

Your All-in-One Guide to **Remote Access**

v1.1 as of 20 April 2018

[HTTPS://REMOTE.ADB.ORG](https://remote.adb.org)

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What is Remote Access?

Remote Access provides a suite of tools so that staff can access ADB files and business applications, even while away from the office.

Certain applications and platforms can be accessed online without requiring Remote Access. See the FAQ sidebar for more information.

FAQ

Do I need Remote Access for that?

myADB, Oracle Self Service (External), and Office 365 (including e-mail and OneDrive) don't require Remote Access.

Simply visit the following with your web browser:

- **myADB** - <https://myadb.adb.org>
- **Oracle Self Service (External)** - <https://selfservice.adb.org>
- **Office 365** - <https://portal.office.com>

What applications and platforms are accessible through Remote Access?

Shared Network Drives
(e.g. J:/ and V:/)

+

Intranet applications such as:

- Mainframe
- iFirst
- eServe
- eAccess
- RITS
- ERP Applications
- Oracle Self Service (Full)

...and more!

Tip

Use OneDrive instead of shared drives

Enjoy all the benefits of a shared drive, minus the inconvenience! Accessing your files in OneDrive only requires a web browser.

What do I need to connect to Remote Access?



PC or Laptop

- ✓ Windows
- ✓ ADB-issued

OR



Mobile Device

- ✓ Android
- ✓ iOS

+



Strong Internet Connectivity
Greater than 1.5 mbps



Security Token



- ✓ Hard Token

OR



- ✓ Mobile phone with Soft Token

OR



- ✓ Mobile phone with registered number

A small device that generates a One-Time Password (OTP) upon activation.

Mobile phone is installed with the **HID ActivID Token** app, which generates an OTP upon activation.

When logging in, an SMS containing the OTP will be sent to your registered number.

FAQ

Why do I need a security token?

Your token generates a One-Time Password (OTP) so that you can log in to Remote Access.

FAQ

How can I avail of a security token?

Hard Token, Soft Token - file a RITS
Registered Number - contact IT Service Desk to register your mobile number

B. CONNECTING TO REMOTE ACCESS

using a PC or Laptop

STEP 1

Launch your internet browser and visit <https://remote.adb.org>



Alert

Browser compatibility

Internet Explorer 11, Mozilla Firefox, and Safari are the fully supported browsers at the moment. Using Chrome will disable certain features, such as connect to standard PC and own PC.

STEP 2

The log-in page will appear. Type in your 3-character Windows ID and the OTP [See Section C: Generating the OTP].

Click **Submit**.

Alert

For Mac users

You may be asked to install a Java applet. Please allow this installation to proceed.

