

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.

2) **Check that your browser does not block pop-ups**. - With Internet Explorer, under Internet Options / Privacy / Turn on Pop-up Blocker / Settings / Address of website to allow, add <https://myremote.ec.europa.eu/>

3) To connect to the EC, **the installation of a "software client" is performed automatically during your first connection**. If this installation fails, please check that your anti-virus or any other security software does not prevent this installation. If so, please deactivate temporarily your security software, connect to the EC and disconnect then reactivate your security software.



Known limitations:

Under Windows 10 - Font size is too small: The display font size can be increased, please contact the Helpdesk.

Please be aware that :



1) **IT Support** for private devices can only be provided on a **"best effort" basis** as each configuration is different and may not react as expected.

2) The Commission could not be held responsible for any damage or loss resulting from the access to the EC network.

1. How to connect?

	<p>From the web browser, enter the following URL (pay attention to the "s" in "https")</p> <p>https://myremote.ec.europa.eu</p>
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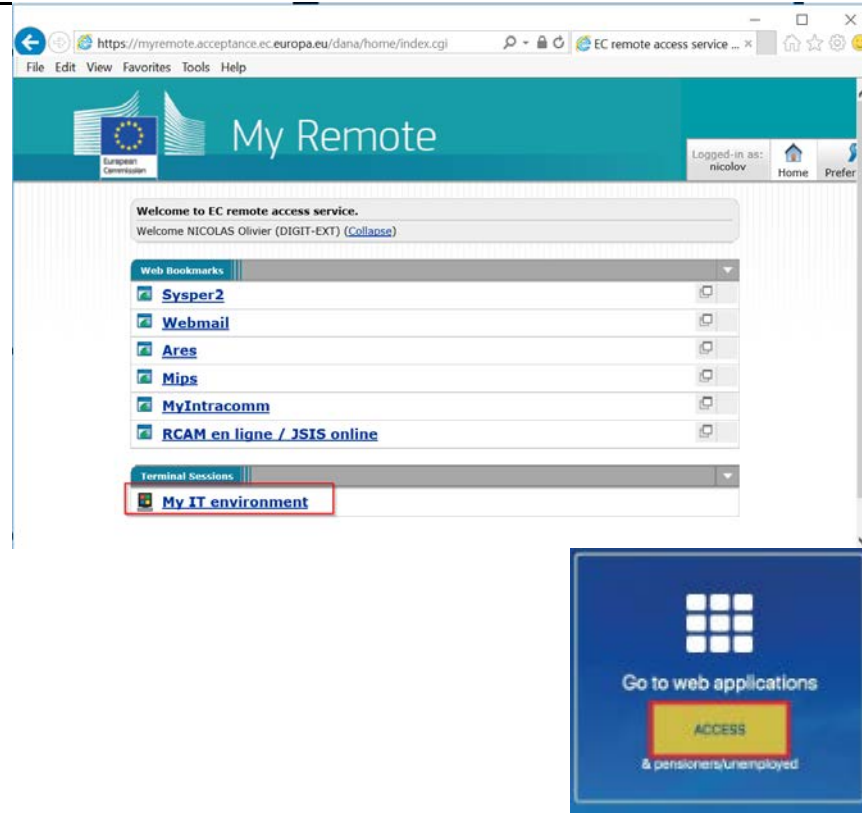
Select (Telework with:) **PRIVATE device.**

Choose your verification method

- EU Login Mobile App PIN Code
- EU Login Mobile App QR Code
- Mobile Phone + SMS
- Token
- Token CRAM

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"

