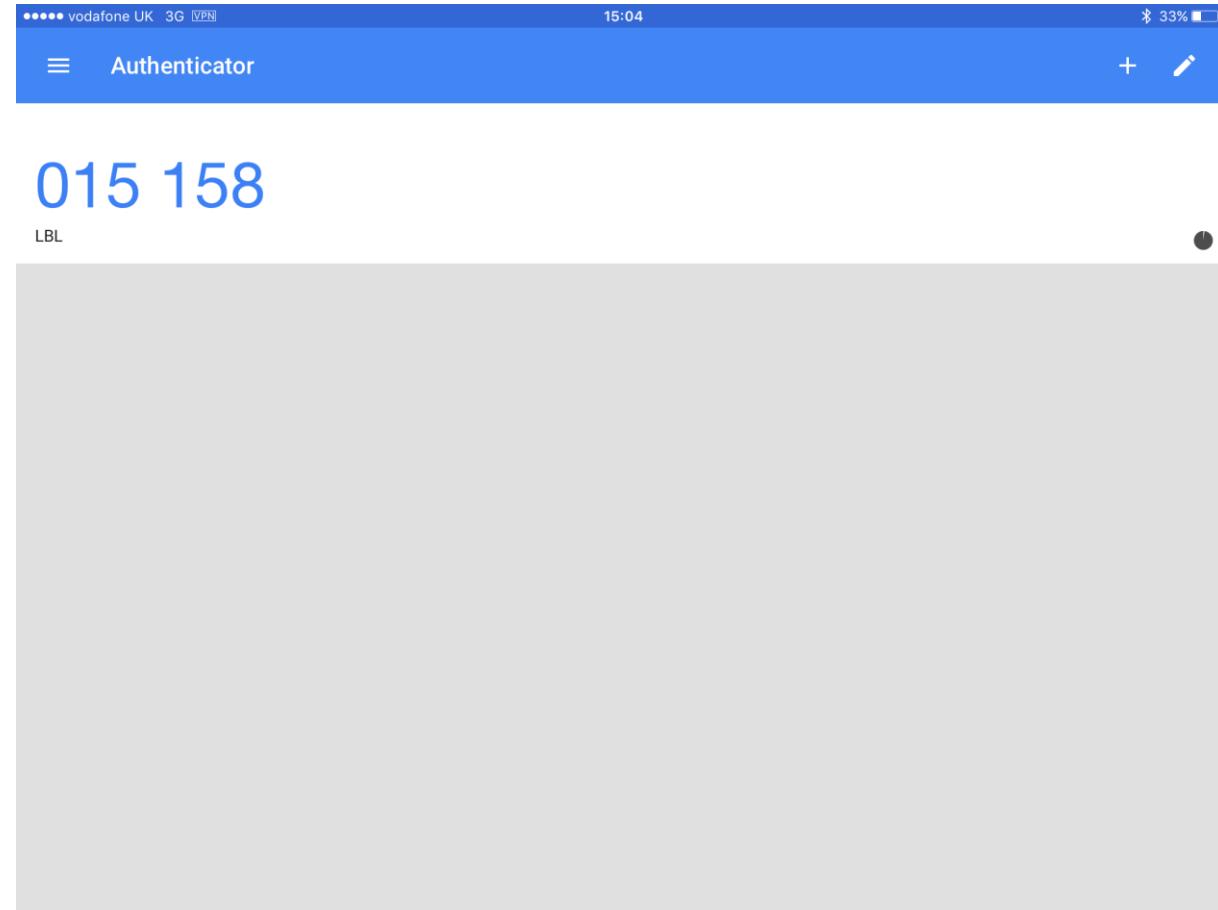
Step Three:

