PROCEDURE – WTO WEBMAIL AND REMOTE DESKTOP ACCESS ON A MAC OPERATING SYSTEM

Updated on 16-September-2024

Contents

I.   DESCRIPTION

This document explains how to install <u>Ivanti Secure VPN Application</u> on personal MacOS computer to <u>remotely connect to your WTO E-mail and/or WTO computer</u>, as if you are sitting in front of your WTO computer.

The benefit of using this is that it`s easier, faster and have options to suspend/resume session. This is recommended for users who access the WTO network frequently from the same computer.

## II.   FIRST TIME CONNECTION SETUP INSTRUCTIONS

Install and configure Ivanti VPN client on your Mac

1. Download the Ivanti VPN client from http://vpndocs.wto.org
    Or click below link
   http://vpndocs.wto.org/Ivanti_Clients/Ivanti-Mac.dmg

Ivanti Secure VPN Client for Mac and Windows OS

Ivanti Secure is a piece of software that handles the connection between your home computer or laptop and the WTO network. (Pre-installed on WTO laptops)

Click here to download Ivanti Secure VPN client for **Personal WINDOWS OS (64 bit).**

Click here to download Ivanti Secure VPN client for **Personal WINDOWS OS (32 bit).**

Click here to download Ivanti Secure VPN client for **MAC OS.**

2. Install the Ivanti Secure VPN client from your "**_Downloads_**" directory.

    Double click **Ivanti-Mac.dmg** file:
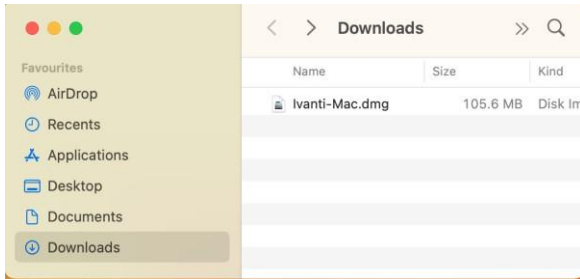
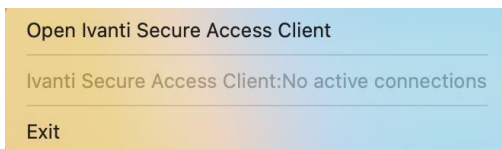   Click "**_Continue_**" and finish installation:
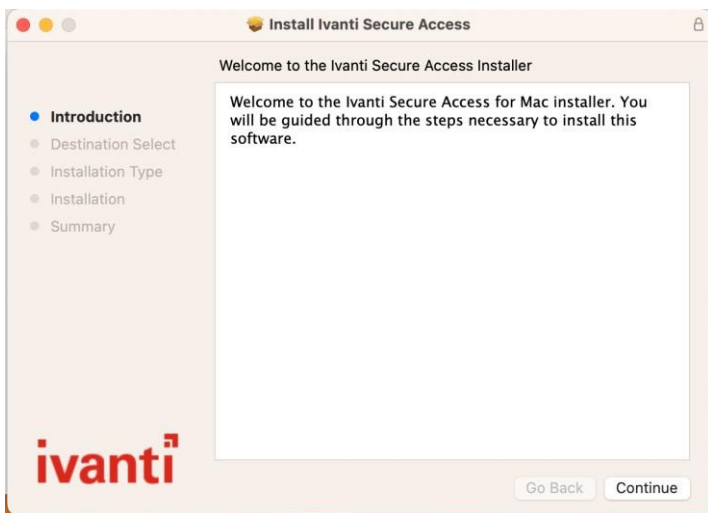
    In Menu Bar, the Ivanti Secure VPN client icon should be available:

 (the Ivanti Secure VPN client)

