

Remotely Managed Device FAQ's

Introduction

This page will take you through troubleshooting some of the most common questions related to your new Remotely Managed Device. If you require further assistance with your issue please contact the [CSCS Service Desk](#) who'll be able to remotely assist you.

Instructions

It is asking for an email address to logon, is this normal? How can I logon with just my CRSID as normal?

The first logon will you will need to enter your full work email address (@[medschl.cam.ac.uk](#), @[biosci.cam.ac.uk](#)).

Once on the device you will be able to go to the Company Portal App and select a preferred domain to then logon with just your CRSID and password as normal.

Open the Company Portal App (install from the Microsoft Store if needed), upon opening you will be prompted to select which domain to select as the default domain.



Clinical School Computing Service

Choose the best category for this device

This category helps your IT admin provide access to company resources for this device. After setting this category, you must contact your IT admin to change it.

- Medschool
- Zoology

Windows is saying it is Not Activated

If you are seeing a message that Windows is not activated, or "Activate Windows" is showing on the bottom-right edge of your screen, please follow these instructions to resolve this:

1. Connect to the VPN (Open the Forticlient VPN, enter your CRSID in the username field, and the same password you used to login to the PC into the password field, and click "Connect")
2. Leave the PC connected to the VPN for approximately 30 minutes - the device will automatically activate Windows against the Clinical School key-servers.

My Keyboard layout is wrong - how do I change it to UK format?

If you find your keyboard layout is wrong (e.g. pressing Shift + 2 produces @ rather than "), you need to change the "Windows Preferred Language" (this will also change the Keyboard Layout):

1. Open the Settings application - either by searching the Start menu for "Settings" or clicking the cog-icon in the start menu:

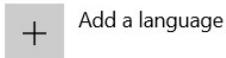


2. In the window that opens click on "Time & Language"
3. Click on "Language" on the left of the window

4. Under "Preferred Languages" click on "Add a language":

Preferred languages

Apps and websites will appear in the first language in the list that they support.



5. In the window that pops up, enter "English United Kingdom" and click on the result.
6. A new window will pop up, we recommend you also tick the box "Set as my Windows display language", and click Install:

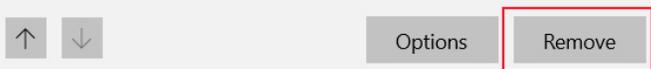
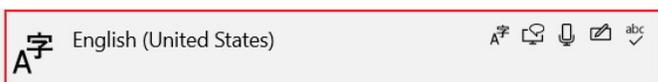
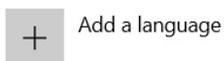
Optional language features



7. You will then be returned to the main "Language" window. Click on the "English (United States)" and click "Remove":

Preferred languages

Apps and websites will appear in the first language in the list that they support.



8. At the top of the "Language" window it should now display "English (United Kingdom)" beside the options:

Language



Windows display
English (United Kingdom)



Apps and websites
English (United Kingdom)



Regional format
English (United Kingdom)



Keyboard
English (United Kingdom)



Speech
English (United Kingdom)

Where is my Home Drive(U:\) and Group drives?

Your Home (U://) drive and Group drives will not automatically map onto your device when you login, you will need to manually map them - please see our guide on mapping your drives:

[Mapping a Group Drive](#)
[Drive Mapping guides.](#)

Please note you will need to be connected to the VPN to access Network Drives - see our guide on [How to connect to the VPN & When to use the VPN](#)

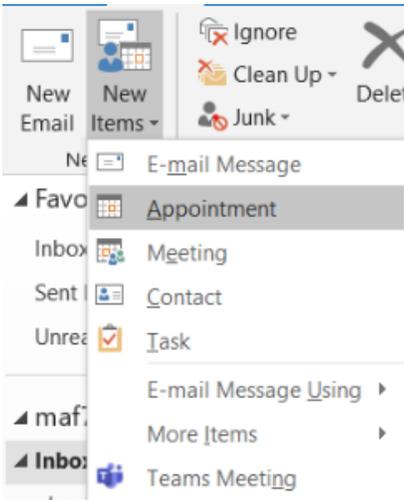
We are encouraging the use of OneDrive with Remotely Managed Devices - please see our [OneDrive Guide page](#)

How do I set up Outlook on my new device?

When you sign in to your machine for the first time you will need to set up Outlook to pull down your profile. We have created a guide on [How to set up Outlook 365](#). Please follow through the steps to set this up and then allow some time for your emails and folders to be downloaded onto your device.

