

Market Operations Remote Access Procedures

Issue 1.0

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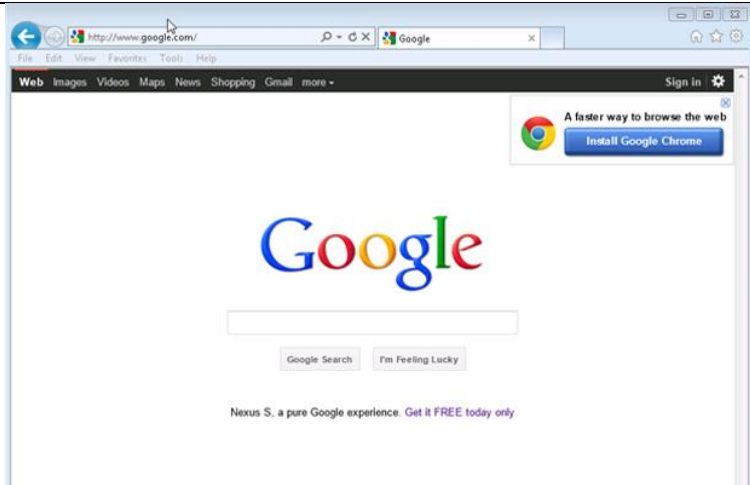
Logging onto the Home-Use Laptop

Windows

This section outlines the initial connection of the laptop to the public internet using your home connection.

<ul style="list-style-type: none">• Power up the laptop• Logon with the following credentials: Username: user Password: Iseoptions1	
<ul style="list-style-type: none">• Connect to the internet using your home ISP connection through either a wired (Ethernet) or wireless (wifi) connection.	

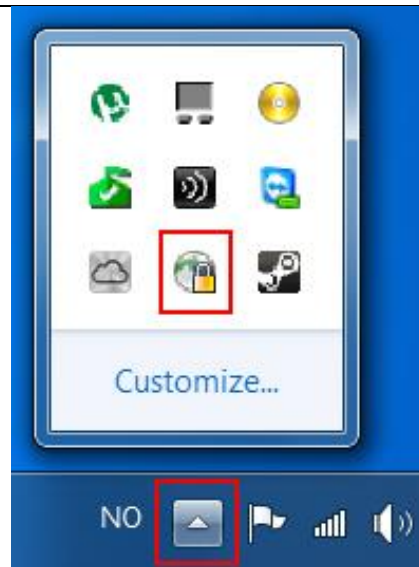
- Confirm access to the internet by opening a web browser and trying to access google.com or any other site.



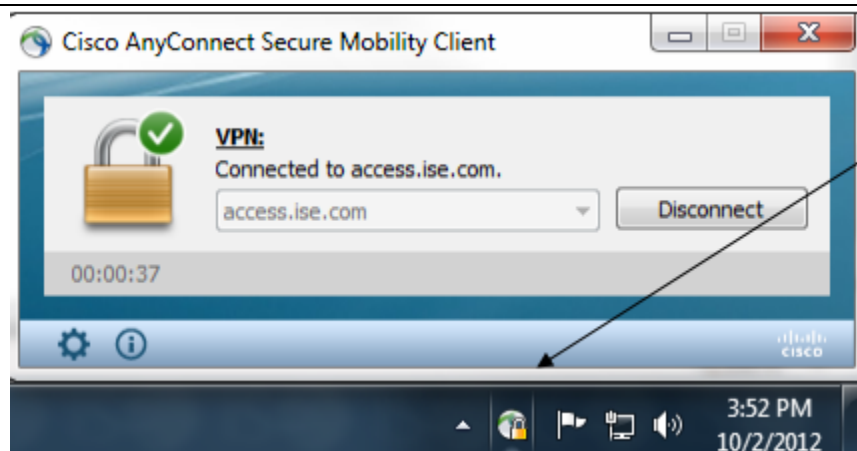
Establishing a VPN Connection to ISE

This section outlines establishing the procedure for connecting to the ISE network from a remote network. It is assumed you have already established an internet connection to your ISP.