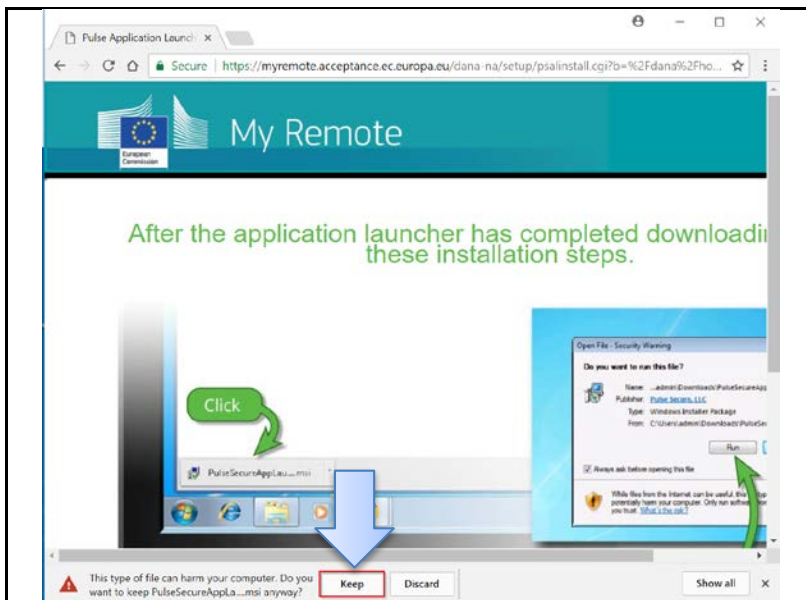


Once authenticated, you are redirected to the following webpage.

Click on "My IT environment" if you need to get full access to your network drives and applications like Outlook, Word, Excel, etc.

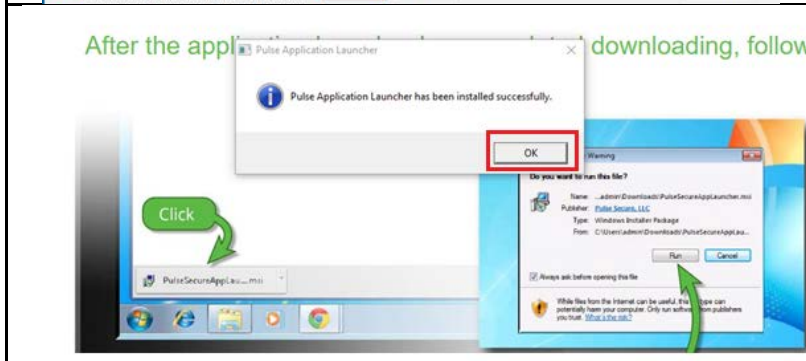
You can also connect to some web applications (SYSPER2, Webmail, etc.), **however in the future this access will be provided only through the "Go to web applications" button.**

Chrome-specific:

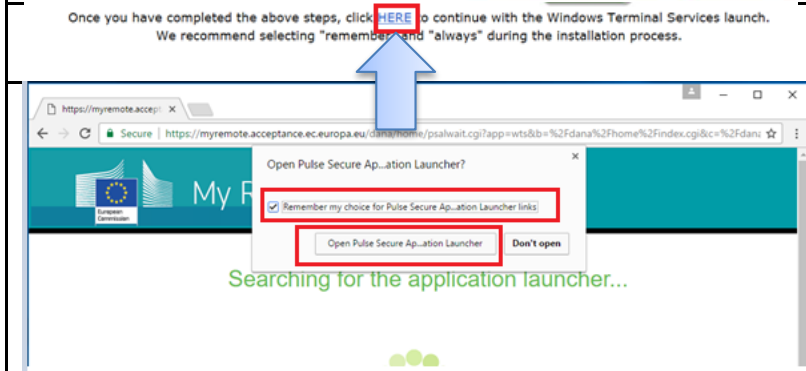


"Save" the "PulseSecureAppLauncher.msi" file and "Run" it.

Select the option "Keep" when asked to confirm.

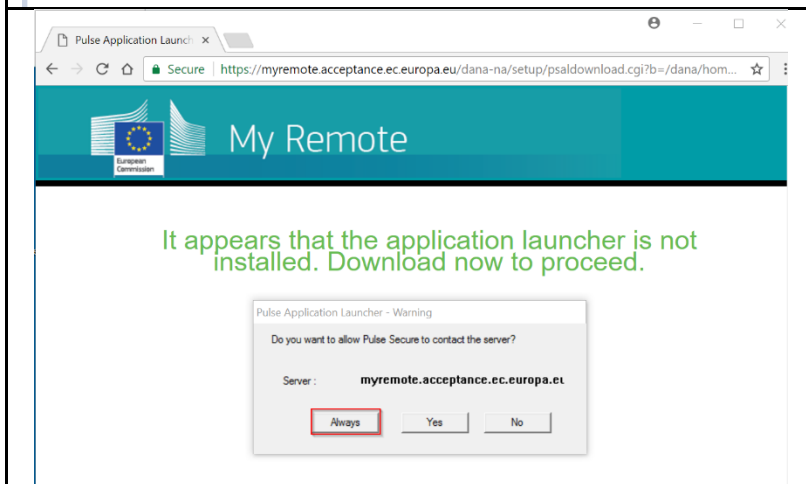


The application is successfully installed.

