



# How to connect to the EC IT environment remotely **with a private non-Windows computer: MacOS, iOS, Linux, Android, Mobile devices,...**

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) **Use the appropriate browser:**

- Apple Safari on Apple devices
- Google Chrome & Mozilla Firefox for Linux but also on Apple devices
- Any browser with HTML5 compatibility



3) **Check that your browser does not block pop-ups.**

- In Safari, under Security, unselect "Block pop-up windows"
- If you have to specify a URL, enter : <https://myremote.ec.europa.eu>

4) The new version of MyRemote uses **HTML5** technology instead of Java applet. As a result, **all non-Windows platforms – i.e. MacOS, Linux, etc. – can now connect** normally clicking to the HTML5 bookmark to connect to the Terminal Server resources.

5) **If you want to print**, select the Guacamole printer in printer list and print the .pdf file generated on a local printer.

6) On mobile devices, without physical keyboard, **to make the keyboard appear**, swipe the screen from left to right inside the browser's window.

## Known limitations:





- 1) The system language is always English but it does not influence the keyboard mapping. **Do not change the language** as it can make the keyboard not working properly.
- 2) The Terminal server clock is always set to UTC and cannot be changed. For a possible solution, please contact the Helpdesk.
- 3) Usual Keyboard's **shortcuts cannot be used** for applications running in the Terminal server (Word, Outlook,..). All shortcuts are taken into account by the browser in which the Terminal session is running (New Tab, Add bookmark,...).
- 4) **Font size is too small**: The display font size can be increased, please contact the Helpdesk
- 5) **Black borders** when connected to My IT Environment, depending on your hardware. For a possible solution, please contact the Helpdesk.
- 6) **Blurry** terminal screen after windows resize: a workaround exists, please contact the Helpdesk
- 7) Fonts "ClearType" feature not enabled – It can be activated during each session.

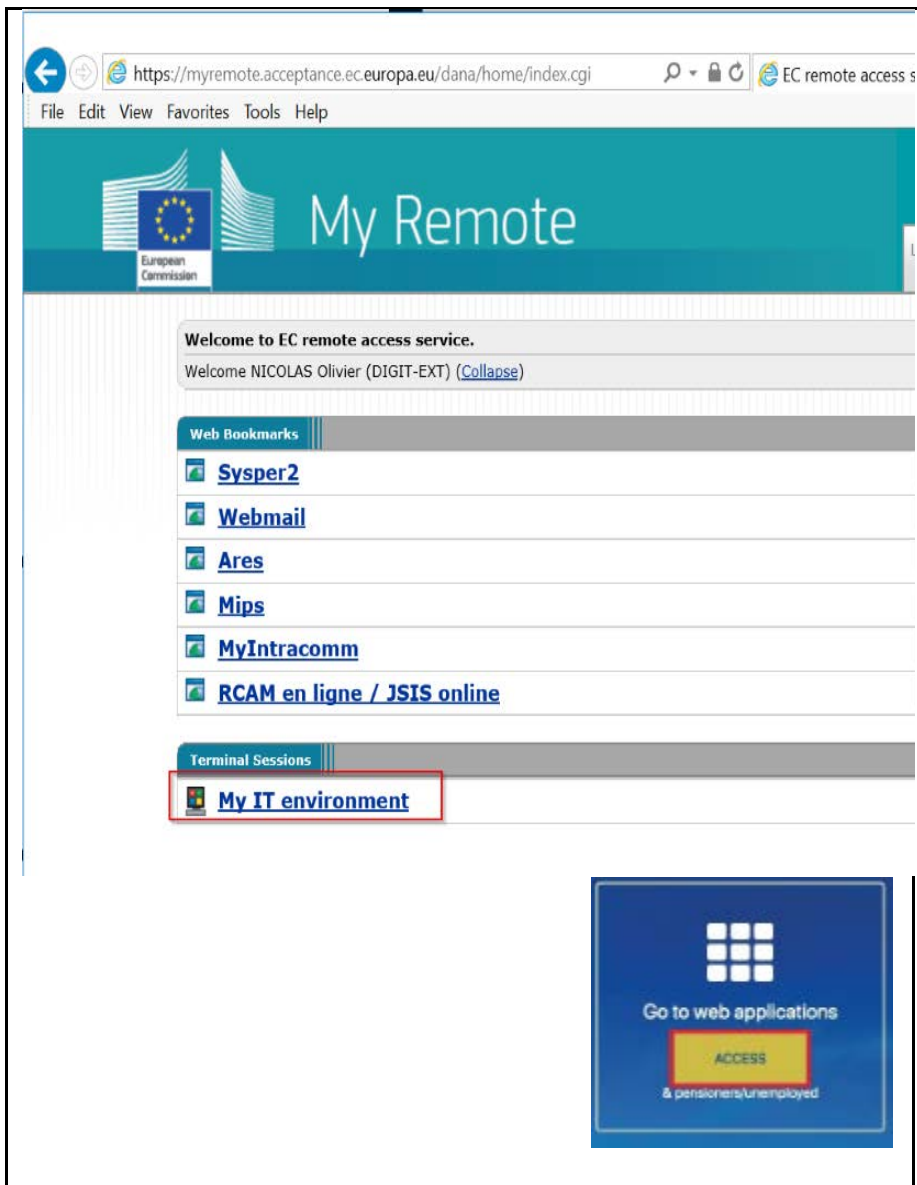
## Please be aware that :



- 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 couldn't be held responsible for any damage or loss resulting from the access to the EC network.

