Remote Access for CPS Windows Computers

A step-by-step guide

If you are working outside of a CPS facility and need to use systems such as HR4U self service, Hyperion and Oracle, you must log on to the CPS network using remote access software. Remote access software creates a secure connection to the CPS network and protects the information that is sent between your computer and the system.

This document is a step-by-step guide on how to install the software on a CPS Windows computer and log on to the CPS network when working remotely.

Updated: February 20, 2026

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Installing Remote Access from a Non-CPS Location

If you are not at a CPS location and you need to install the remote access software on your CPS device, first verify if you already have the software installed by following these steps:

1. Click on the **Start** menu in the bottom-left corner of your desktop and type **BIG-IP Edge Client** in the search box.
2. If **BIG-IP Edge Client** does not appear in your search results, you do not have the remote access software installed on your device.

If you do not have the BIG-IP Edge Client on your computer, please contact the IT Service at (773) 553-3925 for assistance with installing the remote access software.

Preparing Your Device

Minimum Software Requirements

The minimum operating system required for the remote access software is Windows 10. Starting October 2025, Windows 11 will be required.

IMPORTANT NOTES

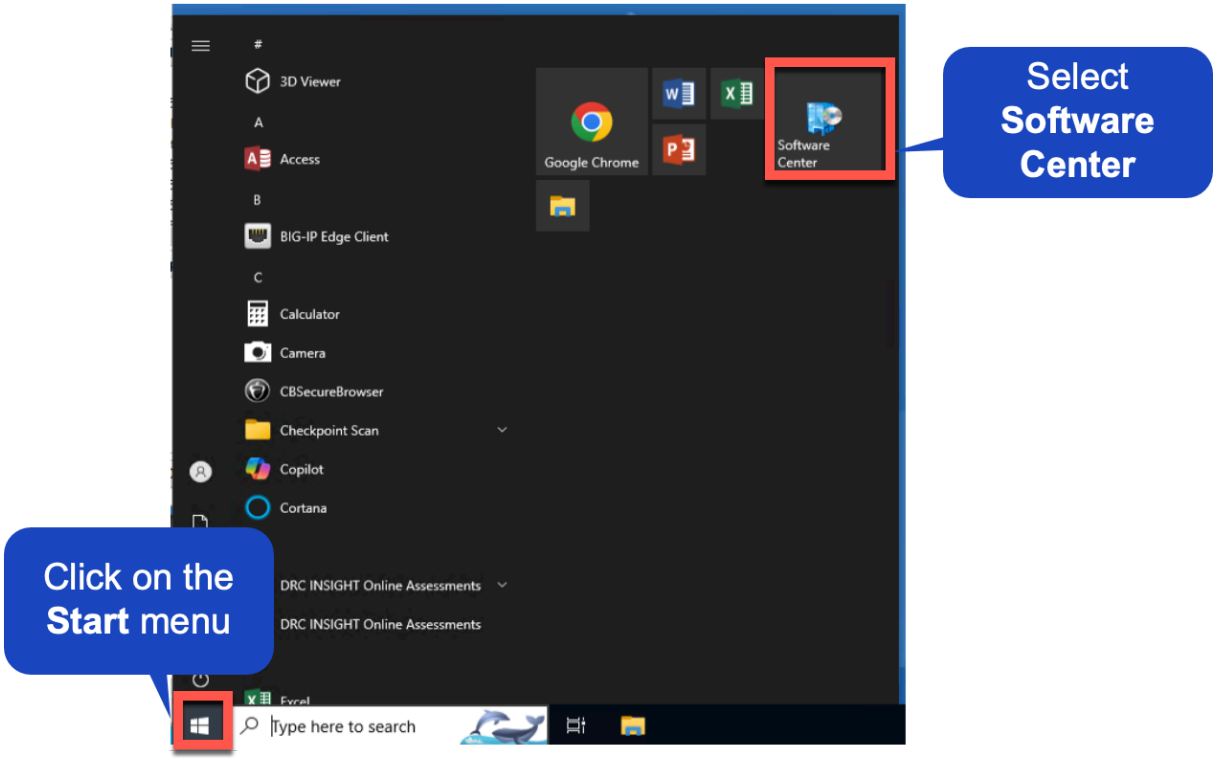
- If you are not using Windows 10 (or Windows 11 after September 2025) or a higher version, install it.

