Remote Access User Guide for State Street

Document Version: 1.6

Published 03/19/2020

TABLE OF CONTENTS

1 OVERVIEW

The purpose of this document is to provide a guide for Remote Access to legacy VPN services via the new State Street Remote Access (SSRA) platform.

2 TRUSTED ACCESS

Remote Access to State Street's network from a corporate Laptop

2.1 First Time Login Steps for NetScaler Trusted Access from Corporate Windows Device

2.1.1 Verify Gateway VPN Plug-in

Prior to connecting, verify the VPN plugin is installed on your PC.

To validate that the plug-in is installed, Go to the Windows icon, select all programs and look for a Citrix folder. Ensure the following icon is present

Citrix Gateway
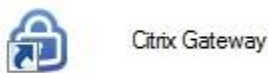
If the Gateway plugin is not present, contact the Service Desk for assistance.

2.1.2 Logging In

Open Internet Explorer and point your browser to: https://access.statestreet.com (or https://remote.statestreet.com if you have been onboarded into the Desktop as a Service (DaaS) solution)

This should take you to Sign-in page.

Enter your ID, LAN Password, Select Domain and enter SecurID PIN/Token.

Figure 1: Sign-on Page

2.1.3 Running the EPA

Once logged in you will be prompted to run the EPA Scan. Choose always to continue.
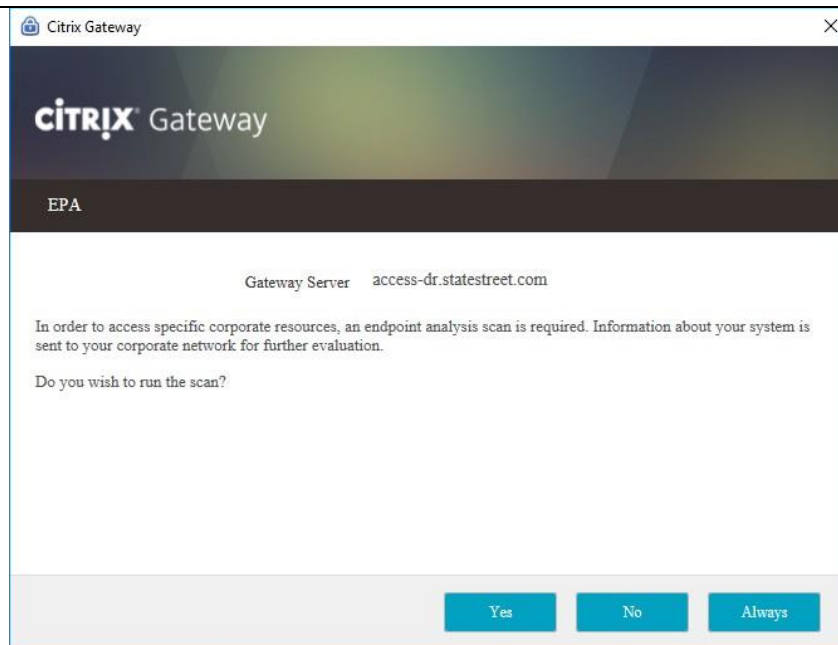
Figure 2: Run EPA

2.1.4 VPN Tunnel Activation

When the EPA Scan is complete, the Gateway plug-in will proceed to download the configuration and start the VPN Tunnel.

Be paitent and wait for the connection to be established.

Once the tunnel is active your Browser window should be redirected to the **mysite.statestr.com** homepage.

You should now see the following icon in the system tray . Blue coloring indicates the plug-in is connected.

Left clicking the Icon brings up the Gateway Status Window.

