Quick Reference Guide:
Limited Remote Access for Non-EPA Computers

Limited Remote Access can help you access agency network resources and files using a non-EPA issued computer from remote locations (such as home, alternative work locations or while traveling) with any supported Web browser.

Limited Remote Access securely connects your computer to EPA's network, allowing you to access and download important files, manage email, and access My Workplace and other internal-EPA systems. The use of EPA-issued computers is strongly encouraged, if this option is available to you. Limited Remote Access supports basic functionality on a few of the most common operating systems and Web browsers.

EPA cannot provide technical support to diagnose, troubleshoot, or configure devices and networks that are not provided by EPA. This guide is intended to help you connect to the EPA network using Limited Remote Access and navigate through some of the technical challenges and situations presented by the many different types of computers.

EPA provides two methods for remotely accessing EPA network resources with a non-EPA issued computer:

- **Preferred:** The Limited Access Virtual Private Network (VPN) Connection is preferred because it supports full access to the Outlook Web Application (OWA) and all My Workplace features. However, this method is more complicated to configure and works best with a Windows operating system and Internet Explorer Web browser. This option also provides access to other agency applications such as PeoplePlus, MyPay, Adobe Connect, GovTrip, eLearning and Lotus Notes Webmail. WebForms only supports Internet Explorer and will not work with other Web browsers.

- **Alternate:** The Limited Access Proxy is an alternate method that **does not support** full access to OWA and My Workplace. However, it is less complicated to configure and supports Apple products, in addition to the Windows operating system and Internet Explorer. It provides access to OWA Lite and other applications such as PeoplePlus, MyPay, Adobe Connect, GovTrip and eLearning. WebForms only supports Internet Explorer and will not work with other Web browers. This method does not provide access to Lotus Notes Webmail or network drives, e.g., the F and G drives.

Notes:

- Before you can access the EPA network remotely, you need to register from inside an EPA facility by visiting **http://remoteregister.epa.gov/**. You only need to do this if you have not registered for remote access previously.

- EPA provides network access to email on non-government furnished computers and laptops. Connectivity to the EPA network via tablets, smart phones and other non-government issued devices is not supported at this time.

Before You Connect: Configure and Verify

Step 1: Document Configuration Information

To aid any troubleshooting steps, write down the following essential information before you access the network.

1. Name (e.g., Jon Smith).

2. EPA Email Address (e.g., smith.jon@epa.gov).

3. Operating System Version (e.g., Windows 7): To identify your operating system click **Start**, then **Control Panel**. In the Control Panel, double-click on **System**. The System Properties dialog box will appear, listing relevant operating system information.

Figure 1. System Properties
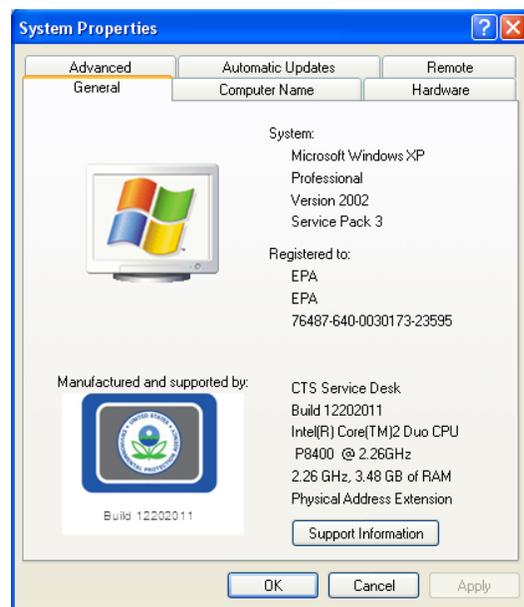
4. Browser Type (e.g., Internet Explorer).

5. Browser Version (e.g., 8.0.6001.18702): To identify your browser version, open **Internet Explorer**, click **Help** and click **About Internet Explorer**. Steps may vary by browser.

Figure 2. About Internet Explorer

6. Java Version Type.

Step 2: Verify Java Installation and Security Settings

1. Make sure you have only the latest version of Java installed on your non-EPA issued computer and document the version type.

   Note: The latest version of Java is available online. You can also confirm if Java is installed on your computer and detect the version.

