



Remote Access Help

My username or password is not recognised

If you receive a message that the username or password is invalid, ensure you have entered your full email address. This will end in one of the following depending upon your location:

Staff

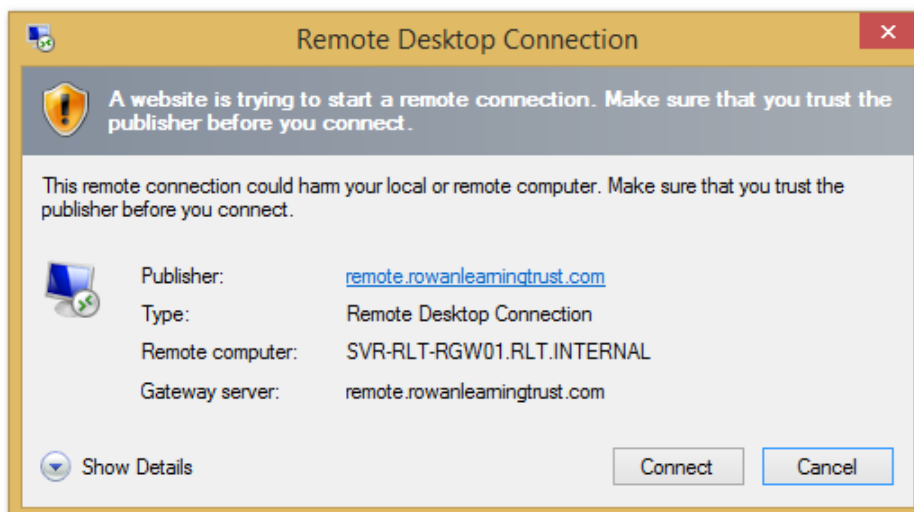
Hawkey Staff	@hhhs.net
Kirkby Staff	@kirkbyhighschool.net
Three Towers Staff	@ttapa.net

Students

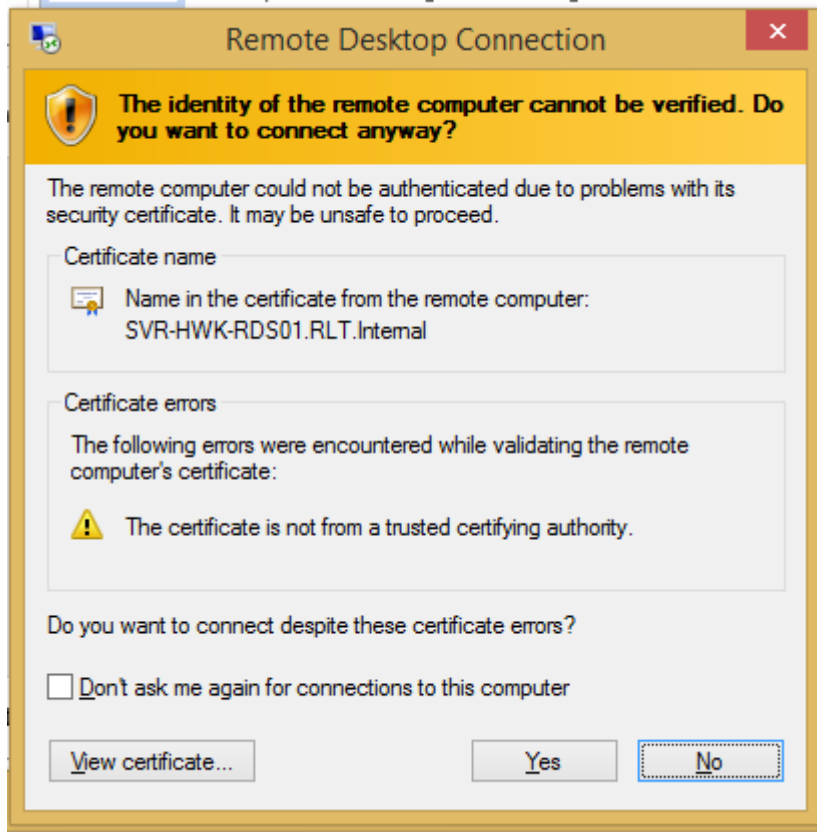
Hawkey Students	@student365.hhhs.net
Kirkby Students	@student365.kirkbyhighschool.net

I receive Security Warnings

It is expected that users will receive several security warnings. Press connect to proceed.

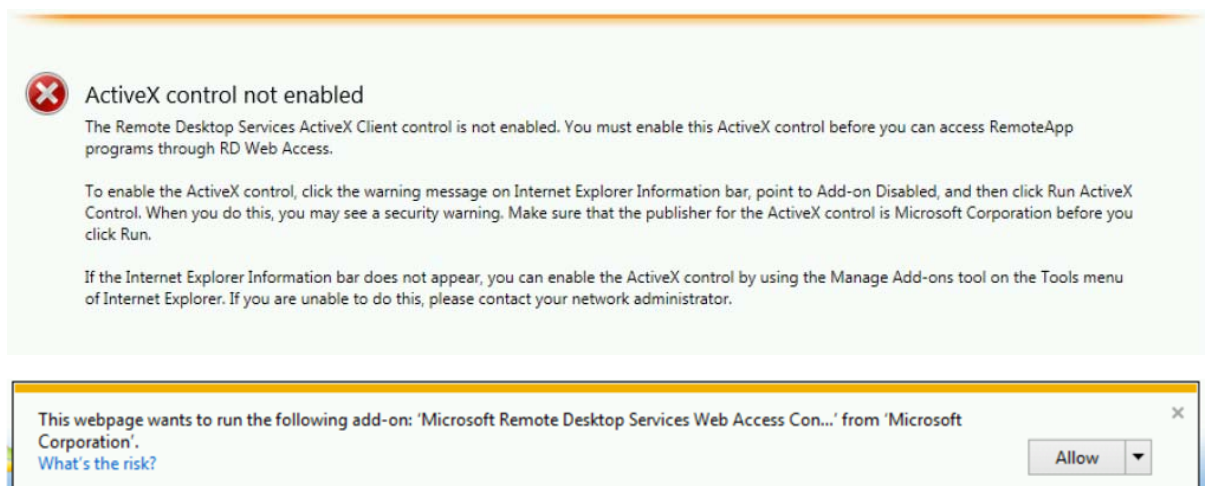


It is also expected that you will receive a prompt similar to this one. Click **Yes** or you will be unable to proceed. Optionally, click the "Don't ask me again" box to save your choice.



ActiveX Control Not Enabled

If you see a warning like this one, look to the bottom of the screen and choose to allow the Active X control.



If this hasn't fixed your issue please contact the IT Helpdesk.