2.1.5 Logging Off

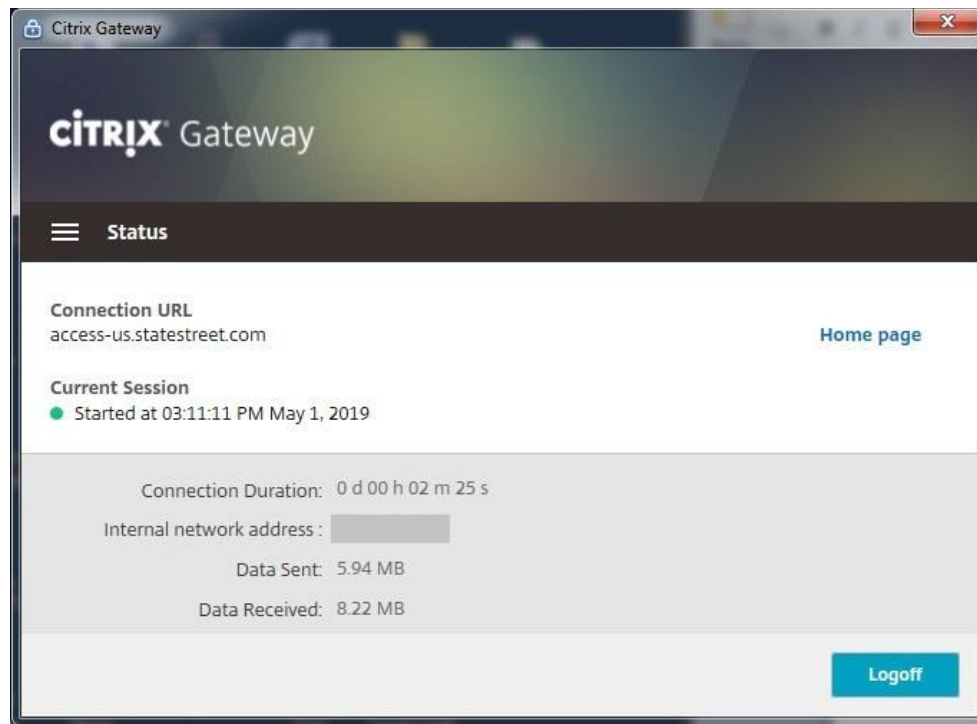Left click on the Gateway icon from the system tray , then select Logoff.
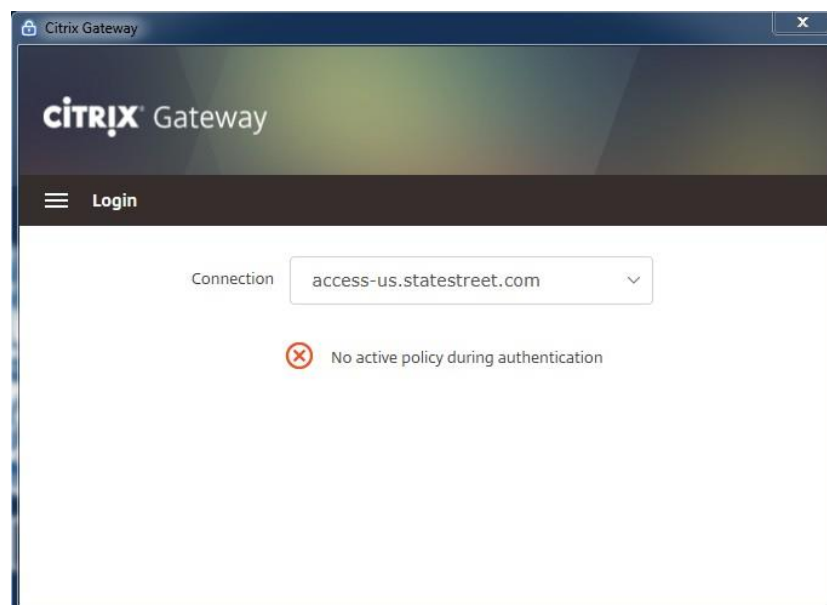
Classification: General

Figure 3: Logoff

2.1.6   Subsequent Logons

The browser must be used for subsequent logons. Clicking on the plugin appears to provide login capabilities, however you will get an error stating "No active policy during authentication" when using this method.

Classification: General

3 UNTRUSTED ACCESS

Remote Access to State Street's network from a personal device.

