

Connecting to Coillte Network using Broadband

Overview

Coillte IT has recently upgraded the Remote Access Solution to a new platform.

This document explains how to gain access to the Coillte network using your home computer through the new Remote Access Gateway.

Coillte users who are already familiar with remote access will notice some small changes from the old version and should read through this document to familiarise themselves with the new platform.

Access Gateway allows a home user to connect to Coillte's network through their Internet connection. However the device you connect from will need to meet some minimum security requirements – these will be configured the first time you connect.

Please note the first time you attempt to connect, it may take a few minutes to setup and initialise your access. Further connections after this should not take more than 1 -2 minutes.

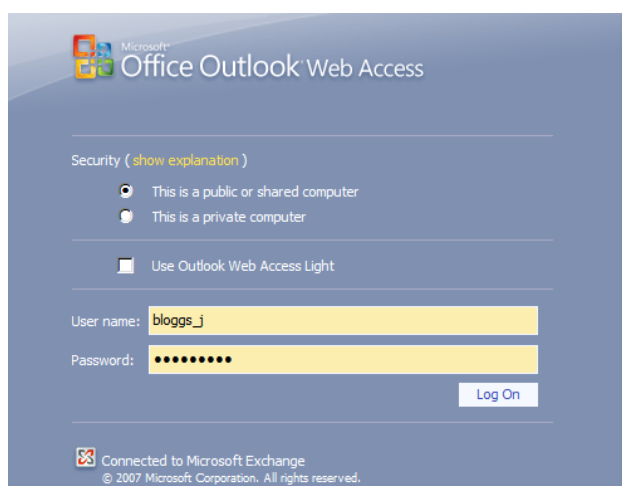
Connecting to Outlook Webmail

To connect to your Coillte Outlook web access, you only require:

- a valid Coillte username and password
- Access to the Internet

To access your Outlook email:

1. Connect to Internet and browse to www.coillte.ie/remote
2. Click on the **Email Only** link which opens the following URL : <https://webmail.coillte.ie/owa>
We suggest that you add this page to your Internet favourites for future use.
3. Login with your standard Coillte username and password.



4. After successful login you can now access your email.

Connecting to Remote Access Gateway

Requirements

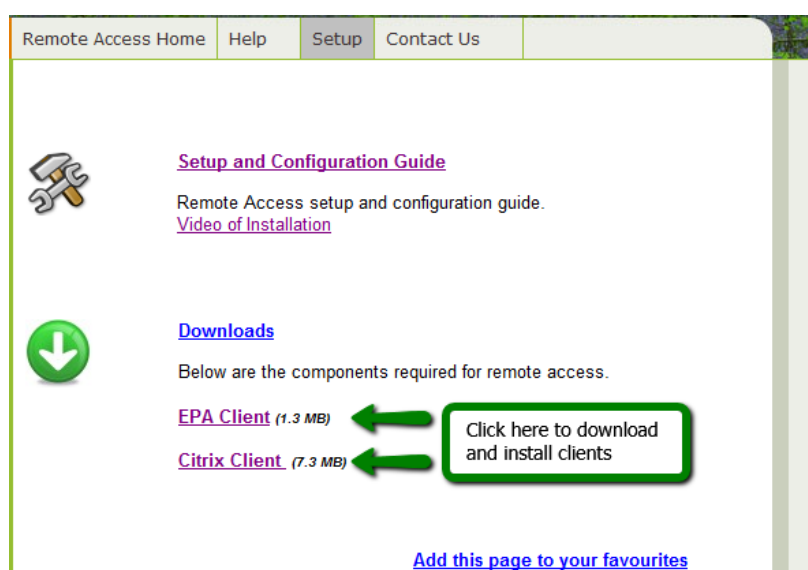
The following are required to successfully connect to Coillte's network using Remote Access Gateway:

- IE 7.0 or above (or an up-to-date version of another web browser such as Firefox, Safari, etc.)
- Windows 2000, XP, Vista, Windows 7
- Valid Coillte username and password
- Remote Access Enabled account
- Current anti-virus software
- Citrix client (*installation file is provided for you to install the client on your local pc*)

Steps to connect Remote Access Gateway

The first time you logon to Remote Access Gateway you will need to complete some initial configuration steps:

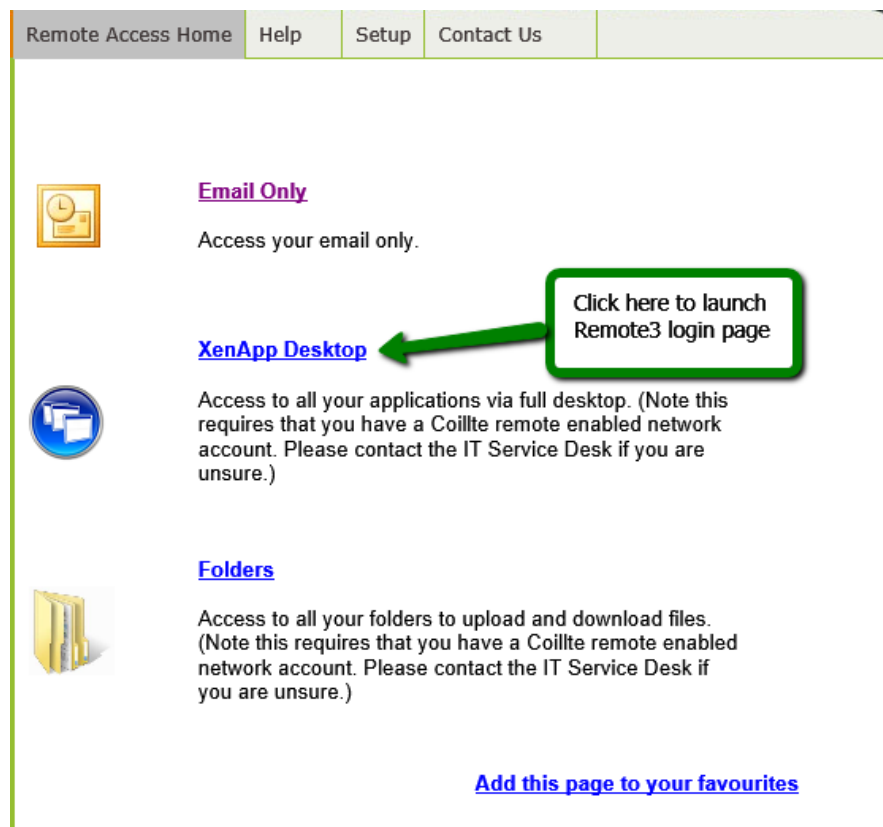
1. Connect to Internet and browse to www.coillte.ie/remote
2. Click on the Setup tab and install the following:
 - **EPA Client** (*The EPA Client checks if your home pc/laptop meets the prerequisites for a successful connection – such as an up-to-date Antivirus program on your computer*)
 - **Citrix client** (*The Citrix client is required to successfully connect to the XenApp Desktop*)



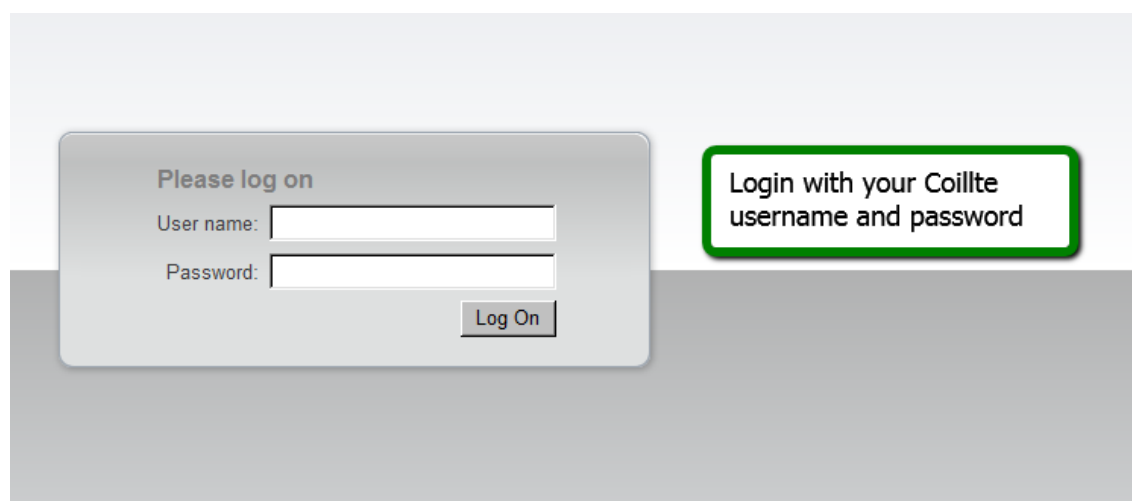
Once the client installs are completed, you can now logon to the Remote Access Gateway.

