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?

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 (SYSPER, 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.
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 <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).

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**Back to this screen it's very important to**

**Click on "Sign Out"**

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

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

When in doubt, shutdown the computer.