3.1 Access from a Windows device
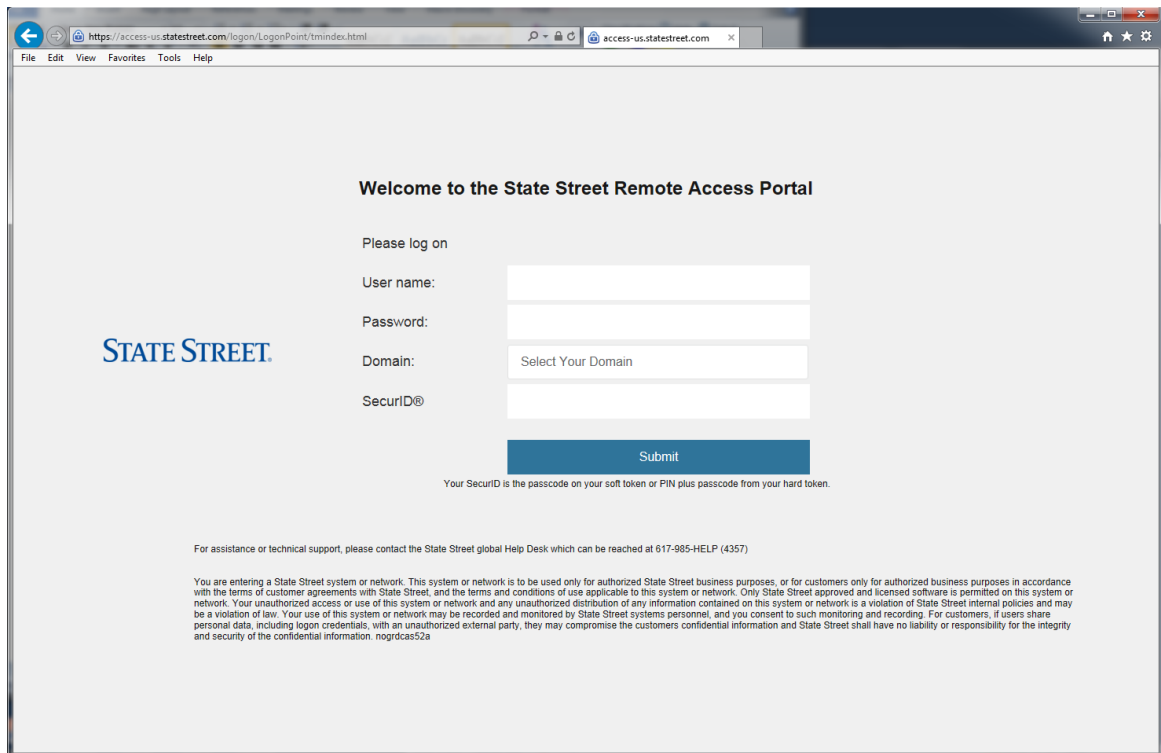
Supported OS and Browser Platforms

Windows 7	Internet Explorer 9 and 10, and 11; Google Chrome Release 30 or later; Mozilla Firefox Release 24 or later.
Windows 10	Internet Explorer 11; Google Chrome Release 30 or later; Mozilla Firefox Release 24 or later; Microsoft Edge is not supported.

3.1.1   Logging In

Open your browser and enter the following address: https://access.statestreet.com   (or https://remote.statestreet.com if you have been onboarded into the Desktop as a Service (DaaS) solution)

This should take you to Sign-in page.

Enter your ID, LAN Password, Select Domain and enter SecurID PIN/Token.

Classification: General

Figure 4: Sign-on Page

First time users will see the following page:

3.1.2   EPA Install

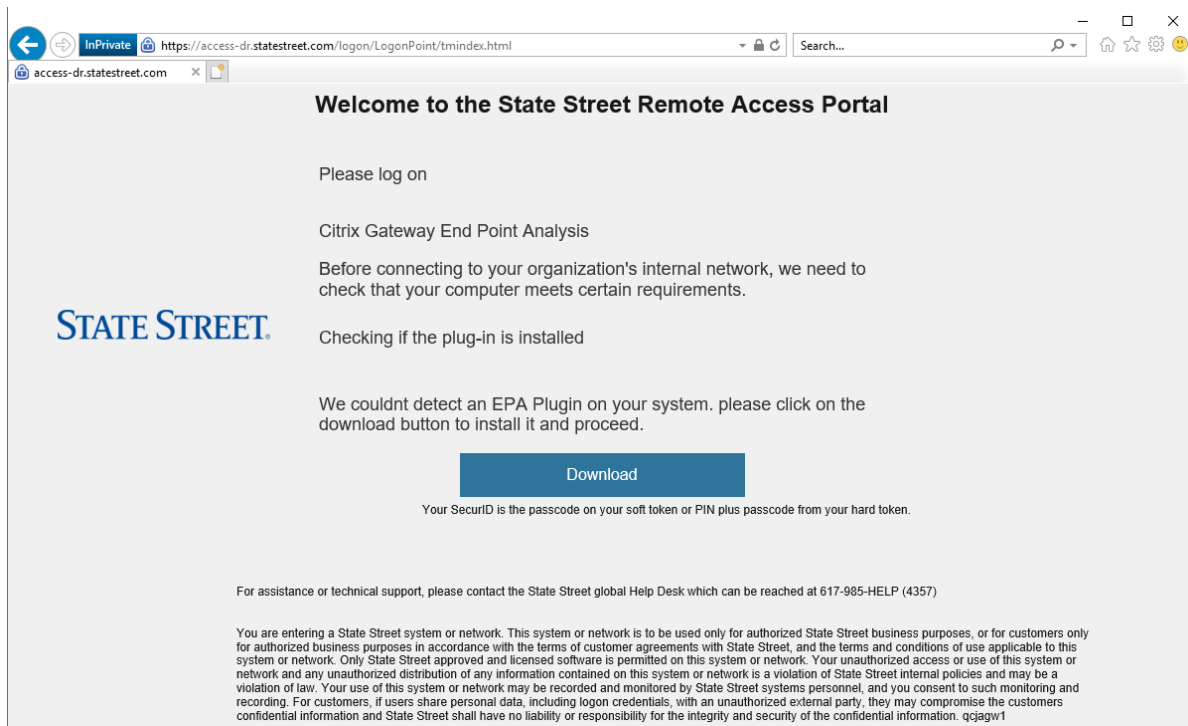*Figure 5: EPA Download*

Click Download to install the EPA Plug-in for end point analysis.

Select Run from the following window.

A Windows Installer panel should appear.
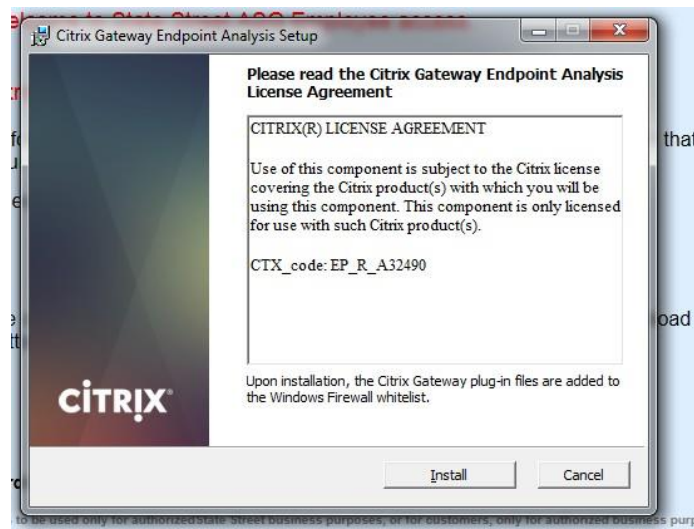
Classification: General

Figure 6: EPA Install

Click Install and follow the prompts to complete the install.

3.1.3   Running the EPA

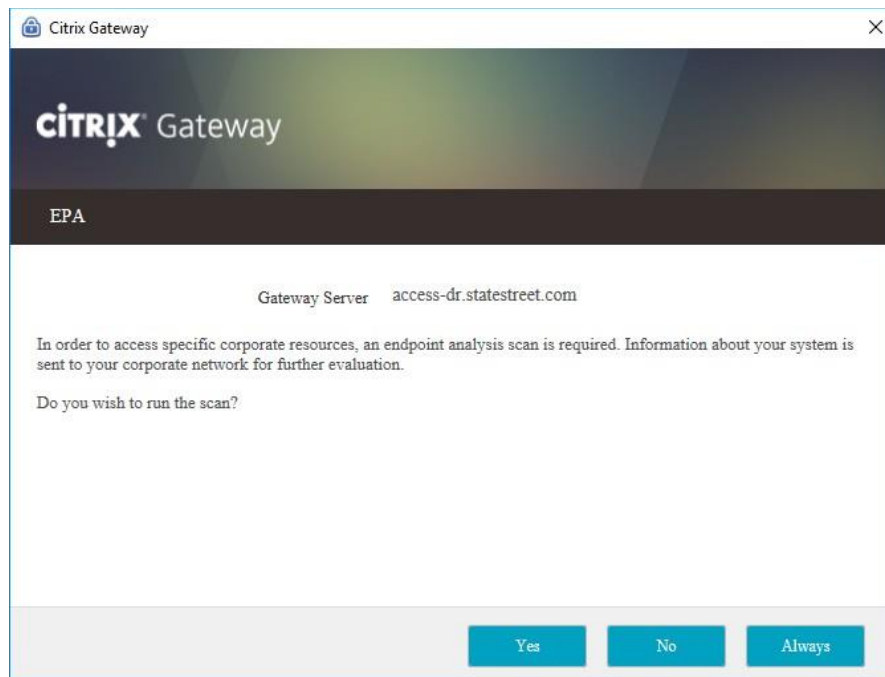You will be prompted to run the EPA Scan. Choose always to continue.