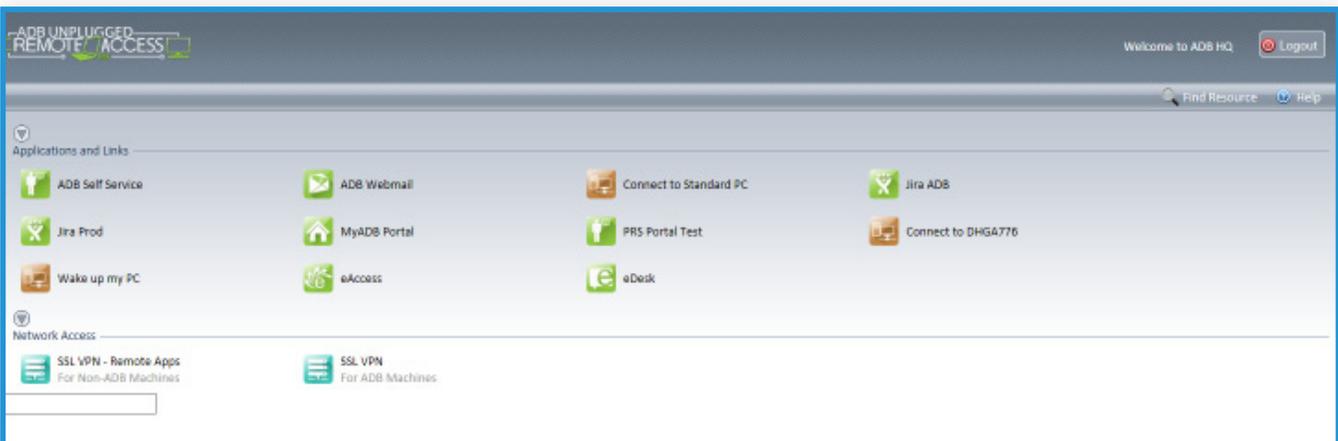
Tip

60-second loop

Tokens and SMS generate a new OTP every 60 seconds.

STEP 4

After a brief loading screen, you will be redirected to the main screen of Remote Access. Congratulations!



B. CONNECTING TO REMOTE ACCESS

using an iOS mobile device

Method 1 - via BROWSER

STEP 1

Launch your internet browser and visit <https://remote.adb.org>

STEP 2

The log-in page will appear. Type in your 3-character Windows ID and the OTP [See Section C: Generating the OTP].

Click **Submit**.

Alert

Limited features

Connecting to Remote Access via browser in iOS will disable certain features, such as "Connect to [Own PC]".

Method 2 - via APPS

STEP 1

Download and install the following apps to your mobile phone:

- F5 Access for iOS
- Microsoft Remote Desktop

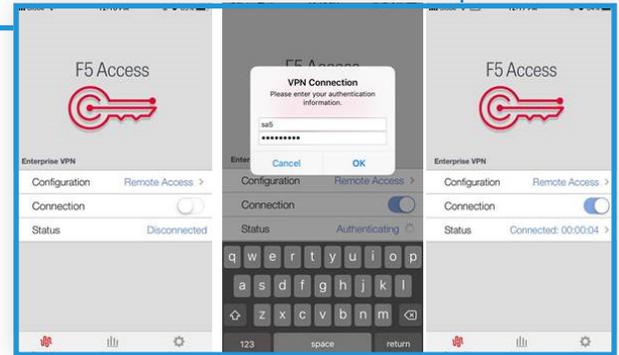
Tip

App Store

These apps can be found online at the Apple App Store.

STEP 2

Launch F5 Access, and log in using your 3-character Windows credentials. Click **OK**.



STEP 3

Launch the Microsoft Remote Desktop, and log in using your 3-character Windows ID and OTP [See Section C: Generating the OTP].

Click **Submit**.



B. CONNECTING TO REMOTE ACCESS

using an Android mobile device

Method - via BROWSER

STEP 1

Launch your internet browser and visit

https://remote.adb.org

STEP 2

The log-in page will appear. Type in your 3-character Windows ID and the OTP [See Section C: Generating the OTP].

Click **Submit**.

