

# 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.

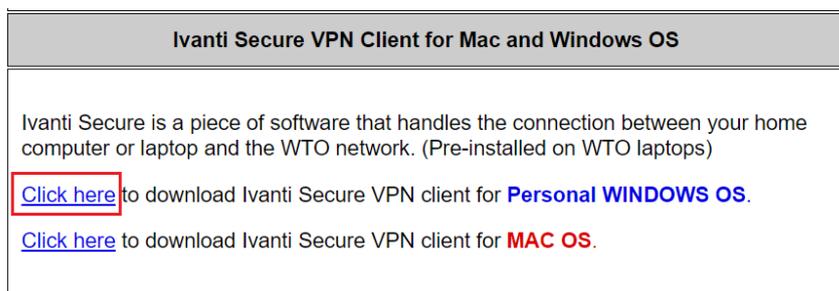
## II. FIRST TIME CONNECTION SETUP INSTRUCTIONS.

### 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](http://vpndocs.wto.org/Ivanti_Clients/IvantiSecure.x64.msi)

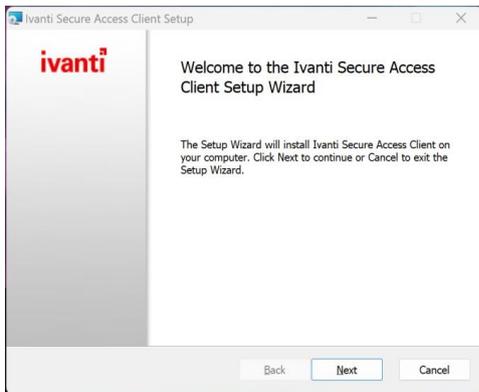
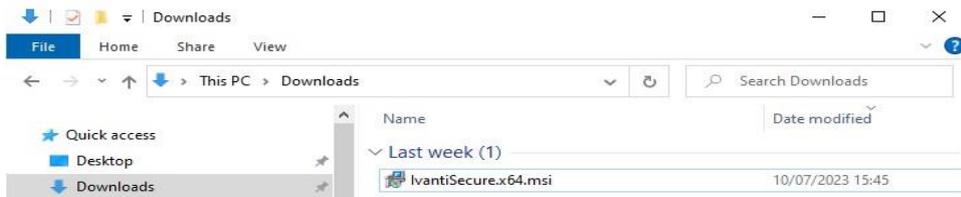
MacOS [http://vpndocs.wto.org/Ivanti\\_Clients/Ivanti-Mac.dmg](http://vpndocs.wto.org/Ivanti_Clients/Ivanti-Mac.dmg)



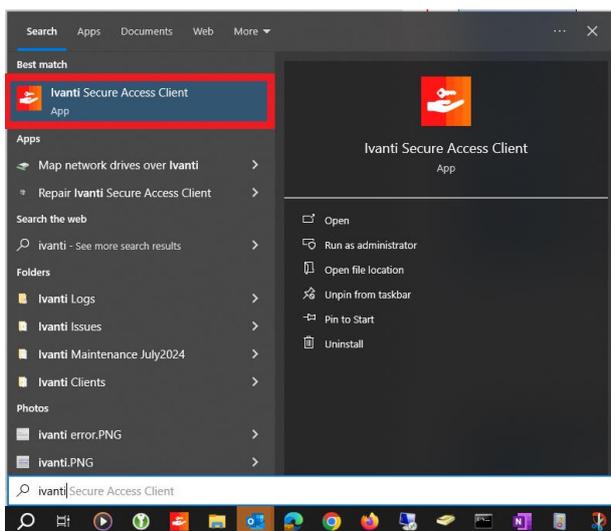
2. To Install the Ivanti Secure VPN Client go to your Downloads folder and double click on the Ivanti installer to start the process, click on "Next" until the installation is done and then select "Finish"

