

How to connect to the EC IT environment remotely **with an EC Laptop using major web browsers (Chrome, Firefox, Edge/Internet Explorer)**




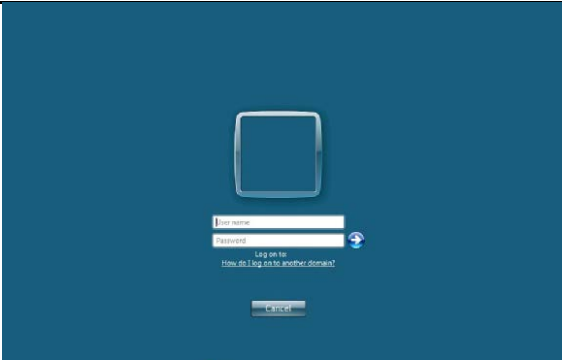
This manual refers to **corporate EC Laptop**.
Access from any other type of device will fail.



Here are **some tips & tricks** to facilitate your connection:

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**)

	<p>From any EC building, connect the laptop to the EC network via a network cable.</p>
	<p>Start your laptop NORMALLY and enter your login/password.</p> <p>When your desktop is displayed, shutdown the laptop (menu Start / Shutdown).</p>



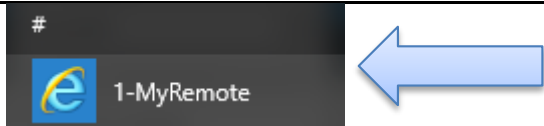

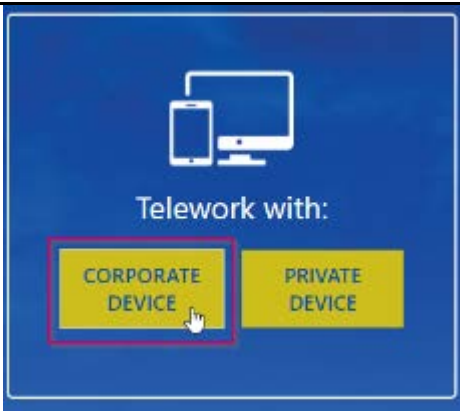



This step MUST be executed once on any **laptop you never used before** (borrowed or brand new laptop) as this first connection creates the login on the laptop.

Without it:

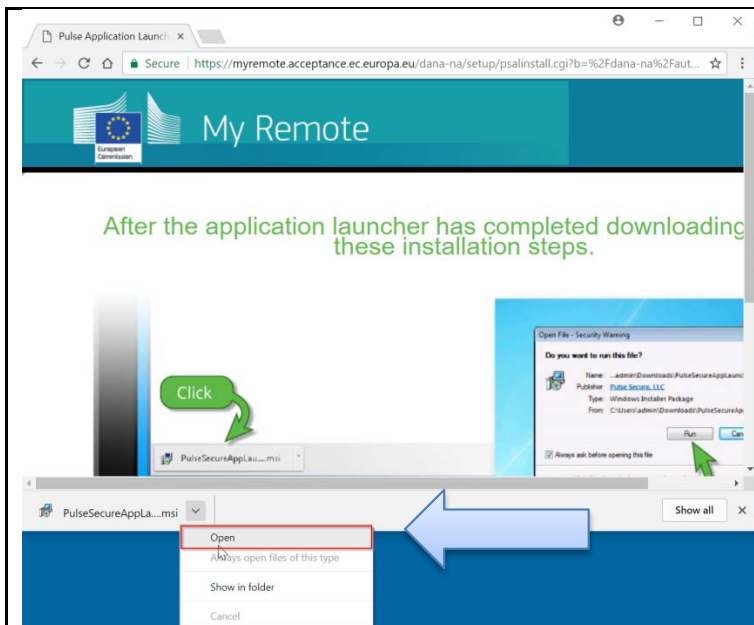
- 1) It's simply **impossible to connect** remotely
- 2) **There is NOTHING we can do to help** remotely.
- 3) You will have to come back and connect from an EC building.

2. How to connect?

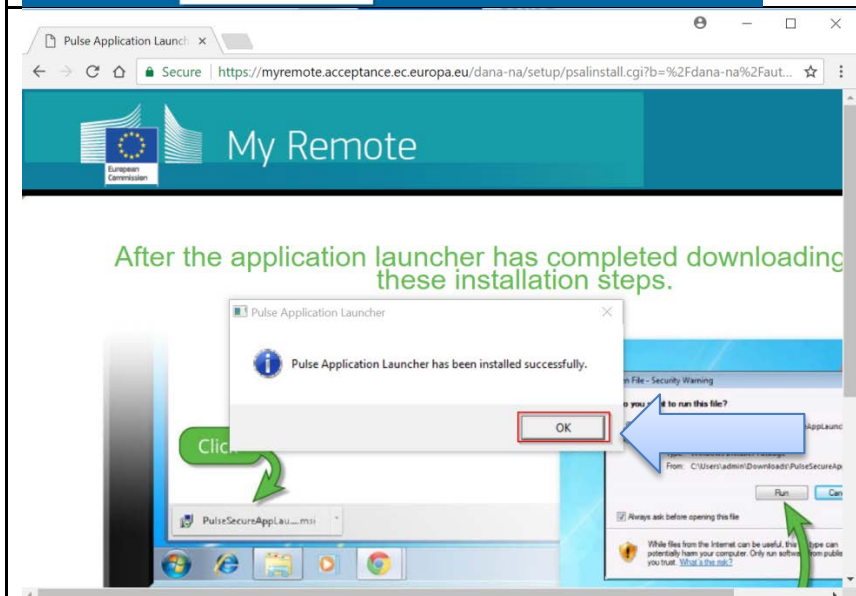
	<p><u>From the EC laptop:</u></p> <p>Start your laptop NORMALLY and enter your login/password as if you were in the office.</p>
	<p>Connect to the Internet via a WiFi or a network cable and verify that the Internet access works.</p>
	<p>Open the Start menu  then click on 1-MyRemote OR go to My Remote.</p>
	<p>Select (Telework with:) CORPORATE device.</p> <p>Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.</p>
<p>Choose your verification method</p> <div><p>EU Login Mobile App PIN Code</p><p>EU Login Mobile App QR Code</p><p>Mobile Phone + SMS</p><p>Token</p><p>Token CRAM</p></div>	<p>The following pop-up appears to let you choose the appropriate authentication method.</p> <p>If you are not familiar with them, consult the separate documentation "How to authenticate remotely to connect to the EC IT environment"</p>
	<p>If you get a pop-up error messages at this stage like: Setup connect, Juniper, etc, it is probably because this laptop remained unconnected (from our premises) for far too long and, consequently, some updates have not been installed.</p> <p>In this case, you may be unable to connect.</p> <p>For the JRC and OLAF, please contact your local helpdesk.</p> <p>For the others DGs & Services, please contact our Service Desk :</p> <p>* from Belgium +32(0)229 77777 / * from Luxembourg +352 4301 77777</p>