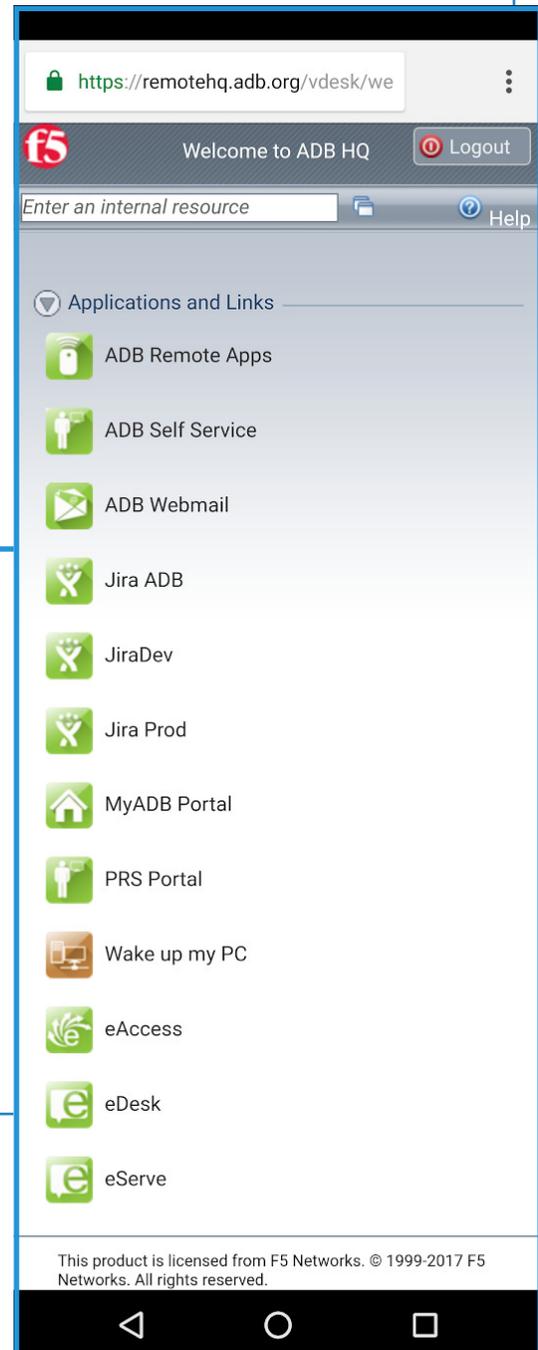
STEP 3

After a brief loading screen, you will be redirected to the main screen of Remote Access. Congratulations!

Alert

Limited features

Connecting to Remote Access via browser in Android will disable certain features, such as “Connect to [Own PC]”, “Connect to Standard PC”, as well as “SSL VPN”.



C. GENERATING THE OTP

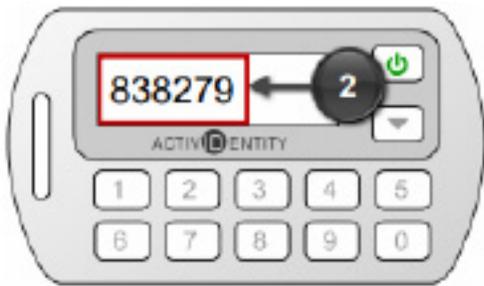
using a hard token

STEP 1

Turn on your hard token by pressing the **Power button**.

STEP 2

Input your **PIN** using the number keypad. Press the **Power button** to confirm.



STEP 3

An 8-digit OTP will be generated. Use this password to log in to Remote Access.

Alert

Resetting the hard token

Inputting the wrong PIN several times may cause your hard token to “lock”. Call the IT Service Desk at 5555 to unlock the token.

Tip

60-second loop

A new OTP is generated every 60 seconds.

FAQ

Do I need an Internet connection for the hard token to work?

No, the hard token works even without a connection.

FAQ

What do I do if I lost or damaged the hard token?

Report the incident to IT Service Desk. For damaged devices, return the unit to the Technical Security Team for replacement.

FAQ

What is my hard token PIN?

For first-time users, the default PIN for your hard token is 1224.

Activating your hard token for the first time will prompt you to configure a new 6-digit PIN. See steps below.

STEP 1

Turn on your hard token by pressing the **Power button**.

STEP 2

Key in the default **PIN (1224)** and press the Power button to confirm.



STEP 3

You will be prompted for a new **PIN**. Enter a 6-digit, non-sequential number, and press the **power button** to confirm. Then, re-enter your new PIN and press the **power button** again to save the number.



FAQ

How long does the battery last?

Battery shelf life lasts up to 5 years. For battery replacement, simply contact the IT Service Desk.

C. GENERATING THE OTP

using a soft token

STEP 1

Open the HID ActivID Token app installed in your mobile phone.

STEP 2

Enter your **PIN** and click **OK**.

STEP 3

An 8-digit OTP will be generated. Use this password to log in to Remote Access.