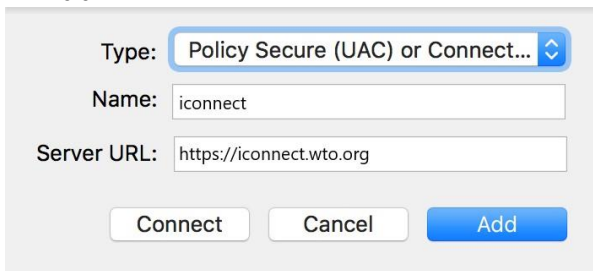   Click on the Ivanti Secure Icon and press on "**_Open Ivanti Secure Access Client_**":

3. Add connections in the Ivanti Secure Access Client:
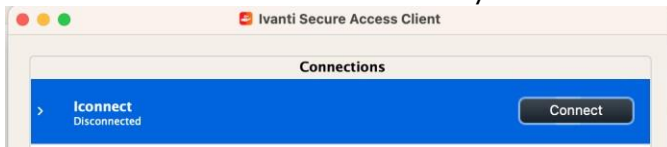   In the Ivanti Secure window, click on the "**+**" to create a new connection:

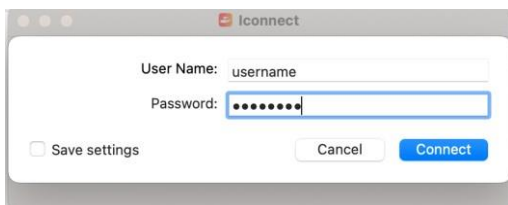Type = Policy Secure (UAC) or Connect Secure (VPN)
Name = **_iconnect_**

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Server URL = https://iconnect.wto.org Click
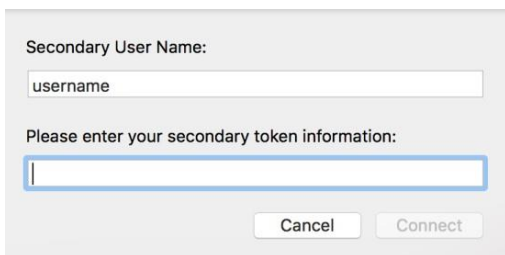on "**Add**".

4. Start the secure connection by click on "**Connect**":

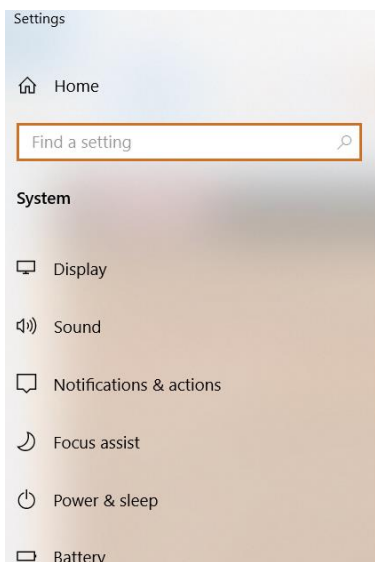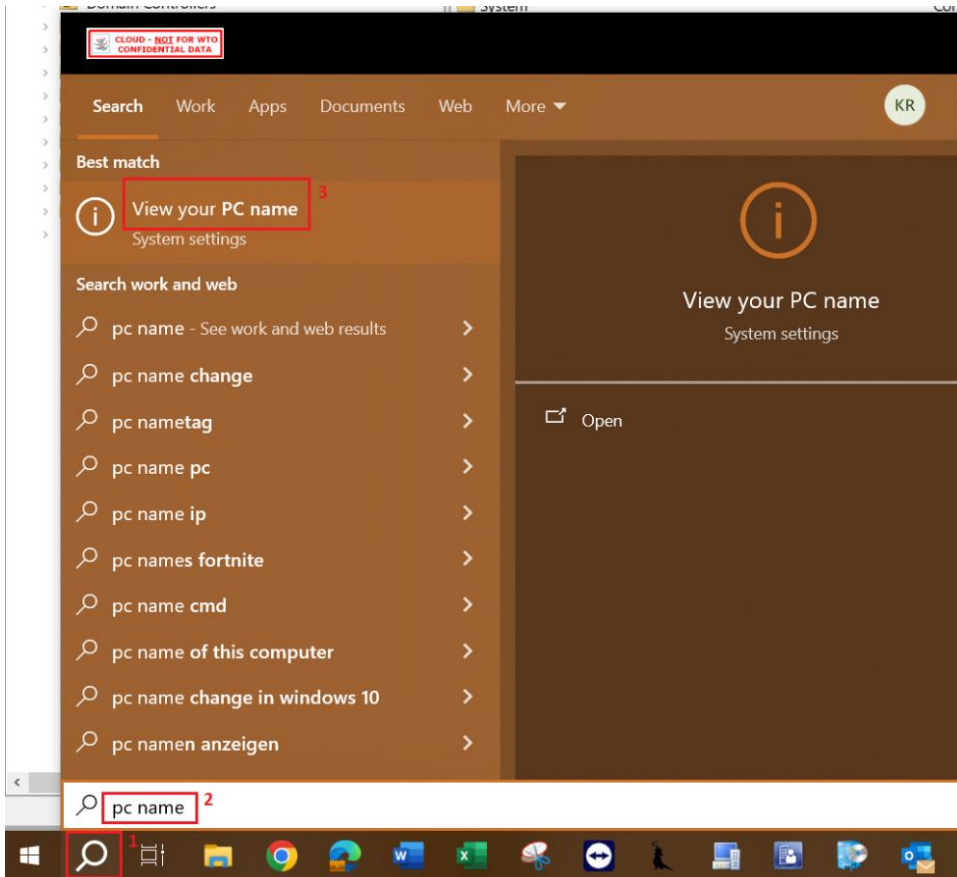5. When prompted for your credentials, enter your WTO **user name** and **password** and then click on "Connect":

