DORIS
REMOTE ACCESS INSTRUCTIONS
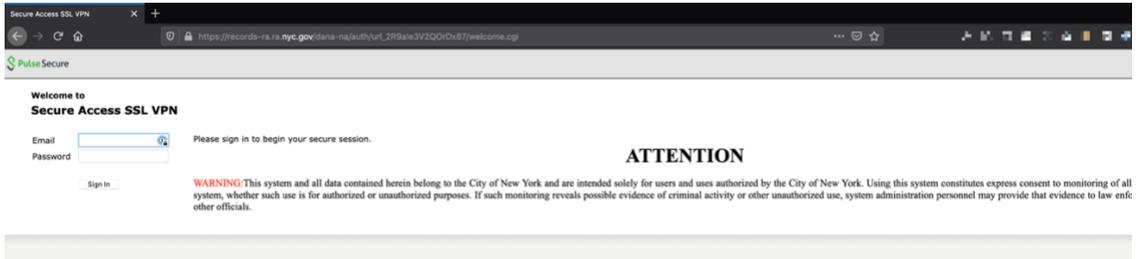
TABLE OF CONTENTS

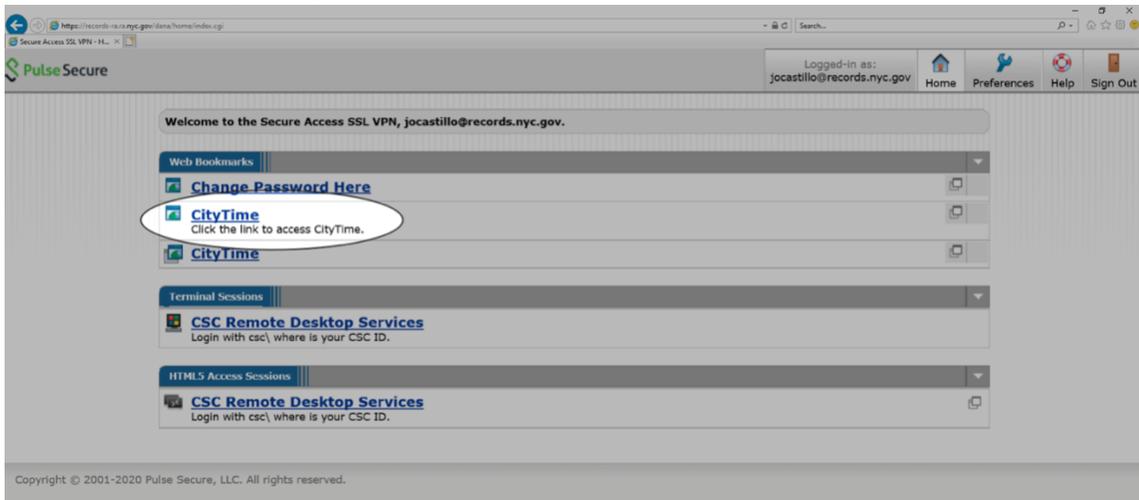# ACCESSING CITYTIME FROM DORIS REMOTE ACCESS

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

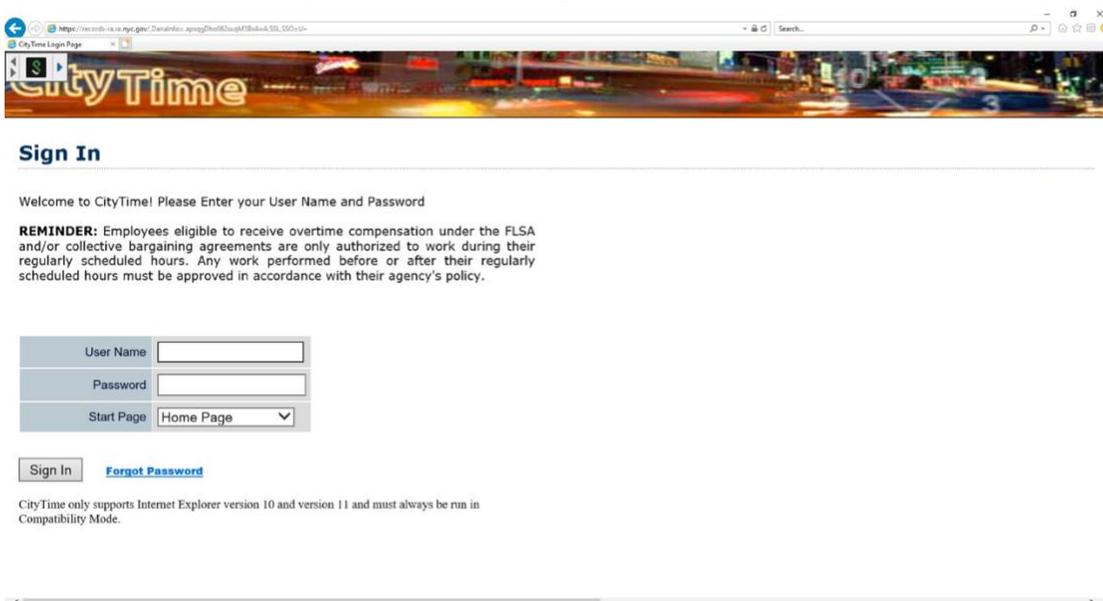1. Navigate to https://records-ra.ra.nyc.gov/ in your browser (Mozilla Firefox, Microsoft Edge, or Google Chrome are recommended)

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

4. You will be redirected to CityTime where you can login as normal.

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.
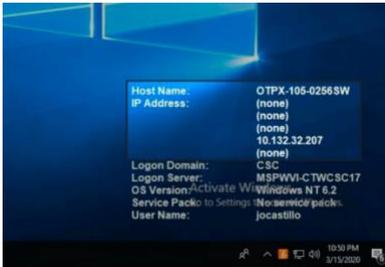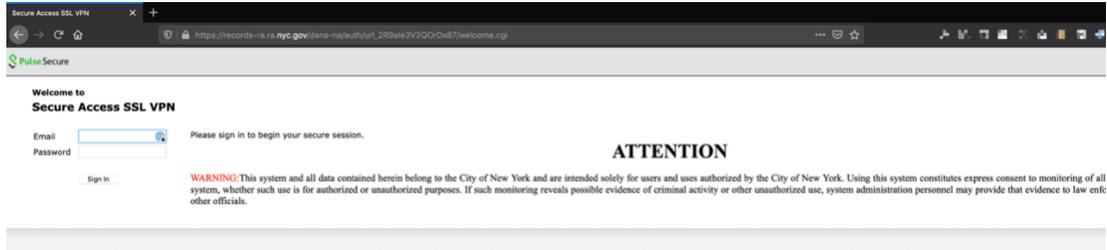