WTO - Internal

WTO - Internal



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

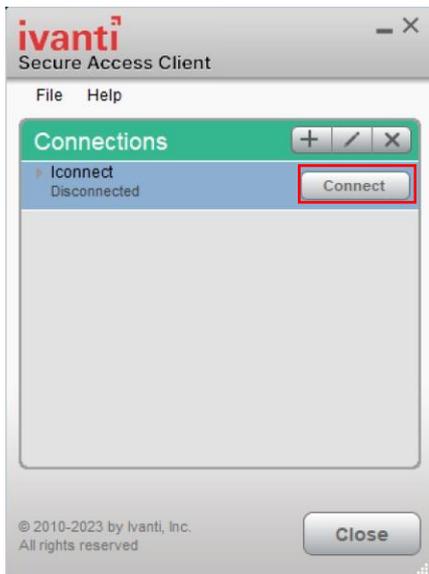


4. To add a connection, in the Ivanti Secure window, click on the (+) to create it, then type in the information below as described in the image below. Click on Add to save the connection.

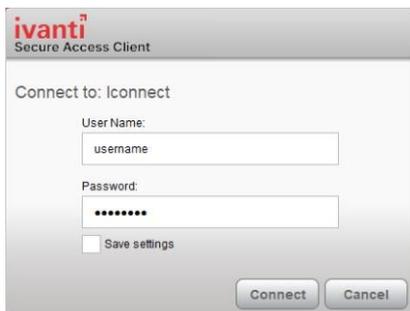


Type = **Policy Secure (UAC) or Connect Secure (VPN)**  
Name = **iConnect**  
Server URL = <https://iconnect.wto.org>  
Click on **Add**

5. Click on Connect on Ivanti Secure



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



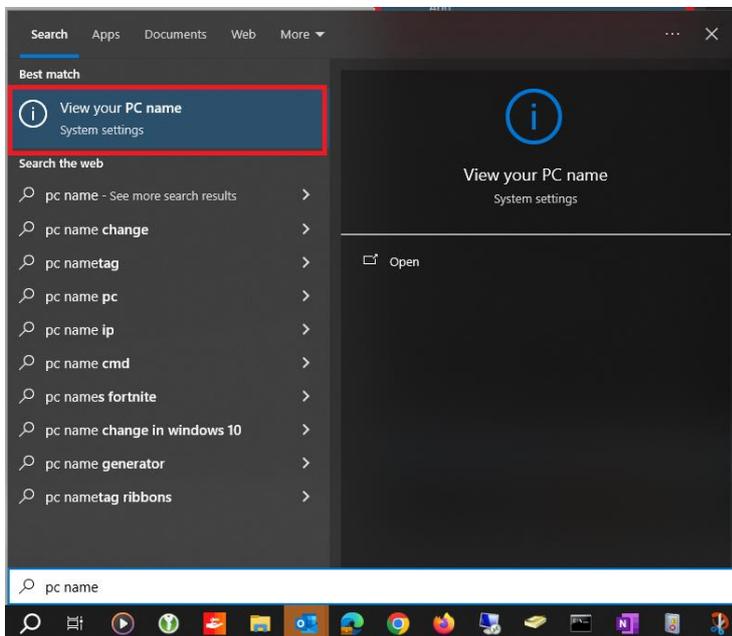
7. You will be prompted for your **token**, type it and click on **Connect**:

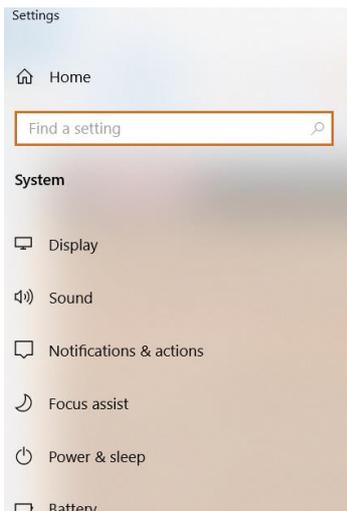


## Configure "*Remote Desktop Connection*"

### 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".





## About

Your PC is monitored and protected.