6. You will be prompted for your token, type it and click on "Connect":

Install and configure "*Microsoft Remote Desktop 10*" by using App Store.

Prerequisite:

Before configuring the Microsoft Remote Desktop application, you need to have your **WTO computer name**, in order to find it, go to your WTO computer, click on the Windows button or the magnifying glass on your taskbar and type "PC name", then open "View your PC name".

Use the **Full device name** to add it to the Microsoft Remote Desktop application. Please follow the steps below to install and configure the application.

1. Search and install the "Microsoft Remote Desktop 10" app from your App store and open the application.
   If you get a prompt asking if you allow this application to access your microphone and camera, click yes. If you do not get this prompt, open System Preferences and go to Security and Privacy, In the left-hand menu, select Microphone and

make sure Microsoft Remote Desktop appears and is checked, do the same for the camera.
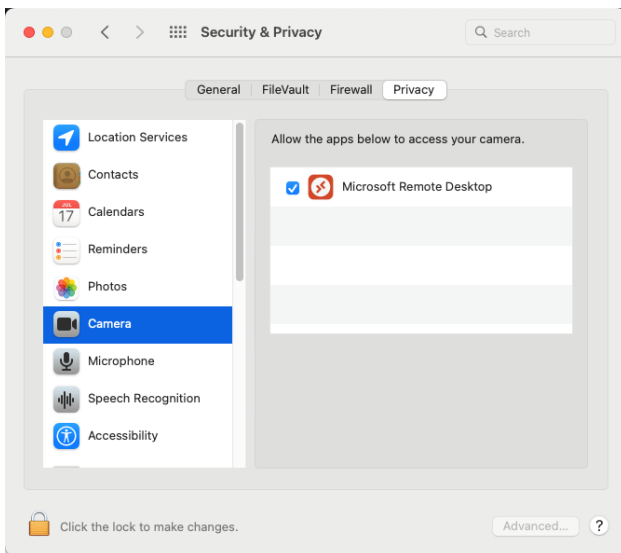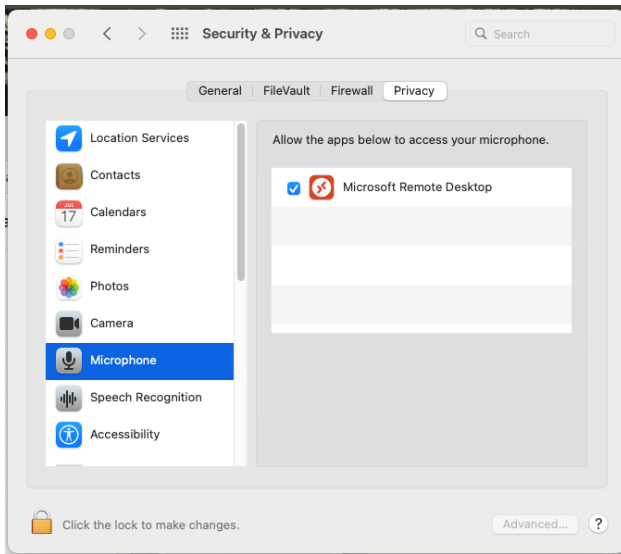