Write down your Host Name: _____

Write down your IP Address: _____

HOW TO USE REMOTE DESKTOP TO LOGIN TO YOUR DESKTOP

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

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"
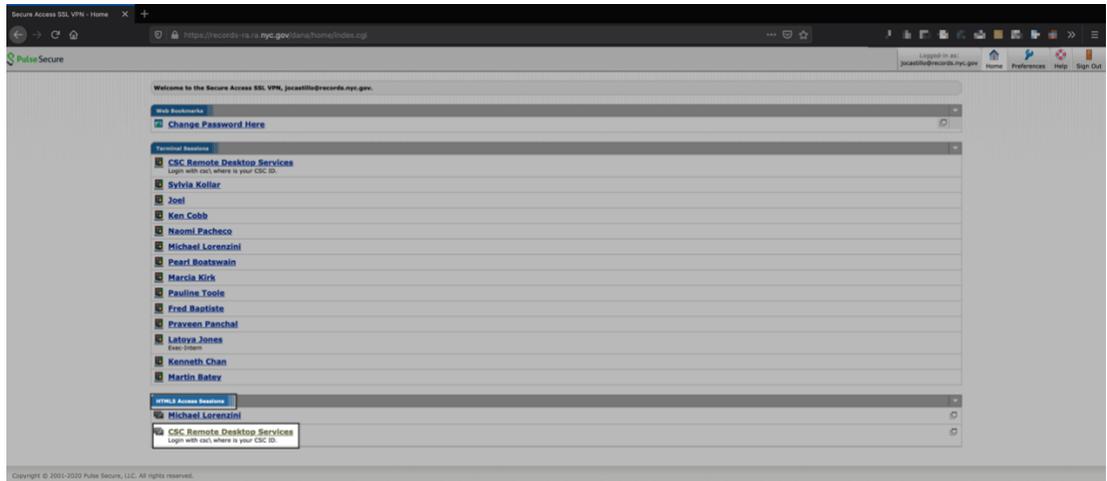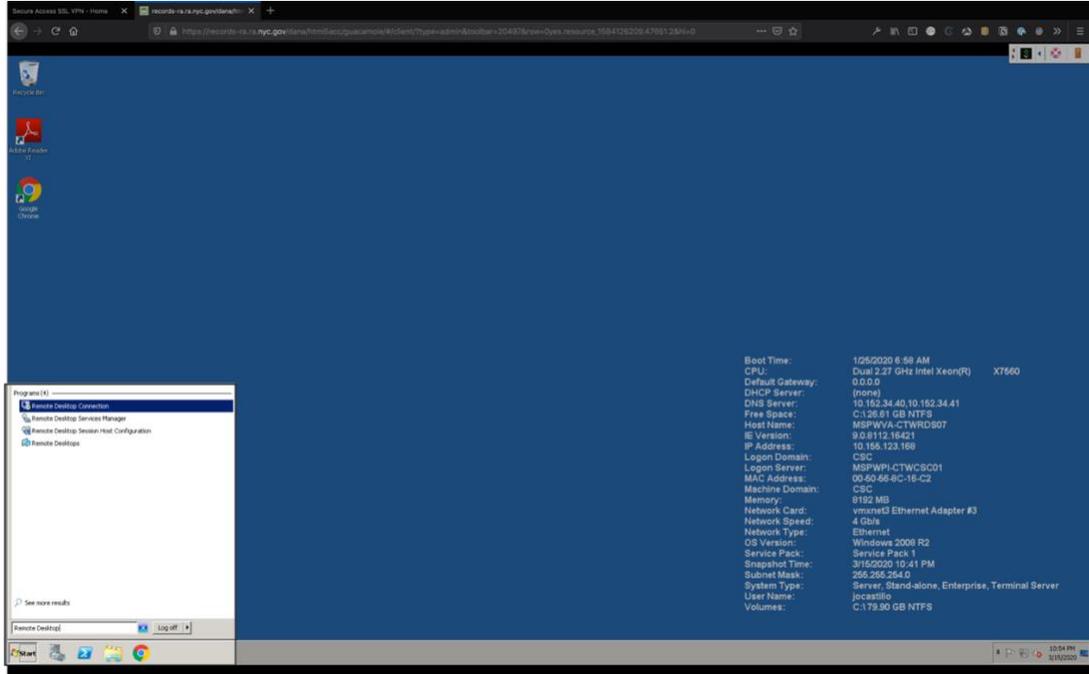

4. A new window or tab will open up. Enter your username in the format csc\<your_username> (e.g. csc\jdoe) and your desktop password in the username and password fields.
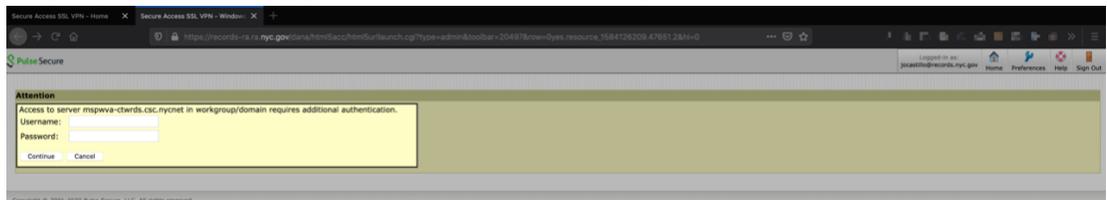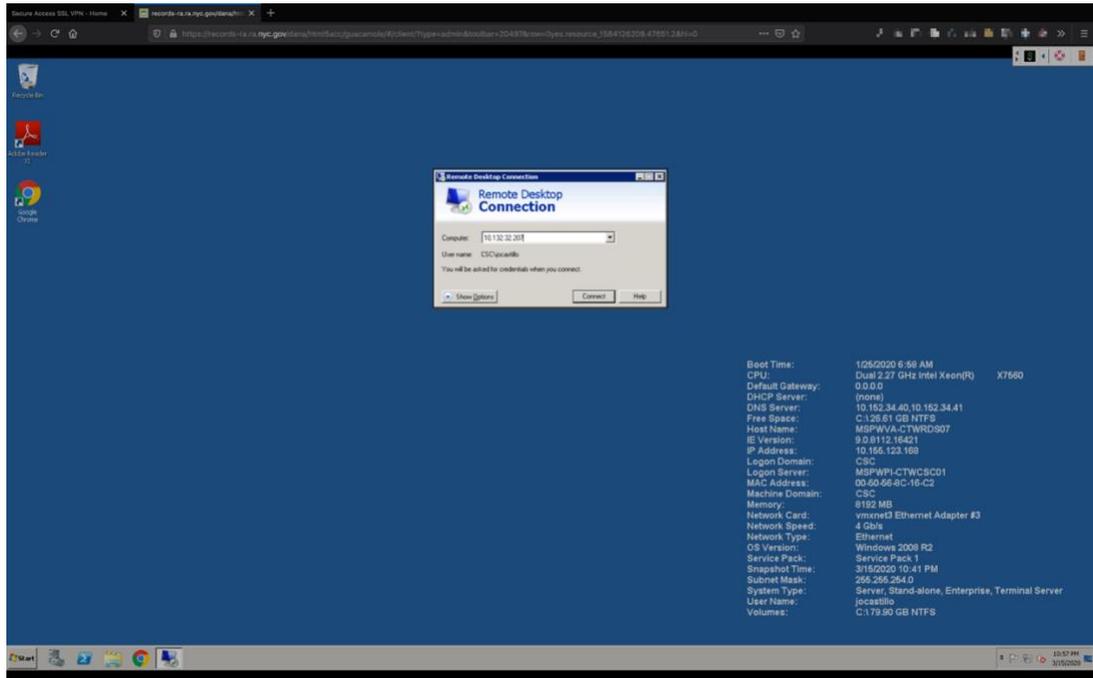