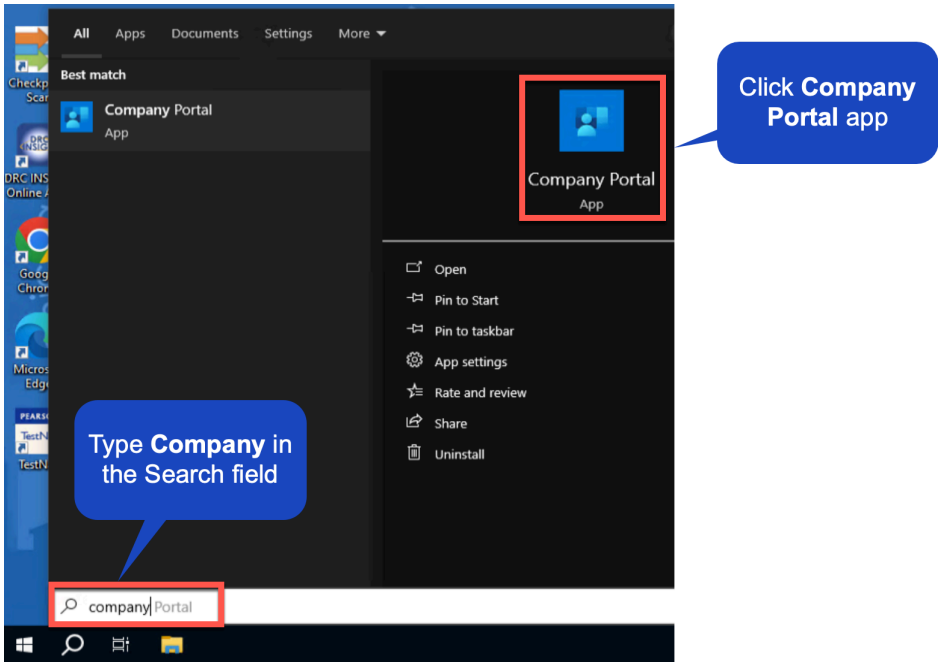
Installing Remote Access Software

You must be in a CPS facility and connected to the CPS network in order to install the remote access software on a CPS computer. You will only need to download and install the software once.

1. Sign in to your device by entering your CPS **Username** and **Password**.
2. Save and close any files you have open.
3. Click the **Start** menu in the bottom left corner of your desktop.
4. Click on the **Software Center** or type "**Company**" in the **Search field** and select **Company Portal**.

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Select **Software Center**
Click on the **Start** menu
3D Viewer
Access
BIG-IP Edge Client
Calculator
Camera
CBSecureBrowser
Checkpoint Scan
Copilot
Cortana
DRC INSIGHT Online Assessments
DRC INSIGHT Online Assessments
Google Chrome
Software Center
Type here to search


Click **Company Portal** app
Type **Company** in the Search field
All
Apps
Documents
Settings
More
Best match
Company Portal
App
Company Portal
App
Open
Pin to Start
Pin to taskbar
App settings
Rate and review
Share
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company Portal