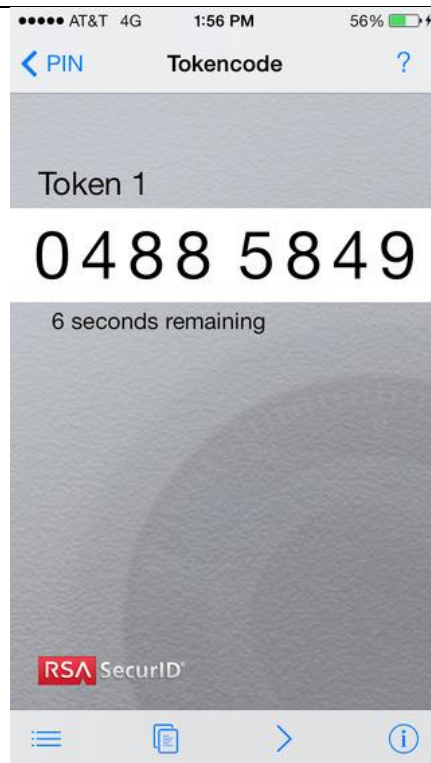
- Launch the VPN client from the bottom right corner of the taskbar (also available from Start → All Programs → Cisco AnyConnect)



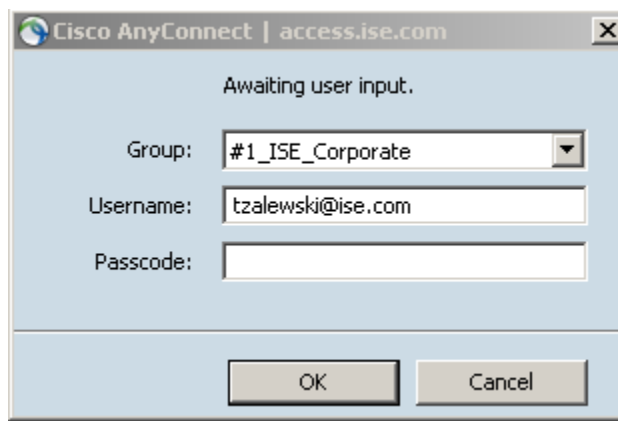
- Input access.ise.com and click connect



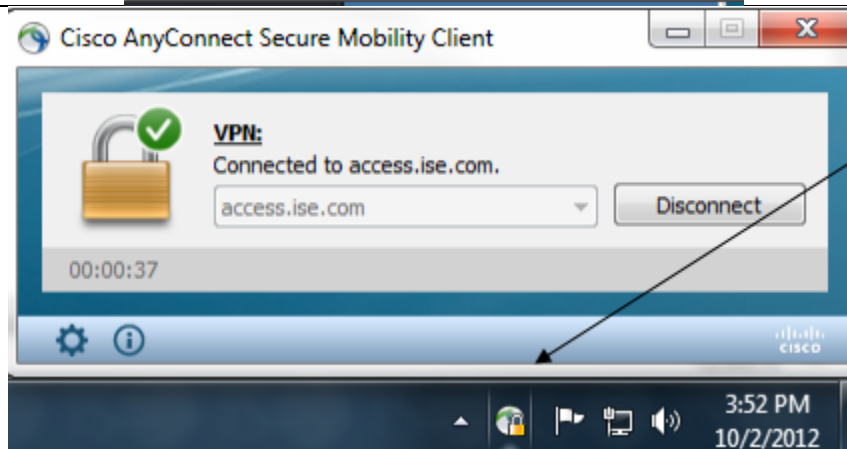
- Open RSA SecurID from your mobile device, input your PIN (assumption: already setup in the past) and generate an 8-digit RSA tokencode.



