

Logging onto MGFL Support Portal

Pre-requisites

- Before attempting these instructions, please ensure that your PC is connected to the Internet – For example you are able to open an internet explorer session with access to a valid web page.
- Please ensure that you have been granted access and you know your username and password
- You have been supplied with a Fortitoken
- Make sure that Java is installed and up to date on your PC – www.java.com

Before you proceed make sure you have been supplied a username, password and a FortiToken to enable you to login.



The button to the left hand side of the screen, push the button to display the current one time passcode. The number on the token changes every minute and the dashes on the left hand side are an indication of the remaining time that the current token has. The more bars, the longer that the code will be valid for.

Step 1:

Open up a web browser (IE, Chrome (Recommended) & Firefox have been tested)



Step 2:

In the address bar type in the following address – <https://supportportal.medway.org.uk/>



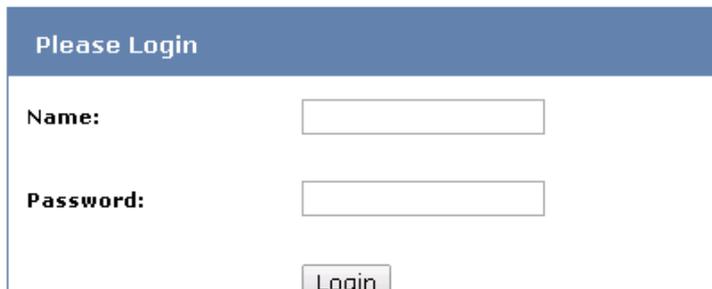
Step 3:

You should see the following window.

Supportportal.medway.org.uk - web connection

Welcome to the MGfL Support Portal homepage. This page allows you to connect to the MGfL Network.

In order to use this site, you will require a valid username and Fortitoken issued by the ICT Department at Medway Council. The first time you connect you may be prompted to install an ActiveX plugin to your browser, or allow Java security messages. If you are prompted then please click on "Yes/Run or Accept" as this is required in order for you to connect to the MGfL Network.



The screenshot shows a login form titled "Please Login" in a blue header. Below the header, there are two input fields: "Name:" and "Password:". The "Name:" field is empty. The "Password:" field is also empty. Below the "Password:" field is a "Login" button.

Step 4.

Enter your user name and password as supplied by Medway ICT



The screenshot shows the same login form as in Step 3, but now the "Name:" field contains the text "poppy.day". The "Password:" field is filled with ten dots, indicating a masked password. The "Login" button is still present below the password field.

Step5.

Enter you passcode as displayed on the Fortitoken.

Please Login

Name:

Password:

FortiToken Code:



Step6.

Below is instruction on how to Bookmarks and Connection tools. To use these tools effectively, you schools ICT Technician may need to request to register the schools server/resources on the Medway Council ICT DNS servers

Once you finished with the Web portal please click on logoff.

Bookmarks

Bookmarks will allow to setup connection to a resource and then save the location of the resource for you next login.

To setup a Bookmark click on add, type in a name.

Next,

Select the type of resource you trying to connect to:

HTTP/HTTPS should use for webpages

VNC and RDP are for Remote sessions

SMB/CIFS is for connecting to server shares.

Bookmarks

Add
>>

Name: MGFL Mail

Type: HTTP/HTTPS ▼

Location: y.org.uk

Description:

SSO:

OK Cancel

Enter the address of the webpage/server you are trying to connect to in location box:

Please use http:// or https:// at the beginning for webpages

For VNC or RDP session please enter the server name or IP address

Please add \\ to the beginning for server shares.

A completed Bookmark will look like the screenshot below. A description is optional.

Bookmarks

Add
>>

Name: MGFL Mail

Type: HTTP/HTTPS ▼

Location: http://mail.medway.org.uk

Description: My MGFL Mail

SSO: Disabled ▼

OK Cancel

Connection Tool

Connection Tool is for 'one off' connections to resources. The Portal will not remember the connection once the Portal session has ended. Setting up connection is the same as using Bookmarks.

Connection Tool	
Type:	<input type="text" value="SMB/CIFS"/>
Host:	<input type="text" value="\\OurSchoolServer\documents"/>
	<input type="button" value="Go"/>