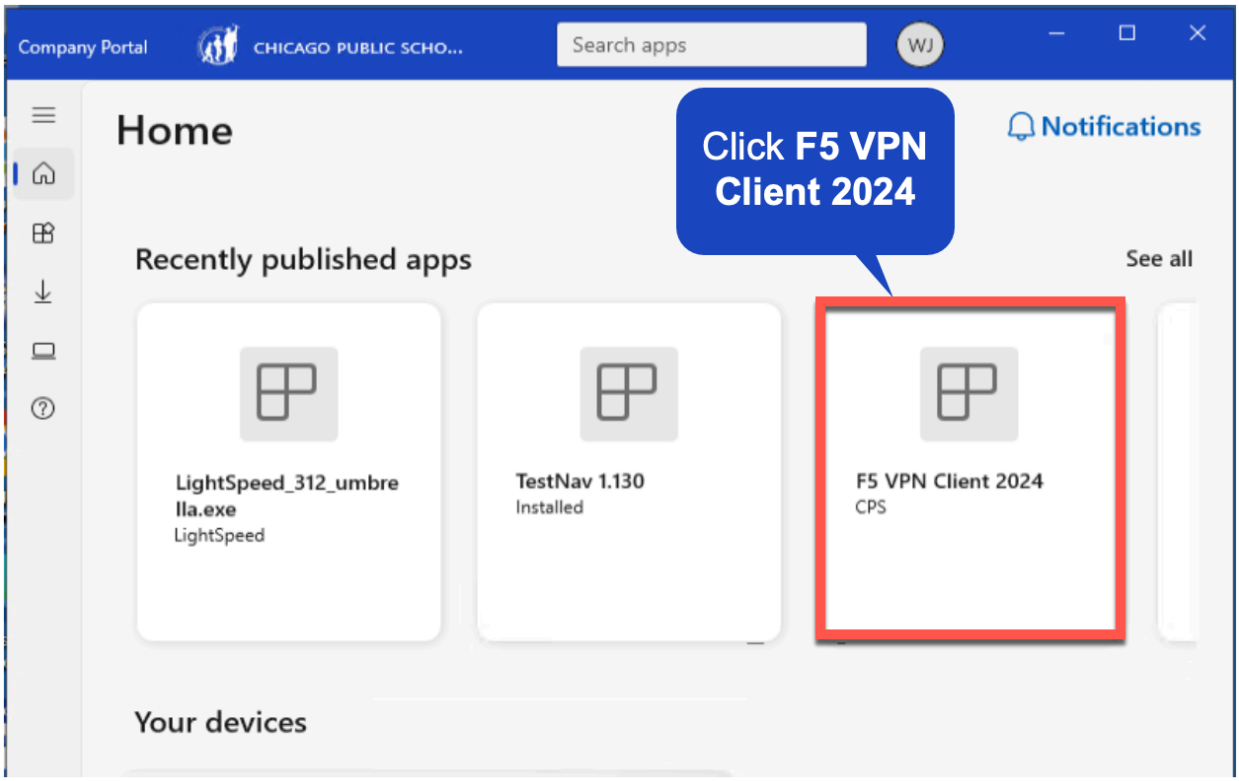
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IMPORTANT NOTES

If you have administrative access to login to a computer at your school (e.g., TechCos, Principals and Assistant Principals) and you do not have Microsoft System Center, follow these steps to run the software installer:

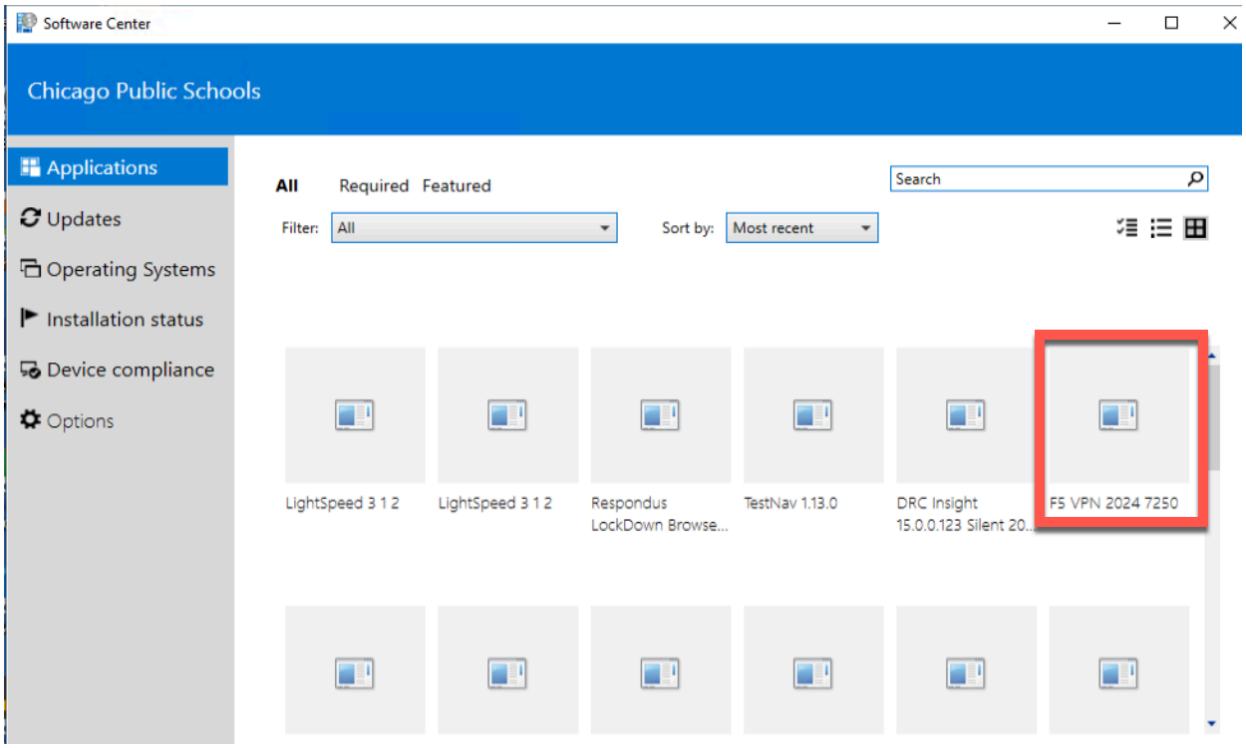
- Log in to the computer using the techco account
- Download and install the remote access software using **this** link

5. From the **Available Software** list, click Big-IP **F5 VPN Client**.



Or

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6. Click **F5 VPN 2024 (BIG-IP**) or **F5 VPN Client 2024 (BIG-IP)** to install F5 VPN client.

IMPORTANT NOTE: Please try shutting do*wn your device completely and restarting it. After restarting, look for the F5 VPN client icon. It should appear as either* ***F5 VPN 2024 (BIG-IP) or F5 VPN Client 2024 (BIG-IP). Click on this icon to install the F5 VPN client (BIG-IP).***

If you do not see F5 VPN listed after restarting your device, please take one of the following actions:

- **Call the IT Service Desk:** Dial **(773) 553-3925**, and select **option 9** for assistance.
- **Intune Managed Machine:** If your machine is managed by Intune, please go to the company portal to locate and install the F5 VPN client.

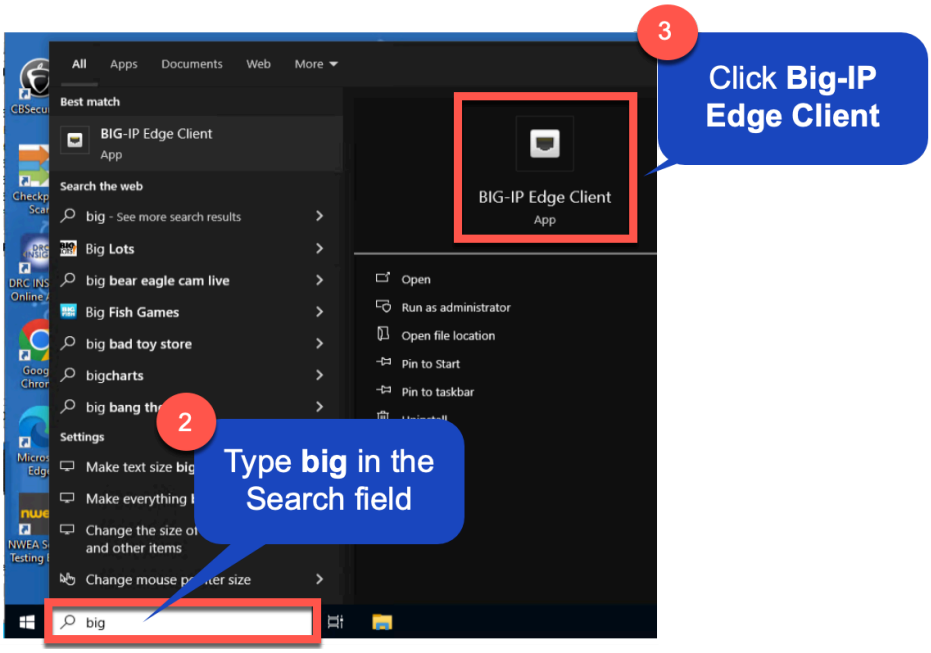
7. Once the installation is complete, click **OK** to restart your computer. **VPN will not work without a restart.**

