



Getting Started Instruction Manual

Version: XA6 v2.0

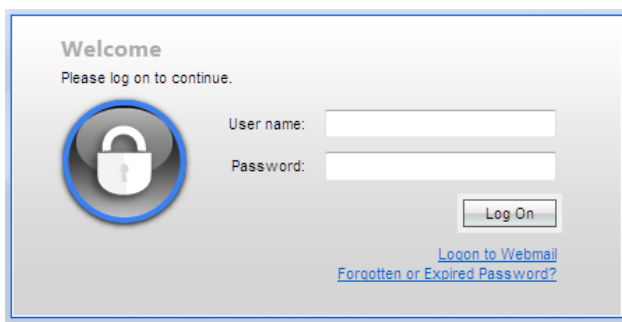
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1 How to: Log on to the IT Farm

- Open your Internet browser (Microsoft Internet Explorer 7 or above).
- Enter the address of the logon page - - <https://start.itfarm.co.uk>
- Enter your User Name and your Password (remember all passwords are CaSe SeNsItIvE).
- Click the 'Log On' button.



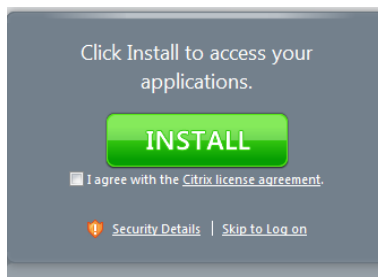
If you have forgotten your password and have already completed your Single Sign-On Registration please follow the instructions in [section 2](#) of this document.

If you have forgotten your password and have not completed your Single Sign-On Registration please call the support team on 0871 641 2209.

1.1 Logging on from a PC or laptop not previously used for accessing IT Farm

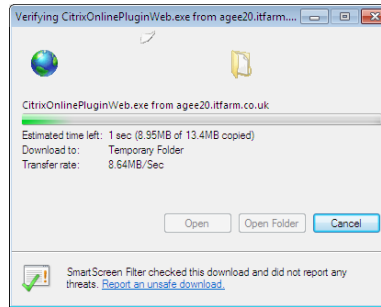
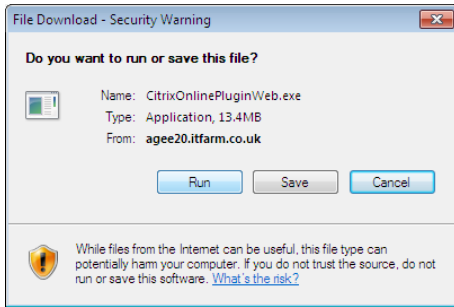
If the system detects you are logging on from a PC/laptop or MAC that does not have a Citrix client installed, it will prompt you to install the client before allowing you to continue.

Citrix Client Installation Screen

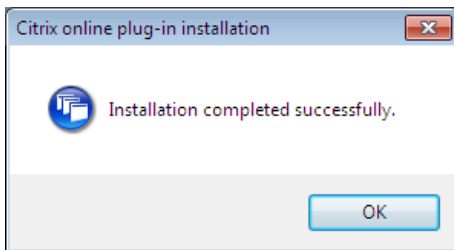


- To install the client, click the box to accept the Citrix License Agreement.
- Click the 'Install' button.

- Click 'Run'.



- On completion of the Citrix client install you will receive the message below:



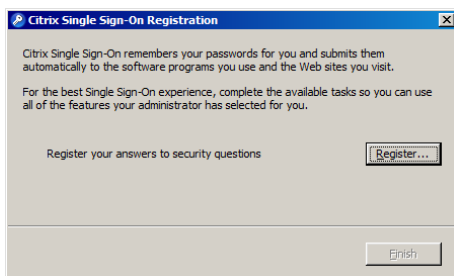
- Click 'OK' to continue.

1.2 Single Sign-On Registration

If you are logging on from <https://start.itfarm.co.uk> for the first time you will be prompted to complete the Single Sign-On Registration before the application launches.

Single Sign-On Registration stores your unique answers to security questions, allowing you to reset your password from the 'Forgotten Password' link on the log on page (see [section 2](#)).

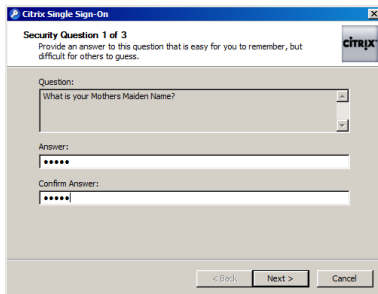
- Click the 'Register' button.



