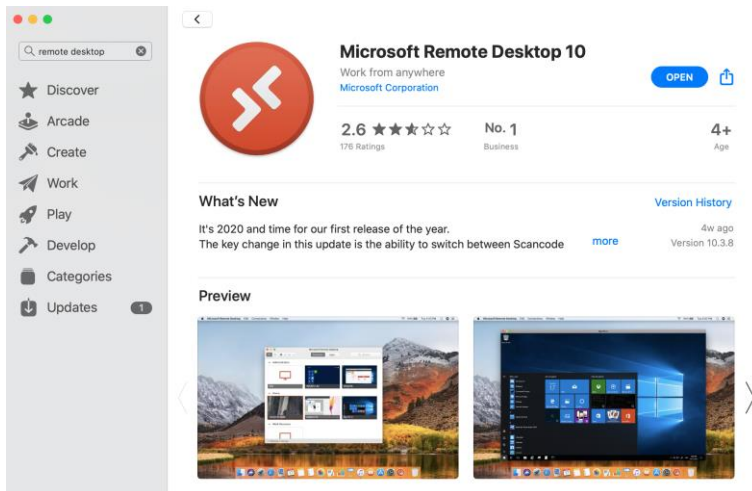**IN-SYNC**

MacOS Remote Access Guide v1.0

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For your MacOS machine to connect to the In-Sync network your machine must have "Microsoft Remote Desktop 10" installed from the Mac App Store for remote access to work.

Note: If your Mac is a company computer, you will need an admin to approve the installation of Remote Desktop and Install the Secure Mobile Access Connect Agents software.
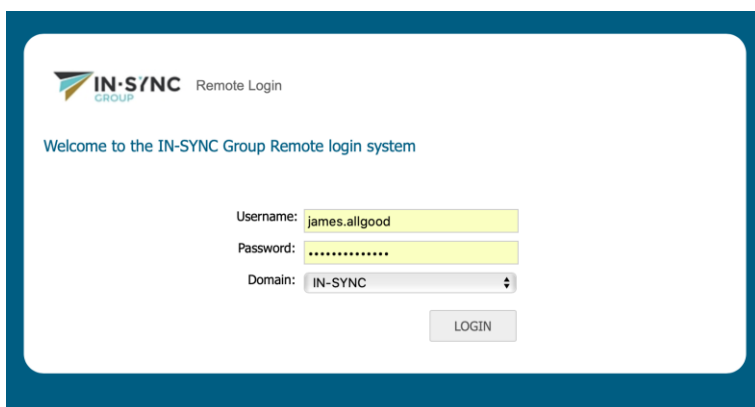

Connecting for the first time.

Using Safari, navigate to the following website:

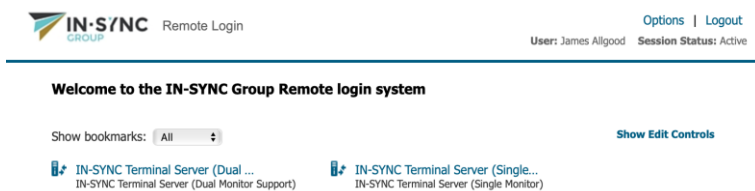https://login.in-syncgroup.services

Your details will be the same as logging into a computer normally.

If required select IN-SYNC in the domain drop-down menu.

Once logged in successfully you will see the following page.

Click the option that suits your setup best. Both will take you to the same terminal server.

When you select your Terminal Server setup you will have the following screen pop up giving you three options, Download, Installed and Continue.

If this is your first time remoting in from a Mac you will need to click download. If not you can press continue.
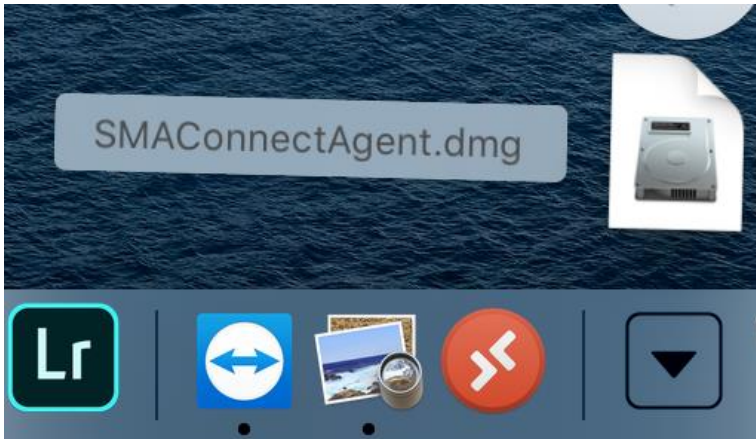
Clicking download will bring up the following window. You will need to select Mac.dmg from the "Secure Mobile Access Connect Agents" section.