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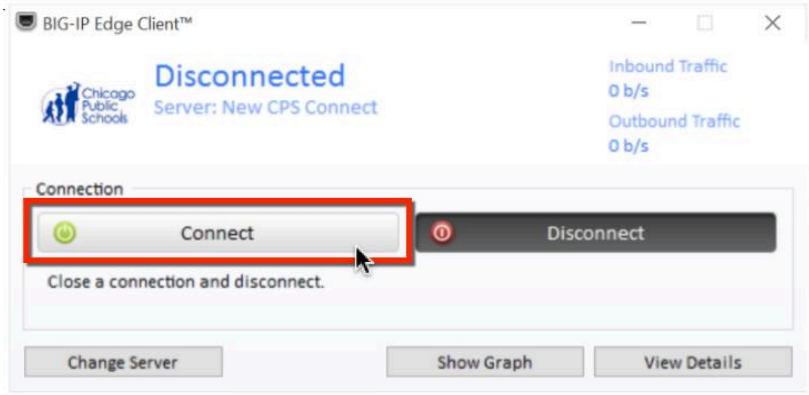
Logging on to the CPS network

1. Click on the **Start** menu in the bottom left corner of your desktop.
2. Type "**big**" in the search field.
3. Click on **Big-IP Edge Client** to launch the software.

NOTE: If you right-click on **Big-IP Edge Client** and click **Pin to Taskbar**, you can save the icon to your taskbar for quick access to the software in the future.



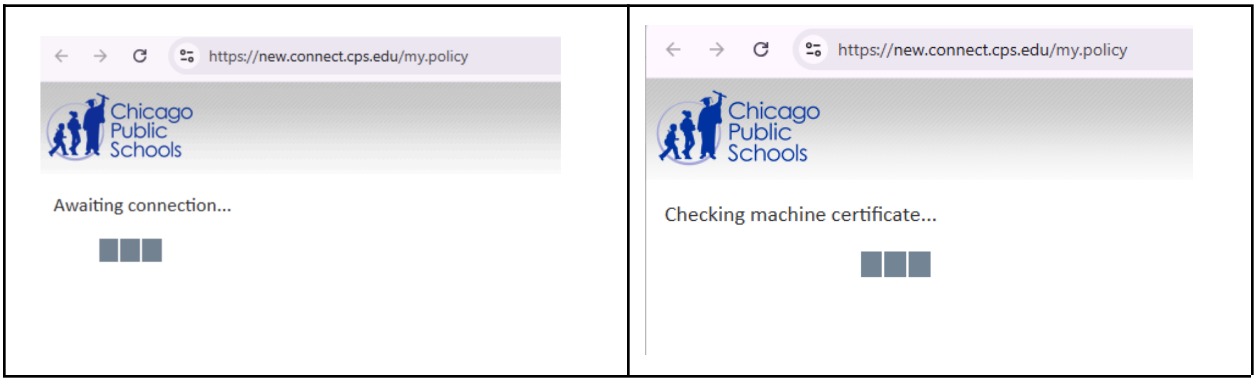
4. Click the **Connect** button to connect to the CPS network.