- Input username as your e-mail address, and passcode as the 8-digit RSA tokencode, click connect.

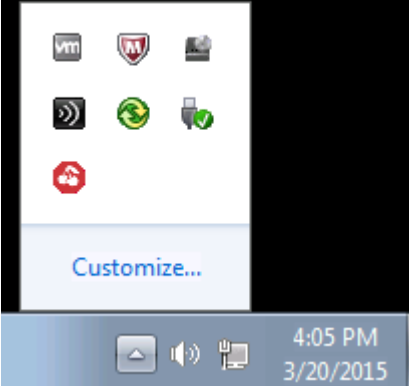
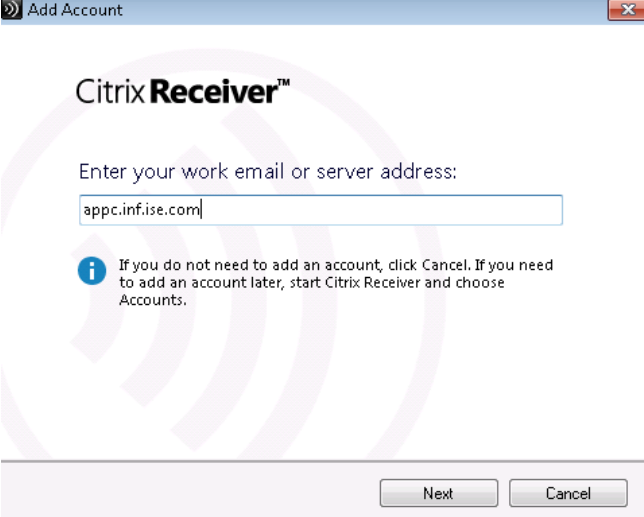
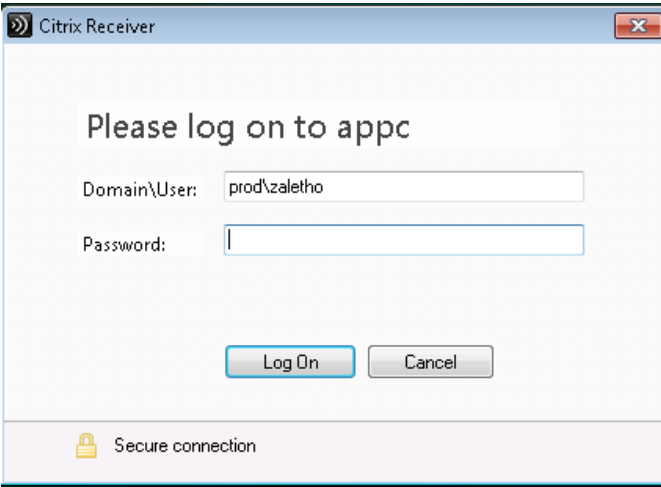


- You are connected to the ISE network when the Cisco AnyConnect client icon found in your taskbar has a lock.