5. You will be logged into a server. Press the Start Menu and type in "Remote Desktop"
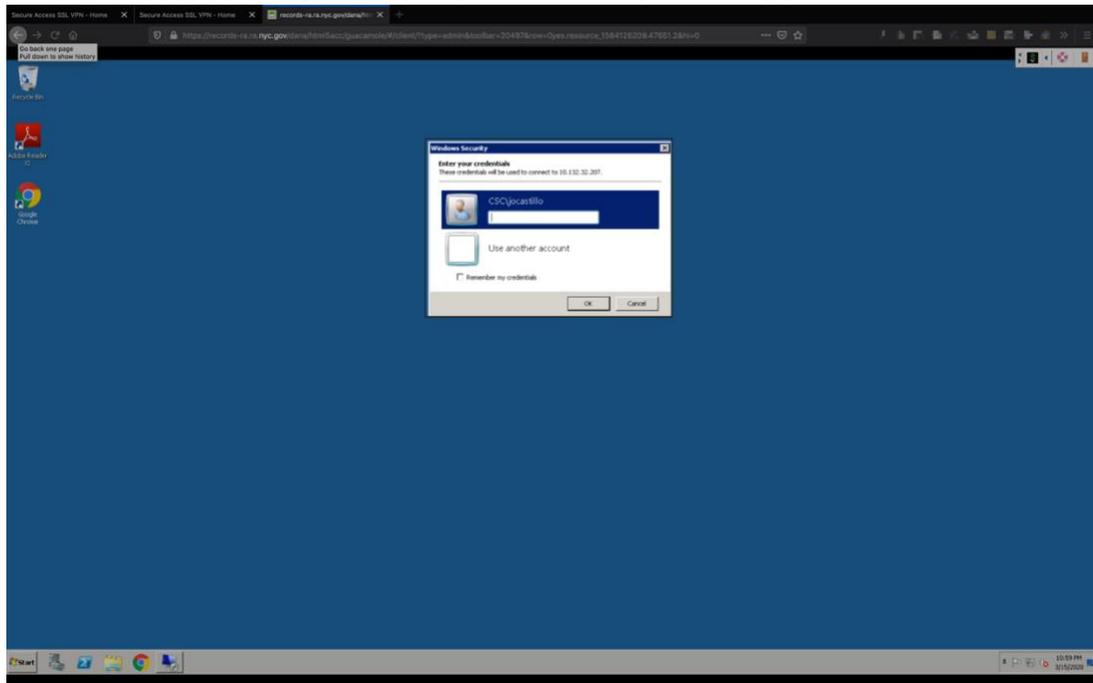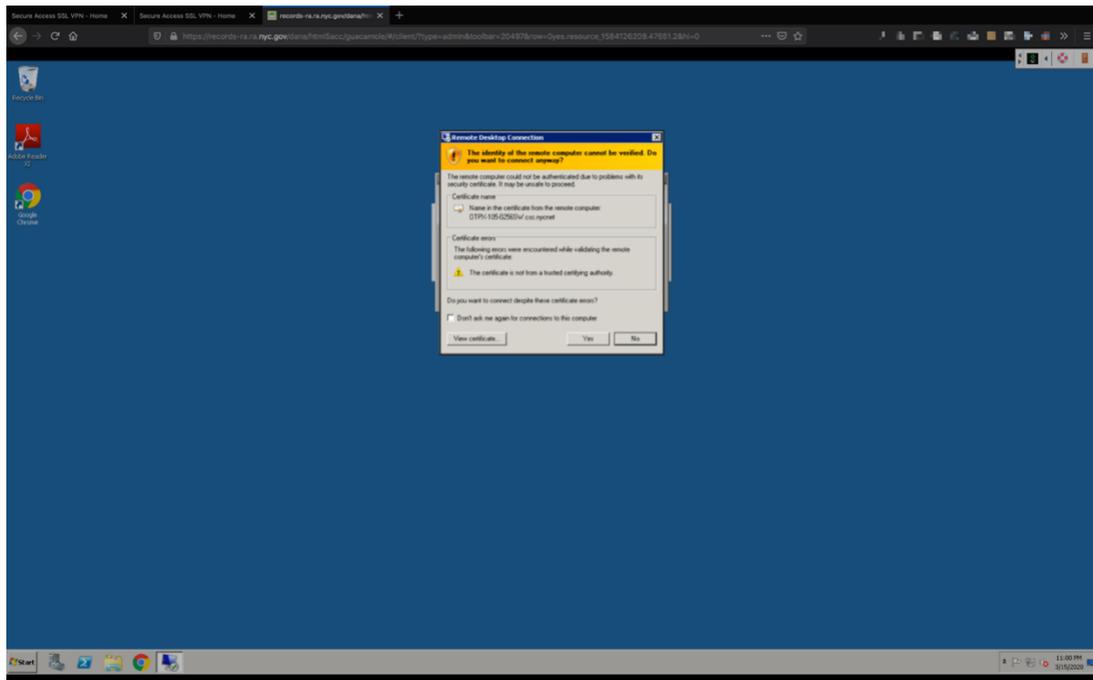
6. Select the option title "Remote Desktop Connection" from the search results.
7. In the window that opens type in your IP address or your hostname (e.g. 10.132.32.207) and press Connect

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.
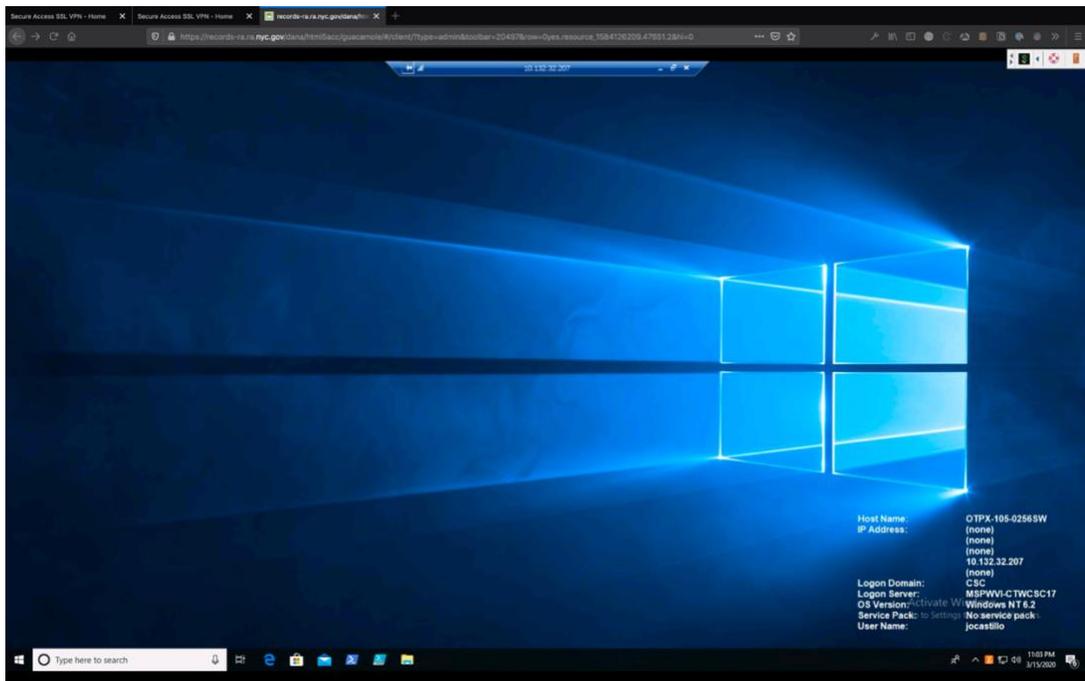
LOGGING OUT OF DORIS REMOTE DESKTOP

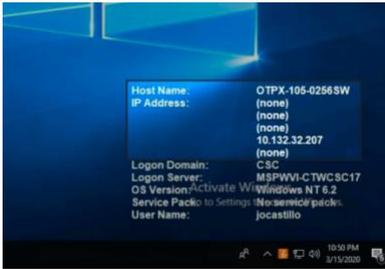1. Click on the door in the top right of the window to logout.

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.
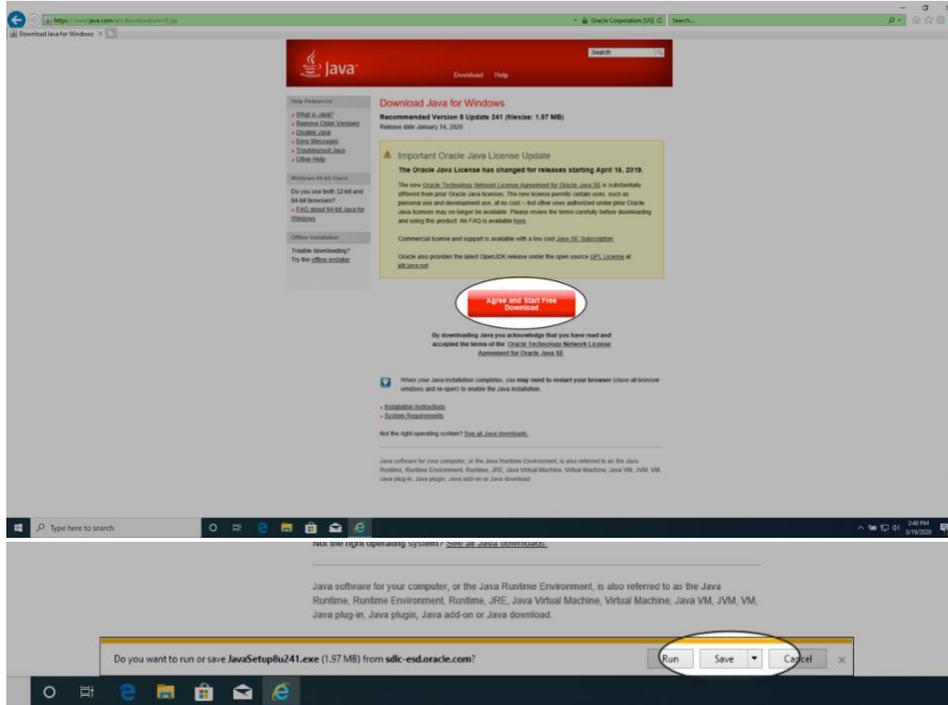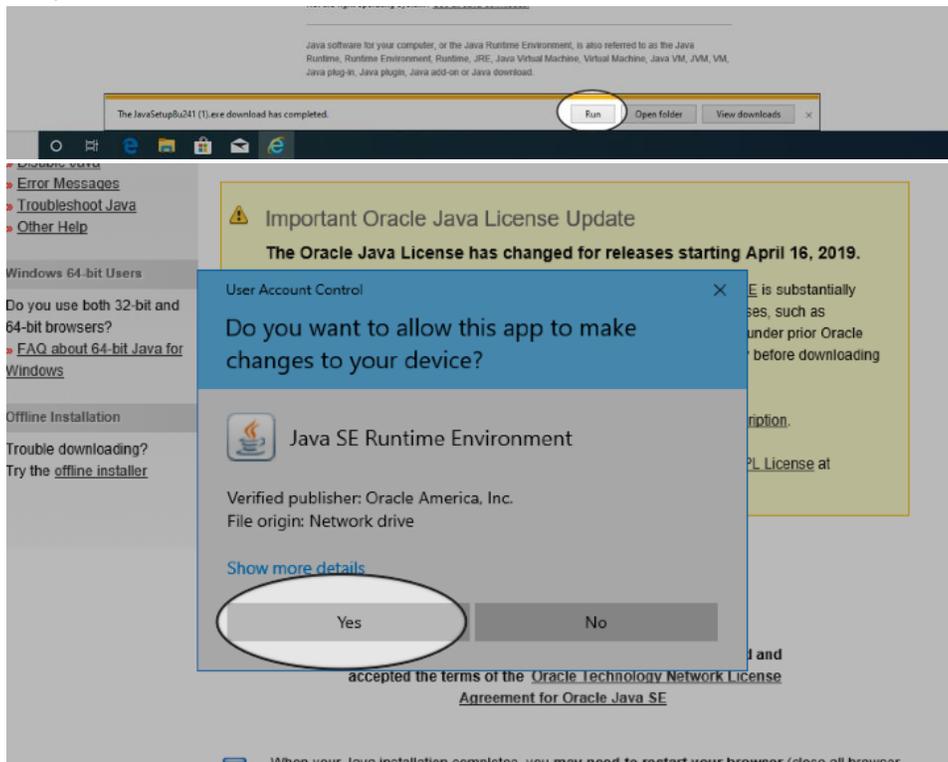