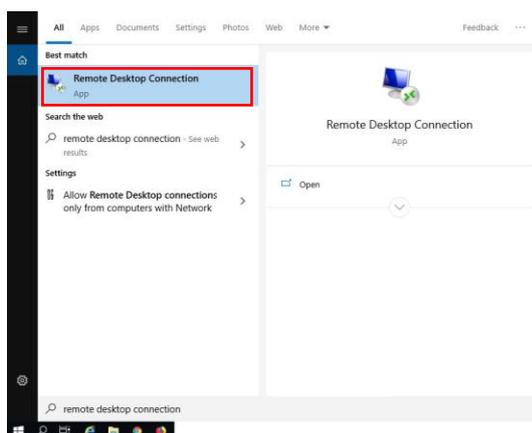
[See details in Windows Security](#)

### Device specifications

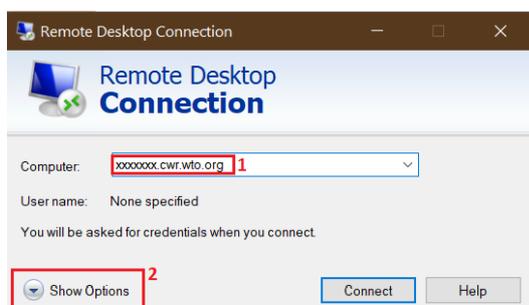
Device name	XXXXXXX
Full device name	XXXXXXX.cwr.wto.org
Processor	Intel(R) Core(TM) i5-10310U CPU @ 1.70GHz 2.21 GHz
Installed RAM	16.0 GB (15.6 GB usable)
Device ID	4E3898EB-5AAC-4436-AD8A-3A9040EFBD12
Product ID	00329-00000-00003-AA652
System type	64-bit operating system, x64-based processor
Pen and 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.

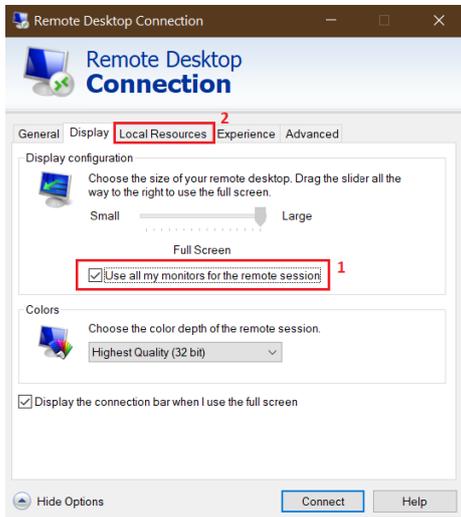
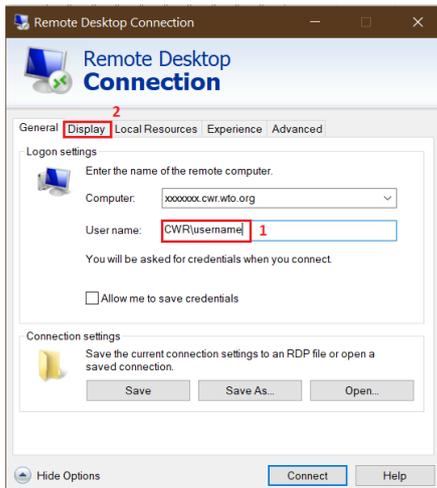
1. From your Windows computer, click on the **Start** (button)  and type "Remote Desktop Connection", then click on it to open it