2. *Make sure your Web browser settings are configured to support Secured Socket Layers (SSL 3.0) and Transport Layer Security (TLS 1.0). You can check your settings in most browsers by selecting **Tools**, **Extensions** or **Settings** from the browser's main menu. In Internet Explorer, select **Tools**, **Internet Options** and the **Advanced Tab**.*

Remote Access Using Limited Access Virtual Private Network (Preferred Option)

Verified Configurations

The following configurations have been tested for use with the Limited Access VPN. If you do not have one of these configurations, you should use an EPA-provided computer or the Limited Access Proxy option (see below).

Table 1. Limited VPN Configurations

Operating System	Web Browser	Java
Windows 7, 7 Pro & 7 Ultimate	Internet Explorer 9 & 10	Java 7, Update 25
Windows 8	Internet Explorer 9 & 10	Java 7, Update 25
Windows XP, SP3	Internet Explorer 8	Java 7, Update 25

Step 1: Installation and Setup

1. Browse to http://workplace.epa.gov using Internet Explorer.

2. Select the **Proceed Tab** on the Pre Sign-In Notification screen.

3. Enter your **EPA LAN ID username and password.**

4. Click **Sign In**.

5. Answer the security question. A pop-up will prompt you to load components and download Network Connect and other necessary programs. You must have the latest version of Java to proceed.

6. Accept the download of **Host Checker.**

7. Accept Juniper's request to **Download Network Connect Client.**

8. Select the **Always Accept** button during the prompts.

Once all downloads are installed, a screen will appear indicating that Network Connect is being launched. Once Network Connect has launched, the EPA-limited access Web page will appear.

Step 2: Confirm that Network Connect is Connected

The Network Connect icon appears when you are connected to the EPA Network. Confirm that the icon appears in your system tray as shown in Figure 1. The system tray is usually found in the bottom right of your screen. You may need to select the **Show Hidden Icons** button to view all the icons.

Figure 3. Network Connect Icon

See the Troubleshooting Tips section at the end of this guide if the Network Connect icon does not appear in your system tray.
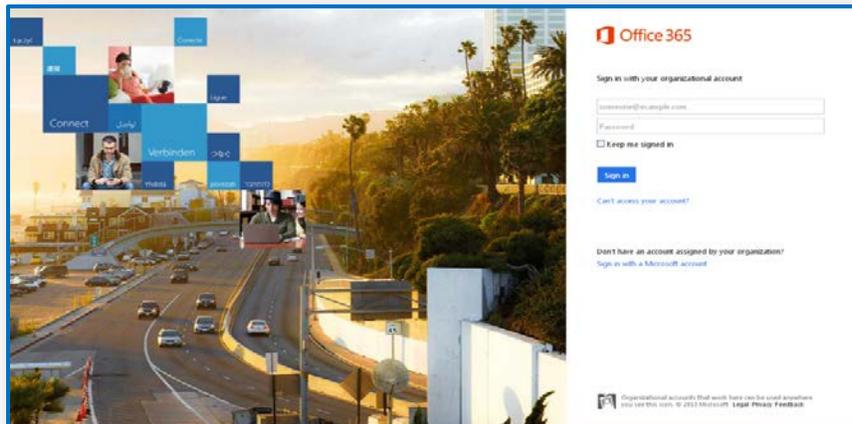
Step 3: Access My Workplace

1. Select the **My Workplace** icon to access programs available to remote access users. The Microsoft Office 365 launch page will appear.

Figure 4. My Workplace Icon

2. Enter your **EPA email address** (smith.jon@epa.gov).

*Figure 5. Microsoft Office 365 Login Screen*

3. Click **Sign In.** A Windows login dialog box will appear. Log in again using your **EPA email address** (smith.jon@epa.gov) in the ID field and enter your **EPA LAN password**. The My Workplace navigation page will be displayed if you were logged in successfully.

   Note: If the system does not allow you to sign in with your EPA email address and password, enter **aa** followed by your LAN ID. For example, jsmith would enter aa\jsmith. This screen can appear different for users due to the type of browser and operating system in use. Your screen may be titled *Windows Security Screen*, if you are using Internet Explorer.