Write down your Host Name: _____
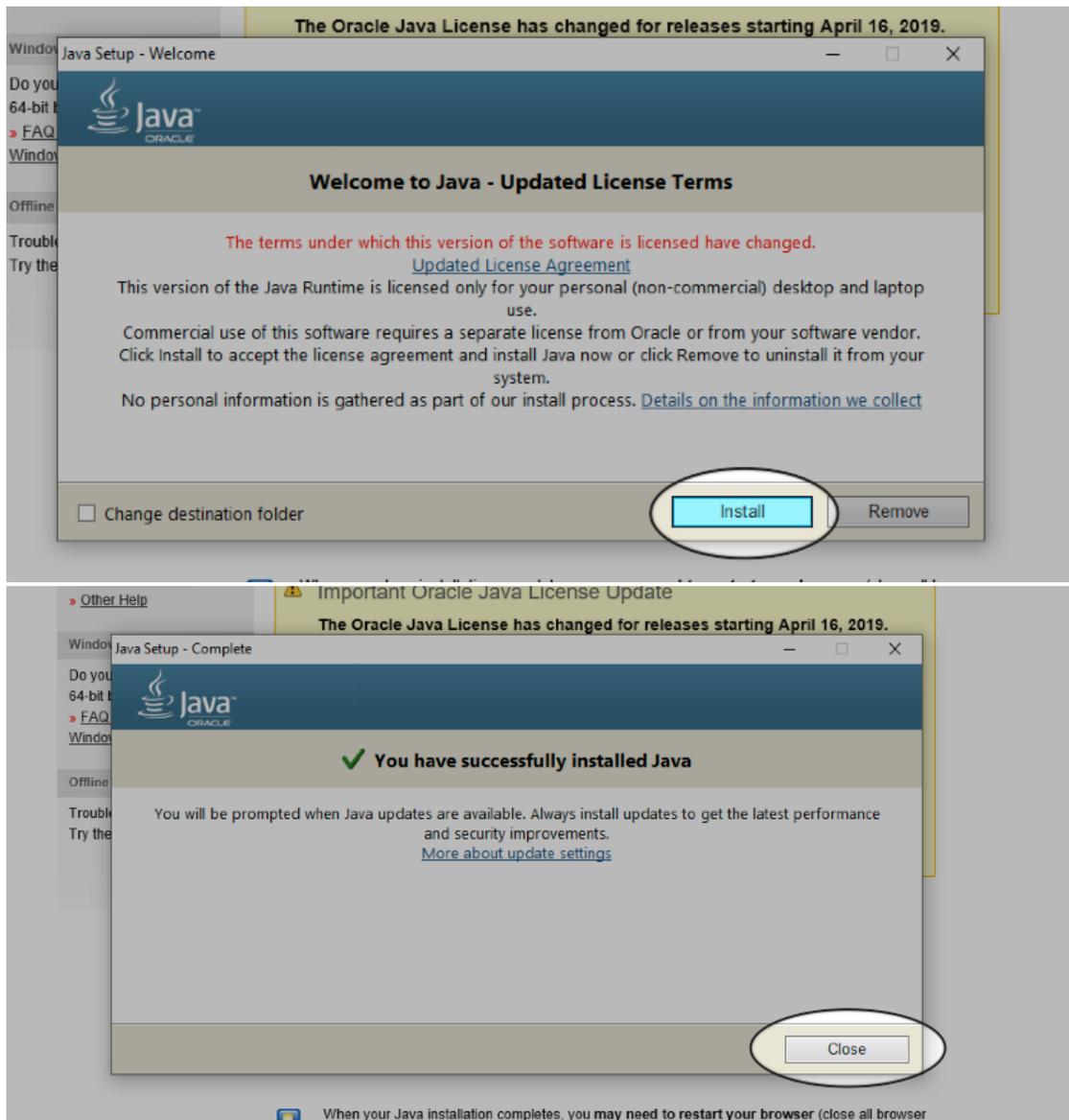
Write down your IP Address: _____