Chrome-specific:

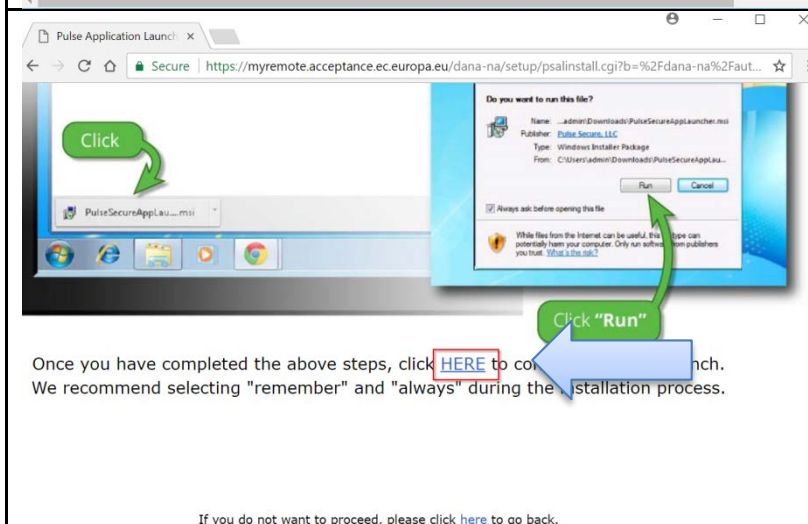
	<p>Once authenticated, you need to pass the corporate compliance checks.</p> <p>During the first attempt to connect, you need to install several components. So please wait until 1 minute when you see this screen.</p>
	<p>Install the Pulse Secure application launcher, by clicking on "Download".</p>
	<p>In the next screen, in the warning message select "Keep".</p>



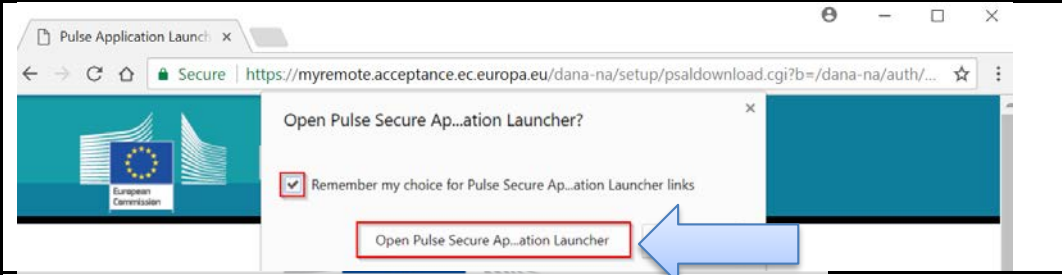
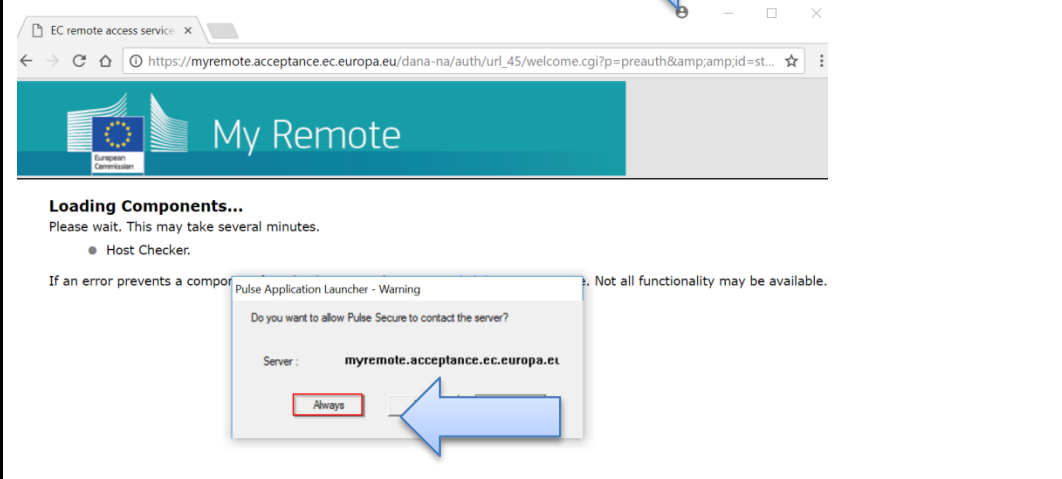
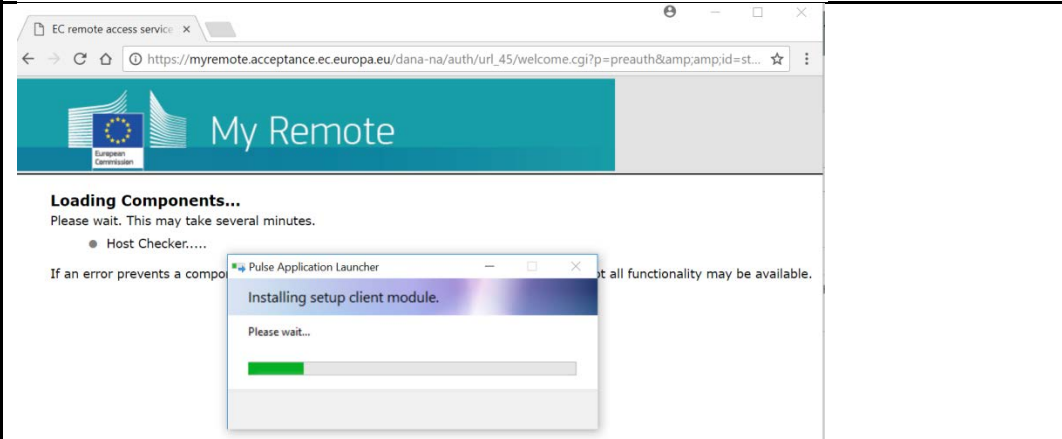
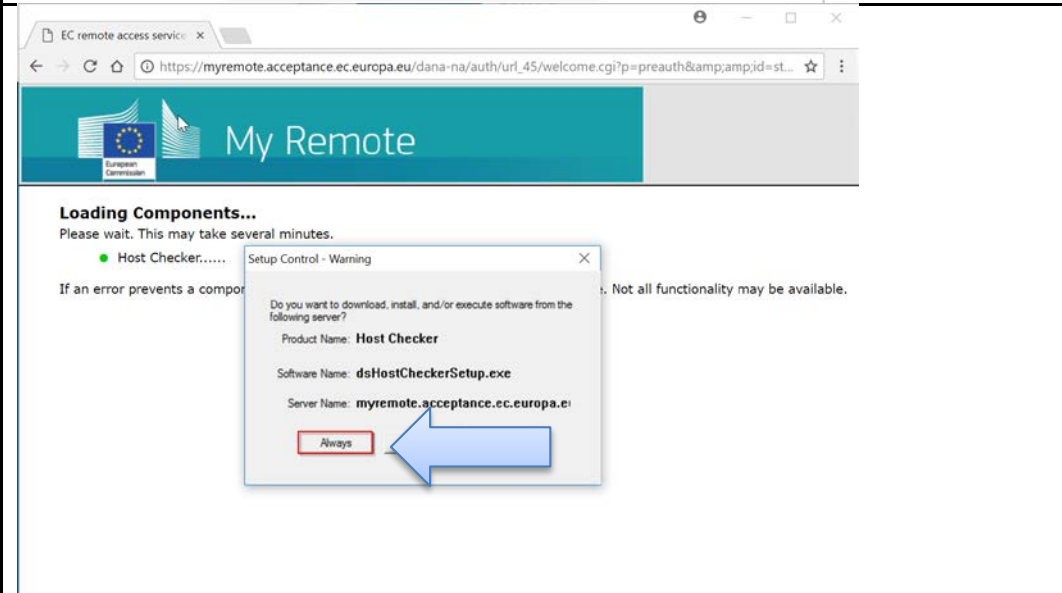
And then select "Open" to launch the Pulse Secure Application.

