



Using Remote Web Workplace

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Going out of town but need to access your office computer? Need to work from home? We've got you covered!

Remote Web Workplace allows you to quickly and easily access your computer remotely, from any computer that is connected to the internet.

To utilize this tool, simply follow the instructions below:

1. Make sure that your computer is on at work.
2. Find out what your computer name is at work. While at your computer at work, hold your mouse cursor over the "K" symbol at the bottom-right corner of the screen. This will come up with something like:

Agent
yourcomputername.yourcompany

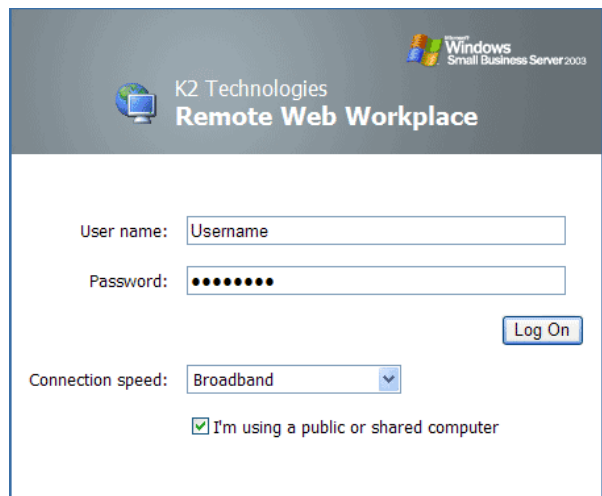
*Write this number down, you will need it to identify which computer is yours.

3. Open a web browser (Internet Explorer) and go to [https://mail.\[yourdomain\].com/remote](https://mail.[yourdomain].com/remote)

* If you get a message saying that there was a problem with the certificate, click the "Continue to this Webpage (not recommended)"

4. Login using the same login you use when you are at your machine at work

- Loading may take a couple minutes depending on your connection.



5. To access your outlook mailbox / calendars, go to the "Read my company e-mail" link
6. To access your desktop, go to "Connect to my computer at work"
 - a. Choose your work computer's name from the list of machines.
 - b. Click on "Optional Settings"
 - c. Select a screen size if you do not wish it to be full screen
 - d. Click Connect
7. You should now be sitting at a screen that looks just like your computer at work!

If you get an error message saying:

This portion of the Remote Web Workplace requires the Microsoft Remote Desktop ActiveX Control. Your browser's security settings may be preventing you from downloading ActiveX controls. Adjust these settings, and try to connect again.

1. Go to Tools > Internet Options
2. Click on "**Trusted Sites**"
3. Add your site in the top box and click the "Add Button"
4. Click on "Custom Level" button and make sure the following settings are set to "Enabled"
 - a. Allow previously unused ActiveX controls to run without prompting
 - b. Allow Scriptlets
 - c. Binary and script behavior
 - d. Display video and animation on a webpage that does not use external media player
 - e. Download signed ActiveX controls
 - f. Download unsigned ActiveX controls
 - g. Initialize and script ActiveX controls not marked as safe for scripting
 - h. Run ActiveX controls and plugins
 - i. Script ActiveX controls marked safe for scripting
5. Restart IE
6. Allow the ActiveX control to install

If you get an error, or a balloon coming up at the bottom of your browser saying that there is a problem with addons:

1. Go to Tools > Manage Addons > Enable or Disable Addons
2. Click on the "Microsoft Terminal Services" in the "Disabled" list
3. Check the "Enable" circle at the bottom
4. Click OK and try again

