PROCEDURE – WEBMAIL AND REMOTE DESKTOP ACCESS ON A PERSONAL WINDOWS COMPUTER

Updated on 16-September-2024

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I. DESCRIPTION

This document explains how to install Ivanti Secure VPN Application on personal Windows computer to remotely connect to your WTO E-mail and/or WTO computer, 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 computer.

1. Download the Ivanti Secure VPN client from http://vpndocs.wto.org

Windows http://vpndocs.wto.org/Ivanti Clients/IvantiSecure.x64.msi

MacOS 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.

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

2. To Install the Ivanti Secure VPN Client go to your Downloads folder and double click on the Ivanti installer to start the process, click on "Next" until the installation is done and then select "Finish"

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| 10 | 🕹 > This PC > Downloa | ds | ~ | Q | P S€ | earch Downloads |
|-------------------------|---|---|----|---|------|------------------|
| P Quick acces ■ Desktop | 55 | Name Vast week (1) | | | | Date modified |
| Download | is # | 📌 IvantiSecure.x64.m | si | | | 10/07/2023 15:45 |
| | The Setup Wizard will install Ivanti your computer. Click Next to continu Setup Wizard. | Secure Access Client on ue or Cancel to exit the | | | | |
| | | | | | | |

3. Once installed, open Ivanti client by going to the taskbar and typing its name



4. To add a connection, in the Ivanti Secure window, click on the (+) to create it, then type in the information below as described in the image below. Click on Add to save the connection.

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| ivanti Secure Access Client | _ × |
|--|---------------|
| File Help | |
| Connections | $1 + \times$ |
| Add Connection | × |
| Type: | |
| Policy Secure (UAC) or Connect Secu | ure (VPN) 🗸 🗸 |
| Name: | |
| iConnect 2 | |
| Server URL: | |
| iconnect.wto.org 3 | |
| Connect | 4 Cancel |
| © 2010-2024 by Ivanti, Inc. All rights reserved | Close |
| | |

Type = **Policy Secure (UAC) or Connect Secure (VPN)** Name = **iConnect** Server URL = <u>https://iconnect.wto.org</u> Click on **Add**

5. Click on Connect on Ivanti Secure

| ivanti Secure Access Client | _× |
|--|---------|
| File Help | |
| Connections | + / × |
| ► Iconnect Disconnected | Connect |
| | |
| | |
| | |
| | |
| L | |
| © 2010-2023 by Ivanti, Inc. All rights reserved | Close |

6. When prompted for your credentials, enter your **WTO username** and **password**:

| Conn | ect to: Iconne | ect | | |
|------|----------------|------|--|--|
| | User Name: | | | |
| | username | | | |
| | Password: | | | |
| | •••••• | | | |
| | Save setti | ings | | |

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

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| onne | ect to: Iconnect |
|------|--|
| ? | Provide the following credentials to complete the connection |
| | Secondary User Name: |
| | usemame |
| | Please enter your secondary token information: |
| | |

Configure "Remote Desktop Connection"

Prerequisite:

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



| Settings | | |
|-------------------------|---|--|
| 命 Home | About | |
| Find a setting | Your PC is monitored and protected. | |
| System | See details in Windows Security | |
| 🖵 Display | Device specifications | |
| 小) Sound | Device name XXXXXXX Full device name XXXXXXX.cwr.wto.org | |
| Notifications & actions | Processor Intel(R) Core(TM) i5-10310U CPU @ 1.70GHz 2.21 GHz | |
| J Focus assist | Installed RAM 16.0 GB (15.6 GB usable) | |
| (h) prove a los | Product ID 00329-00000-00003-AA652 | |
| O Power & sleep | System type 64 bit operating system, x64 based processor | |
| Battery | Pen and touch No pen or touch input is available for this display | |

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

1. From your Windows computer, click on the *Start* (button) Desktop Connection", then click on it to open it

| Best match | _ | | |
|--|---|------------|----------------|
| Remote Desktop Connection | | 4 | |
| Search the web | | Remote Des | top Connection |
| remote desktop connection - See web results | > | | Арр |
| Settings | | Copen | |
| Allow Remote Desktop connections only from computers with Network | > | | \sim |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

2. Enter the name of your **WTO** computer in the "Computer" field and then click on "Show options".

| Semote I | Desktop Connection | - | - | | × |
|----------------|-------------------------------------|-------|-----|----|----|
| N | Remote Desktop Connection | | | | |
| Computer: | xxxxxxxx.cwr.wto.org 1 | | ~ | | |
| User name: | None specified | | | | |
| You will be as | ked for credentials when you connec | t | | | |
| Show Op | 2 tions | Conne | ect | He | lp |

 Type your username in the format: *CWR\username*. If you have more than one screen at home, click on the tab "Display" and select the option "Use all my monitors".