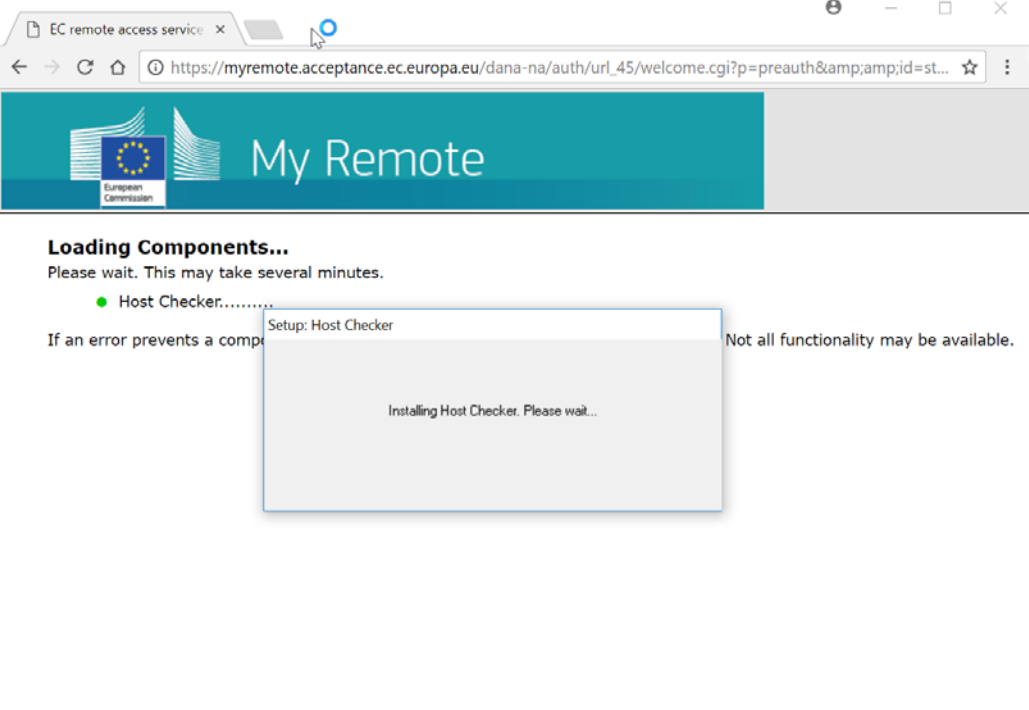
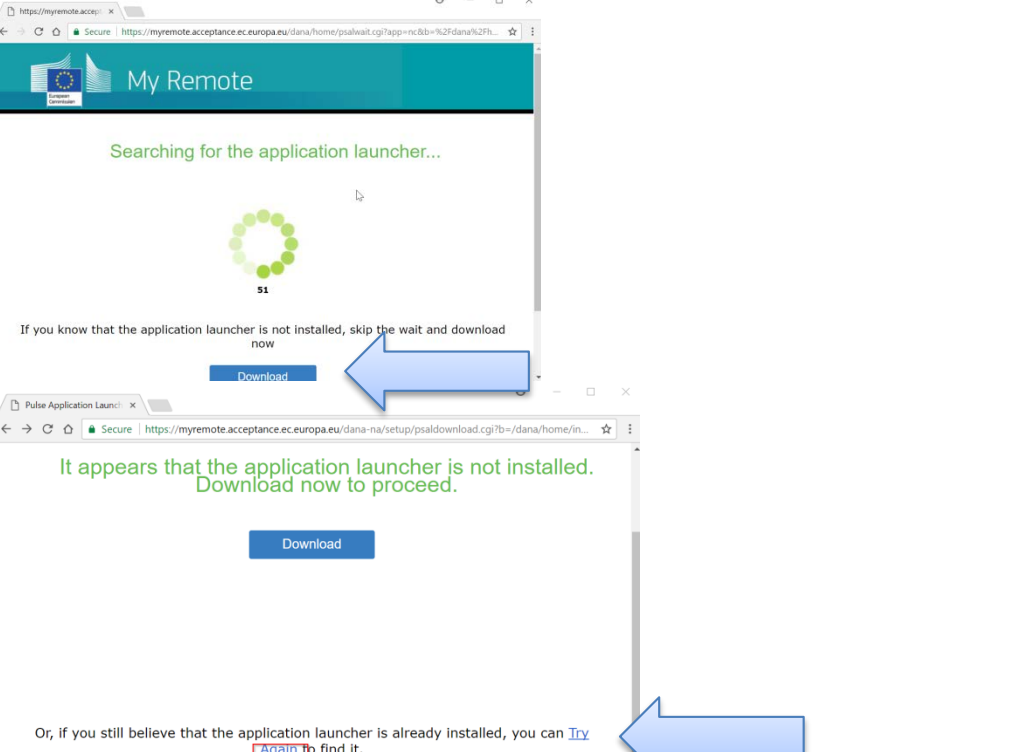


When the installation is complete, click on "OK".