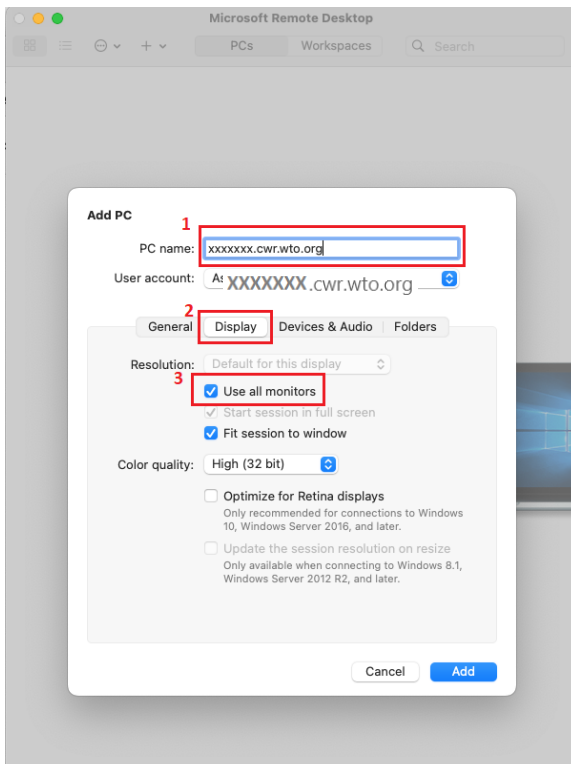2. Once installed, open the "***Microsoft Remote Desktop***" application. Then add "Desktop" by clicking "**+**" and then "***Desktop***" or on **"Add a PC"** button:

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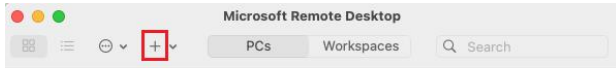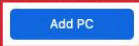
4. Type your PC name and go to the tab "Display". If you have more than one screen at home, select the option "Use all monitors". This will show your remote Desktop in all the screens you have available.