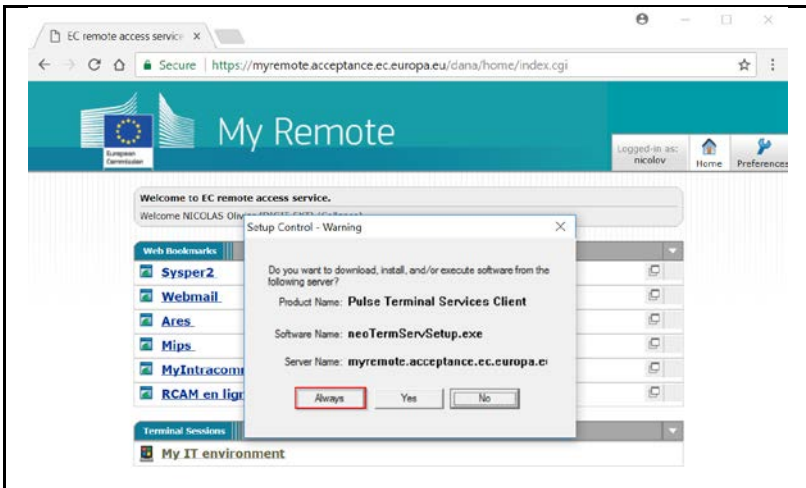


After the successful installation, click on "HERE" to continue.

As the Pulse application is now installed, please tick "Remember" and select to "Open" it.

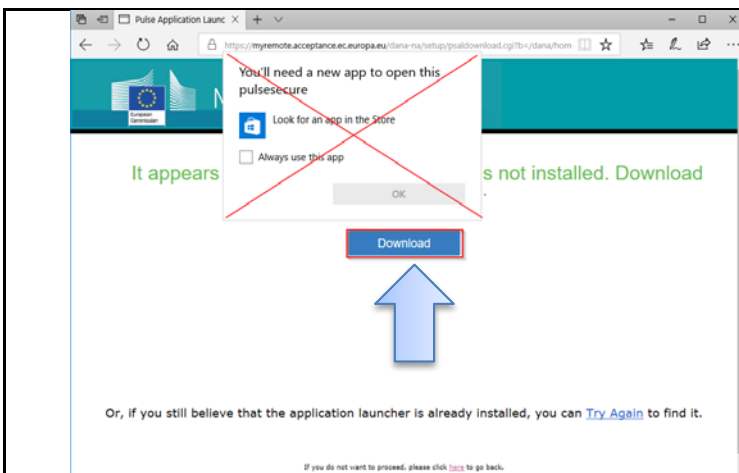


We recommend selecting "Always" during the installation process.

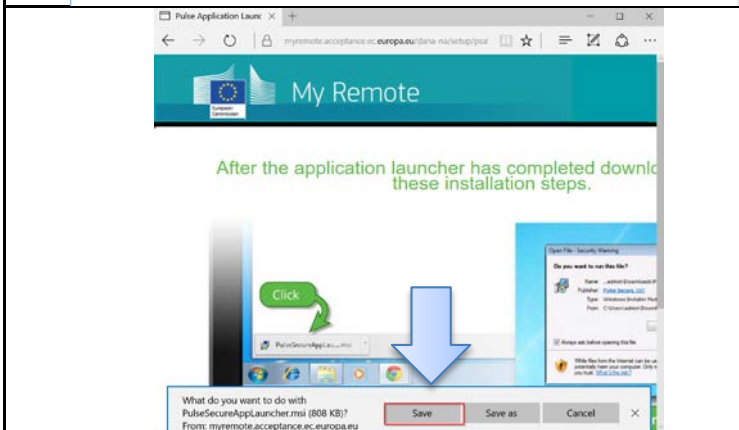


We recommend selecting "Always" during the installation process.

