



End-User Guide

Netskope VPN – Windows 11 (private computers)

Date: 06 Oct. 26

WTO - Internal

Prepared by: Information Technology Solutions Division (ITSD)

Contents

1	Description.....	2
2	One-Time Setup Instructions for Netskope Connection.....	2
3	One-Time Setup Instructions for the Remote Desktop Connection Application.....	4
4	Subsequent use of Netskope Vpn and Remote Desktop.....	8
5	Uninstalling Netskope Client	11
6	Technical Support.....	11

1 Description

This document shows you how to install the Netskope VPN app on your personal Windows computer. It lets you securely connect to your WTO computer from anywhere, just like you're sitting at your desk.

2 One-Time Setup Instructions for Netskope Connection

Procedure for Installing and configuring the Netskope VPN Client on Windows private computer.

2.1 Requirements

Before you begin, make sure you have:

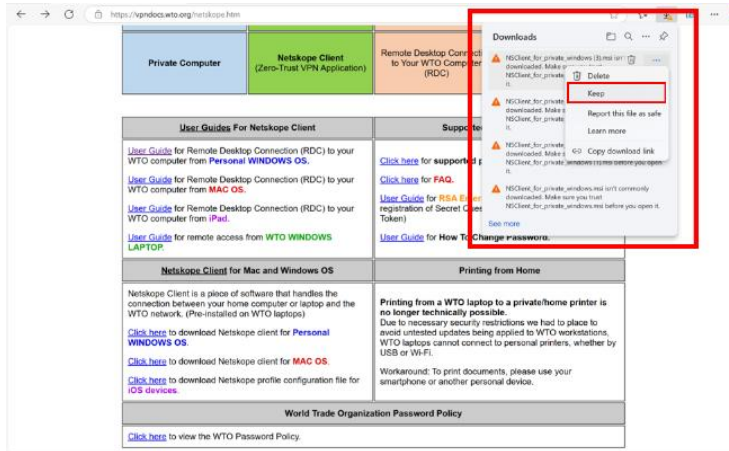
1. Admin rights on your private computer
2. WTO email address, password, and RSA token
3. Internet connection with a minimum of 5 Mbps download/Upload speed
4. Close any active Ivanti or any VPN sessions.

2.2 Download the Netskope client installer, use Google Chrome:

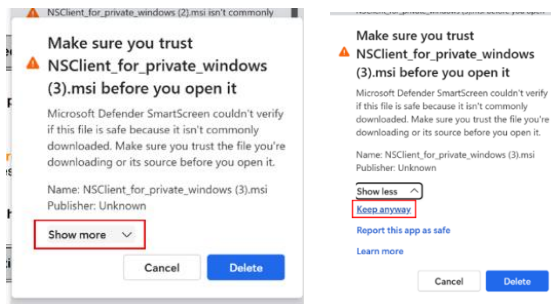
1. Click direct download link for Windows:
https://vpndocs.wto.org/NSClients/NSClient_for_private_windows.msi
2. Or Download the Netskope VPN client from <http://vpndocs.wto.org>

2.3 Downloading with Microsoft Edge (additional step).

1. We recommend downloading the installer with Chrome. If you download it with Microsoft Edge, Edge displays a warning because it does not recognize the origin of the file. To keep the file:
2. Click the three dots (...) next to the download and select **Keep**.



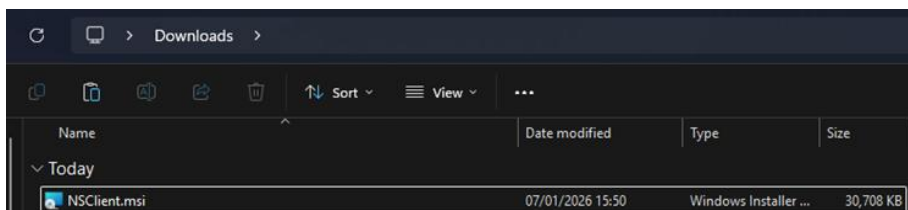
3. A confirmation message appears. Click **Show more**, then click **Keep anyway**. The installation file is now available.