I can't see the Teams meeting button in Outlook

If the below button is not appearing in your Outlook when opening please first ensure that you have signed into the Teams app and this is running. From here, close Outlook and other office applications and then re-open and the Teams meeting button should be available as below.



If it still does not appear, please contact the [CSCS Service Desk](#).

MS Teams has signed me into the wrong account.

When signing into your new device with your email address you will be auto-signed into Teams with your work email account, you will need to sign out and then sign in with the @cam account to access the university Teams network. Further instructions are available on our [MS Teams guide](#). When signing back in with your @cam account please **do not tick** the "...Manage my device" box.

I can't seem to install new programs onto my device. How do I get admin rights?

Please contact the [CSCS Service Desk](#) who will be able to remotely provide you with admin rights on the device.

I'm not sure that my device is connected to the service, how can I check this?

Once you have signed into the device for the first time it should be joined to the Intune service for remote management. If you want to check this you can follow the guide below to check you're connected to the service.

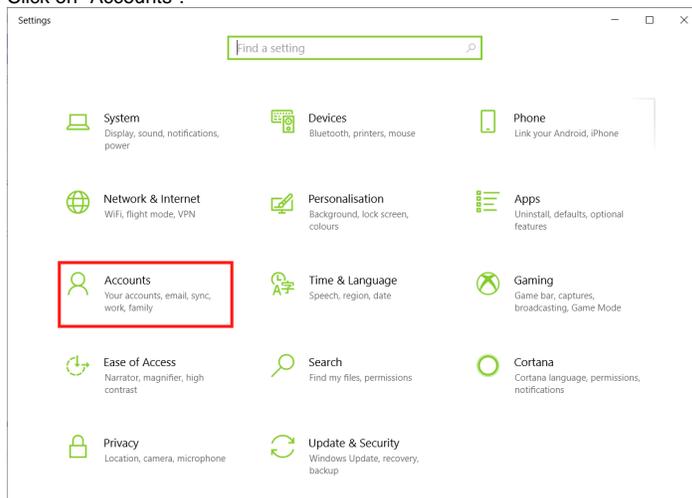
1. Open the Settings application - Either by going to the Start menu and click the Settings button:



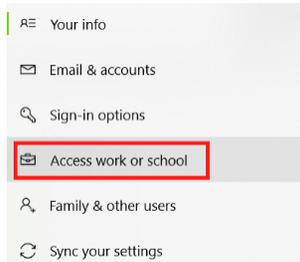
Or by typing "Settings" into the search and open the Settings application:



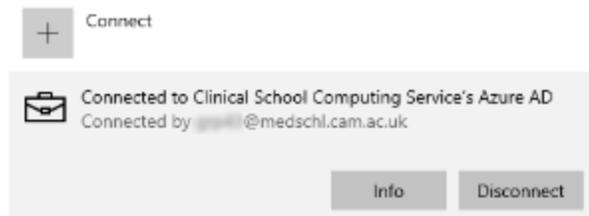
2. Click on "Accounts":



3. Click on "Access work or school":



4. If it is connected you should see "Connected to Clinical School Computing Service's Azure AD":



If there is nothing underneath "Connect" then it is likely not connected.

How do I log on with a local account?

If you need to log onto the PC with a local account (e.g. an Instrument computer) please let CSCS know so we can add it to the relevant group to show the local accounts on the login screen. You can always log onto a PC with a local account by typing "." before the username - e.g. ".\InstrumentAccount" - even before we have added it to the group to show the local accounts on the login screen.

What do I get from having my device on the Remote Device Management service?

Remote deployment

The Remote Device Management service will allow CSCS to join devices to our support services regardless of whether you are on or offsite. We will be able to have devices handed directly to users with no need to wait for us to complete the traditional building process on the device.

This means that we will be able to better support users in the new remote working scenario, by having greater offsite control and feedback from devices.

We are now able to deploy applications to your device and remotely update these when they become out of date without the need for your interaction in the process.

Data protection

We would always suggest keeping business data on a secure backed up network or online storage solution appropriate to the data type, although we appreciate this is not always possible.

With this in mind, one new feature we have rolled to keep your data safe whilst offsite is Bitlocker. This is a service that encrypts the data on your laptop hard drive.

Security

We continue to be able to manage device updates for you to keep the device safe, along with deploying and maintaining Cloud-based Anti-Virus on the device, this in parallel with the added security provided by Bitlocker.

If a device were to be lost or stolen we are now able to remotely wipe the device to protect data from being breached alongside data being encrypted on the devices harddrive.