FAQ

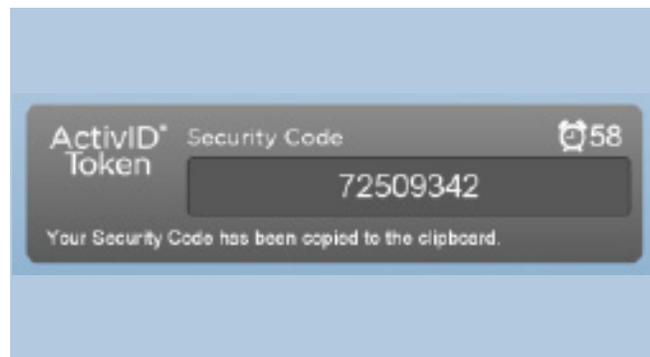
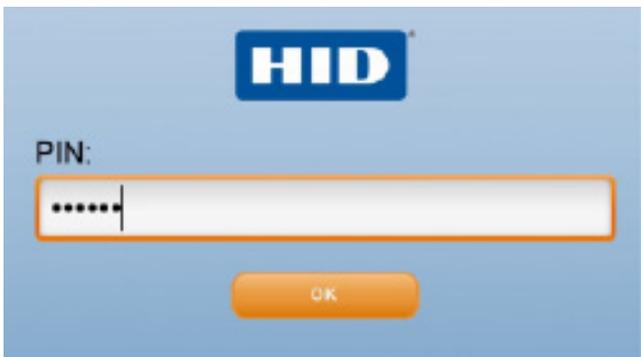
How do I activate HID ActivID Token?

Upon processing your approved RITS, IT Service Desk will configure the app for you. During this process, you will also set up your PIN.

FAQ

Do I need an Internet connection for the soft token to work?

No, the soft token works even without a connection.



Tip

60-second loop

A new OTP is generated every 60 seconds.

C. GENERATING THE OTP

through SMS

STEP 1

Launch your internet browser and visit <https://remote.adb.org>

STEP 2

The log-in page will appear. Click on the link in “**Click here to receive your OTP on your mobile device**”.

ADB UNPLUGGED REMOTE ACCESS

Username

OTP

Your One Time Password (OTP) can be obtained from either your hard or soft tokens, or via SMS to your mobile device.

[Click here to receive your OTP on your mobile device.](#)

Cancel Submit

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STEP 3

A pop-up will appear. Verify your identity by typing in your **Staff ID** and **Birthdate (DD/MM/YYYY)** and then ticking the checkmark.

Press **Submit** to confirm.

STEP 3

An 8-digit OTP will be generated and sent to your mobile phone via SMS. Use this password to log in to Remote Access.

Alert

Captcha Challenge

To ensure that you are not a robot, you may be asked to fulfill a challenge. This typically entails selecting pictures that follow a certain theme.

FAQ

Help! I'm not receiving any OTP.

Make sure your mobile number is registered to receive the OTP. If your number has already been registered but you are still not getting an OTP, contact the IT Service Desk.

ADB UNPLUGGED REMOTE ACCESS

Your One Time Password (OTP) will only be sent to your registered mobile number.
Please enter your Staff ID and Birth Date to get started.