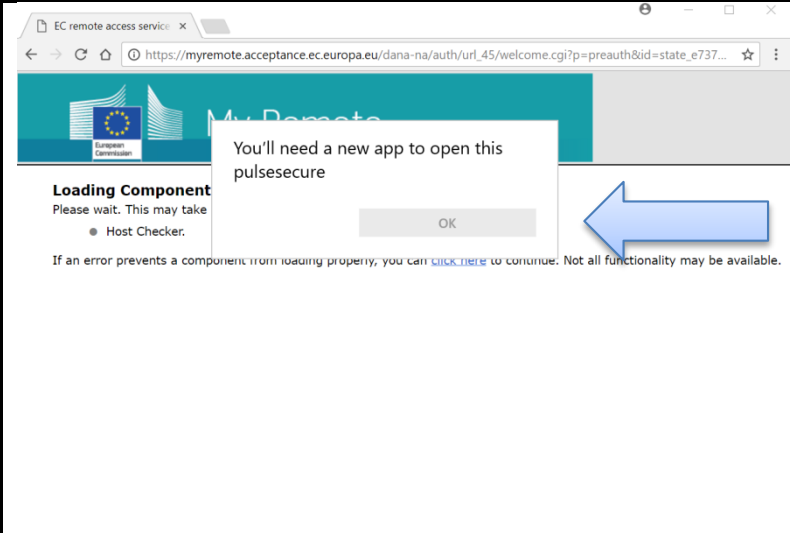
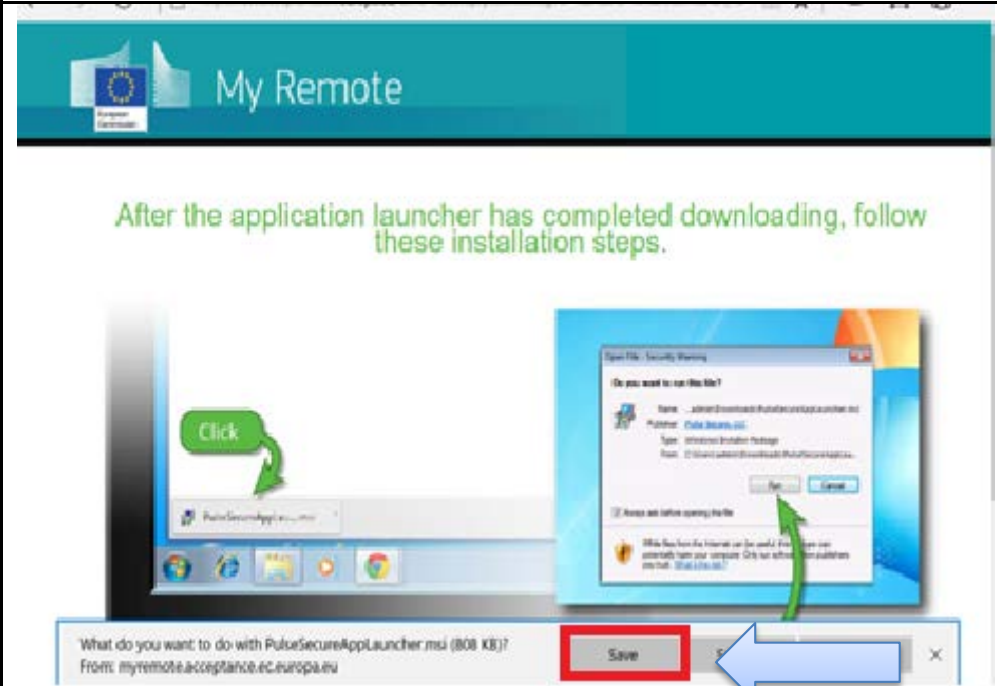


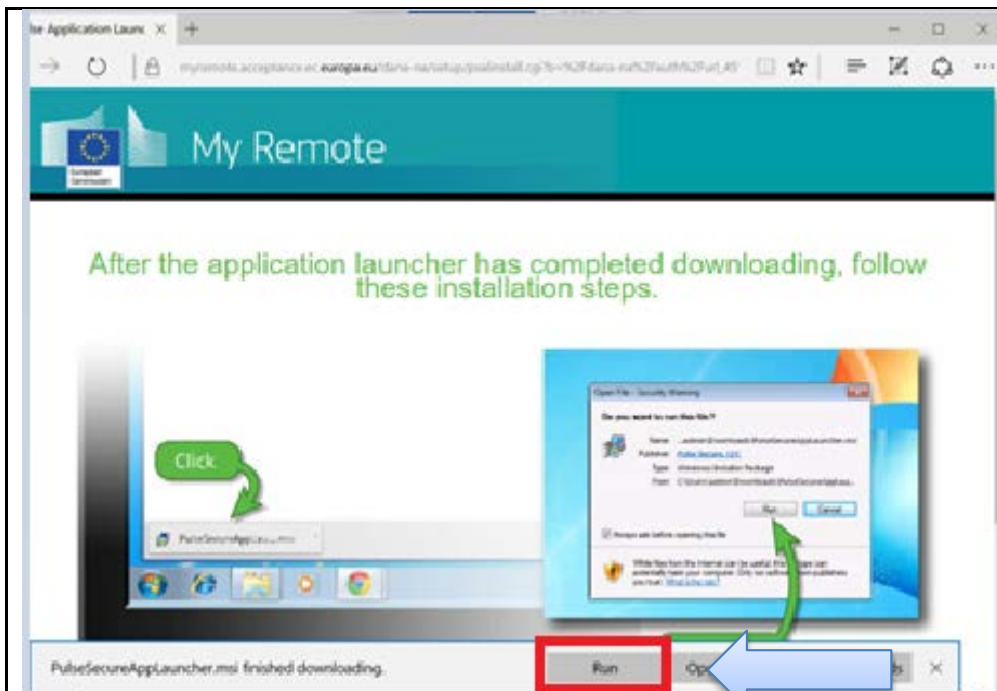
And then on "HERE" to continue with the application launch.

	<p>Finally select "Open Pulse Secure application launcher".</p>
	<p>We recommend selecting "Always" during the installation process.</p>
	
	<p>We recommend selecting "Always" during the installation process.</p>

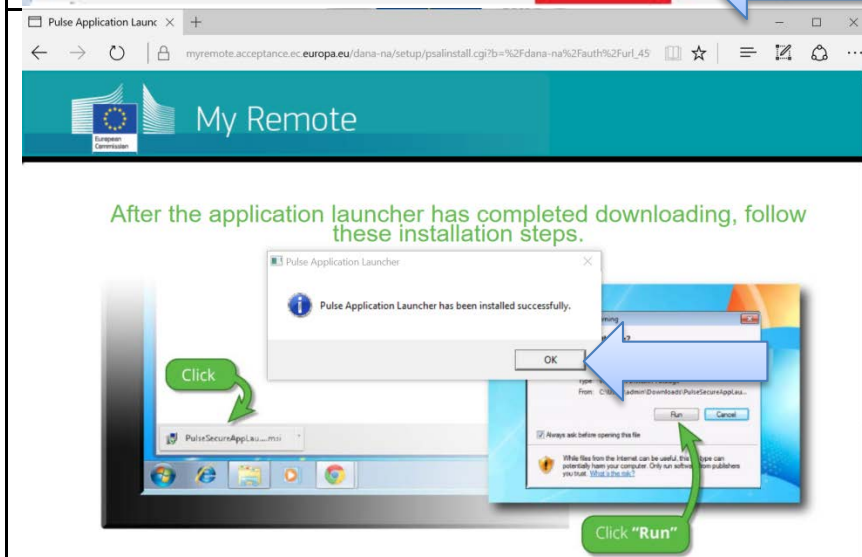
 <p>The screenshot shows the 'My Remote' web interface with the European Commission logo. The main heading is 'Loading Components...'. Below it, it says 'Please wait. This may take several minutes.' and lists 'Host Checker.....'. A modal dialog box titled 'Setup: Host Checker' is open, displaying 'Installing Host Checker. Please wait...'. To the right of the dialog, it says 'Not all functionality may be available.'.</p>	
 <p>The screenshot shows the 'My Remote' web interface with the heading 'Searching for the application launcher...'. Below it is a circular progress indicator with the number '51'. A message states: 'If you know that the application launcher is not installed, skip the wait and download now'. A blue 'Download' button is visible. A large blue arrow points from this button to an inset screenshot of the 'Pulse Application Launcher' download page. The inset shows a message: 'It appears that the application launcher is not installed. Download now to proceed.' with a 'Download' button. Another large blue arrow points from the bottom of the inset to the 'Try Again' link in the main screenshot. The main screenshot also includes the text: 'Or, if you still believe that the application launcher is already installed, you can Try Again to find it.'</p>	<p>After the compliance check installation, wait one minute or click on "Download" or "Try Again" to try again if needed.</p>

