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) **Unsupported platforms:**
   - Windows XP or VISTA with browser Internet Explorer <10 is no more supported.
   - Windows 10 S is not supported as limited application from “Windows store”

3) **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/

4) 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:**

1) **Internet Explorer cannot display webpage:** It is related to the security parameters of your browser; please contact the Helpdesk to fix them.

2) **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.
**How to connect?**

From the Internet browser, enter the following URL (pay attention to the "s" in "https")

https://myremote.ec.europa.eu

In the "MyRemote Services" page

In the box “I have a **private** device”

Click **"Connect"**

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.

There are now **several possibilities**:

- You can **connect to any of the web applications** available here (SYSPER2, Webmail, etc.)
- Or you can click on “My IT environment” if you need to **get access to your network drives and applications** like Outlook, Word, Excel, etc.
1. Extra information if you click on “My IT environment”

You may be prompted to install a new version of the “Pulse Secure setup”.

It’s free and you only need to install it once for all but to do so you need administrator privilege on the computer (ask the computer’s owner for more details).

A "User Account Control" popup appears to request the execution of the "PulseSetupClient.cab" as "administrator".

We recommend selecting "Always" during the installation process.

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

Alternatively, only your login is displayed.

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

Click on OK
At this stage a legal notice is displayed.

**Click on OK** to accept the conditions.

---

**After a few minutes, 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**"
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.