To logon to the Remote Access Gateway you will need to complete the following steps:

1. Connect to Internet and browse to www.coillte.ie/remote
2. Click on XenApp Desktop link

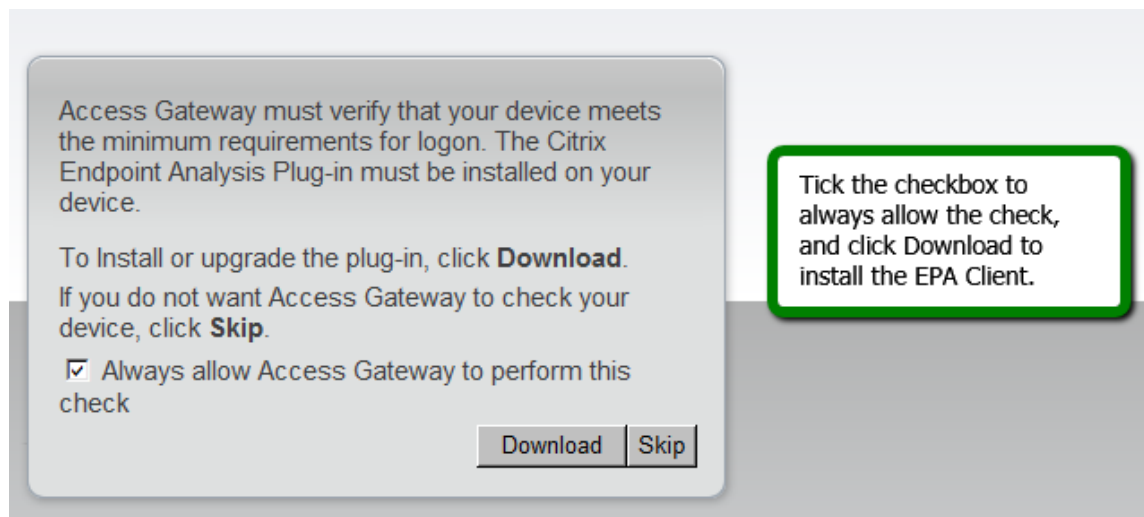


3. At the login screen, enter your Coillte username and password



4. The Remote Access Gateway will now scan your machine to check that the prerequisites for authorised connection have been met (*i.e. an up-to-date Anti-virus program is installed on your computer*)

Tick the checkbox to always allow the check, and then click Download to install the EPA plugin.