Edge or Internet Explorer-specific:

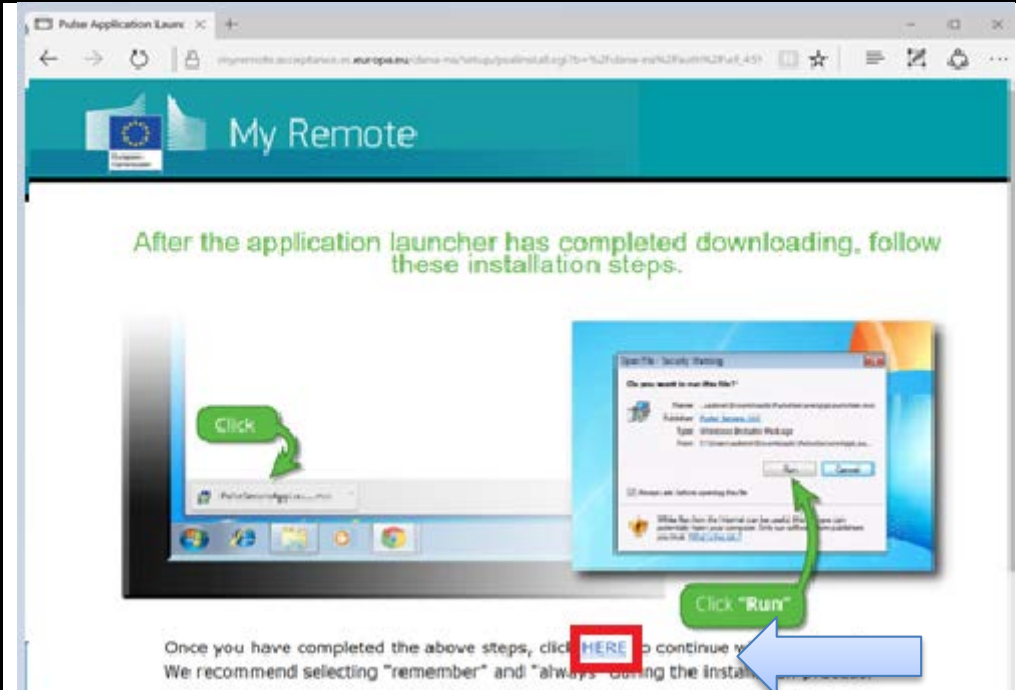
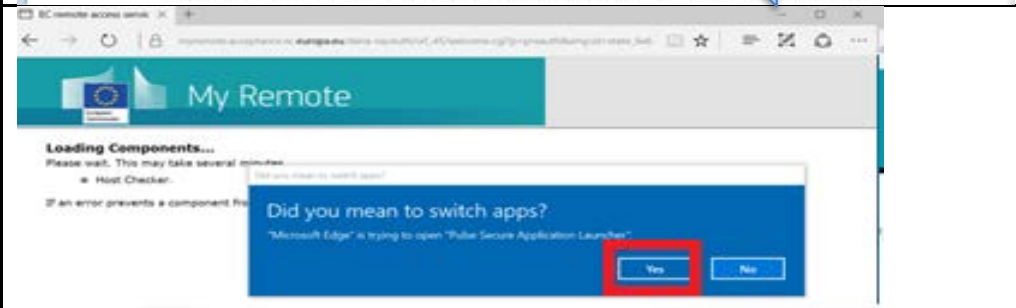
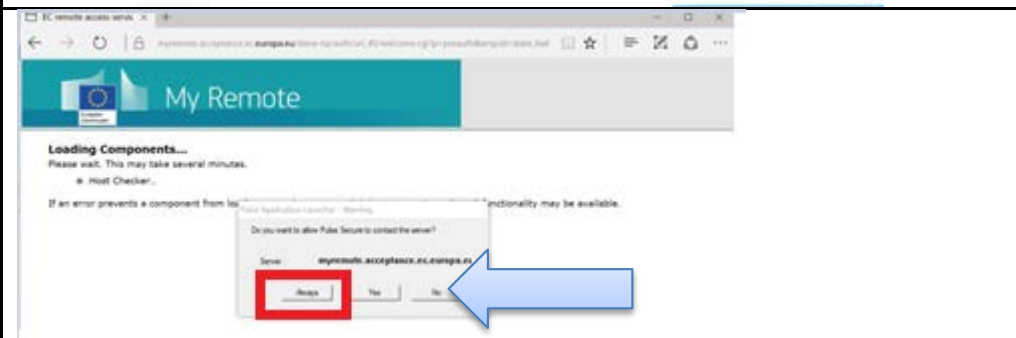
	<p>Once authenticated, you need to pass the corporate compliance checks.</p> <p>During the first attempt to connect, you need to install several components. So please wait until 1 minute when you see this screen.</p>
	<p>Now you must install the Pulse Secure application launcher.</p> <p>Select to "Save" the executable MSI file.</p>



And then select "Run"



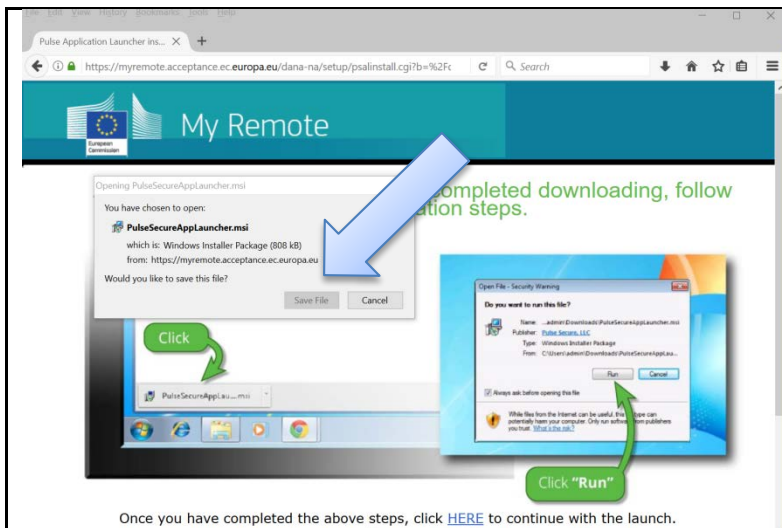
When the installation is complete, click on "OK".