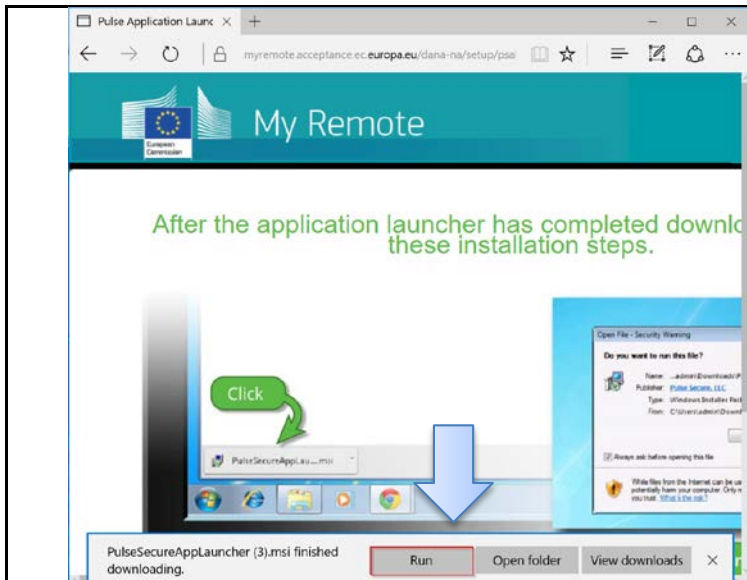
Edge or Internet Explorer-specific:



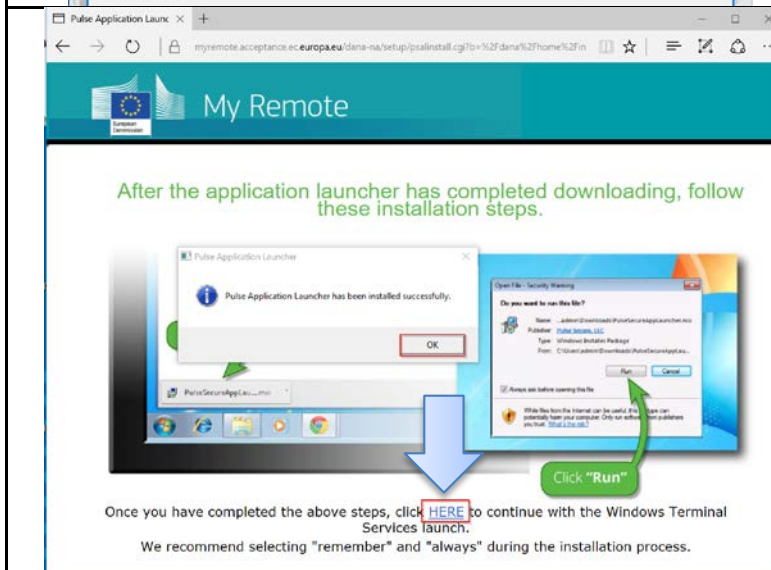
Do **NOT** click popup message to search for application in the Windows store. Wait until the download link appears and click on the "Download" button.



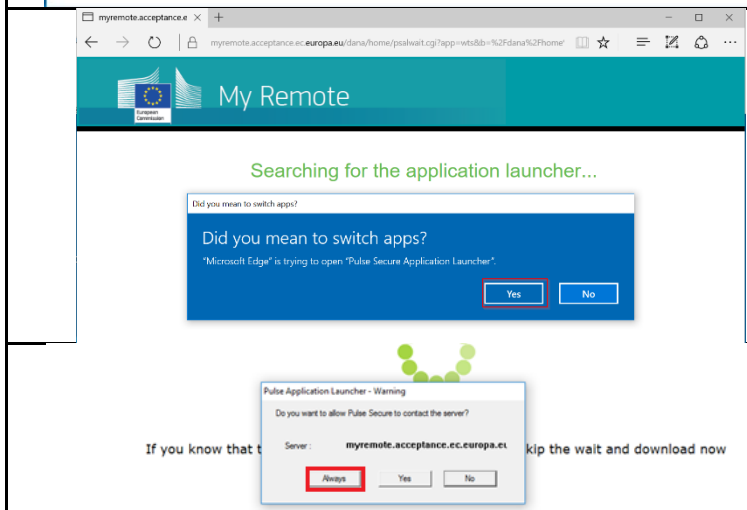
Select "Save".



And "Run" the programme.