5. Go to the tab "Devices & Audio" and mark all the boxes as indicated in the screenshot below, this will allow you to use all your peripherals from home. Once you have modified all the settings, click on the button "Add" to save your remote desktop
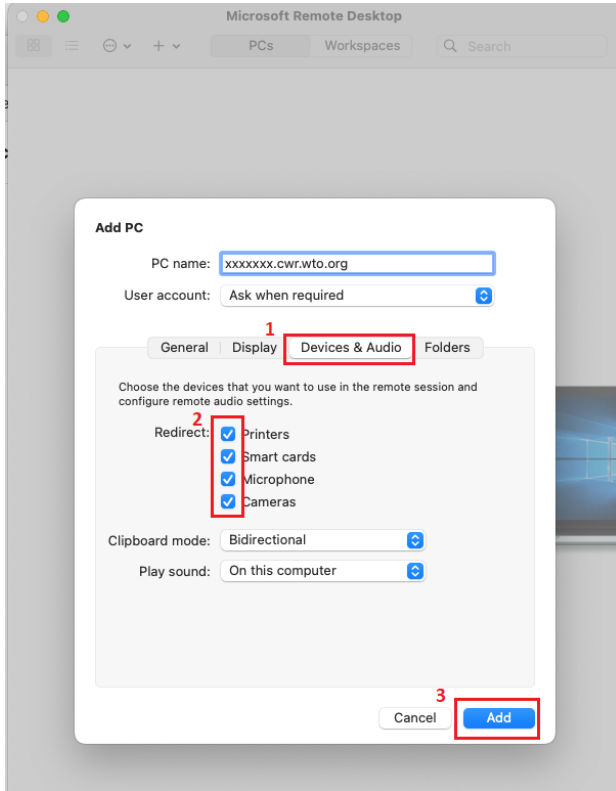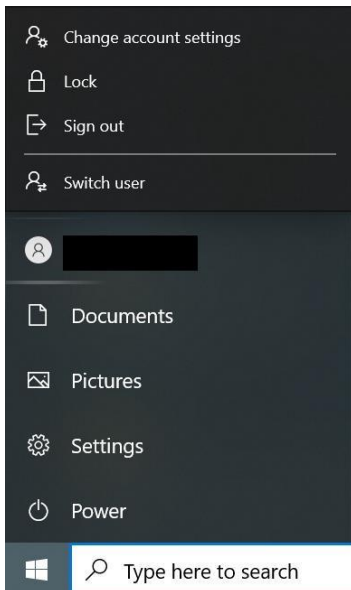
6. Right click on your remote desktop and select "connect", this will prompt you to introduce your username (CWR\xxxxxxxxx) and password
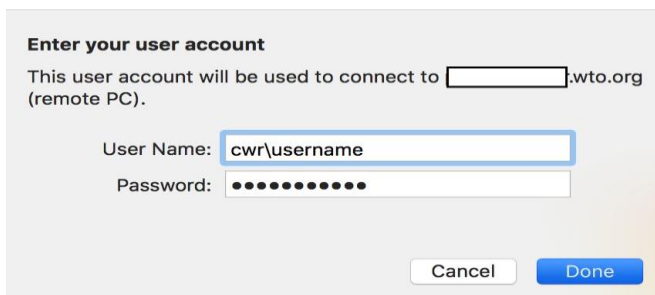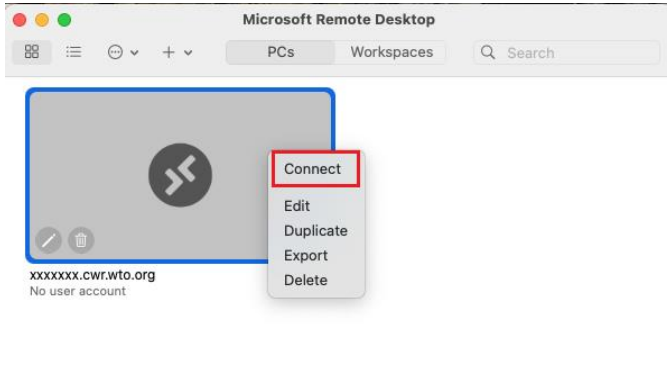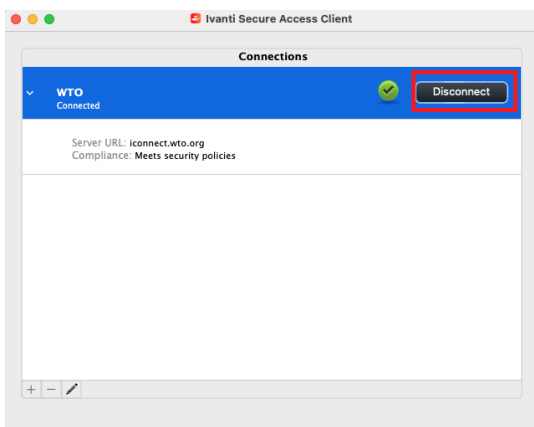