Establishing and Launching Production Citrix Apps

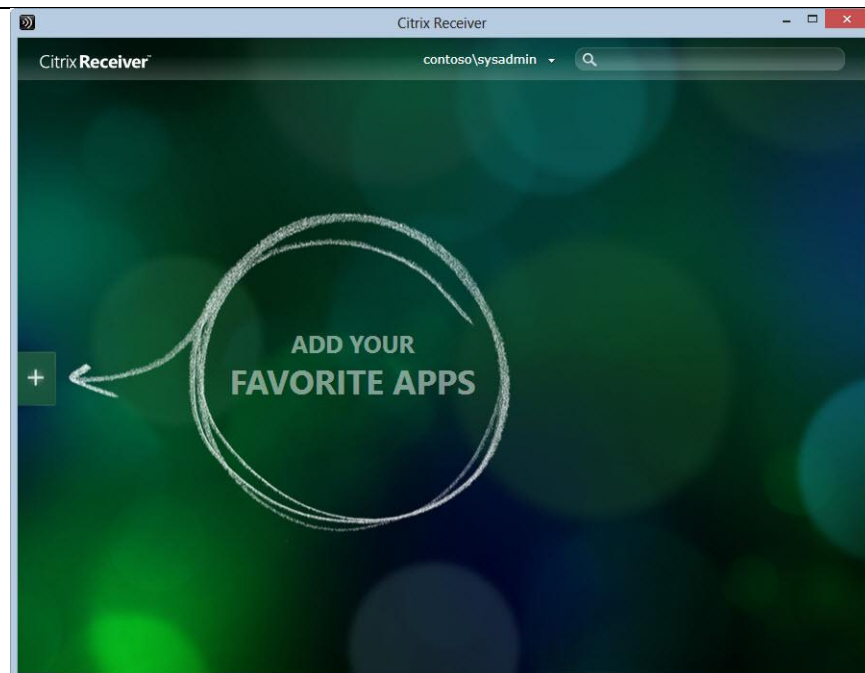
This section outlines establishing a connection to production Citrix and launching applications from a computer already connected to the ISE network through VPN.

<p>Launch the Citrix Receiver from All Programs (Start -> All Programs -> Citrix Receiver) OR from the bottom right side of the taskbar.</p>	
<p>If this is the first time you are launching the Citrix Receiver, you will see the Add Account window appear (refer to the figure on the right). Enter the server address for the ISE Production Citrix environment as https://appc.inf.ise.com and click next.</p>	
<ul style="list-style-type: none">• At this point the Citrix Receiver login screen will appear.• You will now need to enter your login credentials. Please enter your prod credentials such as prod\zaletho and associated office/prod password into the login fields (refer to the figure on the right).	

- Once you have entered your credentials click Log On
- In the subsequent window you will be asked if you would like to allow Citrix Receiver to optimize access to 'appc', click Yes
- As a final step, you will see a window confirming that the environment was successfully added (refer to the figure on the right).
- Click on Finish



You may then launch your Citrix applications as you normally would by clicking on the '+' icon on the left side of the receiver, and adding needed apps from the Production environment.



Launching Cisco IP Communicator

This section outlines launching and utilizing Cisco IP Communicator assuming you are connected to VPN.