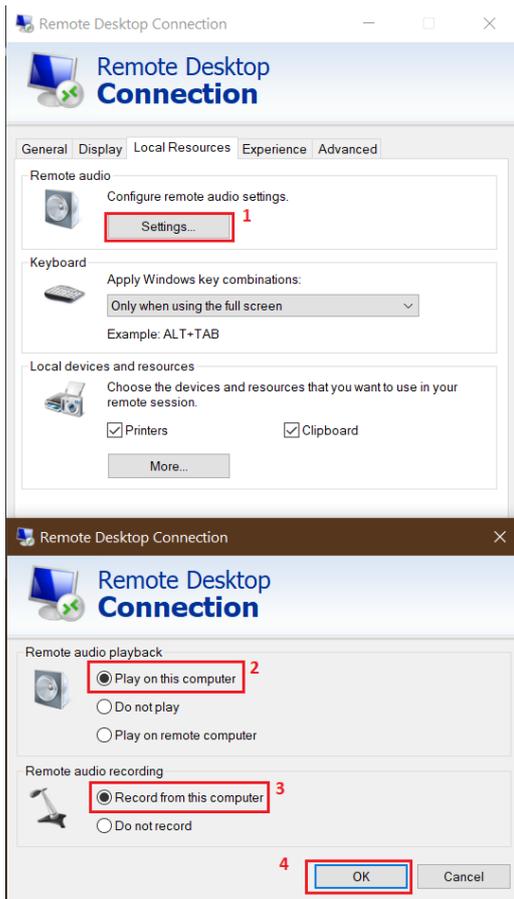
2. Enter the name of your **WTO computer** in the "Computer" field and then click on "Show options".



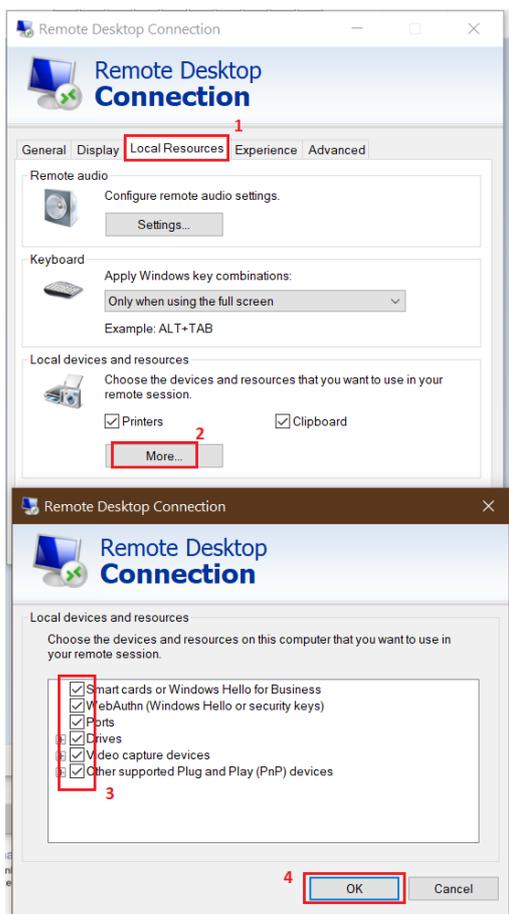
3. Type your username in the format: **CWR\username**.  
If you have more than one screen at home, click on the tab "Display" and select the option "Use all my monitors".



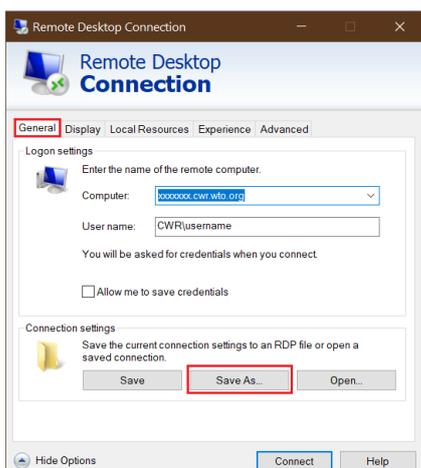
4. Go to the tab "Local resources" and select "Settings" make sure the options "Play on this computer" and "Record from this computer" are selected, then click OK.