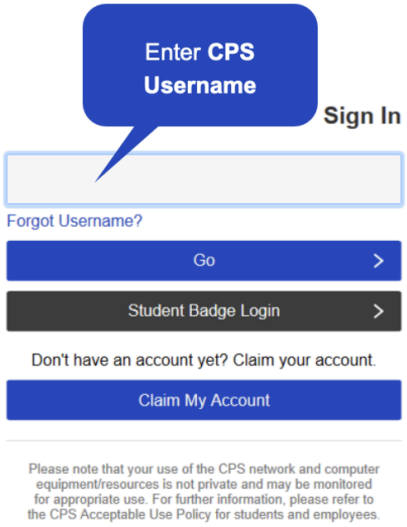
5. New web browser tabs appear stating, "Awaiting connection…" and another one appears

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saying, “Checking machine certificate…”

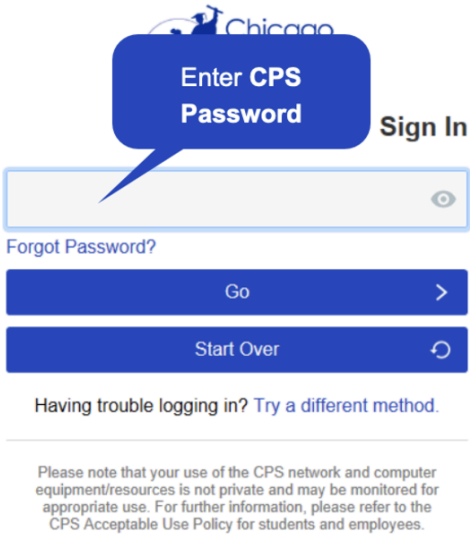


6. Enter your CPS **Username** and click **Go**.



7. Enter your CPS **Password** and click **Go**.

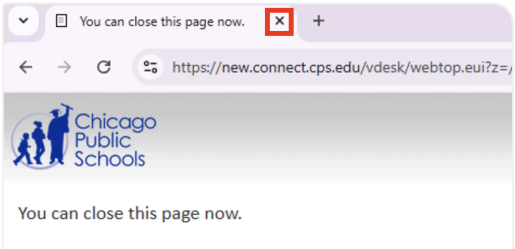
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8. Enter the **One-Time Password** obtained from the Google Authenticator app on your phone, then click **Go.**



9. After successfully logging in, you will see this window prompting you to close it. Go ahead and close it by clicking the **X** in the browser.



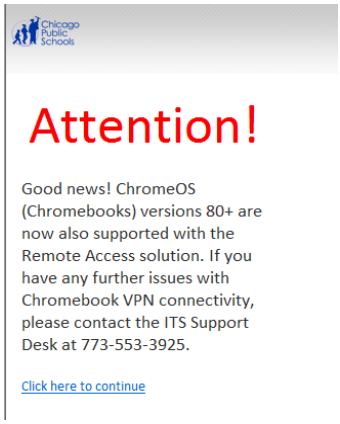
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- If you have not yet created your challenge questions, you will be prompted to select and answer three challenge questions.
- If you do not know the answers to your challenge questions or if you need further assistance, please call the IT Service Desk at (773) 553-3925.

10. Once the remote access software says **Connected**, the CPS.edu apps page will automatically open in your default browser and you may begin using CPS systems.

    NOTE: If you receive a pop-up that reads **Attention!**, click the **Click here to continue** link to finish connecting.