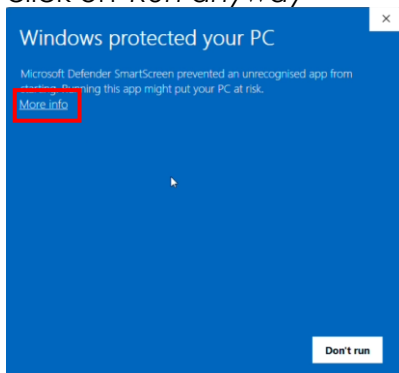
WTO - Internal

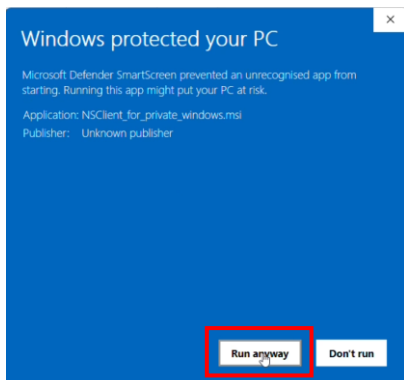
2.4 Install the client:

1. Run the downloaded installer file. Double-click *NSClient.msi*

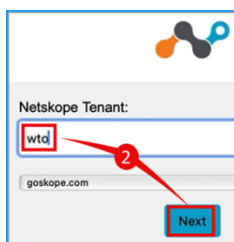


Windows will prevent Netskope, but it is safe to install, click on 'More info' and click on 'Run anyway'





2. When prompted for Tenant, **Type "WTO"** and **Click Next**



3. Follow the on-screen steps to complete the installation.

2.5 Sign In:

1. Open the Netskope client from the system tray (bottom right of your screen).
2. When prompted, sign in with:
 - WTO **email address** (firstname.lastname@wto.org)
 - WTO password
 - **RSA token** (if requested)

3 One-Time Setup Instructions for the Remote Desktop Connection Application

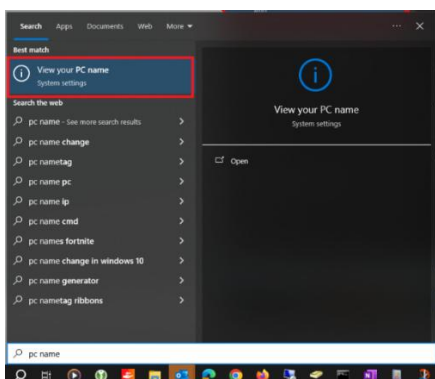
Procedure for Configuring "Remote Desktop Connection" to Access WTO computer remotely.

3.1 Prerequisite for Remote Desktop Connection:

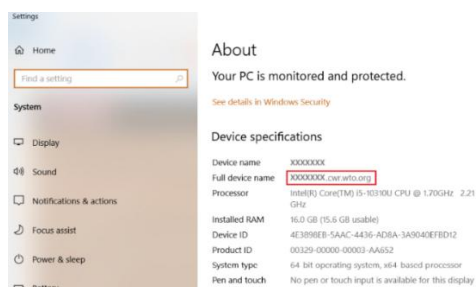
Before you start:

Have your **WTO computer name** ready. To find it:

1. 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**".

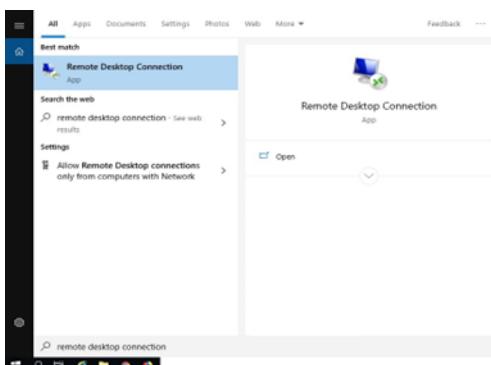


2. Write down the **Full device name**. You'll need this name (for example: xxxxxx.cwr.wto.org) when adding your WTO computer in the Remote Desktop Connection app.