It may prompt alert about certificate if this is the first time you access your PC. Click "Continue":

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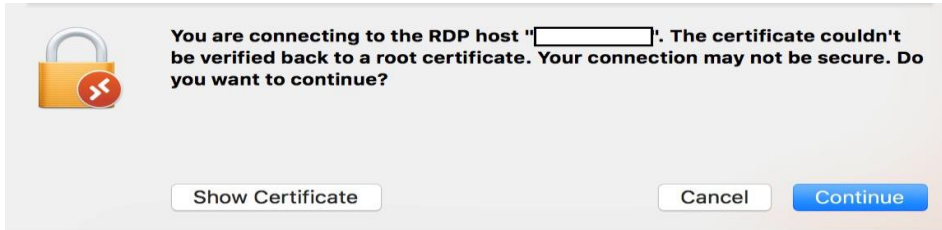
7. When you are done working, **sign out** from your Windows session.

8. Finally, disconnect yourself from the VPN connection via the Ivanti Secure client:

III.   WTO WEBMAIL ACCESS

1. To access webmail

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- Connect IVANTI VPN previously installed on your PC (see Install and configure Ivanti VPN client on your Mac).
- Open a new browser page.
- click here https://mail.wto.org/owa or type (copy and paste) to address bar.
- Type your WTO email address and password. Mails will be accessible through browser.
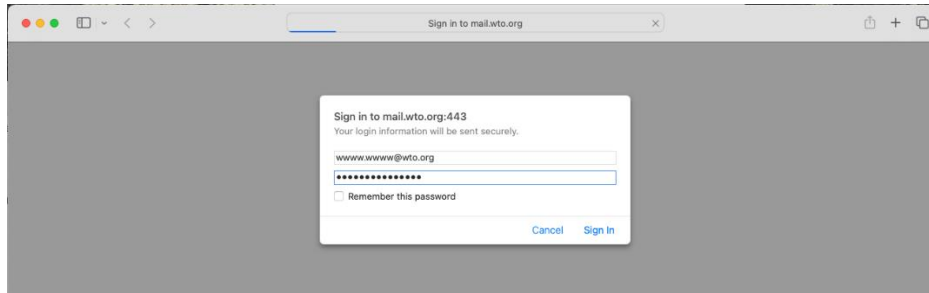
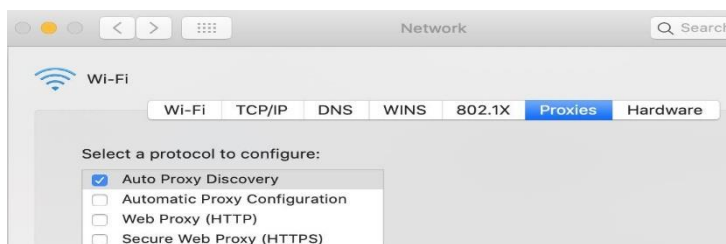## IV. INTERNET ACCESS DURING THE VPN SESSION

Note: During the VPN session, Internet Access on your MacOS device will continue to work. For security reasons, all internet traffic will pass through the WTO network, which might cause some slowness in internet browsing and some sites could be blocked.

Personal Wi-Fi printers on your MacOS device will be disabled for security reasons. Suspend the VPN connection for temporary use of local printers and resume to connect VPN session. USB printers can be mapped.

If internet access not working with the Ivanti Secure connected, please change the 'proxy settings', as follows:

Open System Preference-> Network ->Wi-Fi->Advanced->Proxies-> check **Auto Proxy Discovery.**

After changing the settings, disconnect and reconnect Ivanti.

**** End of document *****