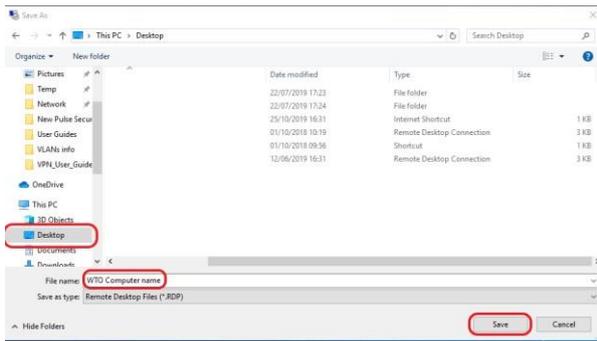


5. From the same tab, go to "More" and check all the boxes, this will allow you to use all your peripherals at home (headset, webcam, etc). Click OK once you have finished.



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)"

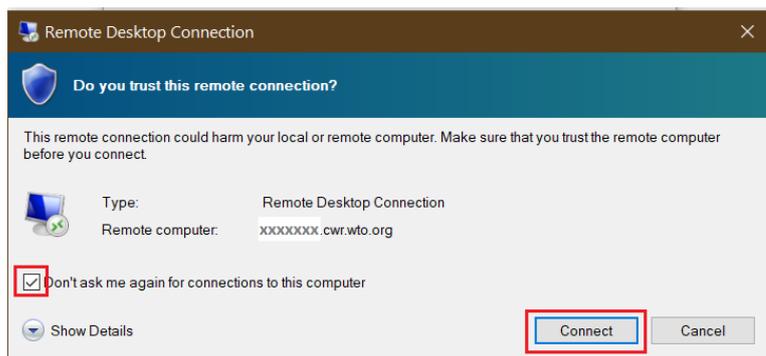




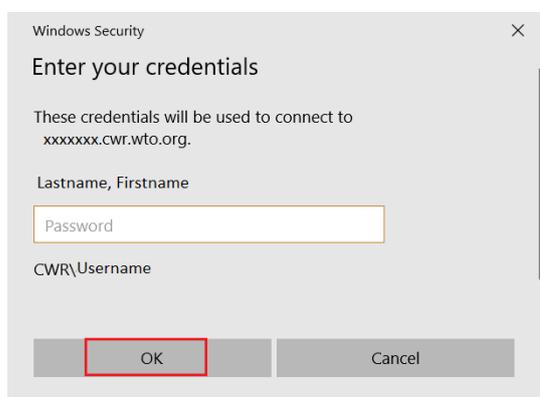
After you have saved the connection, you will have on your Desktop, something similar to the image below:



7. 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".



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

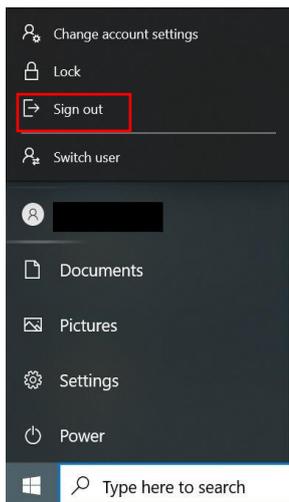


You might get an alert about the certificate if this is the first time you access your PC. Check the box don't ask me again and Click "**Yes**"