Please type in your Lewisham Network username and network password

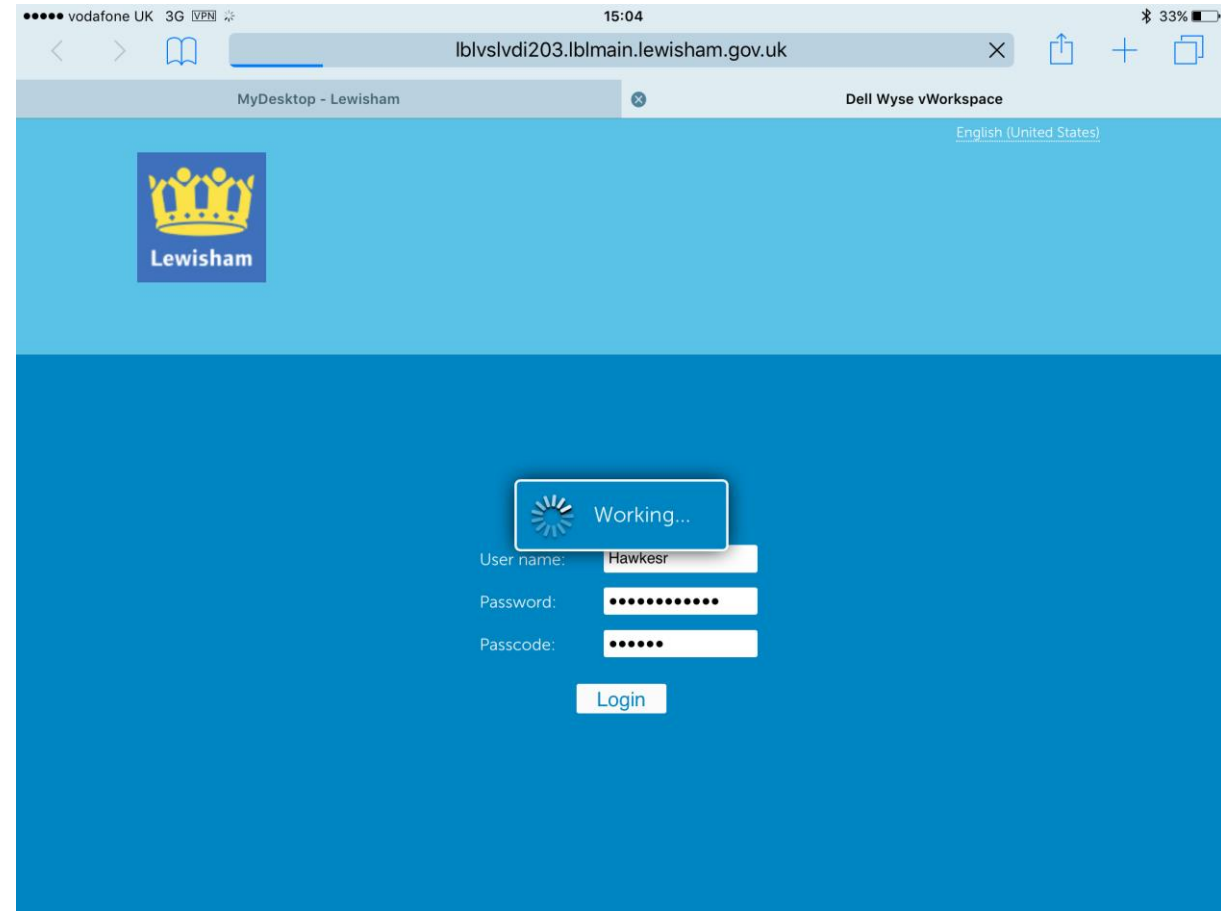
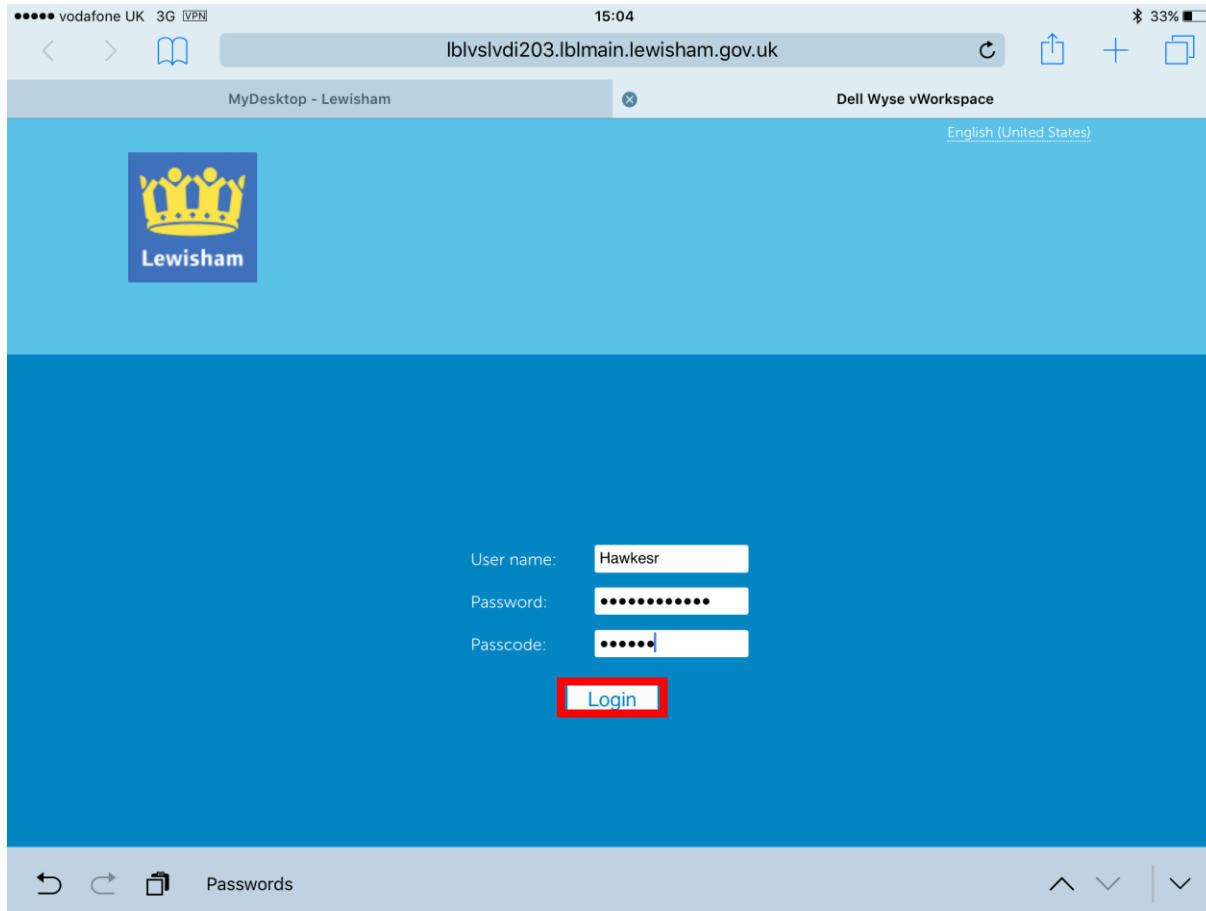