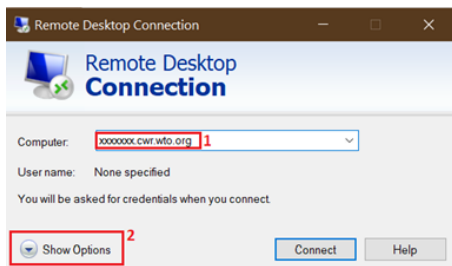


3.2 Configure "Remote Desktop Connection"

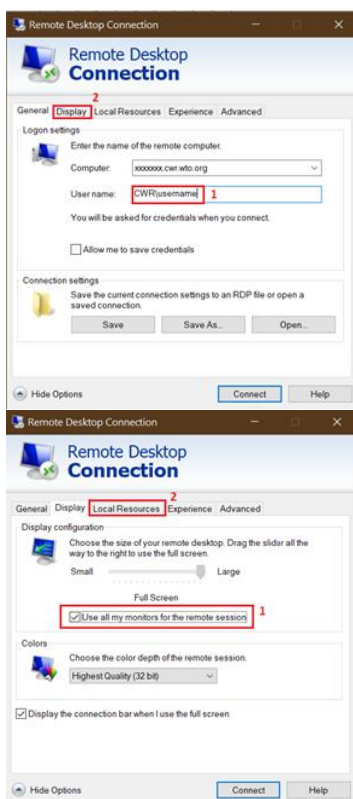
1. Make sure you have Netskope VPN installed and connected.
2. From your windows computer, click on the Start (button)  and type "Remote Desktop Connection", then click on it to open it



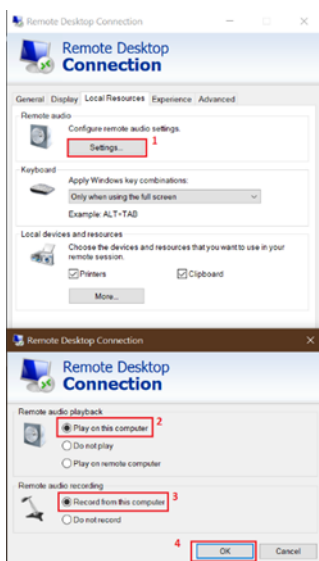
3. Enter the name of your Full WTO computer (enter computer name with **.cwr.wto.org**) in the "Computer" field and then click on "Show options".



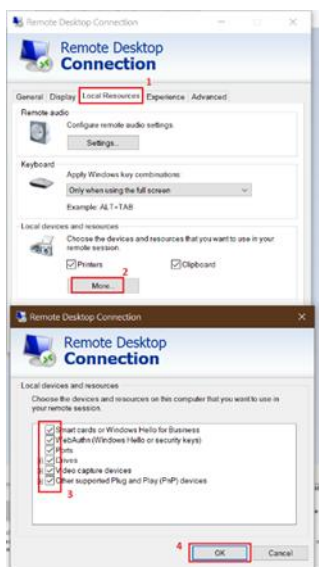
4. Type your username in the format: **CWR\username**. If you have more than one screen at home, click on the tab "Display" and select the option "Use all my monitors"



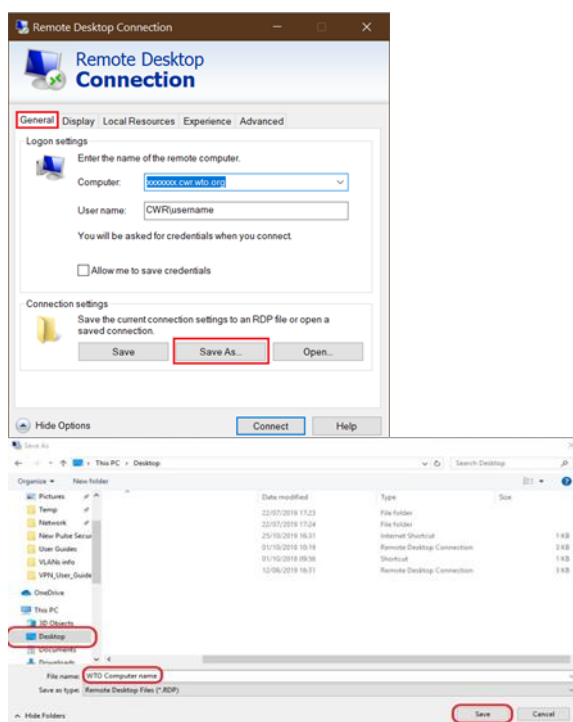
5. Go to the tab "Local resources" and select "Settings" make sure the options "Play on this computer" and "Record from this computer" are selected, then click OK



6. From the tab 'Local Resources', 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.



7. After updating the settings, return to the General tab and select Save As to save the connection. We recommend saving it on your Desktop and naming it 'WTO computer (PC name)' for easy access