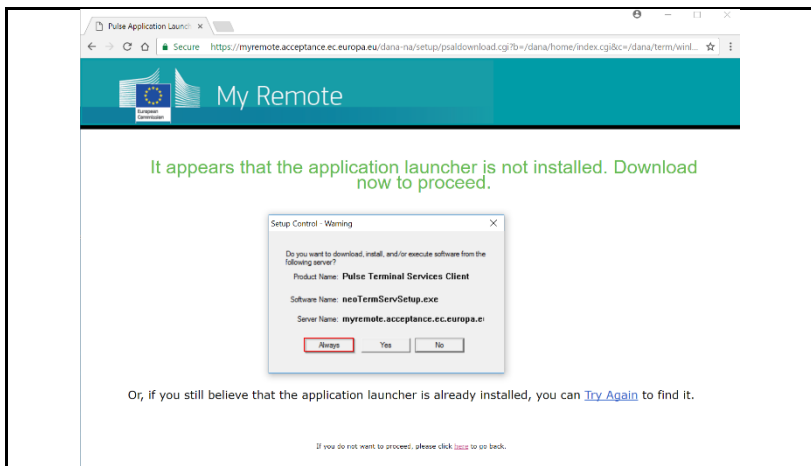


After the successful installation, click on the "HERE" link to continue.



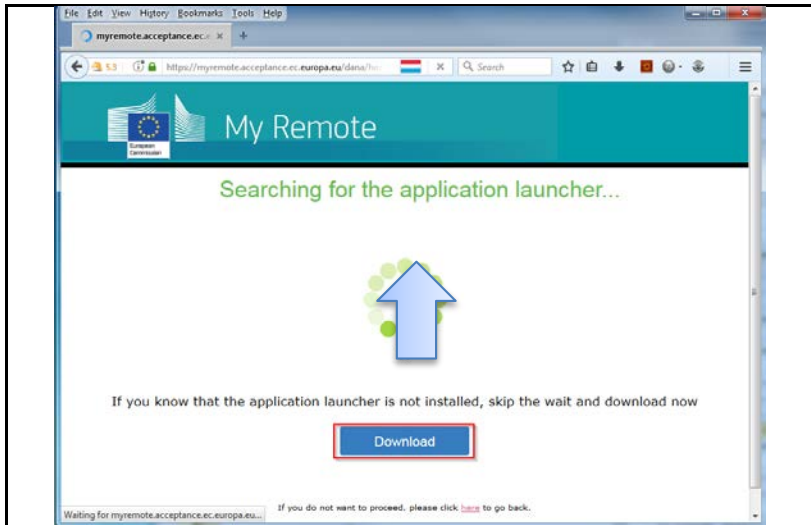
Click "YES" each time, the "Did you mean to switch apps" popup appears.

We recommend selecting "Always" during the installation process.



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Firefox-specific:



Click on the "Download" button to download the client.

After the application launcher has completed downloading, follow these installation steps.

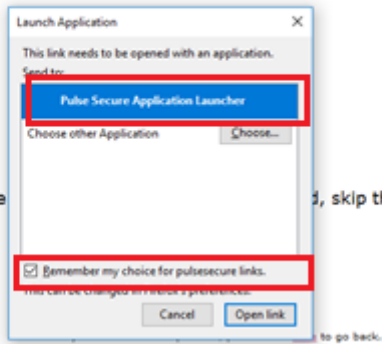


Select "Save File" and then run it.

After the successful installation, click on the "HERE" link to continue.

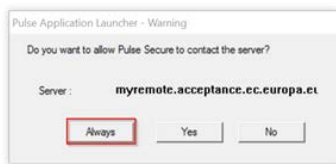
Once you have completed the above steps, click [HERE](#) to continue with the Windows Terminal Services launch. We recommend selecting "remember" and "always" during the installation process.

Searching for the application launcher...