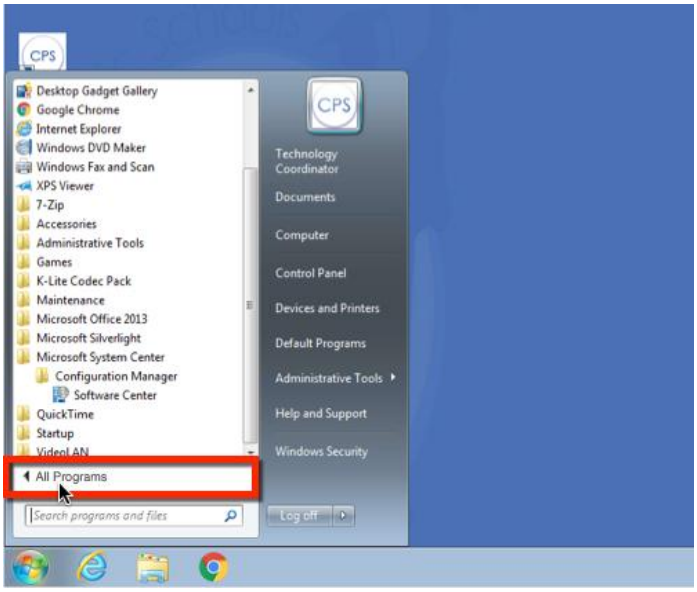
Disconnecting from the CPS network

1. Click on the **Start** menu in the bottom left corner of your screen.

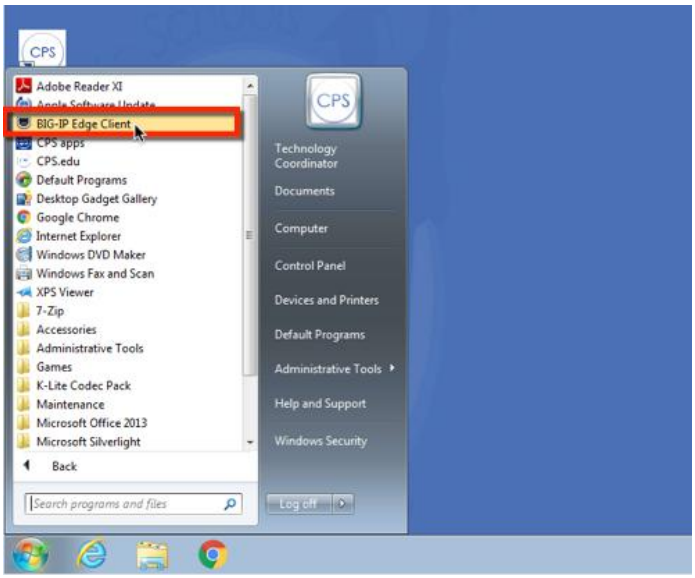
   NOTE: If you pinned the remote access software to your taskbar, you can click on the icon and skip to step 4.

2. Click on **All Programs**.

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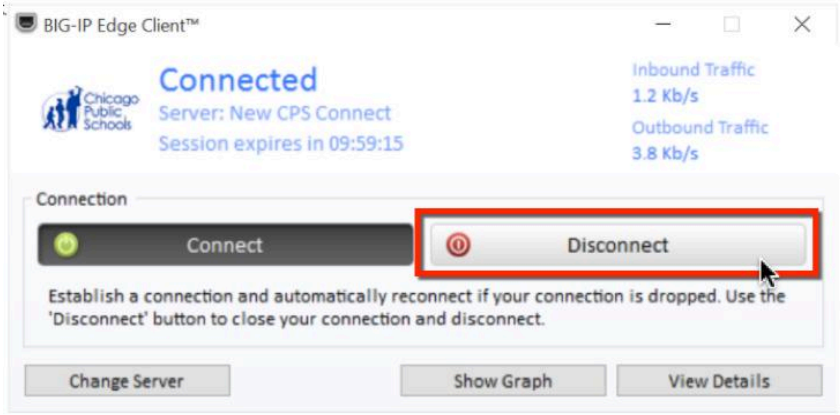


3. Click on the **Big-IP Edge Client**.

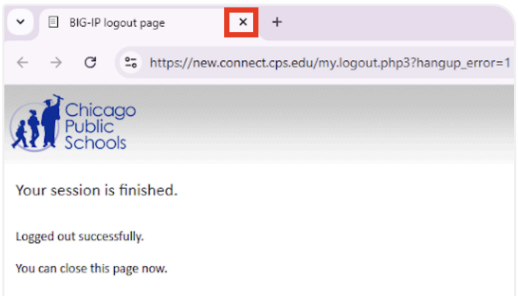


4. Click the **Disconnect** button to end your remote access session. Click the **X** in the right-hand corner of the **BIG-IP Edge Client** window to exit.

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5. A new browser tab will open, stating that the session is finished. Go ahead and close the tab by clicking the **X** in the browser.



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