Staff ID

000000

Birth Date

23/05/1990

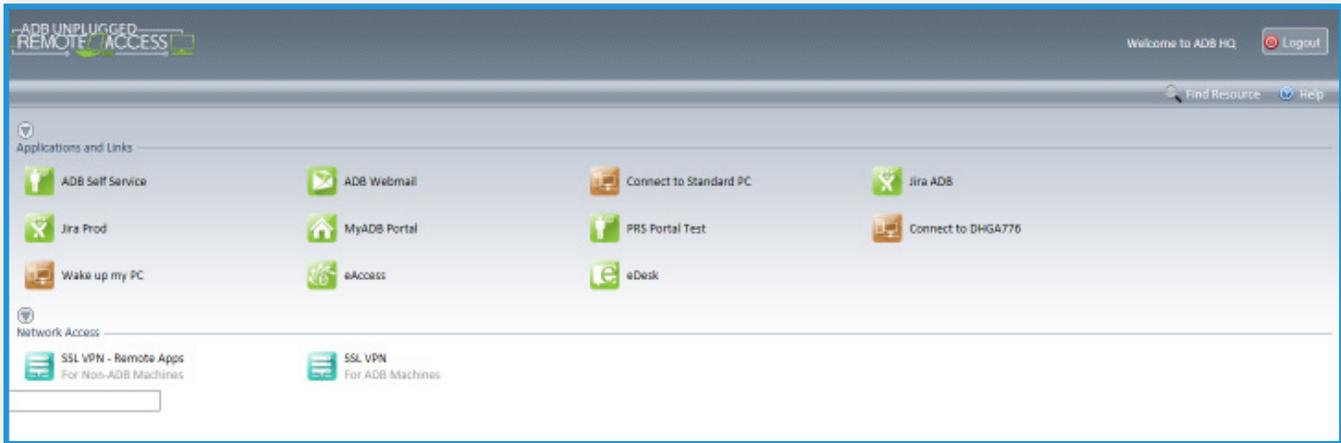
I'm not a robot

gCAPTCHA
Privacy - Terms

Cancel Submit

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D. USING REMOTE ACCESS



Green icons denote commonly-used business applications. Click any of these buttons to access the relevant app.

Brown icons denote platforms and processes related to recreating a computer environment for your use.

Teal icons denote SSL VPN connectivity.

FAQ

What is a Standard PC?

A standard PC recreates a generic computer environment connected to the ADB network. Standard PC gives you access to shared drives and applications as if you were in ADB premises.

FAQ

What is SSL VPN?

SSL VPN will connect your device to the ADB network, allowing certain platforms and applications to operate as if they were being used in ADB premises. You can access applications such as eAccess through your device's web browser.

FAQ

What does "Connect to [Own PC]" mean?

One of the tools available to you is "Connect to [Own PC]". Upon activation, Remote Access will let you access and control your ADB-issued PC/laptop, all from your personal device.

For staff using Remote Access on their own ADB-issued laptop, "Connect to [Own PC]" will not work.

Alert

SSL VPN requires fast internet connectivity

SSL VPN is not recommended if you have slow or unstable Internet connection. Greater than 6 mbps is recommended.

Alert

Requirements for connecting to your own PC

"Connect to [Own PC]" requires that your own ADB-issued PC/laptop is connected to the ADB network and is not shut down. If it has been turned off, please activate "Wake up my PC" in Remote Access to turn it on remotely. Contact IT Service Desk to troubleshoot should you be unable to turn your PC/laptop on.

FAQ

When should I use Standard PC? Connect to own PC? SSL VPN?

Connect to the following if...

Standard PC

You are using an ADB-issued device and wish to connect to shared drives and business applications.

Connect to your own PC

You are using a personal device and wish to use your ADB-issued PC/laptop remotely.

SSL VPN

You have high-speed Internet, and wish to connect to the ADB network.

D. USING REMOTE ACCESS

	Remote Access Tool				
	Green application icons	Standard PC	Connect to my own PC	SSL VPN (for non-ADB machines)	SSL VPN (for ADB machines)
Shared network drives		✓	✓		
Personal files saved in my own PC (e.g. My Documents)			✓		
JIRA	✓	✓	✓	✓	✓
eAccess	✓	✓	✓	✓	✓
eDesk	✓	✓	✓	✓	✓
eServe		✓	✓	✓	✓
iFirst		✓	✓	✓	✓
Mainframe (Web)		✓	✓	✓	✓
Mainframe (Locally-installed client in your device)					✓
Oracle Self Service (Full)		✓	✓	✓	✓
RITS		✓	✓	✓	✓