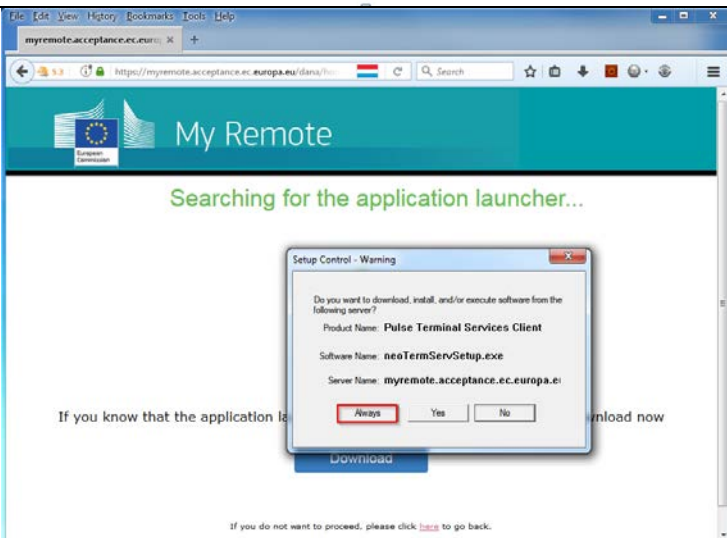


As the Pulse application is now installed, please select it and tick "Remember"

It appears that the application launcher is not installed. Download now to proceed.

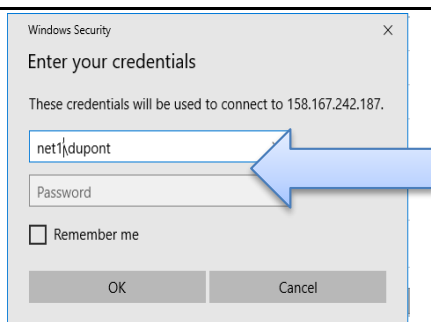


We recommend selecting "Always" during the installation process.



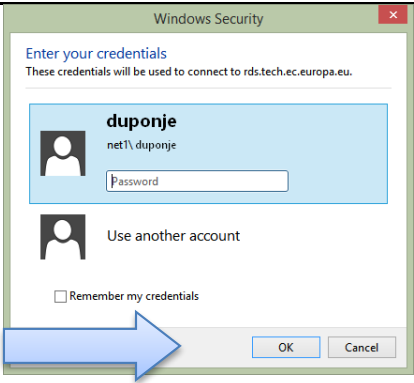
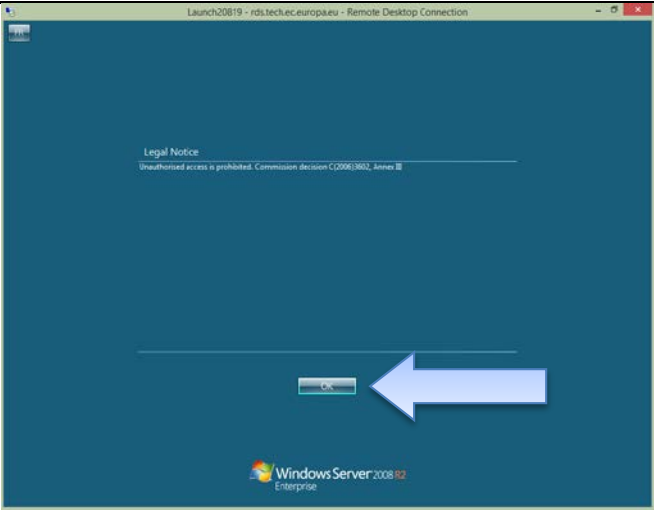
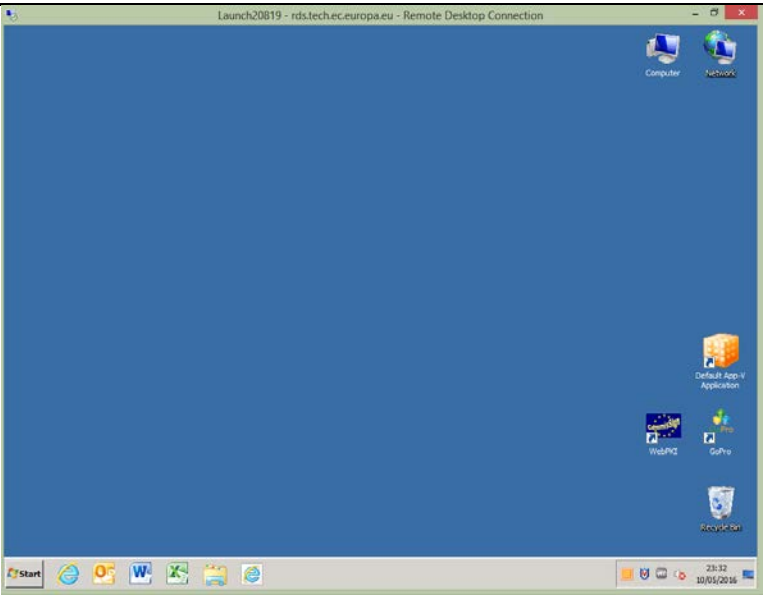
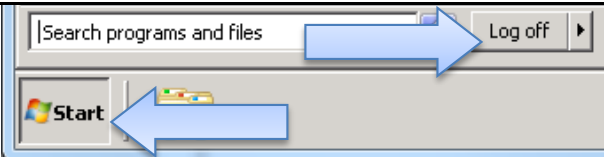
We recommend selecting "Always" during the installation process.