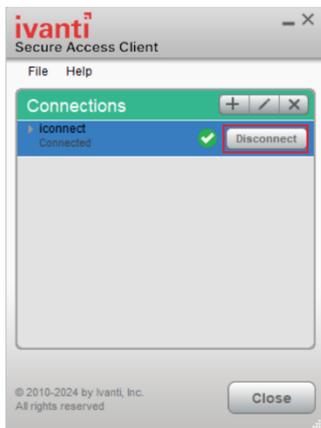
WTO - Internal

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



WTO - Internal

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

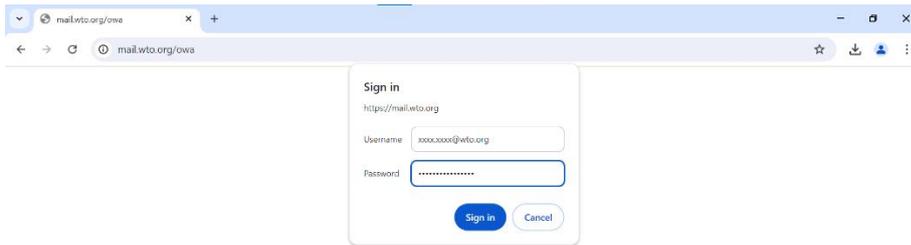


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### III. WTO WEBMAIL ACCESS

#### 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.

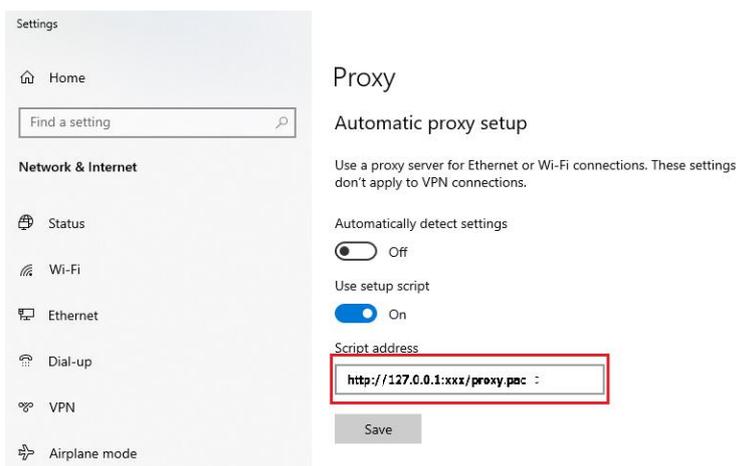


### IV. INTERNET ACCESS DURING THE VPN SESSION

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

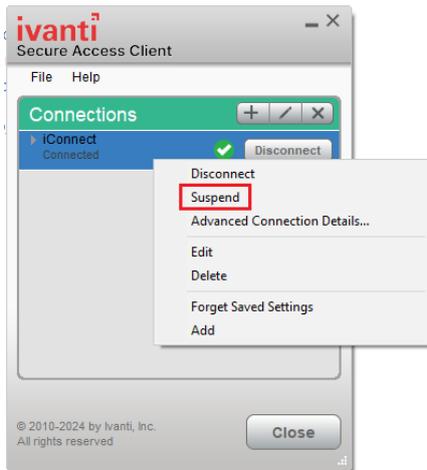
Start -> Settings -> Network & Internet -> Proxy

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

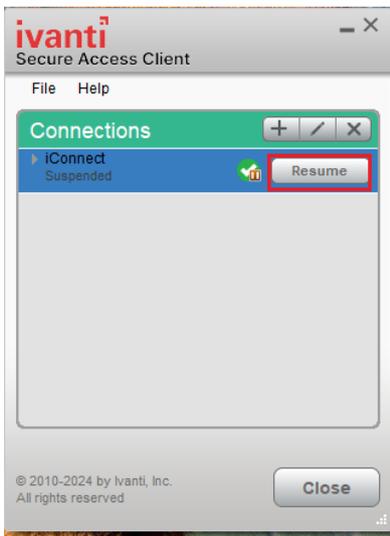


**Note:** During the VPN session, Internet Access on your local computer will continue to work. For security reasons, all internet traffic will pass through the WTO network, which might cause some slowness in internet browsing. During the VPN session, Personal Wi-Fi printers on your local computers will not work. Suspend 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.



To connect again click on the button "Resume"



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