 <p>After the application launcher has completed downloading, follow these installation steps.</p> <p>Click</p> <p>Click "Run"</p> <p>Once you have completed the above steps, click HERE to continue.</p> <p>We recommend selecting "remember" and "always" during the installation process.</p>	<p>And then on "HERE" to continue with the application launch.</p>
 <p>My Remote</p> <p>Loading Components...</p> <p>Please wait. This may take several minutes.</p> <p>Host Checker...</p> <p>Did you mean to switch apps? "Microsoft Edge" is trying to open "Pulse Secure Application Launcher".</p> <p>Yes No</p>	<p>After successfully install the app, select "Open Pulse Secure application launcher".</p>
 <p>My Remote</p> <p>Loading Components...</p> <p>Please wait. This may take several minutes.</p> <p>Host Checker...</p> <p>Do you want to allow Pulse Secure to connect the server?</p> <p>Server: myremotes.acceptance.mca.com</p> <p>Always Yes No</p>	<p>We recommend selecting "Always" during the installation process.</p>

	<p>After the compliance check installation, wait one minute or click on "Download".</p>
--	-----------------------------------------------------------------------------------------

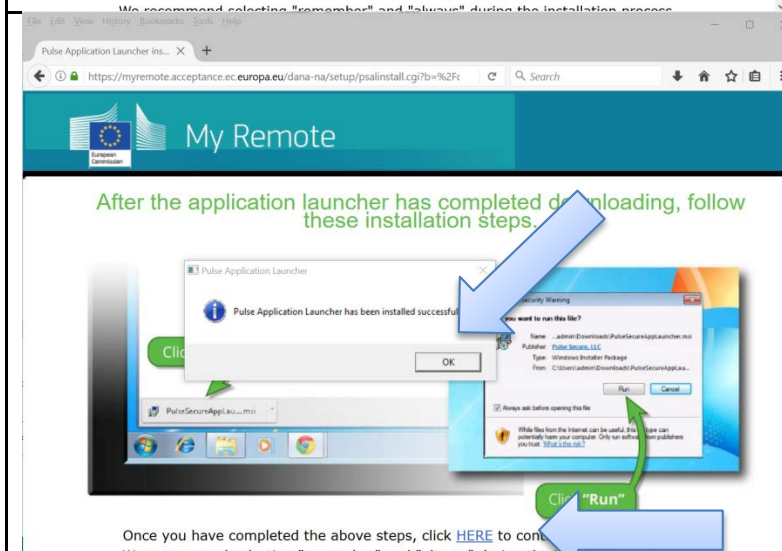
Firefox-specific:

	<p>Once authenticated, you need to pass the corporate compliance checks.</p> <p>During the first attempt to connect, you need to install several components. So please wait until 1 minute when you see this screen.</p> <p>In the Setup control Warning pop-up, select "Always".</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



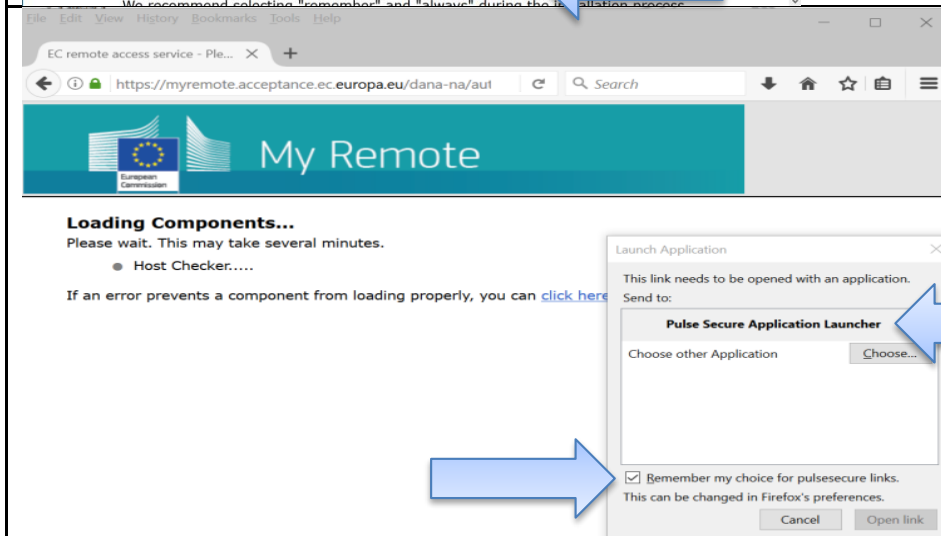
Select "Save File" to run the executable .msi file.

Once you have completed the above steps, click [HERE](#) to continue with the launch.