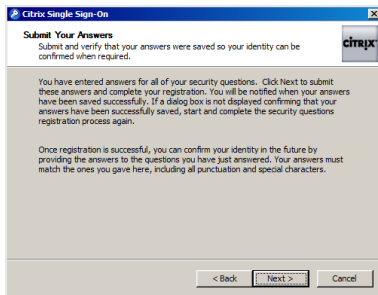
- Click the 'Next' button.



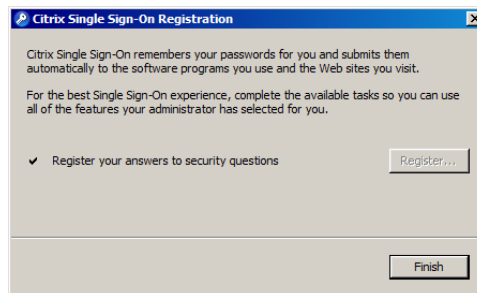
- Enter the answers to your 3 security questions and click 'Next' after each question. (For security purposes only one question is shown here.)



- To submit your answers click 'Next'.



- To complete the process click 'Finish' on both message boxes.



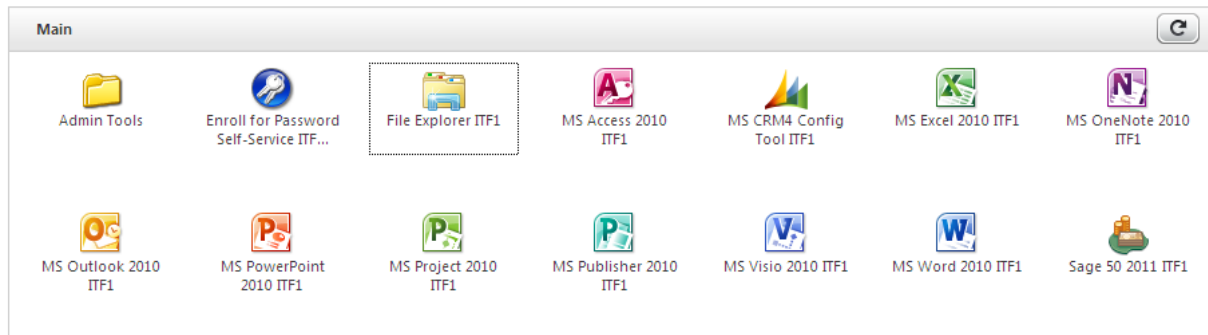
- On completion of registration you will be redirected to the Application page.

2 How to: Run programs and access files

Once you have completed the log on steps in [section 0](#) of this guide, the system transfers you to the Application page where you can run your programs and access files.

- To launch an application click **once** on the application icon. The application will not launch if you have not completed the Single Sign-On Registration (see [section 1.2](#)).

IT Farm Application Page

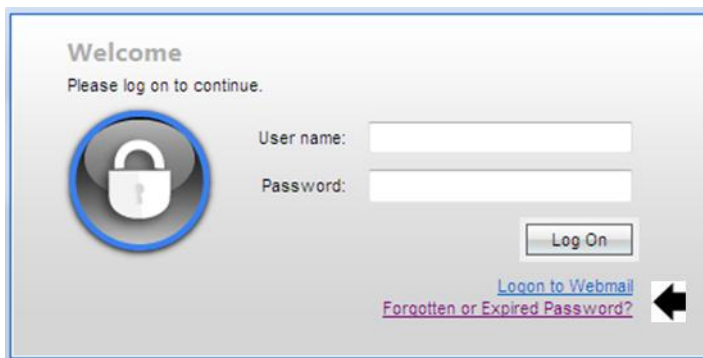


3 How To: Reset My Password

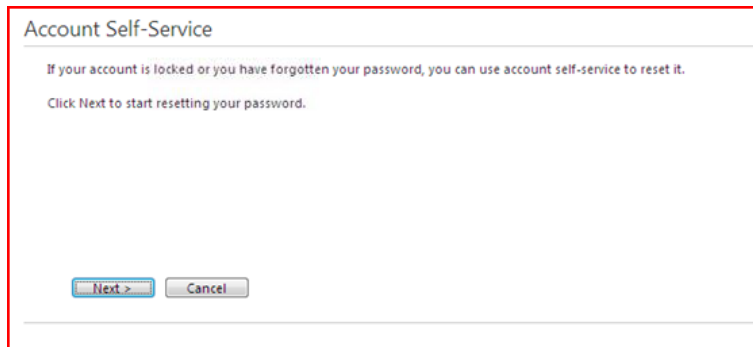
If you **have not completed the Single Sign-On Registration** (as shown in [section 1.2](#)), please call support on 0871 641 2209.

