This manual refers to corporate EC Laptop. Access from any other type of device will fail.

Here are some tips & tricks to facilitate your connection:

1) Before proceeding, check that you are currently connected to the Internet and that this connection is stable. If possible, prefer a wired connection over a Wi-Fi connection.

1. Prerequisite (to do once on any laptop you want to use)

From any EC building, connect the laptop to the EC network via a network cable.

Start your laptop NORMALLY and enter your login/password.

When your desktop is displayed, shutdown the laptop (menu Start / Shutdown).

This step MUST be executed once on any laptop you never used before (borrowed or brand new laptop) as this first connection creates the login on the laptop.

Without it:
1) It’s simply impossible to connect remotely
2) There is NOTHING we can do to help remotely.
3) You will have to come back and connect from an EC building.
## 2. How to connect?

### From the EC laptop:

**Start your laptop NORMALLY** and enter your login/password as if you were in the office.

### Connect to the Internet

**via a WiFi or a network cable and verify that the Internet access works.**

### Open the Start menu then click on:

- **All Programs/EC Remote Access/1-My remote**

### In the "MyRemote Services" page

- In the box **"I have a corporate device"**
- Click **"Connect"**
The following pop-up appears to let you **choose the appropriate authentication method**.

If you are not familiar with them, consult the separate documentation “How to authenticate remotely to connect to the EC IT environment”.

If you get a **pop-up error messages at this stage** like: Setup connect, Juniper, etc.

It’s probably due to the fact that this **laptop remained unconnected** (from our premises) for **far too long** and, consequently, some updates have not been installed.

In this case, **you may be unable to connect**.

Please contact our Service Desk for more details.

* from Belgium +32(0)229 77777
* from Luxembourg +352 4301 77777

Once authenticated, you are redirected to the following webpage.

If needed, you will find bookmarks to EC corporate web applications (Sysper, Webmail, Ares, Mips, MyIntraComm...)
3. How to get your network drives?

1) Please **wait for 2 minutes** before proceeding.

2) Please check that **Outlook is not running**.

Open the Start menu then click on:

**All Programs/EC Remote Access/2-MapMyDrives**

**Wait until you see this confirmation** that the login script completed successfully.

Now:
- your network drives (H,U,P, etc) are available
- you can start Outlook (if needed)

If you encounter any problem at this stage, please do not hesitate to
- restart the "2-MapMyDrives" script
- contact our Service Desk
  * from Belgium +32(0)229 77777
  * from Luxembourg +352 4301 77777
4. How to disconnect properly?

Why is it so important to disconnect properly?

If you left your computer unattended with a session still open, you are accountable for everything that is done using your credentials (token and/or login).

Close ALL applications especially the ones that are connected to the EC network like:
- Outlook
- Word, Excel, etc. with EC documents open
- etc.

On the bottom right corner of the screen (notification area), look for the following icon.

Right click on it
and select “Disconnect / Déconnexion”

You can now shutdown the EC laptop