Step Three continued:

The Passcode box is for your 6 digit Google Authenticator number, please type it in here.

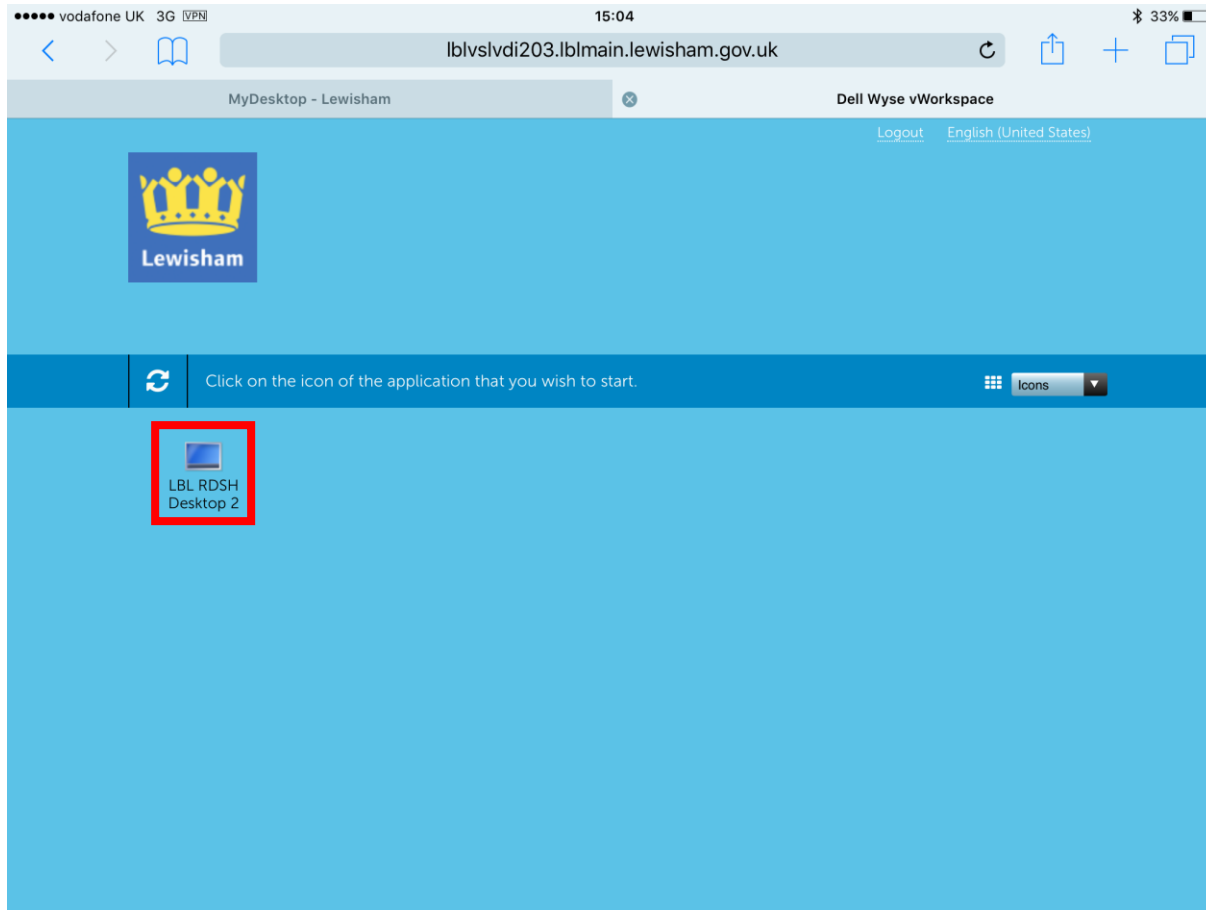


