DORIS REMOTE ACCESS INSTRUCTIONS

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ACCESSING CITYTIME FROM DORIS REMOTE ACCESS

These instructions work for Windows, Mac OS, and Linux computers.

1. Navigate to <u>https://records-ra.ra.nyc.gov/</u> in your browser (Mozilla Firefox, Microsoft Edge, or Google Chrome are recommended)

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- 2. Login with your records email address (e.g. <u>jdoe@records.nyc.gov</u>) and your desktop password.
- 3. Select the link that says: "CityTime" under the section titled "Web Bookmarks"

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	Logged-in as: jocastillo@records.nyc.gov	1 Home	Preferences	Help	Sign Out
Welcome to the Secure Access SSL VPN, jocastillo@records.nyc.gov.					
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Click the link to access CityTime.		P			
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4. You will be redirected to CityTime where you can login as normal.

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REMINDER: Employees eligible to receive overtime compensation under the FLSA and/or collective bargaining agreements are only authorized to work during their regularly scheduled hours. Any work performed before or after their regularly scheduled hours must be approved in accordance with their agency's policy.		
User Name Password		
Start Page		
Sign In Forgot Password		
CityTime only supports Internet Explorer version 10 and version 11 and must always be run in Compatibility Mode.		
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HTML5 REMOTE DESKTOP (PREFERRED SOLUTION)

These instructions work for Windows, Mac OS, and Linux computers.

ACCESSING YOUR DESKTOP THROUGH DORIS REMOTE DESKTOP

Pre-Requisites

- 1. Your computer at DORIS must be powered on
- 2. On your computer at DORIS, login to your user account and look on the bottom right corner of your desktop.

Host Name:	OTPX-105-0256SW
IP Address:	(none) (none) (none) 10.132.32.207 (none)
Logon Domain: Logon Server: OS Version: ^A Ctivate W Service Pacillo to Setting: User Name:	CSC MSPWVI-CTWCSC17 Windows NT 6.2 No:servid/pdcks. jocastillo
£	^ 1050 PM

Write down your Host Name: _____

Write down your IP Address: _____

How to Use Remote Desktop to Login to Your Desktop

1. Navigate to <u>https://records-ra.ra.nyc.gov/</u> in your browser (Mozilla Firefox, Microsoft Edge, or Google Chrome are recommended)

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S Pulse Secure									
Welcome to Secure A	, Access SSL	VPN							
Email Password		(]	Please sign in to begin your secure session. ATTENTION						
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- 2. Login with your records email address (e.g. jdoe@records.nyc.gov) and your desktop password.
- 3. Select the link that says: "CSC Remote Desktop Services" under the section titled "HTML5 Access Sessions"

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	CSC Remote Desktop Services Login with cst, where is your CSC ID.		
	E Sylvia Kollar		
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	E Ken Cobb		
	Naomi Pacheco		
	Michael Lorenzini		
	E Pearl Boatswain		
	Marsia Kirk		
	Pauline Toole		
	E Fred Baptiste		
	Praveen Panchal		
	Latoya Jones Exec-Intern		
	E Kenneth Chan		
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	Michael Lorenzini	Ø	
	CSC Remote Desktop Services Login with csC, where is your CSC ID.	ø	
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4. A new window or tab will open up. Enter your username in the format csc\<your_username> (e.g. csc\jdoe) and your desktop password in the username and password fields.

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Attention							
Access to server mspwva-ctwrds.csc.nycnet in workgroup/domain requires additional authentication.							
Username:							
Password:							
Contras Cancel							

5. You will be logged into a server. Press the Start Menu and type in "Remote Desktop"

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- 6. Select the option title "Remote Desktop Connection" from the search results.
- 7. In the window that opens type in your IP address or your hostname (e.g. 10.132.32.207) and press Connect



- 8. A window will pop up asking you for your password. Enter your desktop password.

9. A security prompt will open up asking you if you would like to connect to your machine. Click "Yes"



10. A remote desktop connection will open up with your computer login screen. Enter your username (e.g. jdoe) and desktop password in the fields and hit enter on your keyboard.



11. After a few seconds you will be taken to your desktop and can use your computer as you normally would.



LOGGING OUT OF DORIS REMOTE DESKTOP

1. Click on the door in the top right of the window to logout.



2. Quit your browser to end your session.

JAVA BASED REMOTE DESKTOP

These instructions work for Windows computers only.