# 1. How to connect?

	<p>From the Internet browser, enter the following URL (pay attention to the "s" in "https")</p> <p><a href="https://myremote.ec.europa.eu">https://myremote.ec.europa.eu</a></p>
	<p>Select (Telework with:) <b>PRIVATE device.</b></p>
<p><b>Choose your verification method</b></p> <ul style="list-style-type: none"> <li>EU Login Mobile App PIN Code</li> <li>EU Login Mobile App QR Code</li> <li>Mobile Phone + SMS</li> <li>Token</li> <li>Token CRAM</li> </ul>	<p>The following pop-up appears to let you <b>choose the appropriate authentication method.</b></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>

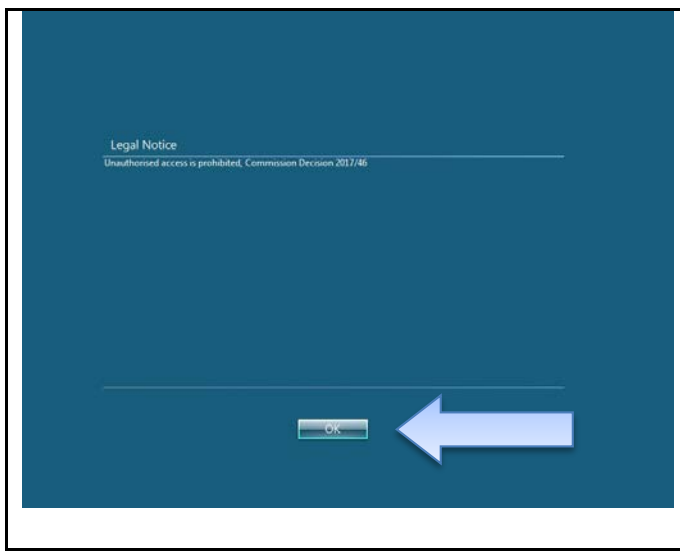


Once authenticated, you are redirected to the following webpage.

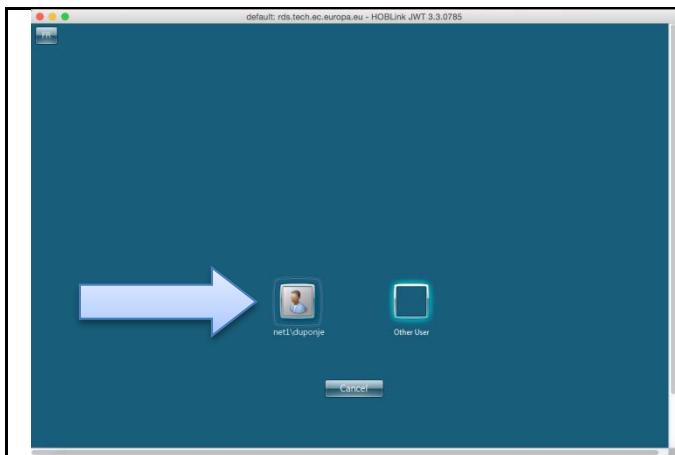
Click on **“My IT environment”** if you need to get full access to your network drives and applications like Outlook, Word, Excel, etc.

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.**

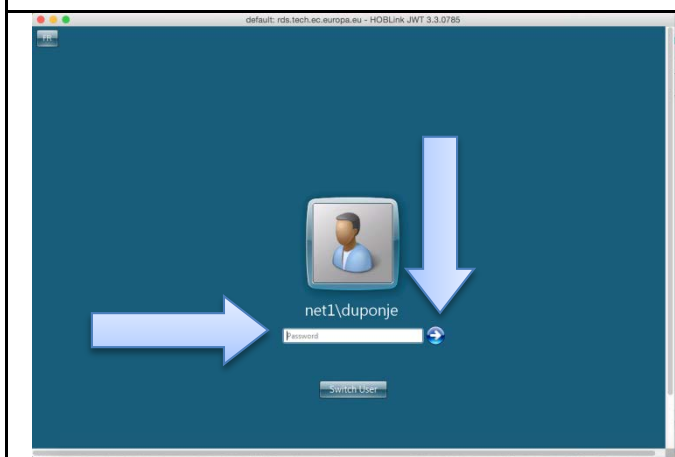
## 2. Extra information if you click on “My IT Environment”



At this stage a legal notice is displayed.  
**Click on OK** to accept the conditions.