Example of Google Authenticator screen



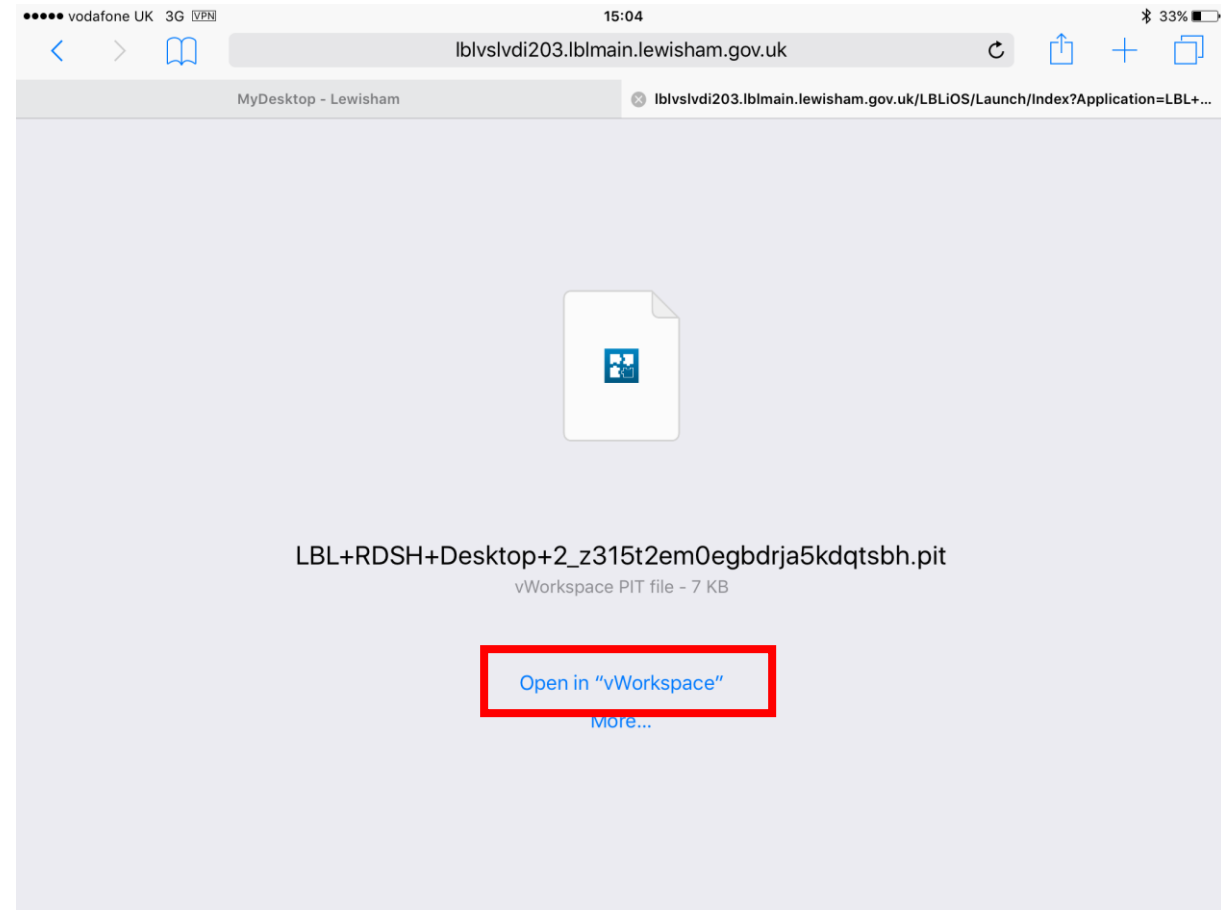
Step Four:

Tap on 'Login' and allow the device to load.