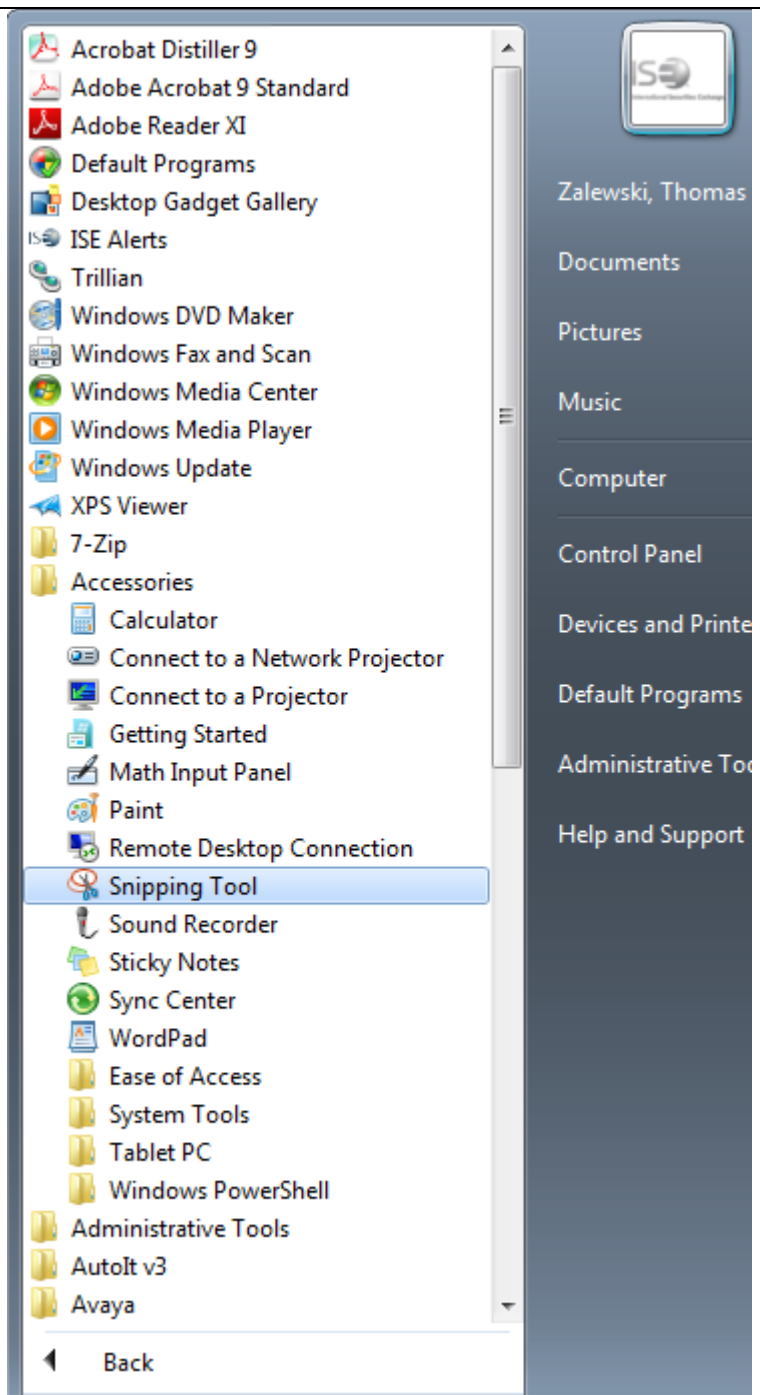


After the application opens, the softphone should auto register and connect. 'Aux in and Aux out' functionality is handled as normal through Cisco Agent Desktop which can be found in All Programs at Start -> All Programs -> Cisco -> Agent Desktop.

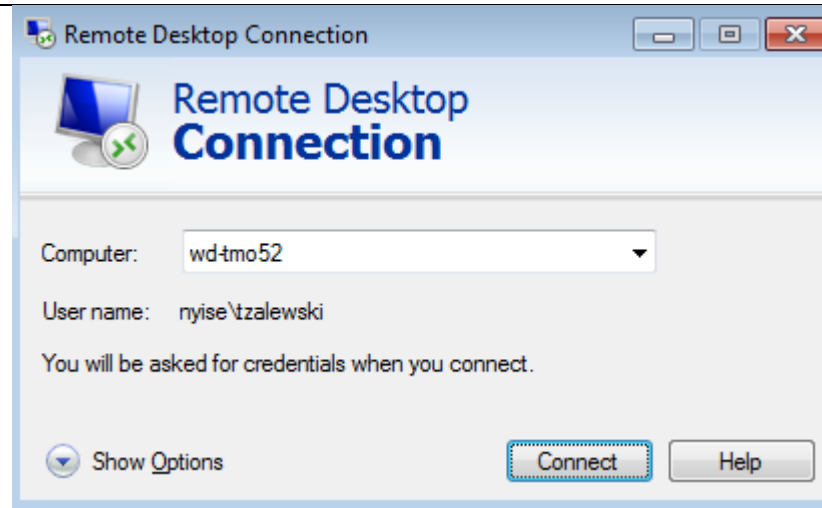
Establishing a Remote Desktop Session

This section outlines how to establish a Remote Desktop Session to your ISE workstation after having already established a VPN connection successfully. This is not a required step for DR.