PRE-REQUISITES

- 1. Your computer at DORIS must be powered on
- 2. On your computer at DORIS, login to your user account and look on the bottom right corner of your desktop.

Host Name: IP Address:	OTPX-105-0256 SW (none) (none) (none) 10.132.32.207 (none)
Logon Domain: Logon Server: OS Version Activati Service Packo to Sett	CSC MSPWVI-CTWCSC17 WilWinddiws NT 6.2 tings tNocientick/paloks. iocsettillo

Write down your Host Name:

Write down your IP Address: _____

3. Install Java 7 or higher on your personal computer.

You can download Java by visiting: <u>https://java.com/en/download</u>

a. Follow the prompts to download and save the Java Installer



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b. Run the installer after the download completes and follow the prompts to install Java on your computer.

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4. Make sure Java is enabled on Internet Explorer

a. Open Internet Explorer and click on Settings -> Manage add-ons

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b. Select the "Java™ Plug-In SSV Helper plugins and click Enable to activate Java

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- 5. Install the Pulse Secure client on your computer
 - a. Go to https://www1.nyc.gov/assets/vpn/sc.html in Internet Explorer and click on the "Download Pulse Secure" link

Department of Records and Information Services



b. Select "Pulse Application Launcher Installer" from the options:



c. Save the file:

ad by the CitypetVDN client.
Run Save - Cancel

d. Run the installer when the download finishes.

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ynet' ndows	VPN Software (Checkpoint Secure Client) 10, Windows 8.1, Windows	t)?	
s Vis		not cupported by the Citypot//DNL client	
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e. Follow the prompts to install the Pulse Secure client and click ok when it is complete.



HOW TO USE JAVA BASED REMOTE DESKTOP TO LOGIN TO YOUR DESKTOP

1. Navigate to <u>https://records-ra.ra.nyc.gov/</u> in your **Internet Explorer**



- 2. Login with your records email address (e.g. <u>idoe@records.nyc.gov</u>) and your desktop password.
- 3. When prompted, allow the website to install the ActiveX Control

he installation.
se to skip, you will not

4. Follow the prompts to install the application for Pulse Secure.

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A website wants to open web cou using this program on your comp	ntent outer
This program will open outside of Protected mode. Internet E Protected mode helps protect your computer. If you do not i website, do not open this program. Name: icacls.exe Publisher: Microsoft Windows Do not show me the warning for this program again	Explorer's trust this

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	Name:	Pulse Secure	Setup Ap	plet
E	Publisher:	Pulse Secure, LLC		
	Location:	https://records-ra.ra	a.nyc.gov	
This application and personal in and publisher al	will run with un formation at risk bove.	nrestricted access whi k. Run this application	ch may put yo only if you tru	ur computer ist the location
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5. After completing the installation, select "CSC Remote Desktop Services" under the "Terminal Sessions" section on the page.



For assistance please email: <u>itsupport@records.nyc.gov</u> v2.0 – 2020-03-19

6. Select Always on the "Setup Control" dialog (may be visible on your taskbar). This will complete the installaation of the Pulse Secure Dialog and launch the Terminal Server Session

Setup Control - Warning	×
Do you want to download, install, and/or execute software from th following server?	е
Product Name: Pulse Terminal Services Client	
Software Name: neoTermServSetup.exe	
Server Name: records-ra.ra.nyc.gov	

7. When prompted for your credentials enter your username in the format csc\your_username (e.g. csc\jdoe) and your desktop password.

Ent			X	
	er your credentials			
The ctw Pa	e credentials will be used to ds.csc ayenet. er name isword	o connect to mspwva-		
	OK	Cancel		

8. After a few seconds you will be taken to a remote desktop session. Click on Start and type "Remote Desktop Connection" in the search bar. Select the highlighted search result.



9. In the window that opens type in your IP address or your hostname (e.g. 10.132.32.207) and press Connect

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10. A window will pop up asking you for your password. Enter your desktop password.



11. A security prompt will open up asking you if you would like to connect to your machine. Click "Yes"

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12. A remote desktop connection will open up with your computer login screen. Enter your username (e.g. jdoe) and desktop password in the fields and hit enter on your keyboard.



13. After a few seconds you will be taken to your desktop and can use your computer as you normally would.