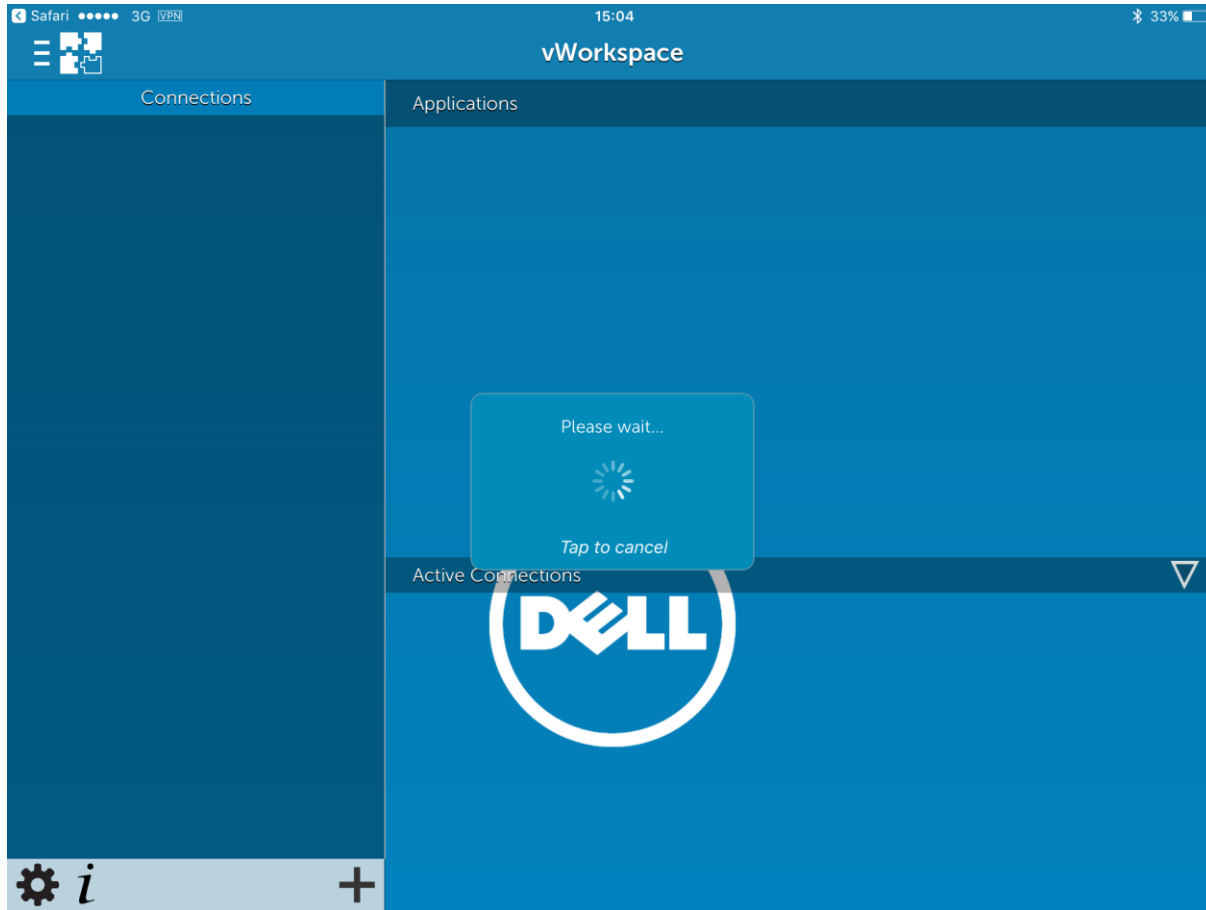
Step Five:

Tap on 'LBL RDSH Desktop'.



