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**)

<table>
<thead>
<tr>
<th>From any EC building, connect the laptop to the EC network via a network cable.</th>
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<tbody>
<tr>
<td>Start your laptop NORMALLY and enter your login/password.</td>
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<tr>
<td>When your desktop is displayed, shutdown the laptop (menu Start / Shutdown).</td>
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**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 **1-MyRemote** OR go to **My Remote**.

Select (Telework with:) **CORPORATE device**.

Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.

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 is probably because 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**.

For the JRC and OLAF, please contact your local helpdesk.

For the others DGs & Services, please contact our Service Desk:

* from Belgium +32(0)229 77777  /  * from Luxembourg +352 4301 77777
Chrome-specific:

Once authenticated, you need to pass the corporate compliance checks.

During the first attempt to connect, you need to install several components. So please wait until 1 minute when you see this screen.

Install the Pulse Secure application launcher, by clicking on "Download".

In the next screen, in the warning message select "Keep".
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.

Once you have completed the above steps, click HERE to continue with the launch. We recommend selecting "remember" and "always" during the installation process.
Finally select "Open Pulse Secure application launcher".

We recommend selecting "Always" during the installation process.

We recommend selecting "Always" during the installation process.
After the compliance check installation, wait one minute or click on "Download" or "Try Again" to try again if needed.

**Edge or Internet Explorer-specific:**
Once authenticated, you need to pass the corporate compliance checks.

During the **first attempt** to connect, you need to install several components.
So please wait until 1 minute when you see this screen.

Now you must install the Pulse Secure application launcher.
Select to “Save” the executable MSI file.
And then select "Run"

When the installation is complete, click on "OK".
And then on "HERE" to continue with the application launch.

After successfully install the app, select "Open Pulse Secure application launcher".

We recommend selecting "Always" during the installation process.
After the compliance check installation, wait one minute or click on "Download".

**Firefox-specific:**

Once authenticated, you need to pass the corporate compliance checks.

During the **first attempt** to connect, you need to install several components. So please wait until 1 minute when you see this screen.

In the Setup control Warning pop-up, select "Always".
Select "Save File" to run the executable .msi file.

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

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.
We recommend selecting "Always" during the installation process.

After the compliance check installation, wait one minute or click on "Download" or "Try Again" to try again if needed.

Or, if you still believe that the application launcher is already installed, you can Try Again to find it.
All Browsers:

Once authenticated, you are redirected to the following
Click on “My IT environment” if you need to get full access to your network drives and applications like Outlook, Word, Excel, etc.

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.

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.

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

Now:
- your network drives (H,U,P, etc) are available
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).

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**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 this icon (Pulse Secure)

Right click on it, select **EC MyRemote** and select **“Disconnect”**

You can now **shutdown the EC laptop**