All Browsers :



Now, you can connect to your Terminal Session
If you are asked for your credentials (only at the first time you login from a computer), **enter your credentials (format: NET1\username) and your Windows password** (the one you use to start your computer in the EC)

Click on OK

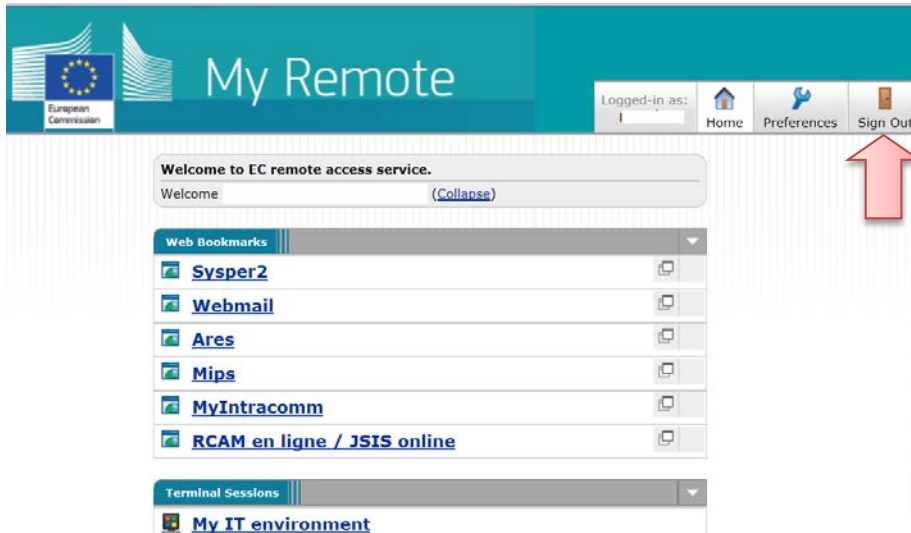
	<p>Alternatively, only your login is displayed.</p> <p>Enter your Windows password (the one you use to start your computer in the EC)</p> <p>Click on OK</p>
	<p>At this stage a legal notice is displayed.</p> <p>Click on OK to accept the conditions.</p>
	<p>After a few minutes, your "Remote Desktop" is displayed with your familiar icons.</p> <p>Note that:</p> <ul style="list-style-type: none"> - Your Outlook environment is ready (with your personal folders, your functional mailboxes if you use some, SECEM if you have it) - The network drives are available (H, O, P, U, etc.) - Regarding applications: <ul style="list-style-type: none"> * Corporate applications are available * Virtual applications are available * Applications that were installed locally on your EC computer are NOT available
	<p>When you have finished:</p> <ul style="list-style-type: none"> - Open the start menu - Click on "Log off "

2. How to disconnect properly?

Why is it so **important to disconnect properly?**



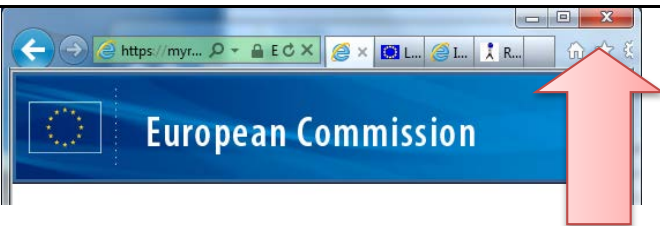
If you left your computer unattended with a session still open, **you are accountable for everything that is done using your credentials** (token and/or login).



Back to this screen it's very important to **Click on "Sign Out"**



Wait for this screen to appear (confirming that your session as been terminated).



Close your Internet browser completely by closing the browser window (closing your current tab is not enough).

When in doubt, shutdown the computer.