Please select your platform for manual download.
To install the client after download, please run the application and follow the instructions from the installer.
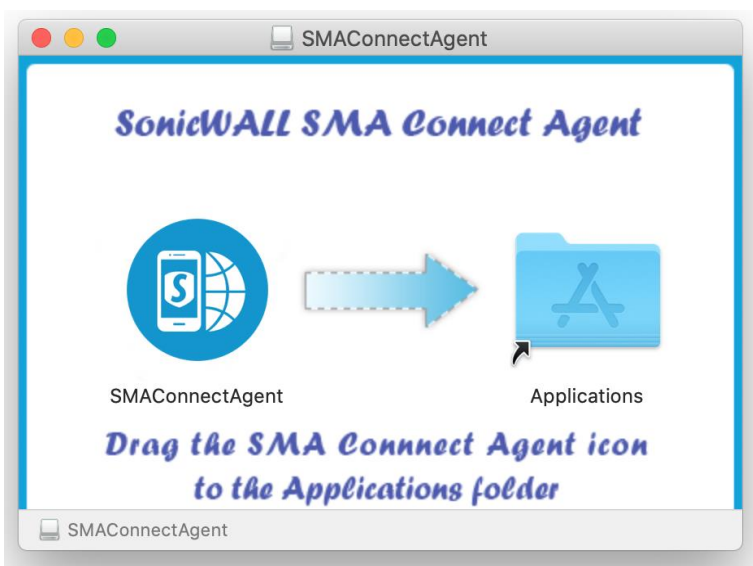
Secure Mobile Access Connect Agents

Once downloaded you need to launch the SMAConnectAgent.dmg file. This can be found in your downloads folder.
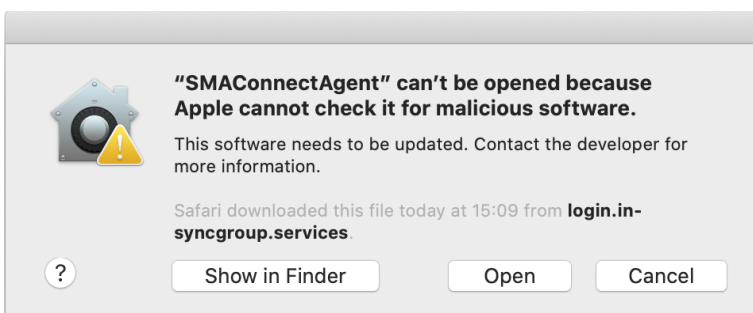

When you click on the file it will bring up the following window where you need to drag the "SMAConnectAgent" into the Applications folder.


You then need to go into the Applications folder and click right on the SMAConnectAgent application.

(When clicking right on the file you must do the following, on the keyboard press control and command)

This will allow you to open the file and give you this window. Press open to launch the program for the first time.


When launched for the first time, you need to select no proxy and click ok.
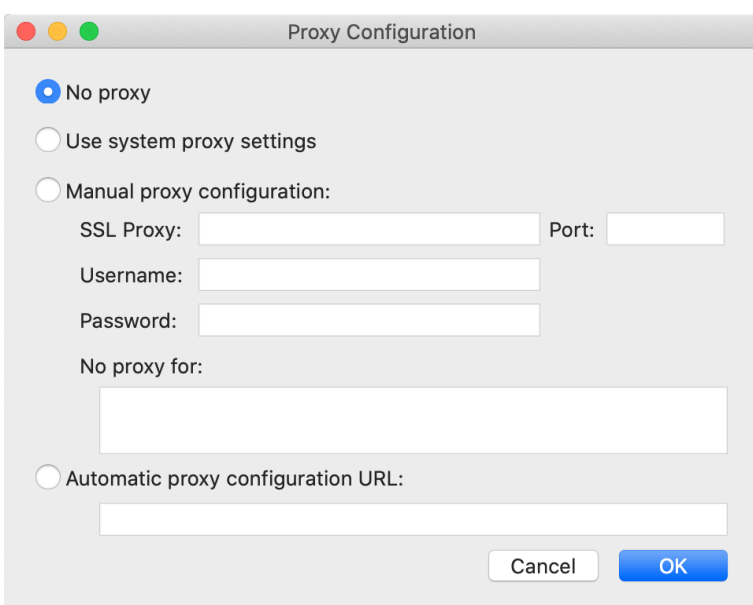
You can then go back to the remote login screen and click on your remote desktop type.
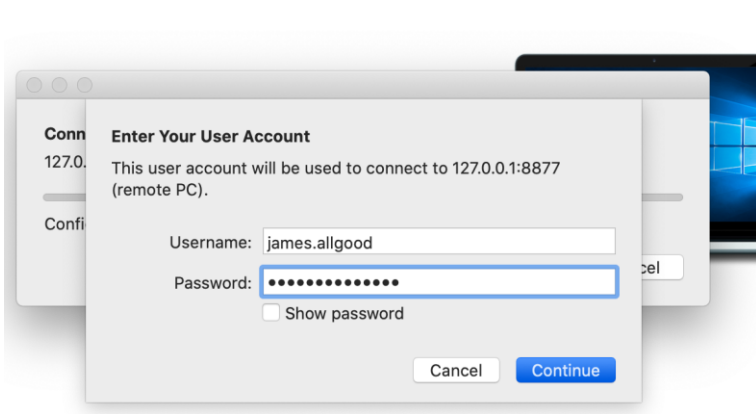

