	RDS Web Gateway	
	Last Updated By: Darren Clark	
	Last Updated On: 12/05/2017	Version: 2.0

*** This guide is aimed at both End User and Technical Support audiences ***

Overview

This document is an overview of the steps required during a Disaster Recovery scenario to enable Contact Centre Agents to connect to the Marshalls RDS Web Gateway and use the Finesse Remote Agent facility to take Contact Centre calls at a remote location (e.g. home).

IS Department/Technical Support – See the rear of this document for actions that **MUST** be taken prior to instructing end users to follow this guide during a Disaster Recovery scenario.

Requirements & Pre-requisites

Internet Access – You must have internet connectivity, preferably via a high speed connection.

Note: Whilst lower-speed connections will not preclude these systems from working, they may seriously affect your productivity and ultimately you may lose connectivity or suffer adverse effects.

PC – This can be ANY internet connected PC (e.g. a home/family PC) running Internet Explorer.


Note: This system does not work using Chrome, Edge or any other internet browser.

Contact Centre Agent ID, Password and a Remote Agent Extension – The Agent ID and password are those that you use every day to log in to the Contact Centre.

Note: A Remote Agent Extension will be assigned to you by your Team Leader, DR Co-ordinator or the Business Process Development Team.

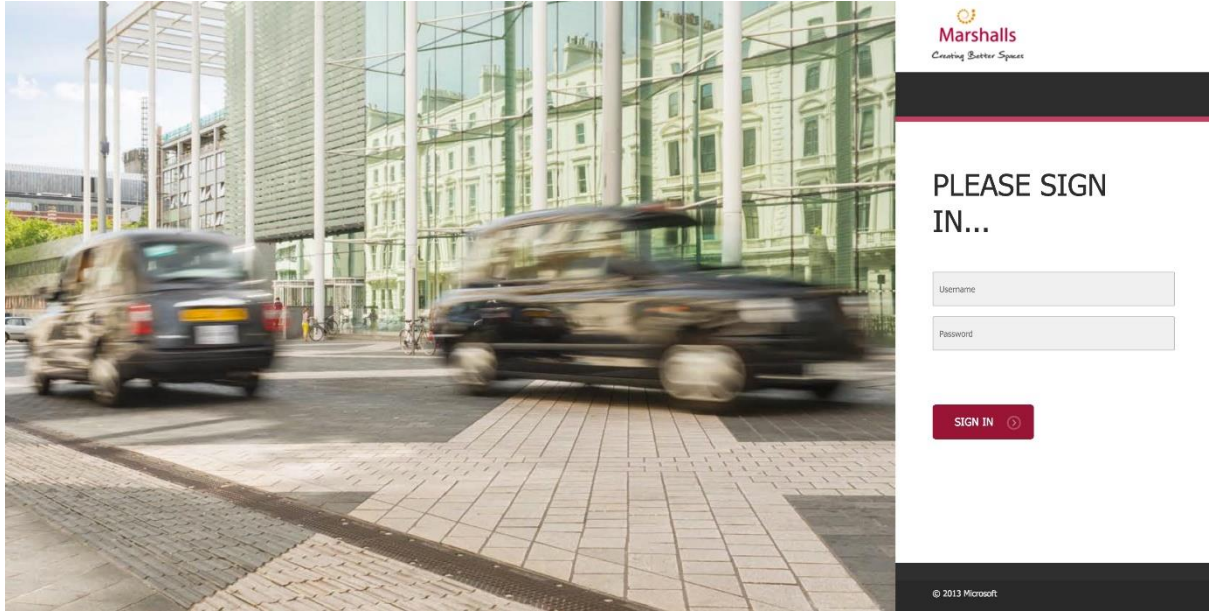
Telephone – Access to either a mobile or a land line telephone is required, this is the line you will use to receive calls from customers. Your Team Leader will ask you for the number of the telephone you wish to use, the same telephone will also be used to verify that you are authorised to use the DR Published Desktop resource during the log in process.

Note: It is advised that any voicemail features on the designated mobile or landline telephone are turned off.