3. Install Java 7 or higher on your personal computer.
   You can download Java by visiting: https://java.com/en/download
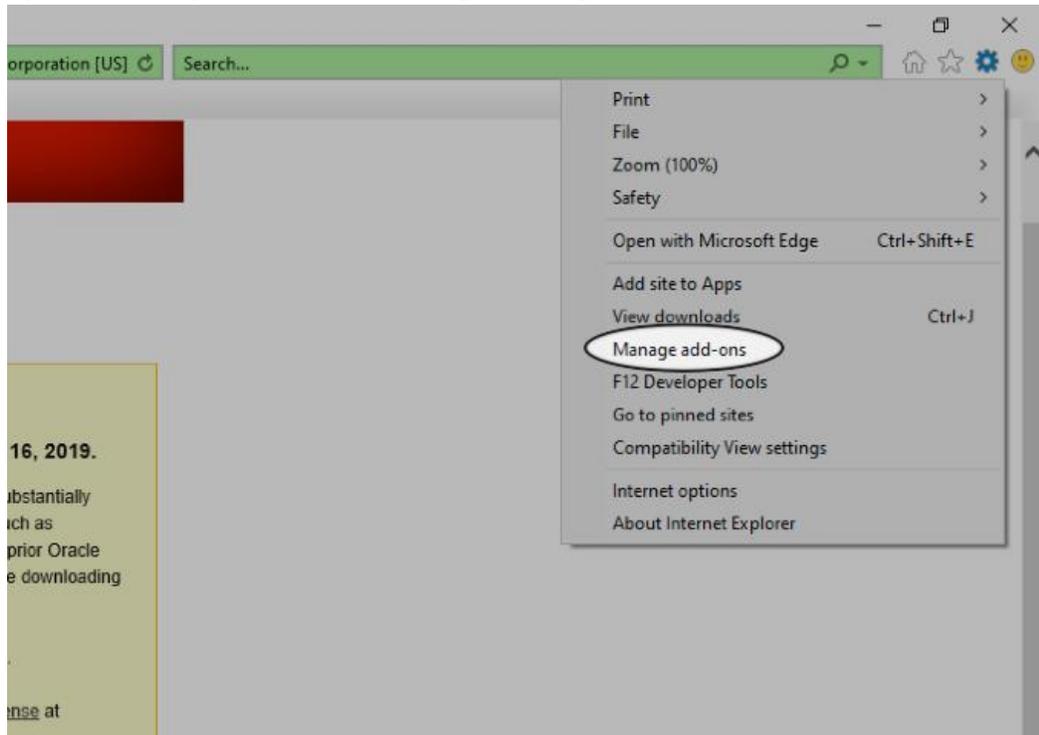   a. Follow the prompts to download and save the Java Installer
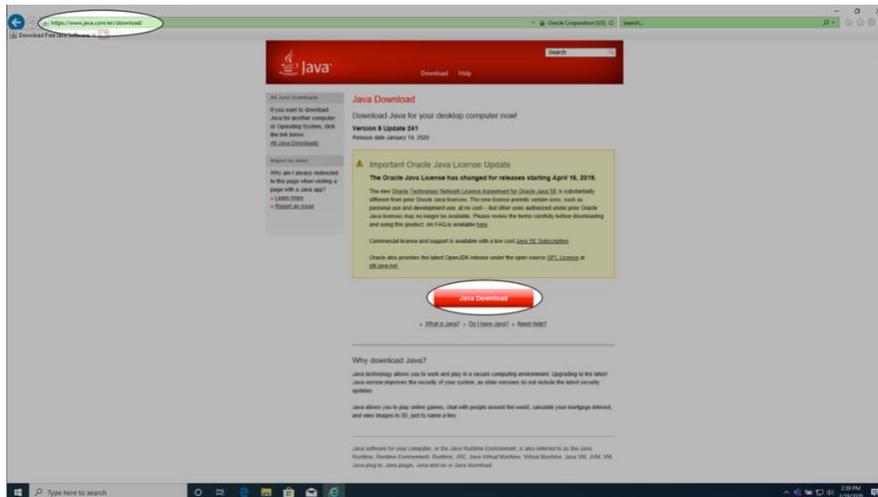
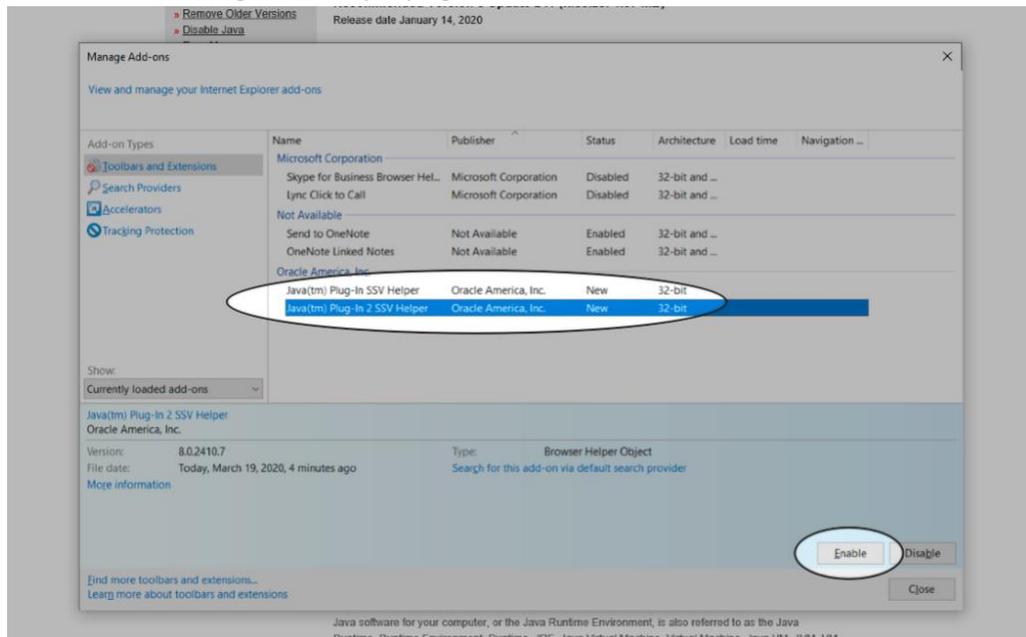b. Run the installer after the download completes and follow the prompts to install Java on your computer.

4. Make sure Java is enabled on Internet Explorer

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

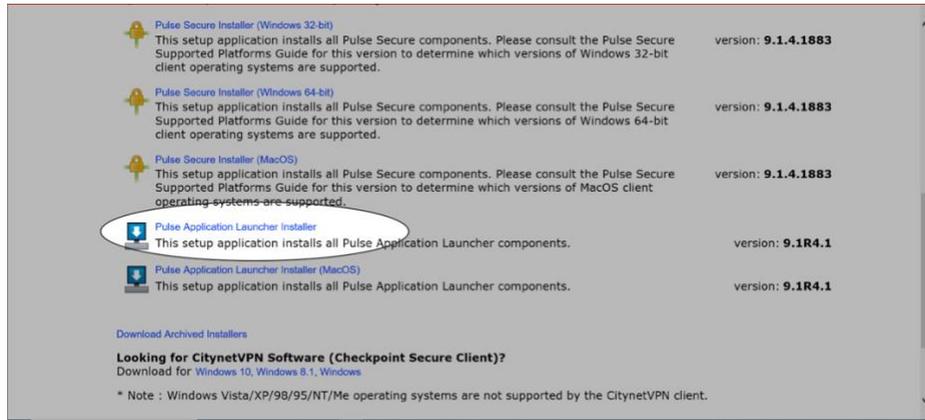b. Select the "Java™ Plug-In SSV Helper plugins and click Enable to activate Java