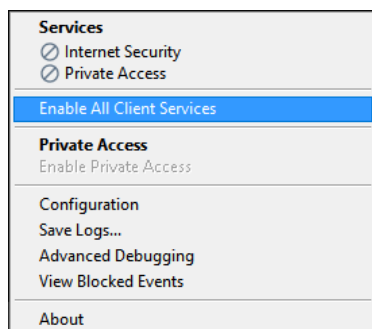
8. After you have saved the connection, you will have on your Desktop, something like the image below:



4 Subsequent use of Netskope VPN and Remote Desktop

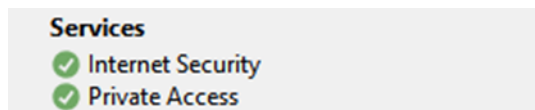
4.1 Connect Netskope VPN

1. Find the Netskope icon in system tray (bottom-right of the screen):
2. Windows: System tray (bottom-right of the screen).
3. Click the Netskope icon.
4. Select and click "Enable all client services"



4.2 Connect Netskope VPN

4. Click the Netskope icon  in system tray (bottom-right of the screen)
5. A green check mark confirms that Netskope service is connected.



You are now connected and can access the internet and Remote Desktop Connection (RDP) to access your WTO computer through Netskope VPN.

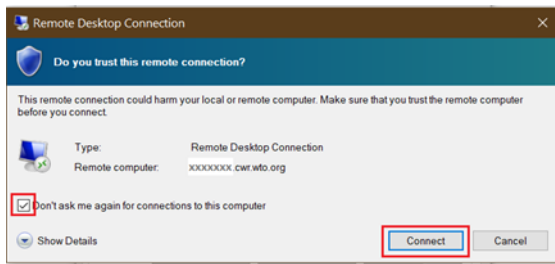
- After connection, you will have access to WTO's internal IT resources like intranet, network drives, and outlook only through a Remote Desktop connection to your WTO computer. Access to WTO IT resources directly from a private computer is not permitted.
- Internet traffic: When connected, your internet traffic goes through the Netskope cloud, that helps protect from malicious sites.
- Disconnect (Disable all client services) if you do not need WTO access and prefer direct internet access.

4.3 Connect to your WTO Computer and Work Remotely

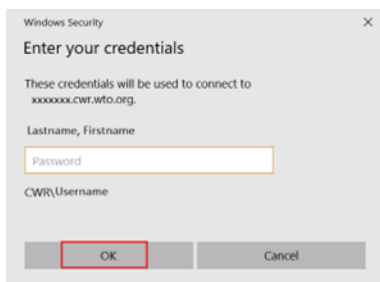
1. Double click on the shortcut to connect to your WTO computer remotely.



2. 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".



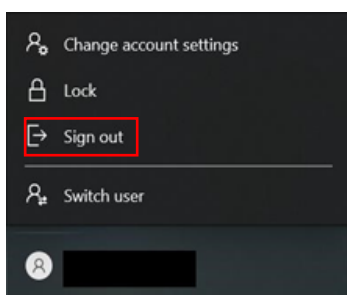
3. Enter your WTO password and click on "OK" to continue.



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"



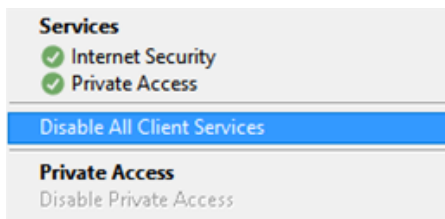
4. When you finish working, sign out of your Windows session to end the remote connection.



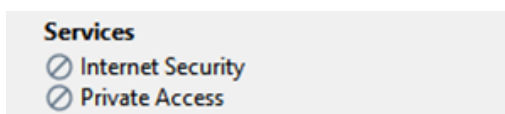
4.4 Disconnecting Netskope safely

1. Click the Netskope icon  in system tray (bottom-right of the screen):

2. Select and click "Disable all client services."

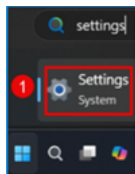


3. Your internet traffic will now go directly to the internet (not through Netskope).



5 Uninstalling Netskope Client

From the Search bar, **Type** Settings and **Open** the Settings.



1. **Go to** Apps and **Select** Installed apps.
2. **Search** for Netskope Client.
3. **Click** on the three dots and Click on Uninstall.

6 Technical Support

In case you need technical support, please open a ticket at [ServiceNow portal](#) or through the [ServiceNow Agent in MS Teams](#).

For urgent help with an IT problem, please call us on extension [5555](#) (+41 22 739 5555).

Learn more about [Service Desk call monitoring](#).