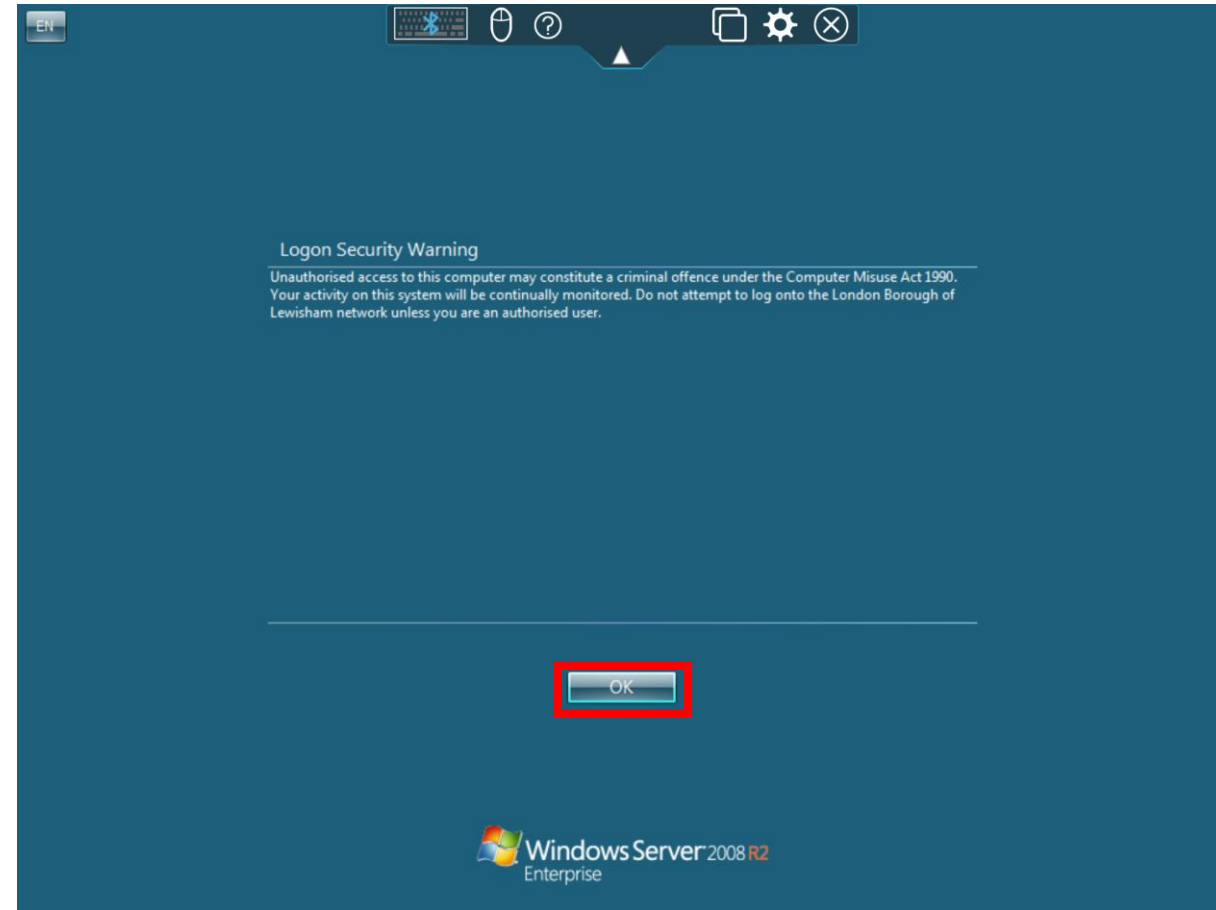
Step Six:

Tap on 'Open in vWorkspace'. This will launch the Dell vWorkspace application.



Step Seven:

Allow the application to load and then tap on 'OK'.



Step Eight:

Your remote session will now open and you will be able to access your Lewisham desktop.

Please note that if you log into the iPad session, you will be logged off your thin client session elsewhere.