IN-SYNC Terminal Server (Single...
IN-SYNC Terminal Server (Single Monitor)

Now when you click continue it will bring up the following message. Where you need to click Allow.

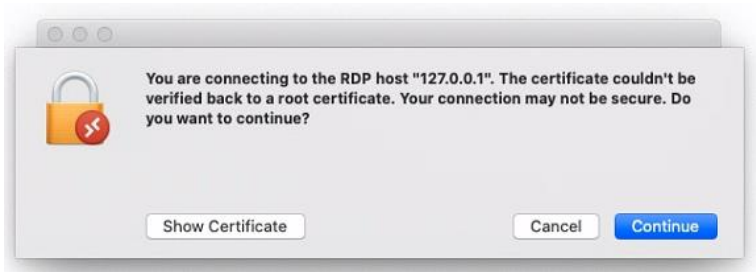Do you want to allow this page to open "SMAConnectAgent"?

Cancel   Allow
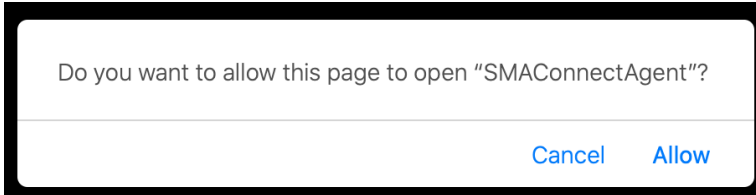
This will then launch the Microsoft Remote Desktop program. If not installed remote desktop will not work.

You will then be asked to input your username and password. The same as you would use to login to your laptop or desktop at work.


Enter Your User Account
This user account will be used to connect to 127.0.0.1:8877 (remote PC).

Username: james.allgood
Password: ••••••••••••
☐ Show password

Cancel   Continue

In the chance you get a pop up warning you about certificates, please press continue.

You are connecting to the RDP host "127.0.0.1". The certificate couldn't be verified back to a root certificate. Your connection may not be secure. Do you want to continue?

Show Certificate   Cancel   Continue

A window will then load and your be logged into the IN-SYNC Group network, where you can access Prism, Emails, your network and personal drives.

Please ensure when you finish your remote session that you log off by clicking start then clicking on the user icon (in blue), followed by sign out (in red).
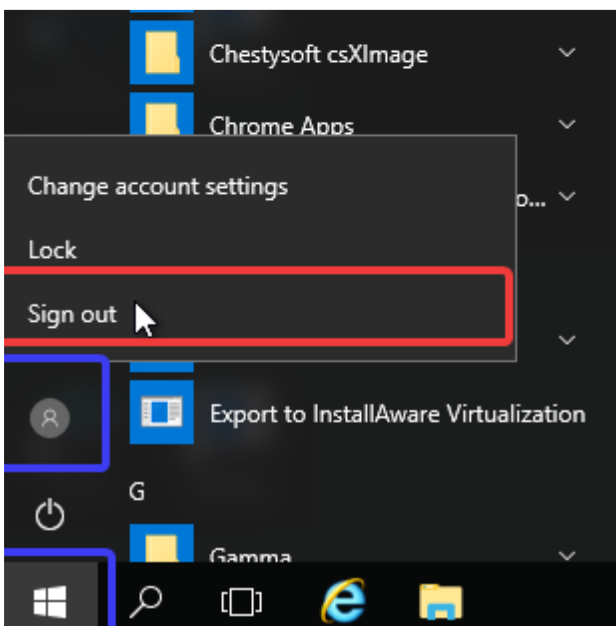
If you see the following error please try again and you will be connected.