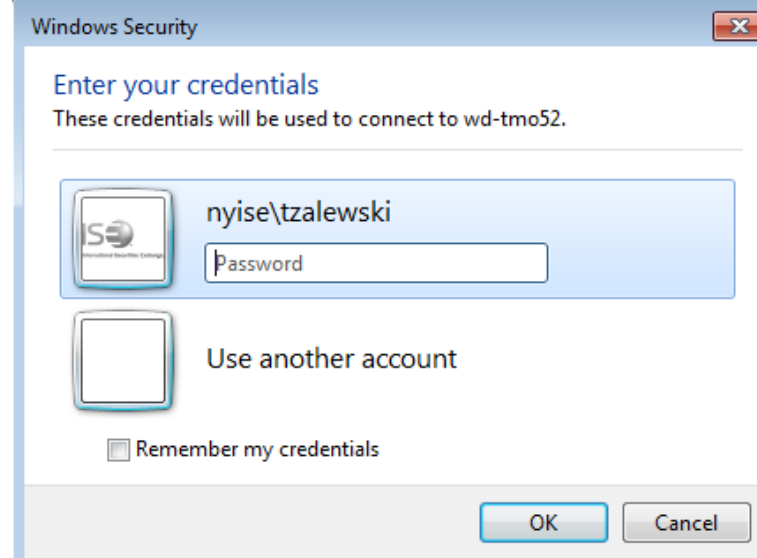
From All Programs launch
Remote Desktop Connection
(Start -> All Programs ->
Accessories -> Remote
Desktop Connection)



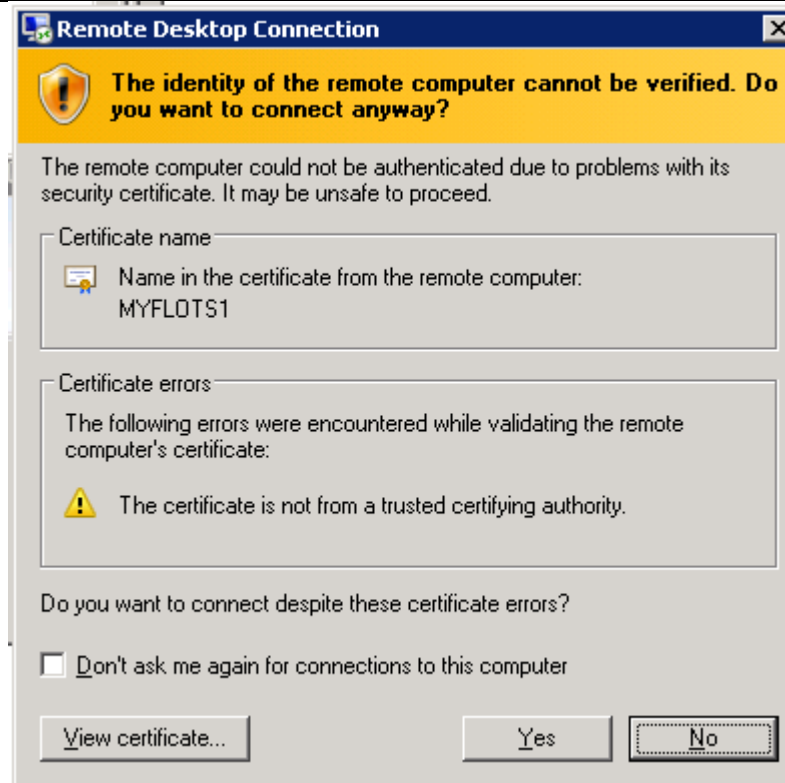
Input the hostname (computer name) you are trying to connect to.



Input the username as your e-mail address OR nyise\tzalewski (for example), and password as your office password.



You will then be connected to your workstation. You may be prompted to click 'Yes' to accept a certificate prior to fully connect, this is normal.



To disconnect from the VPN network, click the Cisco AnyConnect client icon found in your taskbar and click 'disconnect.'