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and type "Remote



4. Go to the tab "Local resources" and select "Settings" make sure the options "Play on this computer" and "Record from this computer" are selected, then click OK.

| 🌄 Remote I | Desktop Connection – 🗆 🗙 | |
|---------------------------|--|---|
| I | Remote Desktop Connection | |
| General Dis Remote aud | play Local Resources Experience Advanced dio Configure remote audio settings. Settings | |
| Keyboard | Apply Windows key combinations: Only when using the full screen Example: ALT+TAB | |
| Local devic | es and resources Choose the devices and resources that you want to use in your remote session. Printers More | |
| Semote | Desktop Connection × Remote Desktop Connection | < |
| Remote aud | io playback Play on this computer O Do not play Play on remote computer | |
| Remote aud | io recording Record from this computer Do not record 3 | |
| | 4 OK Cancel | |

5. From the same tab, go to "More" and check all the boxes, this will allow you to use all your peripherals at home (headset, webcam, etc). Click OK once you have finished.

| 8 <u>0</u> | Desktop Connection - 🗆 🗙 | |
|-----------------------------------|--|---|
| | Remote Desktop | |
| | Connection | |
| | 1 | |
| General Dis | splay Local Resources Experience Advanced | |
| -Remote au | dio Configure remote audio settings | |
| | Settings | |
| | | |
| Keyboard | Apply Windows key combinations: | |
| \sim | Only when using the full screen $\qquad \qquad \lor$ | |
| | Example: ALT+TAB | |
| -Local devic | ces and resources | |
| | Choose the devices and resources that you want to use in your remote session. | |
| | Printers Clipboard | |
| | More | |
| | | |
| 😓 Remote | Desktop Connection | × |
| | Remote Desktop | |
| | | |
| | Connection | |
| | Connection | |
| Local devic Choose | Connection es and resources the devices and resources on this computer that you want to use in | |
| Local devic Choose your ren | Connection es and resources the devices and resources on this computer that you want to use in tote session. | |
| Local devic Choose your ren | Connection tes and resources the devices and resources on this computer that you want to use in note session. | |
| Local devic Choose your ren | Connection tes and resources the devices and resources on this computer that you want to use in note session. mart cards or Windows Hello for Business ebAuthn (Windows Hello or security keys) orts | |
| Local devic Choose your ren | Connection es and resources the devices and resources on this computer that you want to use in note session. mart cards or Windows Hello for Business ebAuthn (Windows Hello or security keys) orts mes deo capture devices | |
| Local devic Choose your ren | Connection the devices and resources on this computer that you want to use in note session. mart cards or Windows Hello for Business eAbuthn (Windows Hello or security keys) pris rives deo capture devices ther supported Plug and Play (PnP) devices | |
| Local devic Choose your ren | Connection ess and resources the devices and resources on this computer that you want to use in to be session. mart cards or Windows Hello for Business ebAuthn (Windows Hello for Business bebAuthn (Windows Hello for Susiness deo capture devices ther supported Plug and Play (PnP) devices 3 | |
| Local devic Choose your ren | Connection the devices and resources on this computer that you want to use in the devices and resources on this computer that you want to use in the devices and resources on this computer that you want to use in the devices of Windows Hello for Business the apported Plug and Play (PnP) devices 3 | |
| Local devic Choose your ren | Connection es and resources the devices and resources on this computer that you want to use in notes session. mart cards or Windows Hello for Business ebAuthn (Windows Hello or security keys) orls twes deo capture devices ther supported Plug and Play (PnP) devices 3 | |

6. Once you have changed all the settings, go back to the "General" tab, and select "Save as" in order to save the connection to your WTO computer. You can select any location, but we advise you to save it on your Desktop for easier access. You can save it with any name, we advise the name "WTO computer (name of PC)"

| SRemote | Desktop Connection | | | - | | × |
|------------|---|-------------------|----------|------------|-------|---|
| - | Remote Desi Connectio | ktop on | | | | |
| General D | isplay Local Resources | Experience | Advanc | ed | | |
| -Logon set | tings | | | | | |
| | Enter the name of the re | emote compute | ər. | | | |
| | Computer: xxxxxxx | x.cwr.wto.org | | | ~ | |
| | User name: CWR\username | | | | | |
| | You will be asked for credentials when you connect. | | | | | |
| | Allow me to save cr | edentials | | | | |
| Connectio | n settings | | | | | |
| | Save the current conne saved connection. | ction settings t | o an RDP | file or op | ien a | |
| | Save | Save A | s | 0 | pen | |
| | | | | | | |
| 🔺 Hide Op | otions | | Con | nect | Hel | p |

| Nove As | | | × |
|---|--|--|------------------------------|
| ← → ~ ↑ ■ > This PC > Desktop | | ✓ Ŏ Search Desitop | ,p |
| Organize • New folder | | | 18 • 0 |
| Fictures & A | Date modified | Type Si | ze |
| Temp * Network # Networks # User Guides VLANs info VLANs info VLANs info VLANs info The Put for The Put Desites | 22/07/2019 17.23 22/07/2019 17.24 23/16/2019 16.31 01/16/2019 16.31 01/16/2019 16.31 01/16/2019 16.31 | File folder File folder Internet Sterfort Remote Desktop Connection Divertort Remote Desktop Connection | 1 KB 3 KB 1 KB 3 KB |
| | | | د ب ب |
| ∧ Hide Folders | | Save | Cancel |

