



## REMOTE ACCESS/

### OVERVIEW

It is important that when remote access to a network is enabled that it is done securely while maintaining some ease of use. There are many remote access products available, many of these, while cheap and easy to use, do not offer the protection required for a corporate remote access solution.

ComputerCare employs a secure IPSEC remote access solution, this is recognized as an industry standard, and offers complete access to networks remotely whilst maintaining security.

### GENERAL REQUIREMENTS

Remotely accessing your network has several requirements, these are discussed briefly below.

#### Internet Access

Access to the network is achieved through the Internet. The tasks you wish to carry out will dictate what speed connection you require. Generally a broadband Internet connection is recommended.

#### Remote Access Software & Policy

The remote access software and security policy will need to be downloaded and installed onto your computer. This software will need to be installed by your network administrator.

#### User-Name & Password

You will need to be provided with a username and password that has been authorized for remote access to the network. Again this will need to be configured by your network administrator

### CONNECTING TO YOUR OFFICE

Once the software has been installed and access granted then connecting to your site is relatively straight-forward.

#### 1) Connect to the Internet

First you need to ensure you have an Internet connection, this can be via a broadband connection, dial-up connection or via a mobile data card. You can test your connection by attempting to browse for a web page via Internet Explorer

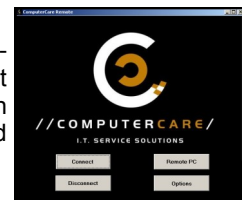
#### 2) Open the Remote Access Software

Double click the remote access icon on your desktop, this will open the remote access application. There are four buttons on this screen, only three of them will generally be required.

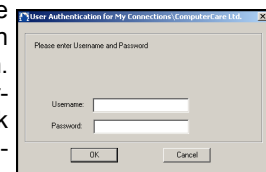


#### 3) Connect

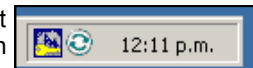
The connect button will attempt to create a secure tunnel across the Internet to the network. During the connection process a request for a username and password will be presented.



This prompt is case sensitive, the username and password must match the exact case you have been given. Once you have entered your username and password and clicked ok the connection should be established.



A small key will appear on a icon next to the clock to prove that a connection has been established.



#### 3) Carry out work

The next step will depend on why you have connected remotely. If you wish to remotely control a PC or Terminal Server simply click the Remote PC button, this will connect to a computer located at the office that can be controlled. If you are simply connecting to check your e-mail then you should be able to simply open Microsoft Outlook 2003 (or a newer version) and your e-mail will filter through. Only later versions of Outlook allow this feature.

#### 4) Disconnect when ready

When you have finished your Remote Access session ensure you click the Disconnect button, and close the application by clicking the X.

#### Troubleshooting

If a remote connection is not established there are several programs in the Options menu to help us resolve the issue. Please call ComputerCare on 0800 600 606, we will attempt to resolve the issues via this menu.