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

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

c. Save the file:
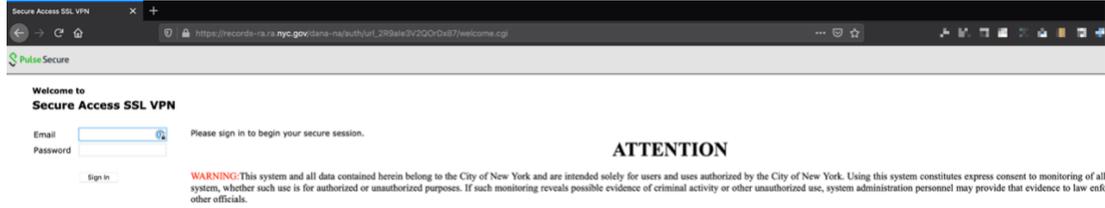

d. Run the installer when the download finishes.
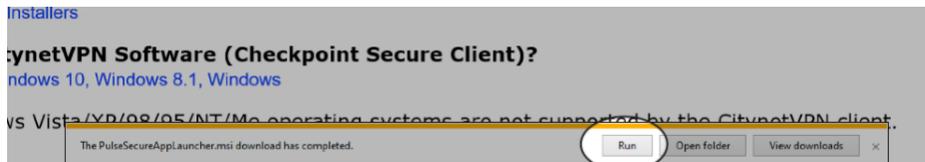
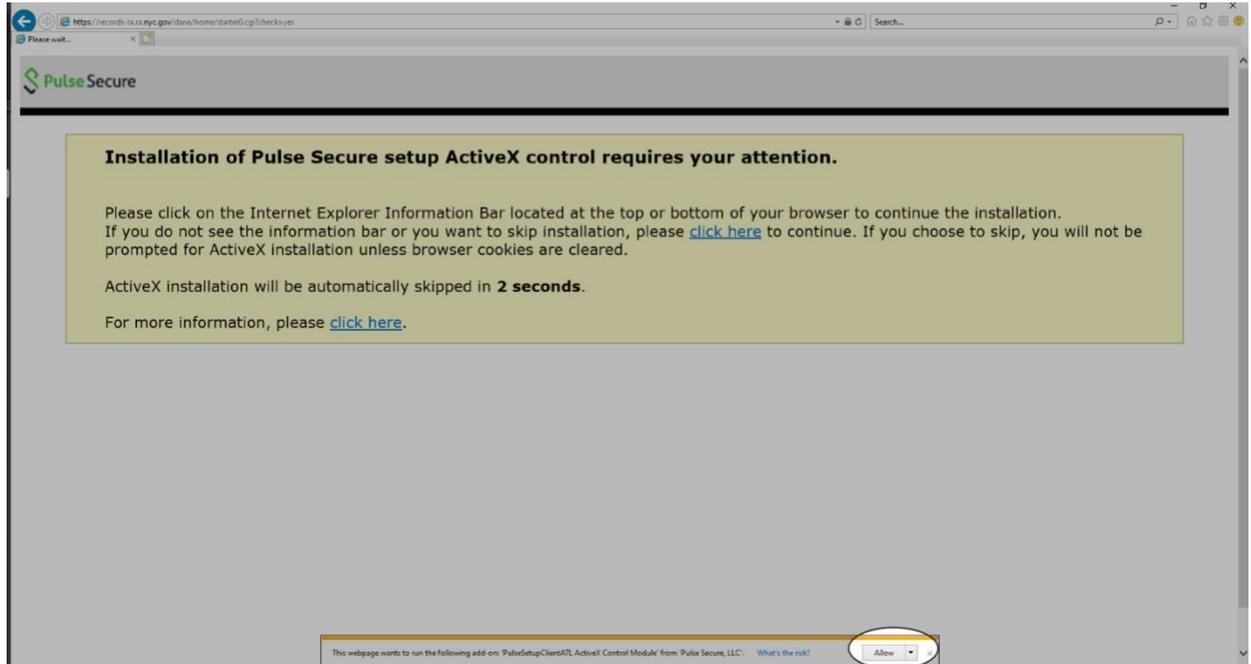e. Follow the prompts to install the Pulse Secure client and click ok when it is complete.
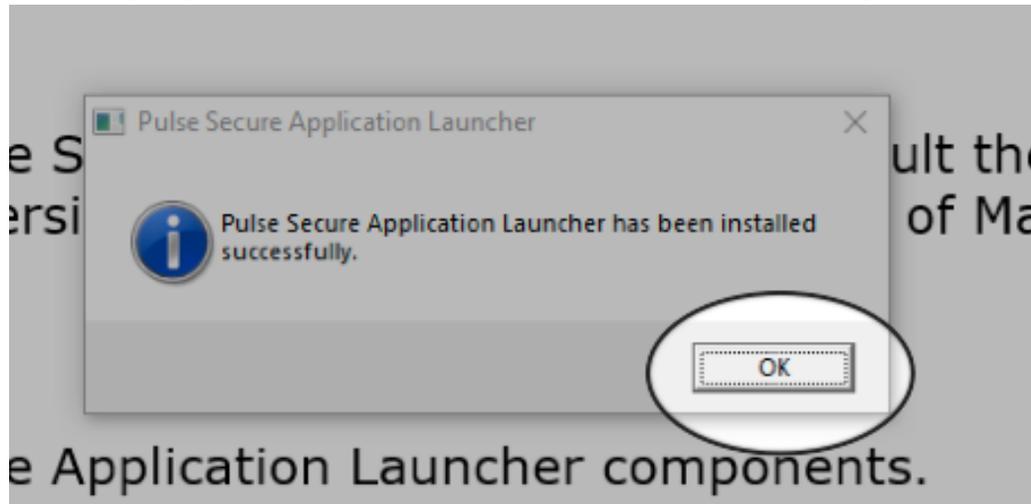
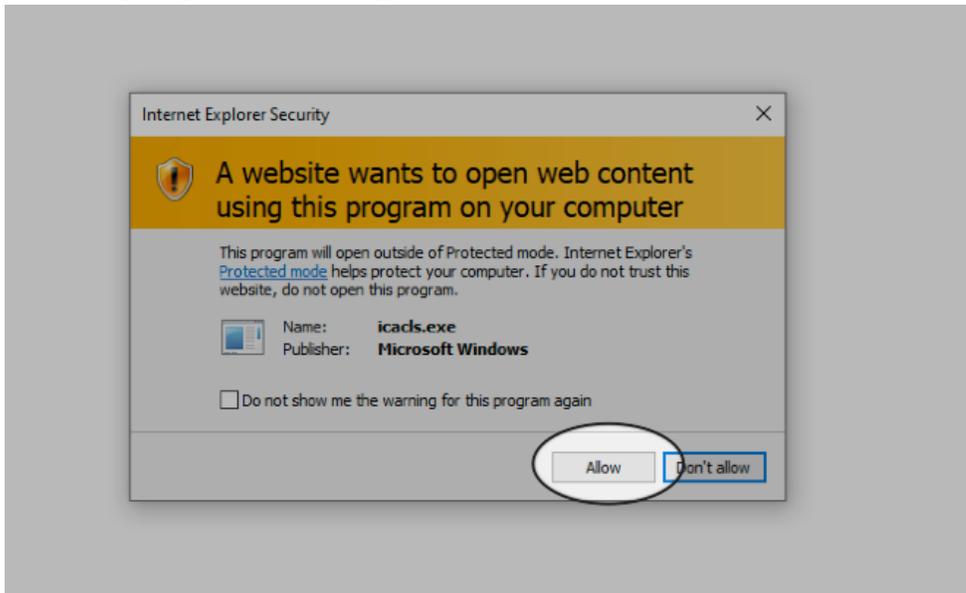## How to Use Java Based Remote Desktop to Login to Your Desktop

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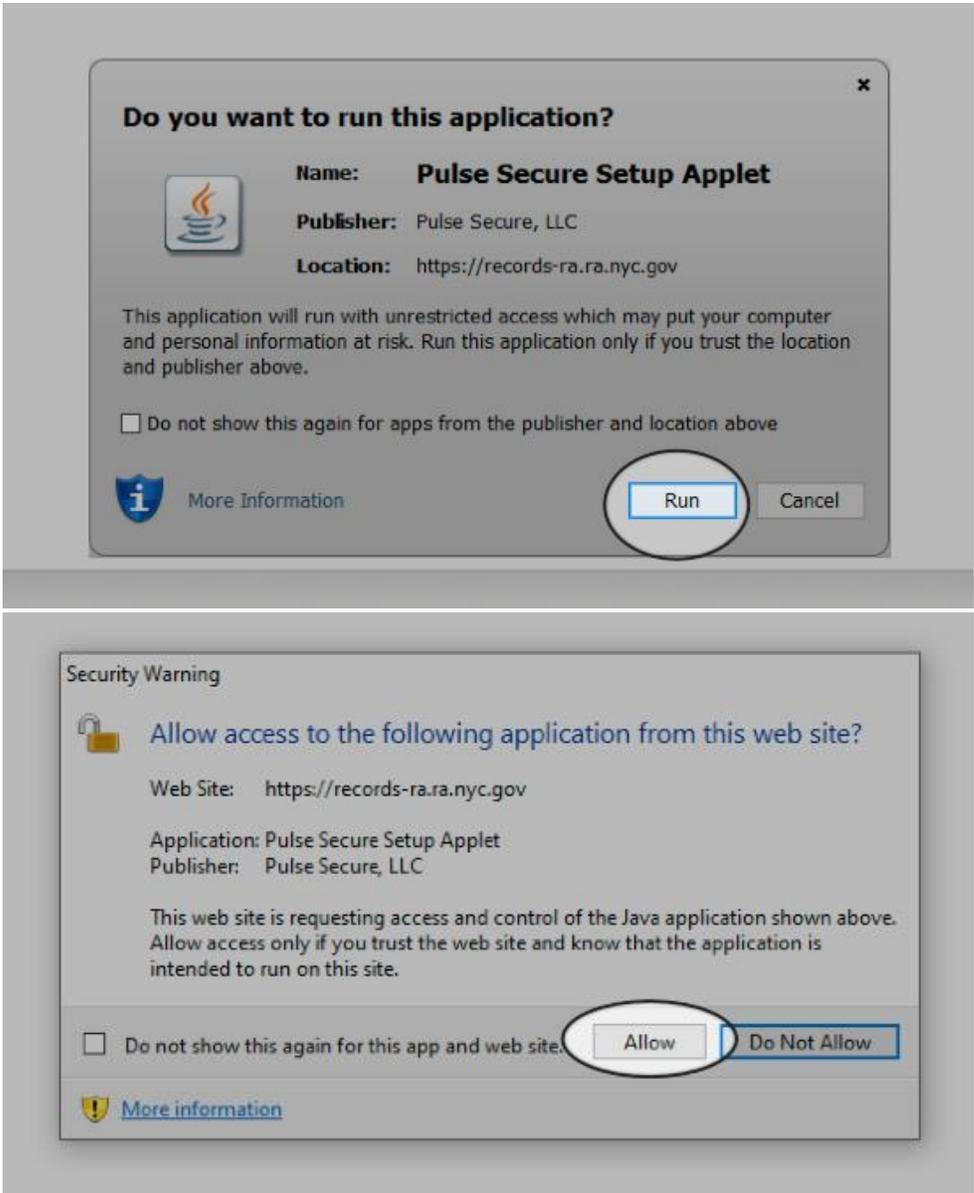