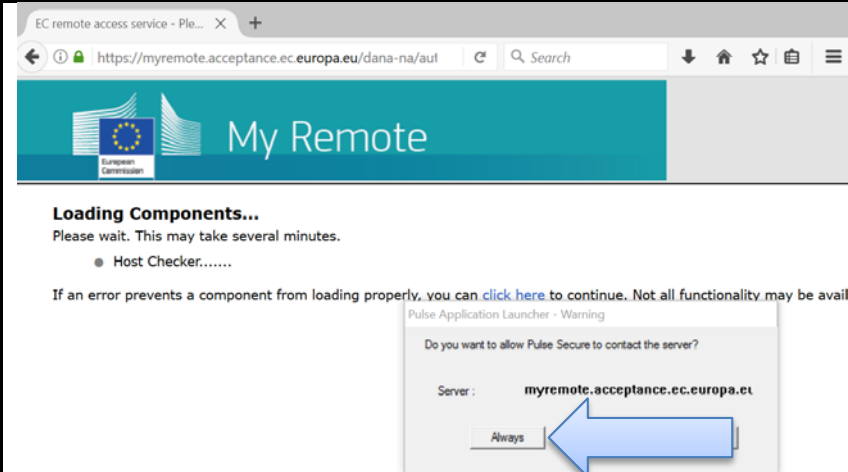
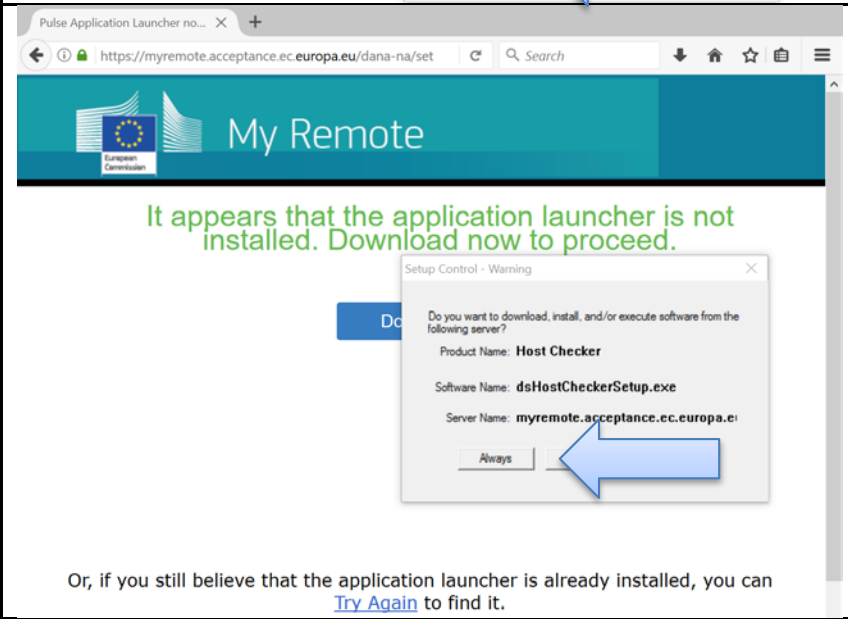
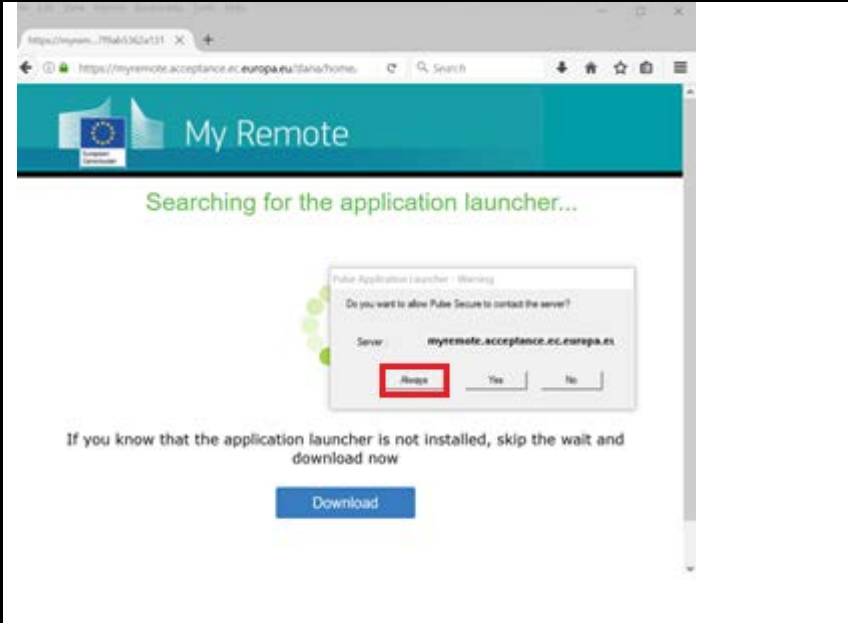
When the installation is completed, click on "OK" and finally click on "Here" to go back at the initial step.

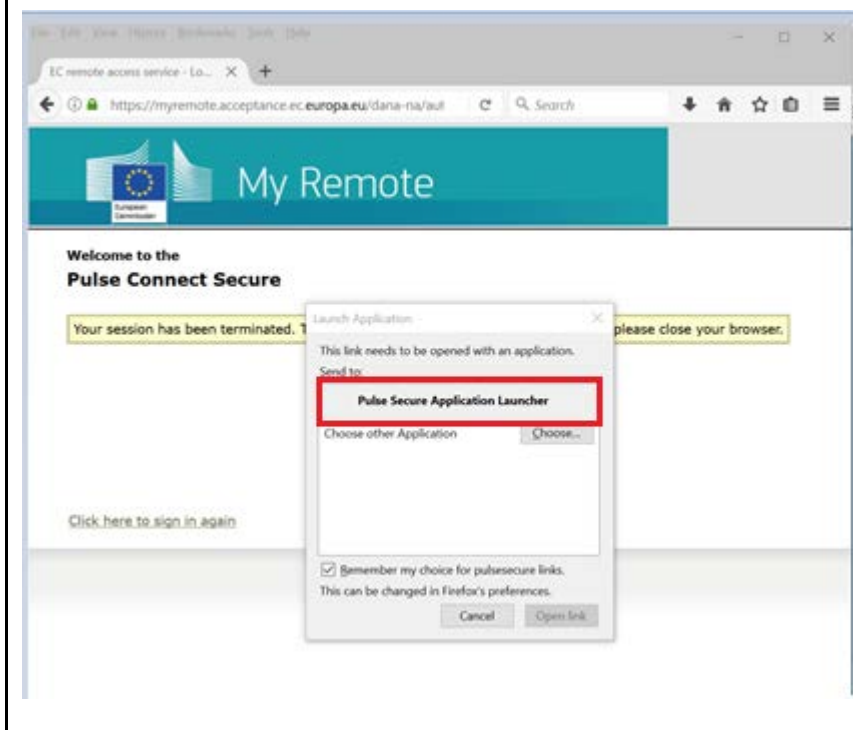
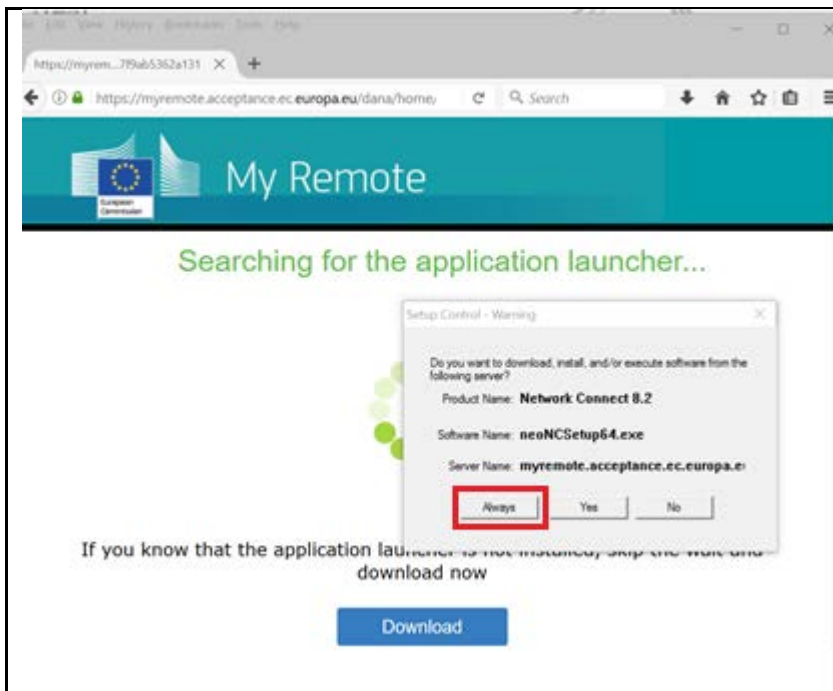
Once you have completed the above steps, click [HERE](#) to continue with the launch.