If you have completed the Single Sign-On Registration you can reset your password online.

- Open your Internet browser (Microsoft Internet Explorer 7 or above)
- Enter the address of the logon page - <https://start.itfarm.co.uk>
- Click on the 'Forgotten or Expired Password' link (shown below)

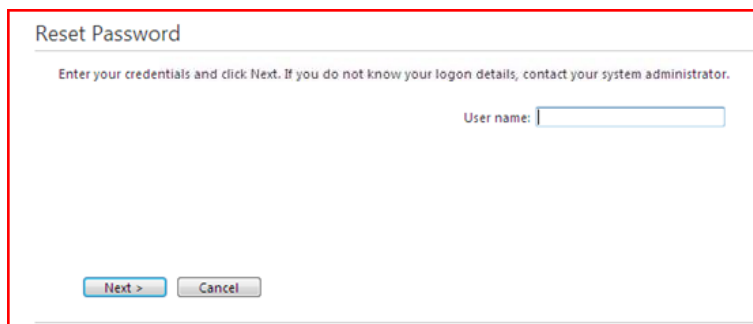


- At the Account Self-Service screen click 'Next'



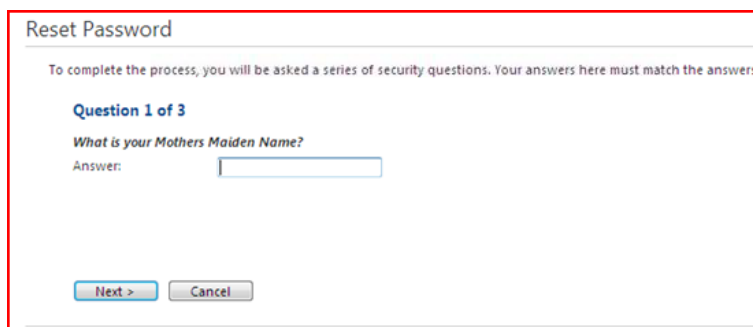
The screenshot shows a web page titled "Account Self-Service". Below the title, there is a line of text: "If your account is locked or you have forgotten your password, you can use account self-service to reset it." Below that, another line of text says: "Click Next to start resetting your password." At the bottom of the page, there are two buttons: "Next >" and "Cancel".

- Enter your User name and password and click 'Next'



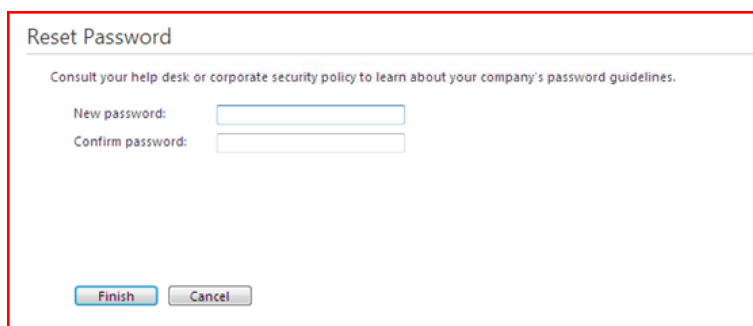
The screenshot shows a web page titled "Reset Password". Below the title, there is a line of text: "Enter your credentials and click Next. If you do not know your logon details, contact your system administrator." Below that, there is a label "User name:" followed by a text input field. At the bottom of the page, there are two buttons: "Next >" and "Cancel".

- Enter the answers to your 3 security questions and click 'Next' after each question. (For security purposes an example only is shown here.)



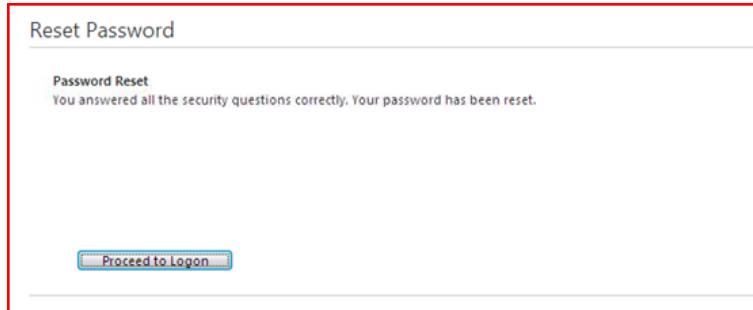
The screenshot shows a web page titled "Reset Password". Below the title, there is a line of text: "To complete the process, you will be asked a series of security questions. Your answers here must match the answers". Below that, there is a section titled "Question 1 of 3" with the question "What is your Mothers Maiden Name?". Below the question, there is a label "Answer:" followed by a text input field. At the bottom of the page, there are two buttons: "Next >" and "Cancel".