2. Login with your records email address (e.g. jdoe@records.nyc.gov) and your desktop password.
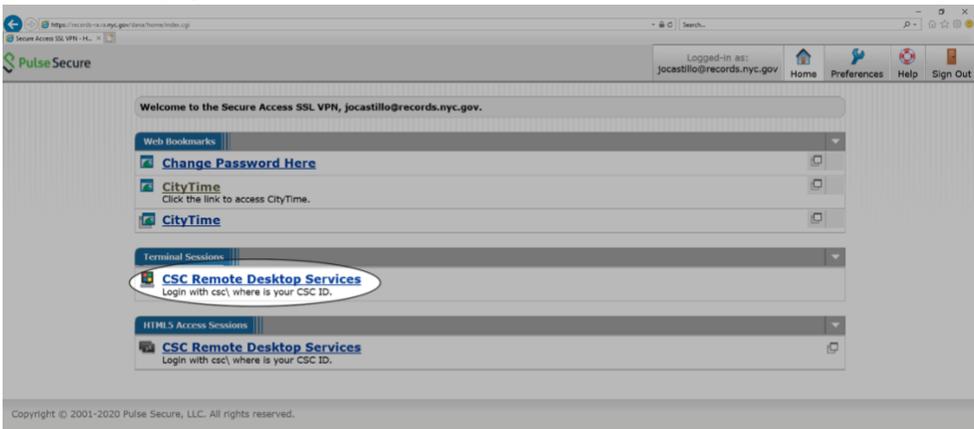3. When prompted, allow the website to install the ActiveX Control

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

5. After completing the installation, select "CSC Remote Desktop Services" under the "Terminal Sessions" section on the page.
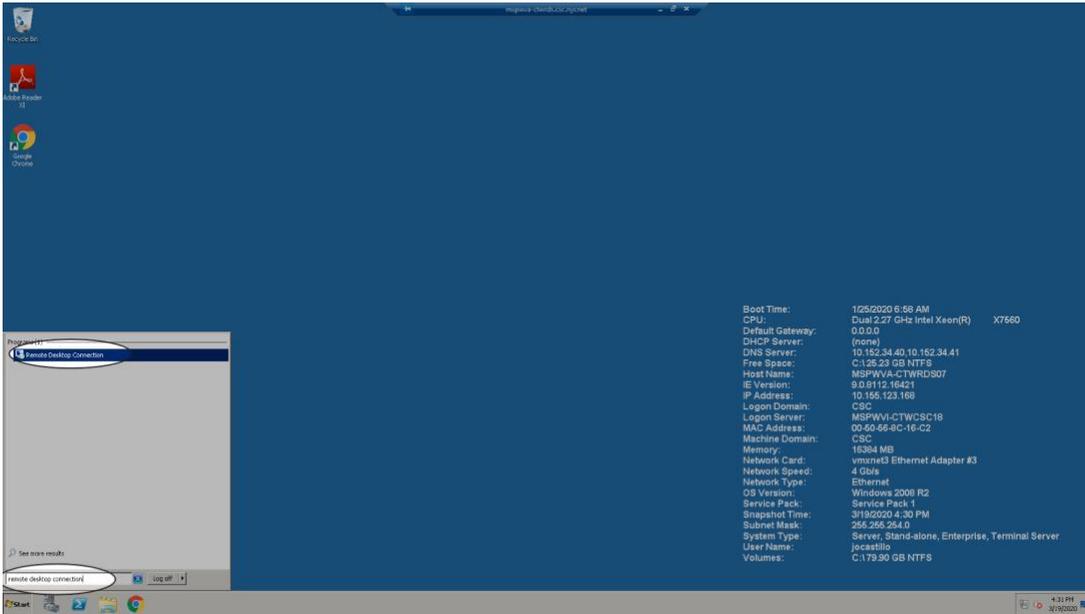
6. Select Always on the "Setup Control" dialog (may be visible on your taskbar). This will complete the installaation of the Pulse Secure Dialog and launch the Terminal Server Session
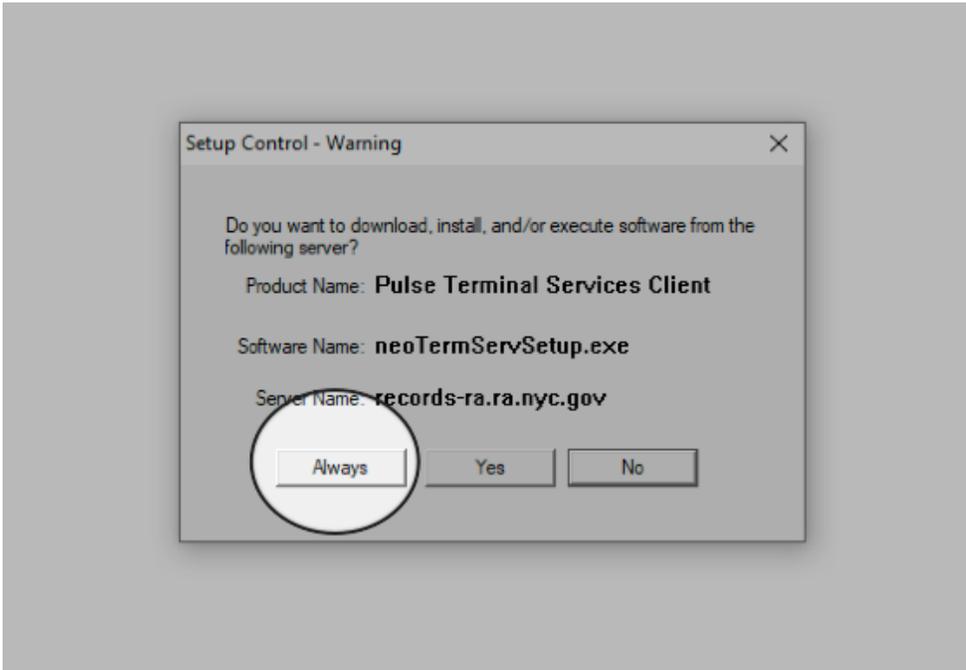
7. When prompted for your credentials enter your username in the format csc\your_username (e.g. csc\jdoe) and your desktop password.
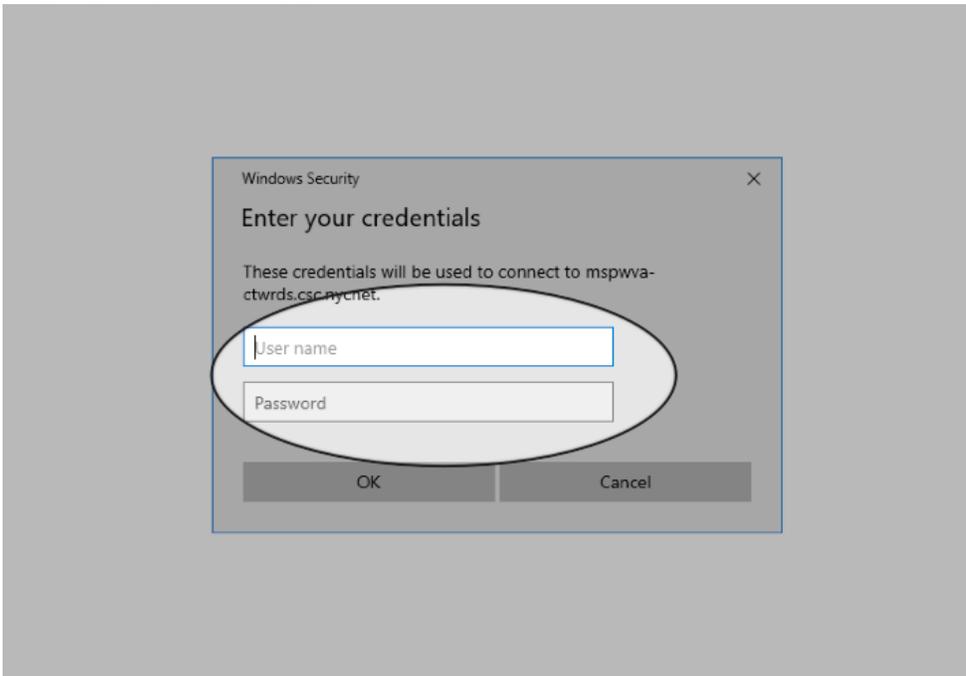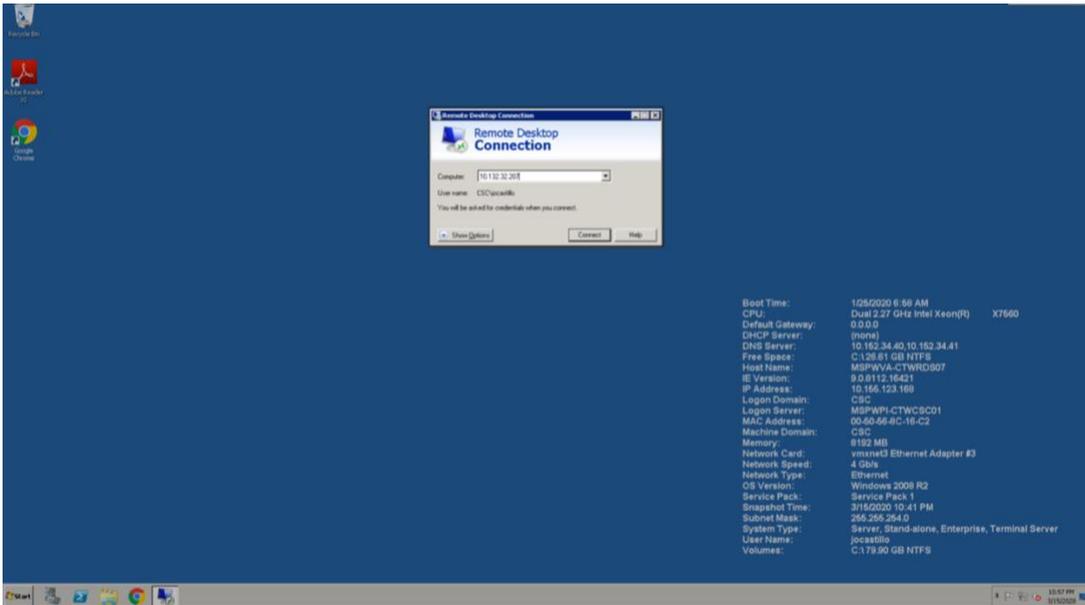
8. After a few seconds you will be taken to a remote desktop session. Click on Start and type "Remote Desktop Connection" in the search bar. Select the highlighted search result.
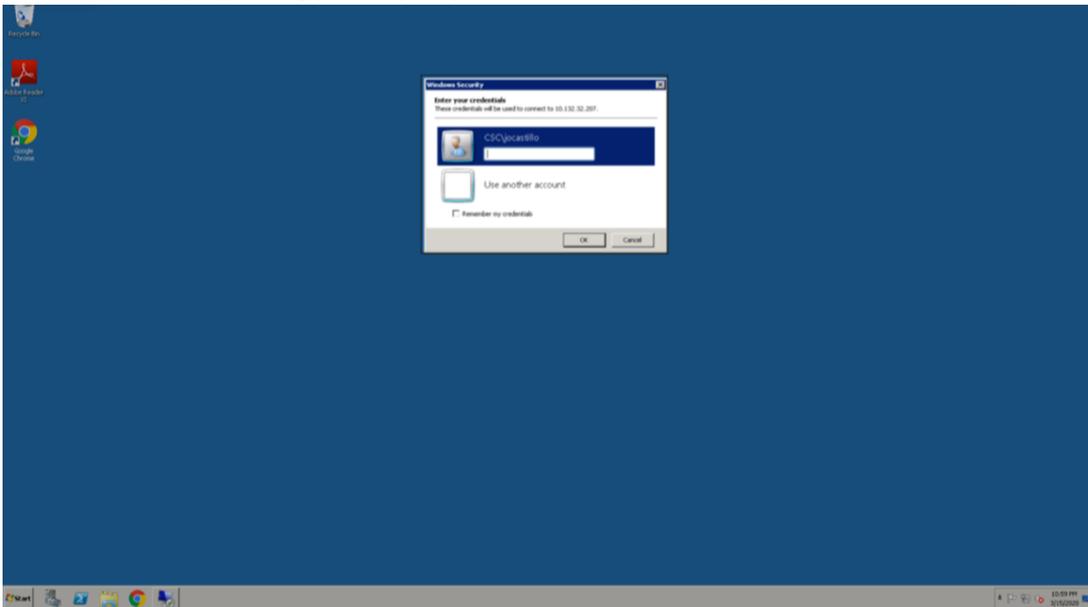

