About the type of access

With the new remote access infrastructure, it’s the type of device you’re using that determines the type of access you get.

<table>
<thead>
<tr>
<th>Corporate EC laptop</th>
<th>You get access to the EC network. This access was previously known as FULL access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private computer/tablet</td>
<td>You get access to the web applications (Webmail, Sysper, Ares, etc.) as well as the Terminal Servers. This access was previously known as APP or IAP access.</td>
</tr>
</tbody>
</table>

Connection methods to the EC environment

There are 3 methods depending on the following:

- You have a corporate laptop with Windows 10 and Pulse Secure/SECEM2 certificate.
- You have a corporate laptop without Pulse Secure/SECEM2 certificate.
- You have a private laptop.

1. How to read this manual?

To avoid any confusion between what appears on the computer screen and what appears on the mobile device screen, the following convention has been taken:

<table>
<thead>
<tr>
<th>Any screen related to the computer</th>
<th>appears on a white background.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any screen related to the mobile device</td>
<td>appears on a blue background with an icon on top left.</td>
</tr>
</tbody>
</table>
2. I have a corporate laptop with Windows 10 and Pulse Secure/SECEM2 certificate.

Once you disconnect from the network cable and when outside the range of the corporate Wi-Fi, you can use your Pulse Secure with SECEM2 certificate to have secure access to your IT resources (outlook, Intranet, folders, Skype for Business, etc.) as if you were in the office.

How do I connect?

1. Connect your corporate laptop to your home Wi-Fi or any other internet network.
2. Enter your SECEM 2 password (a.k.a. PIN) in the pop-up window that will appear on your screen.

If you do not receive a pop-up window, you can launch manually Pulse Secure in the Windows 10 Start Menu or type it directly in Windows 10 Search. Once you launch it, click Connect to enter your SECEM 2 password.

Please note:

If you already have SECEM 2 for encrypting emails, you only have to install 'MyRemote with Secem2' app (also known as 'Pulse Secure') from the EC Store to be able to connect remotely with it.
3. I have a corporate laptop without Pulse Secure/SECEM2 certificate.

You need to use **traditional MyRemote** in order to connect to **Webmail** (web version of your outlook email), corporate applications like **Ares** and **Sysper** or to access **directly all your IT resources** such as Skype for Business, outlook, folders, etc. as you access them in the office. There is **no need** to use the My IT environment (W10) tab.

How do I connect?

<table>
<thead>
<tr>
<th>MyRemote Teleworking</th>
<th>Go to <a href="http://myremote.ec.europa.eu">myremote.ec.europa.eu</a>, and select <strong>CORPORATE</strong> device. Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to the EC’s IT environment</td>
<td>Authenticate on your mobile phone via:</td>
</tr>
<tr>
<td></td>
<td>• EU Login app with a PIN code, QR code or ‘On Mobile Authentication’.</td>
</tr>
<tr>
<td></td>
<td>• SMS challenge that you will receive.</td>
</tr>
<tr>
<td></td>
<td><em>See the point 5 of this documentation for details</em></td>
</tr>
</tbody>
</table>
The corporate connection should start automatically but if it does not then click Start in the ‘Network Connect’ tab to ensure connection to the Commission network.

Please note:

- You may be requested to download the latest version of the My Remote application. If so, please download, install and reboot your laptop for the update to take effect.
4. I have a private laptop

You can connect via **MyRemote application** to access **Webmail** (web version of your outlook, corporate applications like **Sysper** and **Ares or My IT Environment** (W10). The latter will provide you access to your folders and other IT resources.

How do I connect?

Go to **myremote.ec.europa.eu**, and select **PRIVATE device**.

Authenticate on your mobile phone via:
- EU Login app with a PIN code, QR code or ‘On Mobile Authentication’.
- SMS challenge that you will receive.

*See the point 5 of this documentation for details.*
Please note:

- You may be requested to download the **latest version** of the *My Remote application*. If so, please download, install and reboot your laptop for the update to take effect.