Step 4: Access Email Using Outlook Web Access (OWA)

1. Click the **Outlook link** from the navigation banner as shown below in Figure 6 to open of OWA. Circling dots will appear during the load process. If your installation is successful, OWA will load. If the installation is not successful, you may receive a load failure message.

Figure 6. Outlook Web Access
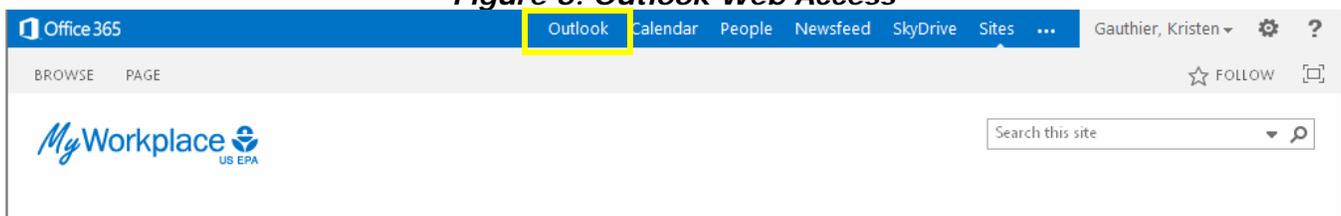
Limited Remote Access Proxy (Alternate Option)

Verified Configurations

The following configurations have been tested for use with the Limited Remote Access Proxy. If you do not have one of these configurations, you should use an EPA-provided computer or try Limited Access VPN (see above).

Table 2. Remote Access Proxy Configurations

Operating System	Web Browser	Java
Windows 7, 7 Pro & 7 Ultimate	Internet Explorer 9 & 10 Chrome 28, Firefox 22	Java 7, Update 25
Windows 8	Internet Explorer 9 & 10 Chrome 28, Firefox 22	Java 7, Update 25
Windows XP, SP3	Internet Explorer 8	Java 7, Update 25
Macintosh OS X 10	Safari 6 & 7	Oracle Java 7, Update 25

Step 1: Installation and Setup

1. Browse to http://workplaceproxy.epa.gov using any supported Web browser.

2. Select the **Proceed Tab** on the Pre Sign-In Notification screen.

3. Enter your **EPA LAN ID username and password**.

4. Select **Sign In**.

5. Answer the security question. A pop-up will prompt you to load components and download Network Connect and other necessary programs. You must have the latest version of Java to proceed.

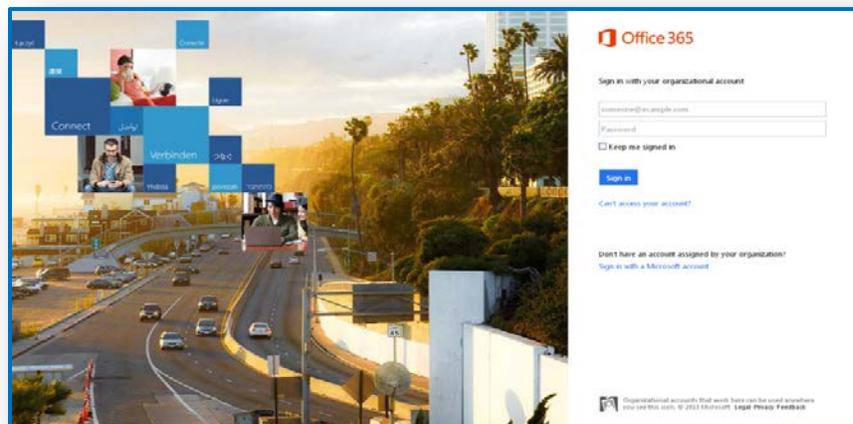6. Accept the download of **Host Checker.**

Step 2: Access My Workplace

1. Select the **My Workplace** icon to access programs available to remote access users. The Microsoft Office 365 launch page will appear

Figure 7. My Workplace Icon

2. Enter your email address (smith.jon@epa.gov).

Figure 8. Microsoft Office 365 Login Screen

The Active Directory screen will appear.