After you have saved the connection, you will have on your Desktop, something similar to the image below:



 Double click on the shortcut to connect to your WTO computer remotely. The first time you might see a message asking if you trust the remote connection, make sure to select "don't ask me again for connections to this computer" and then click on "Connect".

| 3 Remote Desktop Connection | | | × |
|-----------------------------|--|---|---|
| D | o you trust this remote | e connection? | |
| This remo before you | te connection could harm I connect. | your local or remote computer. Make sure that you trust the remote computer | |
| | Type: | Remote Desktop Connection | |
| 3 | Remote computer: | XXXXXXX.cwr.wto.org | |
| Don't a | sk me again for connecti | ons to this computer | |
| Show | Details | Connect Cance | I |

8. Introduce your WTO password and click on "OK"

| Windows Security Enter your credentials | × | |
|--|--------|--|
| These credentials will be used to connect to xxxxxx.cwr.wto.org. | | |
| Lastname, Firstname | | |
| Password | | |
| CWR\Username | | |
| | | |
| ОК | Cancel | |
| | | |

You might get an alert about the certificate if this is the first time you access your PC. Check the box don't ask me again and Click "**Yes**"

| 😸 Remote Desktop Connection | × |
|---|-------|
| The identity of the remote computer cannot be verifie you want to connect anyway? | d. Do |
| The remote computer could not be authenticated due to problems with i security certificate. It may be unsafe to proceed. | ts |
| Certificate name | |
| Name in the certificate from the remote computer: | |
| Certificate errors | |
| The following errors were encountered while validating the remote computer's certificate: | |
| 1 The certificate is not from a trusted certifying authority. | |
| Do you want to connect despite these certificate errors? | |
| ont ask me again for connections to this computer | |
| View certificate | , |

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



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

| ivanti Secure Access Client | _× |
|--|------------|
| File Help | |
| Connections | + / × |
| iconnect Connected | Disconnect |
| | |
| | |
| | |
| | |
| | |
| | |
| © 2010-2024 by Ivanti, Inc. All rights reserved | Close |

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III. WTO WEBMAIL ACCESS

- 1. To Access webmail
 - Connect to IVANTI VPN.
 - Open a new browser page.
 - click here https://mail.wto.org/owa or type (copy and paste) to address bar.
 - Provide your WTO e-mail address and password. The e-mail will be accessible through the browser.

| ♥ Ø mail.wto.org/owa × + | | - | 8 | × |
|---------------------------|--|---------|---|---|
| ← → C (O mail.wto.org/owa | | \$ * | | : |
| | Sign in https://mail.wto.org Username socccor@wto.org Password | | | |

IV. INTERNET ACCESS DURING THE VPN SESSION

If internet access is not working when Ivanti Secure connected, please check the 'proxy settings', as follows:

Start -> Settings -> Network & Internet -> Proxy

Script Address : http://127.0.0.1:xxx/proxy.pac

| Settings | |
|------------------------------|---|
| 命 Home | Proxy |
| Find a setting | Automatic proxy setup |
| Network & Internet | Use a proxy server for Ethernet or Wi-Fi connections. These settings don't apply to VPN connections. |
| 🖨 Status | Automatically detect settings |
| // Wi-Fi | Off Use setup script |
| 문 Ethernet | On |
| 🛱 Dial-up | Script address |
| % VPN | |
| ^エ ン Airplane mode | Save |

Note: During the VPN session, Internet Access on your local computer will continue to work. For security reasons, all internet traffic will pass through the WTO network, which might cause some slowness in internet browsing. During the VPN session, Personal Wi-Fi printers on your local computers will not work. <u>Suspend</u> the VPN connection for temporary access to local printers and resume to connect VPN session. USB printers are automatically mapped to RDP sessions from Windows computer.

To Suspend the connection right click on it and click on "Suspend" from the menu.

| File Help | |
|-----------------------|-----------------------------|
| Connections | + / × |
| iConnect Connected | Disconnect |
| | Disconnect |
| | Suspend |
| | Advanced Connection Details |
| | Edit |
| | Delete |
| | Forget Saved Settings |
| | Add |
| | |
| | |

To connect again click on the button "Resume"

| ivanti Secure Access Client | _ × |
|--|--------------|
| File Help | |
| Connections | + / × |
| iConnect Suspended | Canal Resume |
| | |
| | |
| | |
| | |
| | |
| © 2010-2024 by Ivanti, Inc. All rights reserved | Close |

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