

## CIC Advanced at a glance

CIC Advanced allows you to access Outlook, your shared files, the ourCouncil web page, in fact all applications and data located on the corporate network, when you are out of the office – **from a CCC computer.**

### Criteria for use

- CIC Advanced may only be used on a CCC computer e.g. a Corporate laptop
- Requires an ActivCard Token for security



- May only be used in conjunction with one of the Corporate Internet Connectivity Solutions overleaf

### Target user

- User who works at home or elsewhere out of the office.
- User who need to access applications or files in a familiar way.

### Provides access to

- **Everything!** i.e. all applications and systems on the corporate network.

### Cost

- **Setup fee:** £70 (for the Token)

### Requesting the service

Contact your ICT coordinator who will request the service for you. If you are not sure who your coordinator is refer to the CIC web site.

## How safe is Click into Cheshire



With CIC your communications are completely safe from the moment you sign in, to the moment you sign out. CIC uses industry standard encryption to create a secure connection over the Internet to the corporate network.

## Don't forget these other Click into Cheshire services

**Secure Meeting:** is an online meeting and web seminar tool. It allows CCC users to hold online meetings with other CCC staff or external users such as partners.

**CIC Anywhere:** allows you to use any computer, not just Cheshire computers to connect to your email, shared files and the Cheshire Intranet. Some, but not all, network based applications can be accessed using this service.

## Further information on CIC Advanced

<http://www/cic/cic003>

## Further information on Flexible & Mobile Working

<http://www/F&MW>

## Support

CIC is supported by the CIS IT Helpdesk.

 **Phone** 72400 or 01244 972400

 **Email** [helpdesk@cheshire.gov.uk](mailto:helpdesk@cheshire.gov.uk)

# clickintocheshire

## CIC Advanced Quick Start Guide



### What is CIC Advanced?

CIC Advanced allows you to work outside of the office in exactly the same way as you work in the office. You have access to the same applications, file shares, intranet web pages, email and even printers as you do in the office.

### Who can use CIC Advanced?

Only authorized CCC staff using a corporate computer may use this service.

### Where can I use CIC Advanced?

With a 3G card you can use this service wherever you can get a mobile phone signal. Alternatively, you may use your home broadband Internet service to access to this service.

### Why should I use CIC Advanced?

Using CIC Advanced your computer will continue to receive automatic updates such as anti-virus. Furthermore, as per office based workers, the Helpdesk is able to connect and take control of your computer if you need assistance.

[www.clickintocheshire.com](http://www.clickintocheshire.com)

## Click into Cheshire Connectivity Solutions

Before you can use CIC Advanced you must first connect your CCC computer to the Internet. There are two ways to do this:

### 3G Broadband Access



3G Broadband is the ideal solution for anyone who needs to be able to work on the move as the service can be used wherever you can get a mobile phone signal. 3G Broadband is also the ideal shared solution allowing an entire team to benefit from a single card and thus reduce costs.

Setup fee: £20

Monthly fee: £25 (unlimited use)

### Home Internet Connectivity

If you have Broadband (high-speed) Internet at home you have two options to connect your CCC laptop to your home broadband service:



1. If your existing home router allows multiple computers to be connected at the same time, you can plug your CCC laptop directly into your existing home router. Contact your ICT coordinator if you need a network cable.



2. If you only have a USB modem or your existing home router only allows you to connect one computer at a time you can use the CCC "home router" solution instead. Please note - this router will only work with ADSL broadband services.

Router: £0 option 1, £50 option 2

Setup fee: £0 option 1, £75 option 2

## How to sign in to CIC Advanced

- Start your web browser e.g. Internet Explorer and enter the address below:  
[www.clickintocheshire.com](http://www.clickintocheshire.com)
- When the Click into Cheshire page appears click on the CIC Advanced button:



- When the sign-on page appears, enter your Username and Password. Enter your four-digit PIN in to your Token and then enter the eight digit Passcode displayed on the token on to the Token Passcode field on the sign-in page.


Note. The Token Passcode is only valid for 60 seconds. If you are interrupted when signing in you must re-enter you PIN and generate a new passcode before you "Sign In".


Once you have signed in the Click into Cheshire Advanced Welcome page is displayed. You will also notice the CIC Advanced icon in the system tray in the lower right corner of your screen.





This icon remains visible for the duration of your CIC Advanced session.


## CIC Advanced Hints and Tips

 CIC Advanced has a maximum session limit of eight hours. After eight hours you will automatically be disconnected so save any files or work you have open before your session ends. If you need to work for longer than eight hours you will need to sign in again to start a new session.

 If the anti-virus software on your laptop is too far out of date you will not be able to connect to CIC Advanced. If you intend to use a laptop which has not been used for an extended period, you should connect it to the network in the office before you intend to use it out of the office. This will ensure that anti-virus software is updated.

 If you have not used CIC Advanced for more than three months your ActivCard token may become out of synch and you may not be able to sign on. Go to [www.clickintocheshire.com](http://www.clickintocheshire.com) and select the CIC Token Checker to test your token at any time. This will also resynchronize your token.

 The performance of Outlook is affected by the size of your mailbox. To ensure maximum performance in Outlook you should keep the size of your mailbox down to a minimum. Perform house-keeping on your mailbox regularly!

 The overall performance or speed of your CIC Advanced service will only be as fast as your underlying Internet connection speed. When using an ADSL Internet connection, upload and download speeds are not the same. This means that retrieving information (email, files etc) is much faster than sending information. Upload and download speeds vary between Internet Service Providers and the services they offer. Typically though download speeds are approximately four times as fast as upload speeds.