After successfully installing the app, click on "Open Pulse Secure application launcher".

We also recommend you check the "Remember my choice for pulsesecure links" selection box

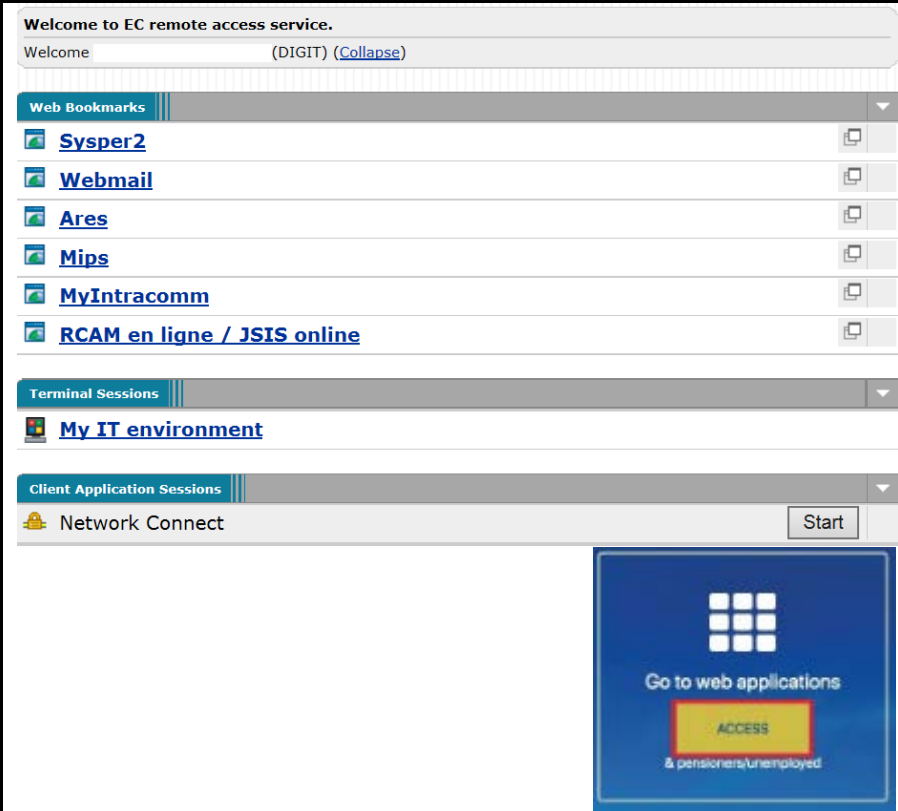
 <p>EC remote access service - Ple... X +</p> <p>https://myremote.acceptance.ec.europa.eu/dana-na/aut</p> <p>My Remote</p> <p>Loading Components... Please wait. This may take several minutes.</p> <ul style="list-style-type: none"> ● Host Checker..... <p>If an error prevents a component from loading properly, you can click here to continue. Not all functionality may be avail</p> <p>Pulse Application Launcher - Warning</p> <p>Do you want to allow Pulse Secure to contact the server?</p> <p>Server: myremote.acceptance.ec.europa.eu</p> <p>Always</p>	<p>We recommend selecting "Always" during the installation process.</p>
 <p>Pulse Application Launcher no... X +</p> <p>https://myremote.acceptance.ec.europa.eu/dana-na/set</p> <p>My Remote</p> <p>It appears that the application launcher is not installed. Download now to proceed.</p> <p>Setup Control - Warning</p> <p>Do you want to download, install, and/or execute software from the following server?</p> <p>Product Name: Host Checker</p> <p>Software Name: dsHostCheckerSetup.exe</p> <p>Server Name: myremote.acceptance.ec.europa.eu</p> <p>Always</p> <p>Or, if you still believe that the application launcher is already installed, you can Try Again to find it.</p>	<p>We recommend selecting "Always" during the installation process.</p>
 <p>https://myrem...795a61302a131 X +</p> <p>https://myremote.acceptance.ec.europa.eu/dana/home</p> <p>My Remote</p> <p>Searching for the application launcher...</p> <p>Pulse Application Launcher - Warning</p> <p>Do you want to allow Pulse Secure to contact the server?</p> <p>Server: myremote.acceptance.ec.europa.eu</p> <p>Always Yes No</p> <p>If you know that the application launcher is not installed, skip the wait and download now</p> <p>Download</p>	<p>After the compliance check installation, wait one minute or click on "Download" or "Try Again" to try again if needed.</p>




All Browsers :



Once authenticated, you are redirected to the following

	<p>webpage.</p> <p>Click on “My IT environment” if you need to get full access to your network drives and applications like Outlook, Word, Excel, etc.</p> <p>You can also connect to some web applications (SYSPER2, Webmail, etc.), however in the future this access will be provided only through the “Go to web applications” button.</p>
-----------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------


3. How to get your network drives? (Except for JRC and OLAF)



The **network drives are now automatically connected at login time.**

If everything is OK, you should see the Network drives available popup a couple of minutes after being connected and you can skip this chapter.

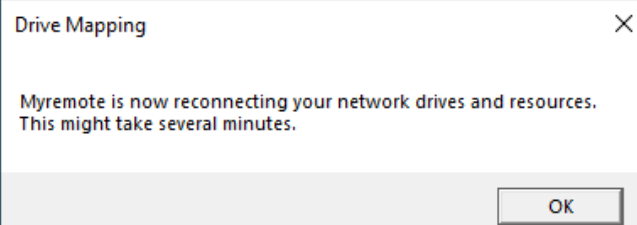
If, for any reasons, you don't have all your network drives available and if you are working on Windows 7, please try the procedure here below before contacting the Service Desk. If you are working on Windows 10, in case of problems with your network drives please contact directly the Service Desk.




1) Please **wait for at least 5 minutes after logon is completed** before proceeding.

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

	<p>Wait until you see this confirmation that the login script completed successfully.</p> <p>Now:</p> <p>- your network drives (H,U,P, etc) are available</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------





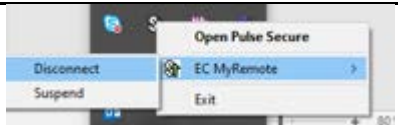
 <p>Drive Mapping</p> <p>Myremote is now reconnecting your network drives and resources. This might take several minutes.</p> <p>OK</p>	<p>- you can start Outlook (if needed)</p> <p>If you encounter any problem at this stage, please contact the Service Desk.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------

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).

 <p>Microsoft Outlook</p>  <p>Microsoft Excel</p>  <p>Microsoft Word</p>	<p>Close ALL applications especially the ones that are connected to the EC network like:</p> <ul style="list-style-type: none"> - Outlook - Word, Excel, etc. with EC documents open - etc.
	<p>On the bottom right corner of the screen (notification area), look for this icon (Pulse Secure)</p>
	<p>Right click on it, select EC MyRemote</p> <p>and select “Disconnect”</p>
	<p>You can now shutdown the EC laptop</p>