- The connection to the new My IT Environment (W10) is **NOT** possible if you use an **older version** of *Windows (7 or 8.0)* on your private computer.

- There is no possibility to install SECEM2 and Skype for Business on private laptops.
5. Authentication methods for MyRemote website

There are 3 authentication methods that you can use indifferently:

- **EU LOGIN Mobile app** on a smartphone either with:
  - a QR code
  - a PIN code
- **SMS challenge** on a mobile phone

PS: It does not make any difference if the (smart)phone you’re using to authenticate is private or corporate.

A. To authenticate with the **EU LOGIN Mobile app with a QR code**

“EU LOGIN Mobile App” cannot be installed remotely.

First, enter your Username (=Your login) or EC email address

Example: duponje
or jean.dupond@ec.europa.eu

Then click on “Next”

Then, enter your EU LOGIN password.

Choose your verification method as EU Login Mobile App QR Code

Then click on «Sign in»

A QR code is displayed on the screen of the computer
On your smartphone, launch the EU LOGIN Mobile app

In the main screen, Tap “Scan QR Code”

The camera of your smartphone is activated.

Point at your computer screen displaying the QR Code

A code is generated by the app.

Example: 34 55 71 20
Quick troubleshooting:
- Is your smartphone number registered in SYSPER for at least one day?
- Have you installed the EU LOGIN mobile app while you were still in the office?
B. To authenticate with the **EU LOGIN Mobile app with a PIN code**

“EU LOGIN Mobile App” cannot be installed remotely.

Your **smartphone must be connected to a data network** (Wi-Fi or 3G/4G) in order to use the EU LOGIN Mobile app with a PIN code.

First, on your smartphone, **launch the EU LOGIN Mobile app**

In the main screen, **Don’t do anything!**
Back on your computer, enter your Username (= Your login) or EC email address

Example:  
duponje  
or  
jean.dupond@ec.europa.eu

Then click on “Next”

Then, enter your EU LOGIN password.

Choose your verification method as EU Login Mobile App PIN Code

Then click on “Sign in”
If you have registered several mobile devices, **click on the appropriate one.**

**Example:**

*Samsung A70*

Back on your smartphone, **a notification arrives** (its display depends on the type of phone)

**Open this notification by clicking on it**
Quick troubleshooting:
- Is your smartphone number registered in SYSPER for at least one day?
- Is your smartphone connected to a data network (Wi-Fi or 3G/4G)
- Have you installed the EU Login mobile app while you were still in the office?

Enter your PIN Code (the one you selected when you installed the EU Login Mobile App)

You are now authenticated
C. To authenticate with an **SMS challenge on a mobile phone**

There are 3 **conditions** to fulfil to use this authentication method:

1) **The number of your (smart)phone you use must be registered in SYSPER**

   From SYSPER, menu My File / Personal data / Telephone numbers
   - Click on the button "Change my private telecoms"
   - Enter your mobile phone,
   - Tick "use for authentication" in front of your phone number
   - Click on save to validate

2) **When you enter your phone number in SYSPER** (or if you change to another number), it can only be used from the day after

First, enter your **Username** (=Your login) or **EC email address**

Example: 

- duponje
- jean.dupond@ec.europa.eu

Use your e-mail address

Then click on “Next”
Then, enter your EU LOGIN password.

Password

Choose your verification method as Mobile Phone + SMS

And fill in your mobile phone number:

International format including country code, e.g. for Belgium: +32 123 45 67 89

Then click on «Sign in»
Quick troubleshooting:
- Is your (smart)phone number registered in SYSPER for at least one day?
- Do you receive your SMS instantly?

You will receive an SMS on your mobile phone

Example: 93F-FL7-UNL

On your PC, enter this SMS text challenge into

Now that everything is filled in, you can click on «Sign in»

You are now authenticated