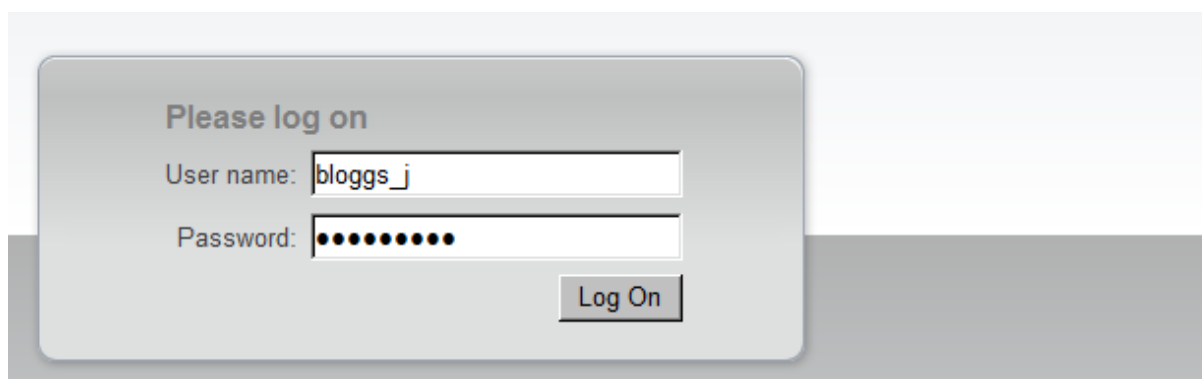


When prompted to Run or save the **EPAPugin.exe** choose Run

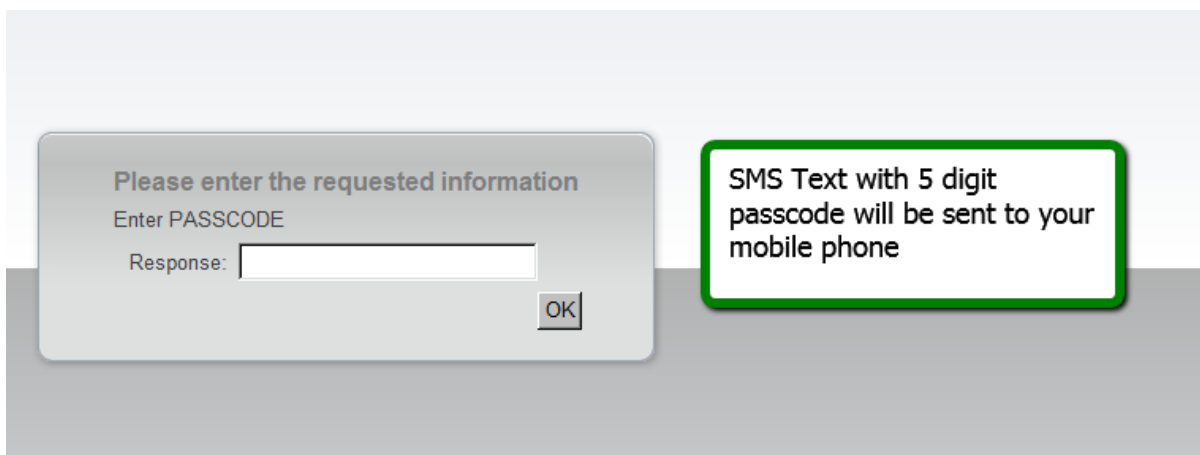
(Note: you will only need to complete this process the first time you connect)



A security scan will then complete in the background and once verification is complete, you will be returned to the login screen.



5. Once your login account is successfully authenticated, you will then be presented with the following screen:



The screenshot shows a login interface. On the left, a grey box contains the text "Please enter the requested information" and "Enter PASSCODE". Below this is a "Response:" label followed by a text input field. To the right of the input field is an "OK" button. On the right side of the screen, there is a green-bordered box containing the text: "SMS Text with 5 digit passcode will be sent to your mobile phone".

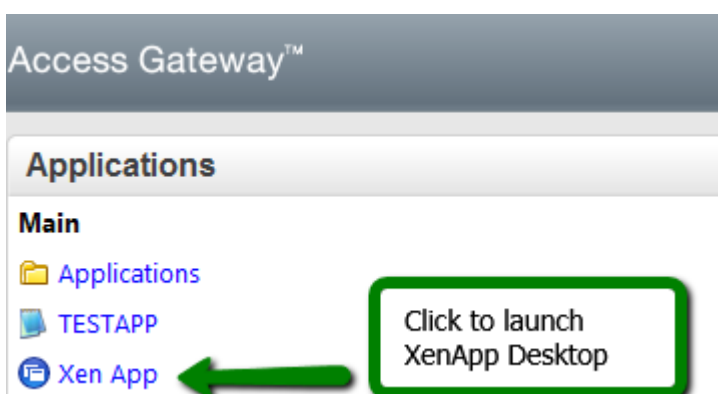
A SMS text message with the 5 digit passcode will be sent to your phone. Enter the 5 digit passcode and click ok.

Note: if you do not receive a SMS text within 45 seconds you will received an automated voice call informing you of a different 5 digit passcode.

If you receive the phone call with a new code, you can no longer use the code sent to you via the SMS text message.

6. Once the passcode is successfully verified, you will then be connected to Coillte's Secure Access Gateway.

On the main login page you will have access to your XenApp Desktop. Click below link to login to XenApp and use as you would when in the office:



Troubleshooting

If you encounter problems connecting to the Remote Access Gateway, please visit the troubleshooting guide at <http://www.coillte.ie/Remote/CAGHelp.htm>