Navigating the Remote Desktop

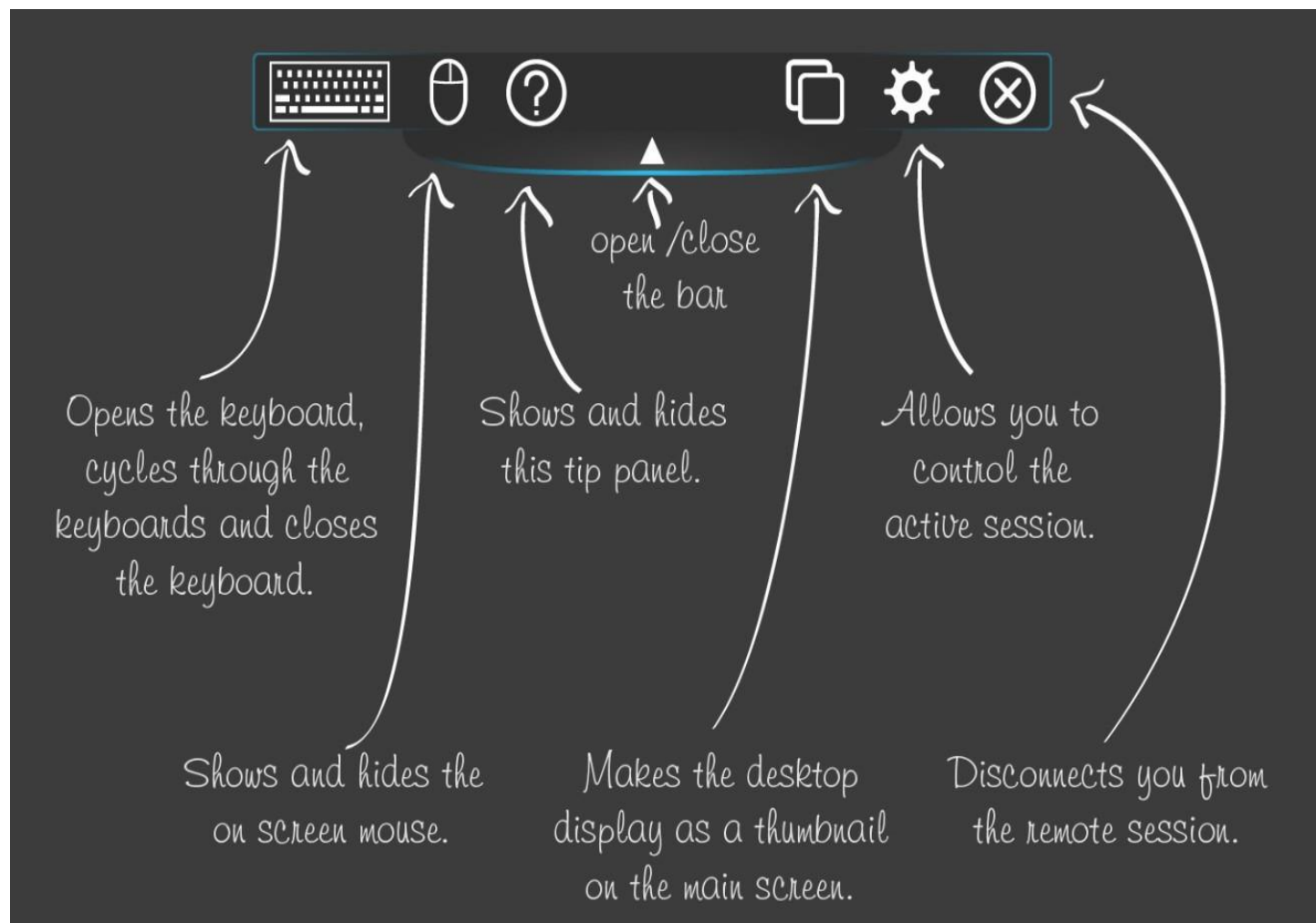
Using the Mouse

Place your finger in the mouse loop and then drag your finger to move the mouse cursor around the screen.

- Single click action. Single tap the mouse loop.
- Double click action. Double tap the mouse loop.
- Right-click. Place a finger in the mouse loop and tap the screen with another finger.
- Click and drag or highlight a section. Single tap the loop, hold your finger to the screen, and move the cursor in the direction you wish to go.

Finger Gestures

There are a series of finger gestures that can now be used to replicate the on screen mouse. By tapping the ? icon in the navigation bar you can scroll through a tutorial that will show you how these can be used.



Turning off the VPN connection

After closing the remote desktop session we advise you to turn off your VPN connection, if you do not it can cause issues sending and receiving emails.

The easiest way to do this is to turn on Airplane Mode. You can do this by dragging your finger along the bottom of your iPad's screen to bring up the interface.

Tap on the Airplane icon to activate Airplane Mode, wait 2 seconds and tap it off again.

This will turn off all wireless connections on your device temporarily and then restart them – The VPN connection will not reactivate.

You can also turn off the VPN via the settings menu by tapping it whilst on.