3. Enter your **EPA LAN ID username and password** on the Active Directory screen.

4. Click **Sign In**. The My Workplace page will appear.

Step 3: Access Email Using Outlook Web Access (OWA) Lite

The full version of OWA is not accessible in the Limited Remote Access Proxy. Complete the following steps to access email using OWA Lite.
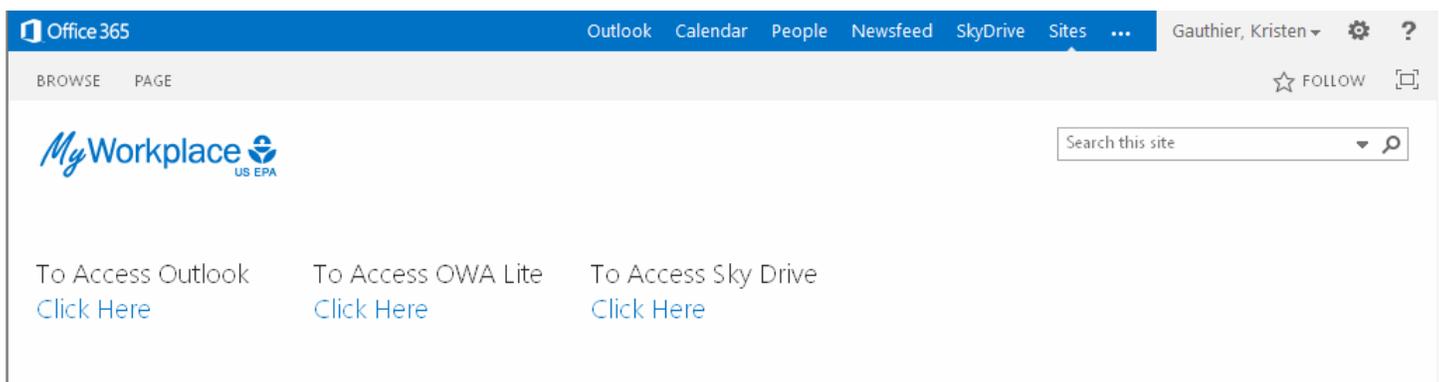
1. Click the **click here** link on the My Workplace homepage as shown in Figure 9.

Figure 9: Click click here to access OWA Lite
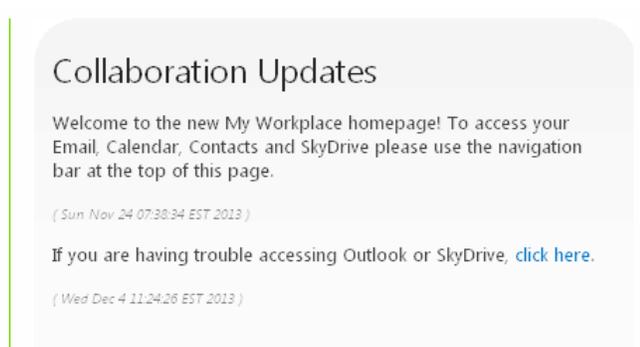
2. Click the **click here** link under To Access OWA Lite.

Figure 10. Access OWA Lite

Note: The first time you click OWA Lite in a new browser session, Microsoft Office 365 will attempt to load the full version of OWA. The second attempt will load OWA Lite. OWA Lite is an abbreviated version of OWA and does not provide access to all enabled features of Microsoft Office 365.

Troubleshooting Tips

If you have tried both the preferred and alternate options described above and continue to have trouble, review the troubleshooting tips listed below.

The Network Connect icon appears in the system tray, but the EPA Intranet page does not appear.

Open a new browser window and navigate to http://intranet.epa.gov. You should now have access to My Workplace.

The Network Connect icon does not appear in the system tray.

Reinstall the Network Connect program or complete the following:

1. Make sure you are using a verified operating system, browser and Java version.

2. Close your browser, reopen it, re-connect to http://workplace.epa.gov and make sure all downloads execute as prompted.

3. Uninstall all remote access programs using the Add/Remove Programs option in the Control Panel.

4. Reboot your computer.

5. If you are using Windows, open Internet Explorer by right-clicking on the Internet Explorer program in the Start Menu and click on the **Run as Administrator** option. (You must have administrator rights to perform this step.)

6. Proceed with the normal process of accessing the Network Connect program as described above.

7. Accept the download and run the programs.

Note: Always accept prompts to ensure a successful installation. Once all downloads are installed, a screen will appear indicating that Network Connect is being launched. Once Network Connect has launched, the EPA limited access Web page will appear and you should have access to My Workplace.