- Enter your new password and click 'Finish'



The screenshot shows a web page titled "Reset Password". Below the title, there is a line of text: "Consult your help desk or corporate security policy to learn about your company's password guidelines." Below that, there are two labels: "New password:" and "Confirm password:", each followed by a text input field. At the bottom of the page, there are two buttons: "Finish" and "Cancel".

- Click 'Proceed to Logon'

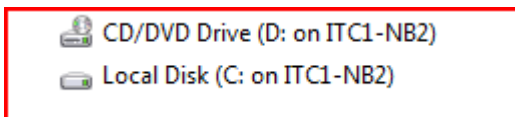


4 How To: Access Files

To access your files click the 'File Explorer' icon on the Application Page. Your files stored on the IT Farm are saved in the H:\drive (used for personal files) and I:\drive (used for shared files).

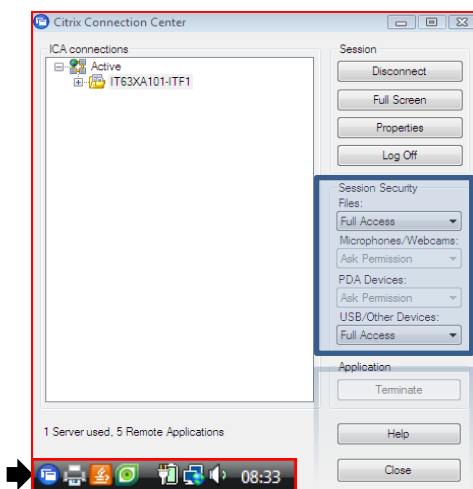


You can also access files saved on your PC/laptop and files on your CD/DVD drive and USB drives.



If you cannot access files saved on your PC/laptop follow the instructions below:

Double-click the Connection Center icon (shown below) and set the access level to "Full Access" in the Session Security (highlighted below).

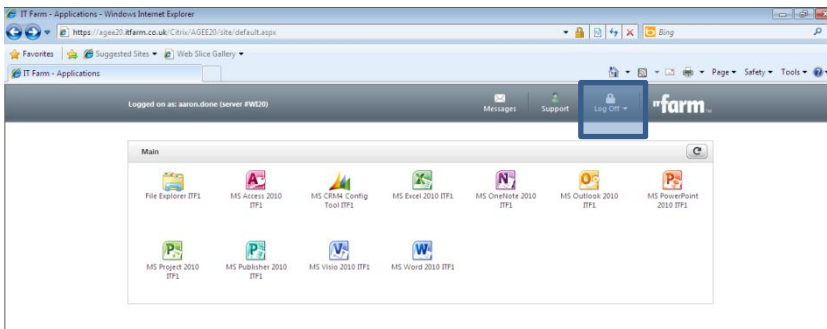


5 How To: Print

Printing from IT Farm works exactly the same as if printing from a program installed on your PC. Each time you log on, IT Farm automatically adds the printers that are installed on your PC/Laptop. The printers are available until you log off.

6 How To: Log off




To log off, save all unsaved work, close each open program and click the 'Log Off' button (as shown below).



Your logon limit is restricted to **ONE** connection because of security and licensing. This means that if you fail to log off correctly, you will be unable to access the system when you try to log on from another PC.

7 How To: Log a support call

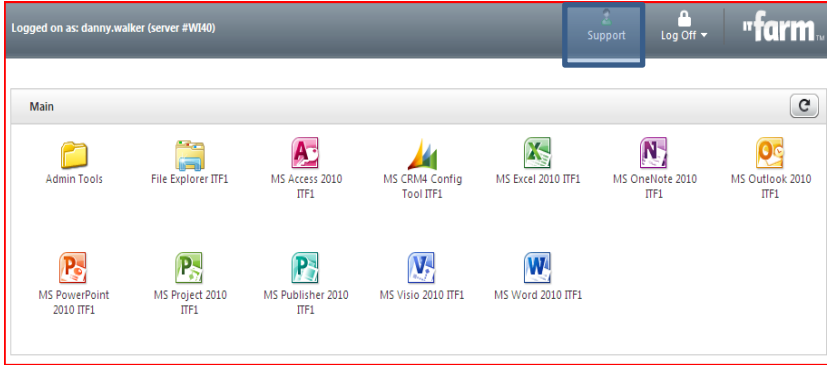
Our support team is here to help if you have any problems whilst using the IT Farm. You can log a call using the Online Form, Email and by Phone. The standard service times are listed below:

	 Online (see section 7.1)	 Email (see section 7.2)	 Phone (see section 7.3)
Weekdays	08:00 – 18:00	08:00 – 18:00	09:00 – 17:00
Weekends & Public Holidays	09:00 – 17:00	09:00 – 17:00	No Service
Christmas Day	No Service	No Service	No Service

Please note our Weekend and Public Holiday support service only covers logon issues and urgent security change requests. All other support requests will be dealt with on the next business day.

7.1 Logging a call online

To log a support call online, log on to the IT Farm and click the 'Support' Button (highlighted below).



To log a support request online you will require a valid account number which is a # (hash) followed by three alphabetical characters (A-Z) followed by a number (1-9) e.g. #XYZ1. Please contact your account manager if you do not know this number.

- The support form is very easy to use; simply complete the fields and click 'Send'.

[Return to Apps](#)

Support

Log a Support Call

The information you enter is logged with the support team. If you have any queries or experience difficulties, please call 0871 641 2200

Contact Form

Name:

E-Mail Address:

Contact Number:

Account Number:

Please enter a brief description of your request and we'll respond as quickly as possible

Downloads

Here are some useful documents that you may need from time to time. To open or download a document simply click on the link.

Account Management

[New Account Request Form](#)

[Account Removal Request Form](#)

Support

[Frequently Asked Questions](#)

[Managing Email Distribution groups](#)

[Getting Started Instructions](#)

[E-Mail Archiving Instructions](#)

Legal

[Standard Terms & Conditions \(Ts & Cs\)](#)

[Acceptable Usage Policy \(AUP\)](#)

[Service Level Agreement](#)

System Status

Important information about the status of IT Farm's core systems is displayed here. The page is updated every 20 minutes.

Email

All systems are fully operational

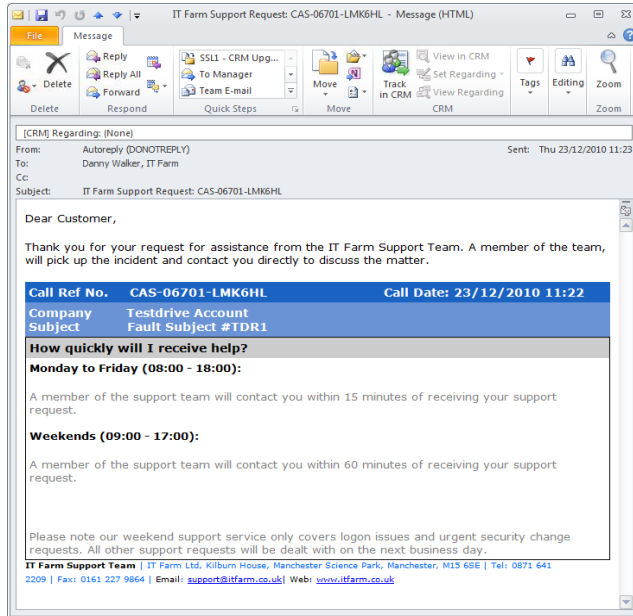
File Storage

All systems are fully operational

Application Servers

All systems are fully operational

- You will receive an automated email as confirmation with your call log reference number. If you do not receive an email within 10 minutes please contact support by phone.