9. In the window that opens type in your IP address or your hostname (e.g. 10.132.32.207) and press Connect
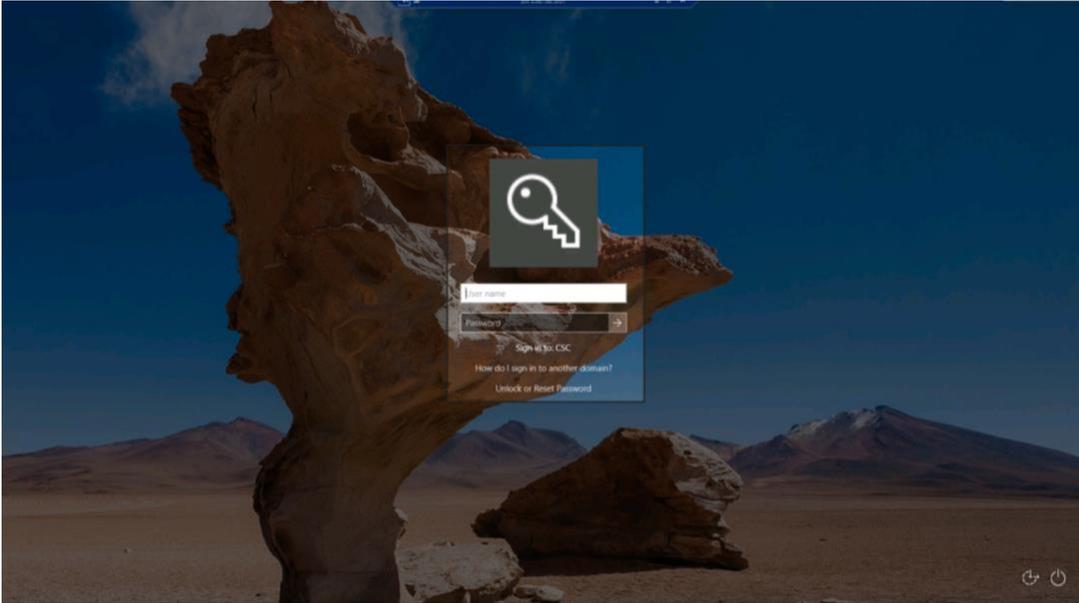
10. A window will pop up asking you for your password. Enter your desktop password.

11. A security prompt will open up asking you if you would like to connect to your machine. Click "Yes"
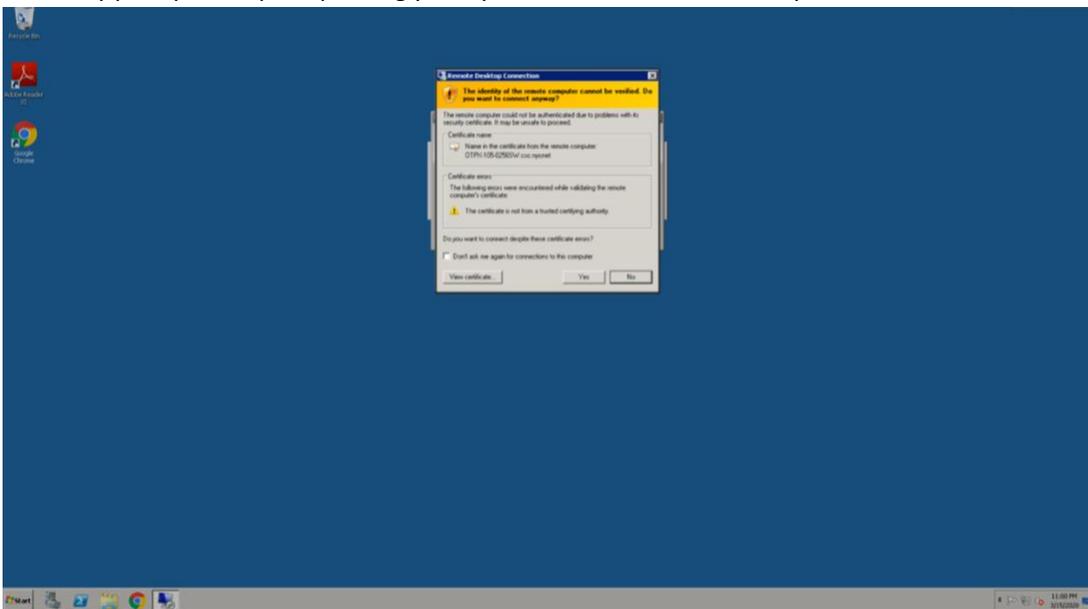
12. A remote desktop connection will open up with your computer login screen. Enter your username (e.g. jdoe) and desktop password in the fields and hit enter on your keyboard.

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