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?

<table>
<thead>
<tr>
<th>From the EC laptop:</th>
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</thead>
<tbody>
<tr>
<td>Start your laptop NORMALLY and enter your login/password as if you were in the office.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Connect to the Internet:</th>
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<tbody>
<tr>
<td>via a WiFi or a network cable and verify that the Internet access works.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>If you are working on Windows 7:</th>
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</thead>
<tbody>
<tr>
<td>Option 1) If you are working on Windows 7</td>
</tr>
<tr>
<td>Open the Start menu then click on: All Programs/EC Remote Access/1-My remote</td>
</tr>
</tbody>
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<tr>
<th>If you are working on Windows 10:</th>
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<tr>
<td>Option 2) If you are working on Windows 10</td>
</tr>
<tr>
<td>Open the Start menu then click on 1-MyRemote</td>
</tr>
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<table>
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<tr>
<th>In the &quot;MyRemote Services&quot; page</th>
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<tbody>
<tr>
<td>In the box “I have a corporate device”</td>
</tr>
<tr>
<td>Click “Connect”</td>
</tr>
</tbody>
</table>
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"

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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**.

For the DGs JRC, OLAF & OP, 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

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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.

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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.

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.
Once the installations are completed, you are redirected to the following webpage.

If needed, you will find bookmarks to EC corporate web applications (Sysper2, Webmail, Ares, Mips, MyIntraComm...).
3. How to get your network drives? (Except for DGs JRC, OLAF & OP)

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.

<table>
<thead>
<tr>
<th><img src="image1.png" alt="Network Drives" /></th>
<th><strong>Only for users using Windows 7:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image2.png" alt="Start Menu" /></td>
<td>Open the Start menu then click on:</td>
</tr>
<tr>
<td></td>
<td>All Programs/EC Remote Access/2-MapMyDrives</td>
</tr>
<tr>
<td><img src="image3.png" alt="Confirmation" /></td>
<td>This is not available for Windows 10 users.</td>
</tr>
</tbody>
</table>

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 contact the Service Desk.
4. How to disconnect properly?

<table>
<thead>
<tr>
<th>Why is it so important to disconnect properly?</th>
</tr>
</thead>
<tbody>
<tr>
<td>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).</td>
</tr>
</tbody>
</table>

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 “Sign Out”.

You can now shutdown the EC laptop.