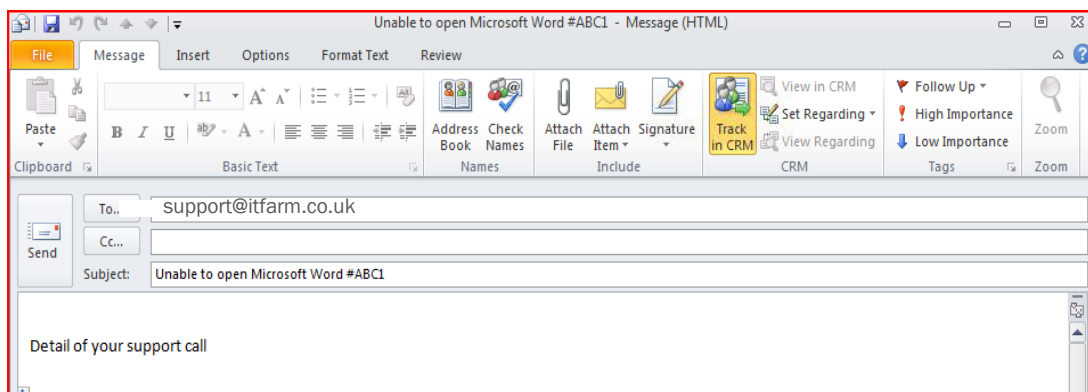


7.2 Logging a call by email

To log a support request online you will require a valid account number which is a # (hash) followed by three alphabetical characters (A-Z) followed by a number (1-9) e.g. #XYZ1. Please contact your account manager if you do not know this number.

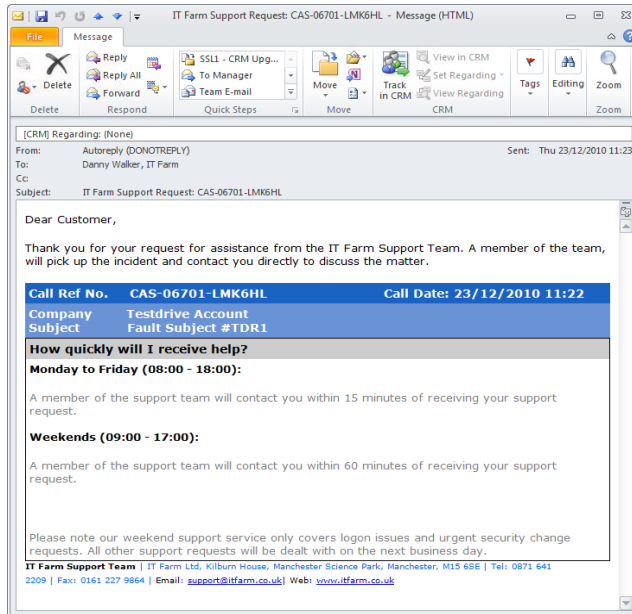
To log a support call by email, follow the steps below:

- Address the email to: support@itfarm.co.uk
- Add the subject of your call and your account number in the Subject field



- Enter the details of your call in to the description field (including a contact number)
- Click 'Send'

- You will receive an automated email as confirmation with your call log reference number. If you do not receive an email within 10 minutes please contact support by phone.



7.3 Logging a call by phone

To Speak to one of the team please call us on **0871 641 2209**.

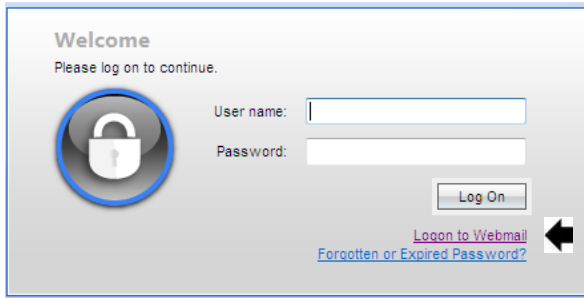
Please note that only calls regarding logon issues, password resets and urgent security changes will be dealt with whilst you are on the phone. All other calls will be logged by the call handler and placed in the support queue with the support requests logged online or by email. All support requests are answered on a first in/first out basis.

7.4 What is “Logon to Webmail”?


The “Logon to Webmail” takes you to the IT Farm’s Outlook Web Access system (OWA). OWA contains most of the features found in Outlook. You can send and receive emails, check your appointments and tasks. You should use “Logon to Webmail” instead of “Logon to IT Farm” in the following situations:

- When you are away from your normal PC/laptop and cannot install the Citrix Client which is needed for the IT Farm (see the FAQs on “Do I need to install anything?”)
- If you only have access to E-Mail on IT Farm
- If you only need to check you E-Mails and don’t require access to your IT Farm files.

To use the OWA system click the Logon to Webmail link and type the following into the user name and password fields:




Welcome
Please log on to continue.



User name:

Password:

[Login to Webmail](#) 

[Forgotten or Expired Password?](#)



Microsoft
Office Outlook Web Access

Security ([show explanation](#))

This is a public or shared computer
 This is a private computer

Use Outlook Web Access Light

Domain user name:

Password:

Connected to Microsoft Exchange
Secured by Microsoft Internet Security and Acceleration Server
© 2006 Microsoft Corporation. All rights reserved.

- Your user name is “<first name>.<last name>”
- Your password is the same one you use for access to the IT Farm