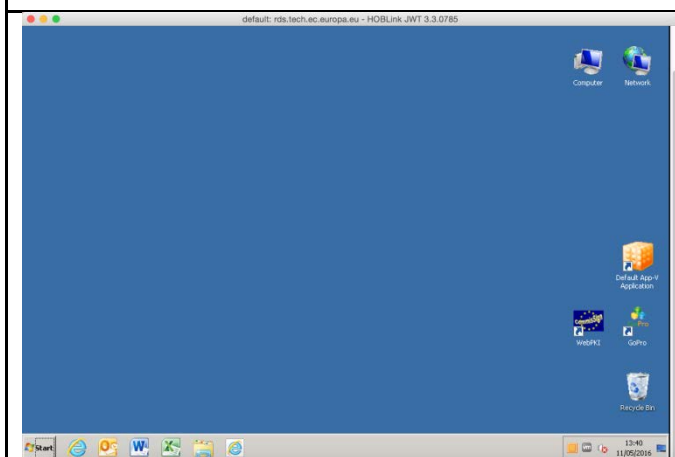


Click on the icon with your login



Enter your Windows password (the one you use to start your computer in the EC)

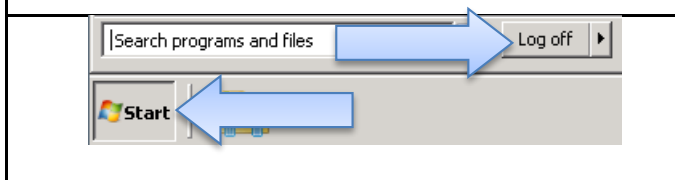
Press the <ENTER/RETURN> key or click on the right arrow



After a few minutes, needed to fetch your IT profile, your "Remote Desktop" is displayed with your familiar icons.

**Note that:**

- 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:
  - \* Corporate applications are available
  - \* Virtual applications are available
  - \* Applications that were installed locally on your EC computer are NOT available



When you have finished:

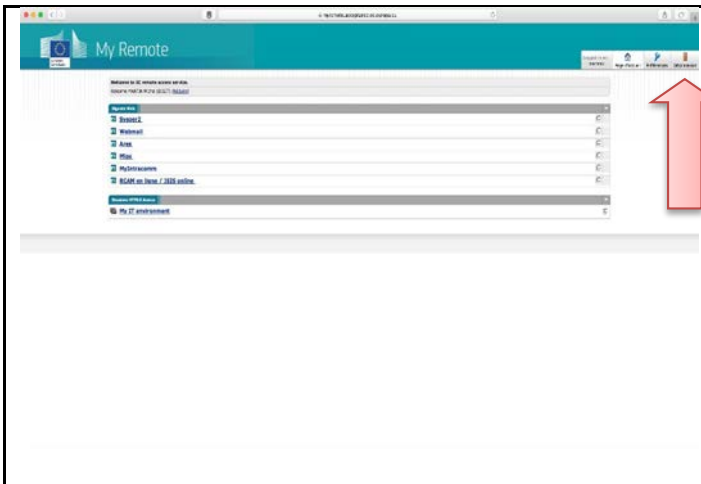
- Open the **start menu**
- Click on "**Log off** "

### 3. How to disconnect properly?

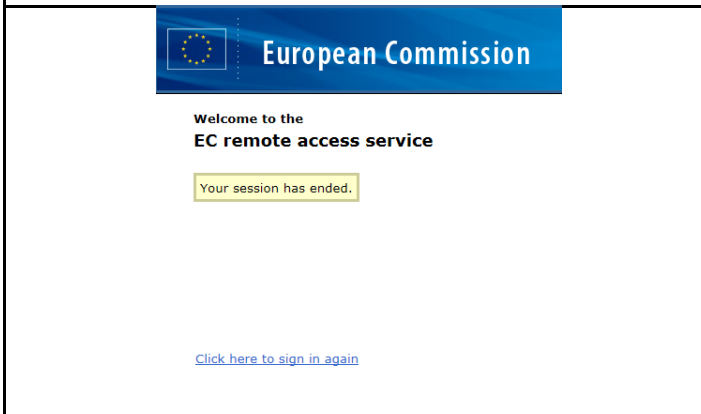
Why is it so **important to disconnect properly**?



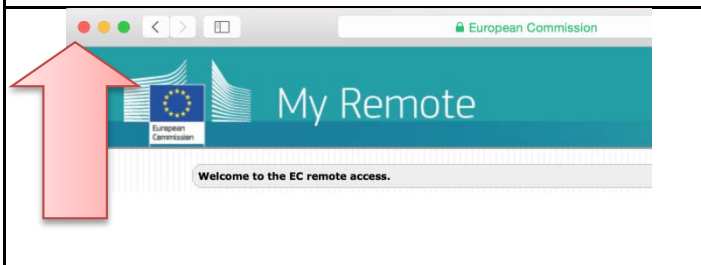
If you left your computer unattended with a session still open, **you are accountable for everything that is done using your credentials** (token and/or login).



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.