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Procedure

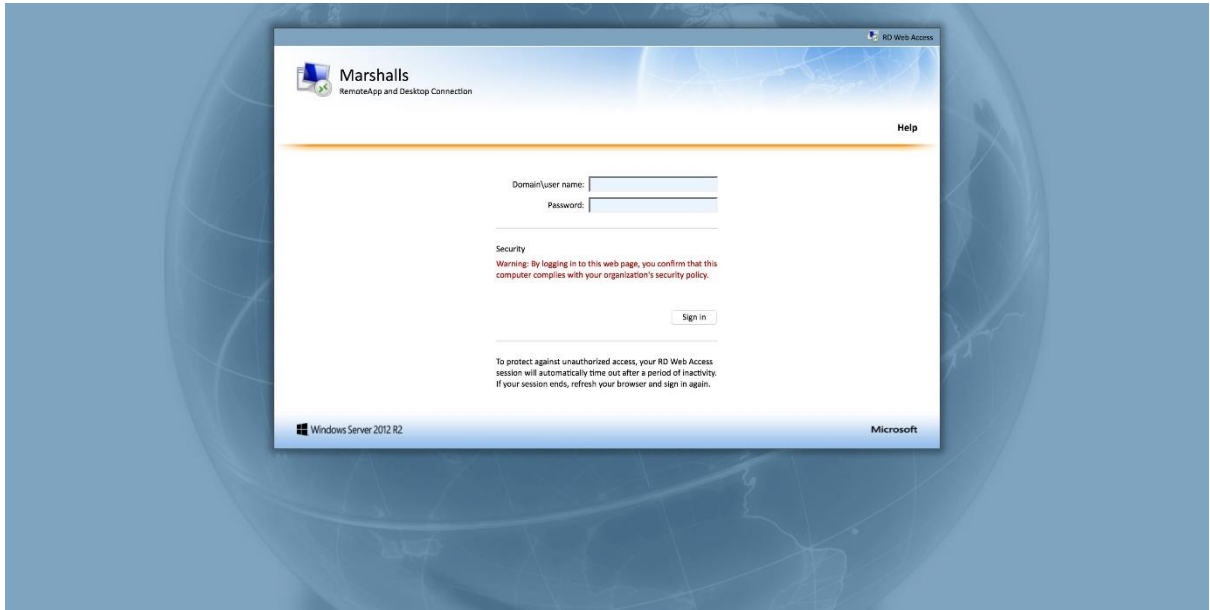
- Using Internet Explorer, navigate to <https://rdsgateway.marshalls.co.uk/rdweb>. This will take you to the Marshalls connection security page:



Enter your network credentials (do not use the NTSERVERS\ prefix) and click




- This will take you to the Gateway Login page:

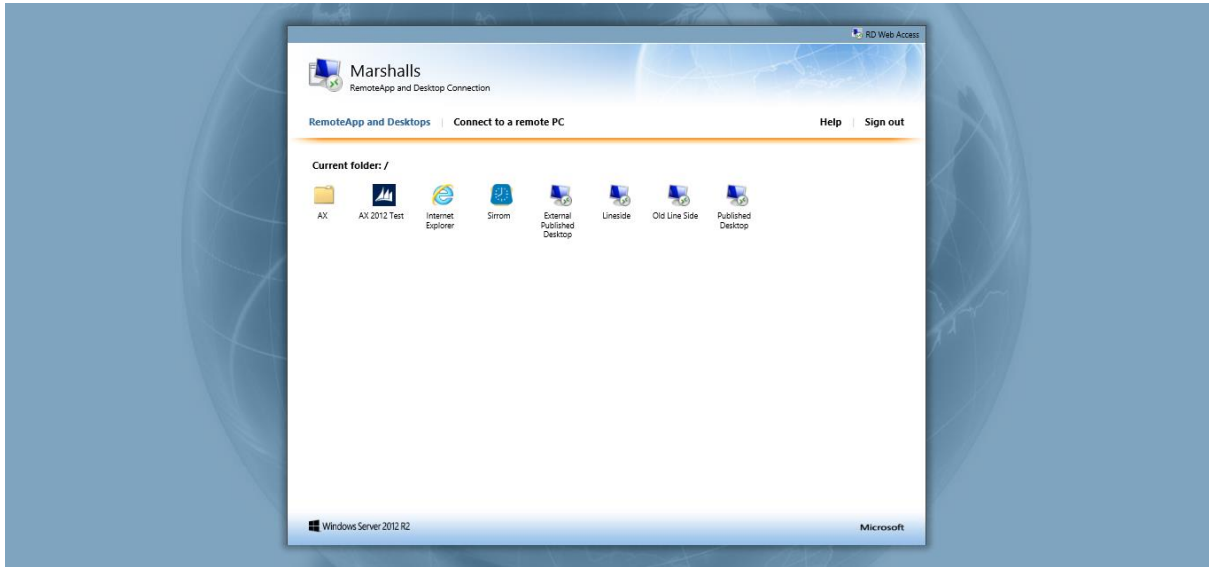


Enter your network credentials (this time you need the NTSERVERS\ prefix) and click



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3. This will take you to the Remote App & Desktops page:



Click on the icon labelled 'External Published Desktop'. If prompted, click 'continue' when asked to '...make sure that you trust the publisher before you continue'.

When prompted, enter your network credentials (this time you need the NTSERVERS\ prefix).

You will now receive a call on your designated telephone asking to you to 'please press the pound key to complete verification' – Press the '#' key on your telephone keypad. You should receive a message confirming that the verification has been successful. Hang up.

After a short period you will be presented with a Marshalls Windows desktop. You are now remotely connected and can use a subset of core applications just the same as you would if logged on in the office.