Figure 7: Run EPA

3.1.4   Accessing your Desktops, VDI's or Applications.

Once logged in you will see the Portal Landing page. From the Tabs at the top of the Page choose "Desktops" for VDI's and Remote Desktop or "Applications" for published Citrix Applications.

Figure 8: Run EPA

3.1.5   Logging out

Close out any VDI , RDP or Citrix Application Sessions.

Click on your name in the upper right hand corner and select Log Off.

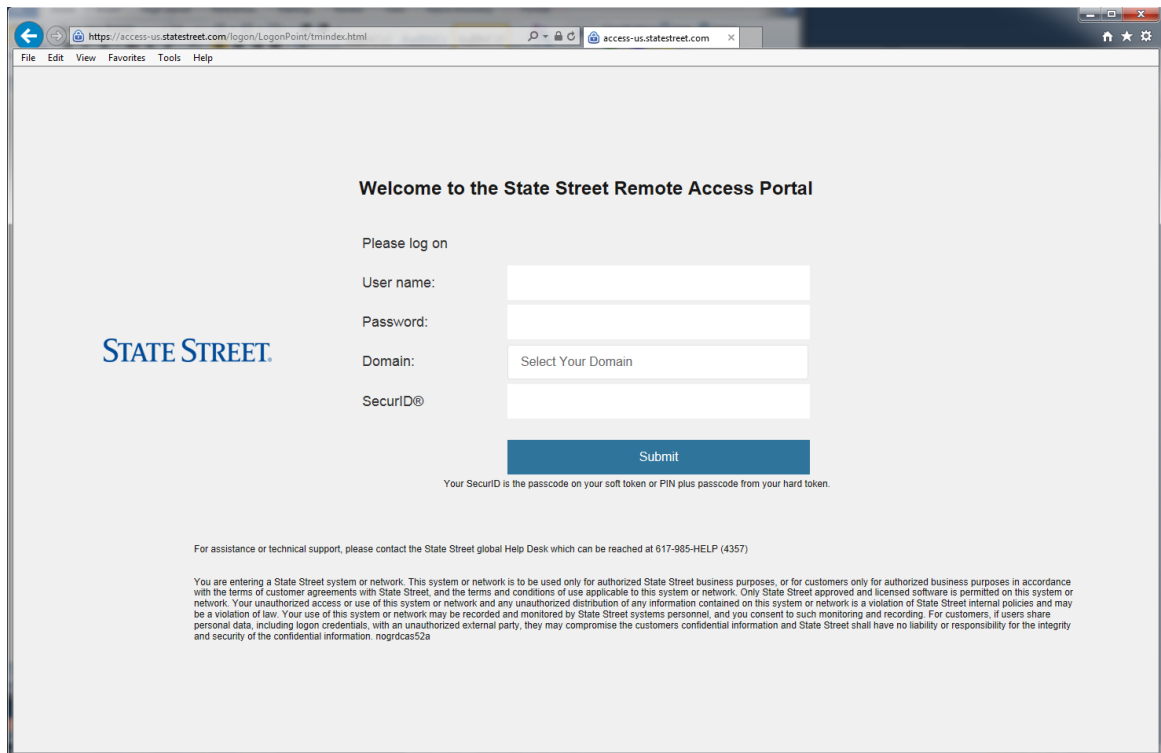## 3.2 Access From a Mac

Supported OS and Browser Platforms

Mac OS X (10.9 and later)	Safari 7.1 or later; Google Chrome Release 30 or later; Mozilla Firefox Release 30 or later.
Mac OS Catalina (10.15)	VDI Access requires Citrix Workspace App (19.10.1 release)

3.2.1   Logging In

Open your browser and enter the following address: access.statestreet.com

This should take you to Sign-in page.

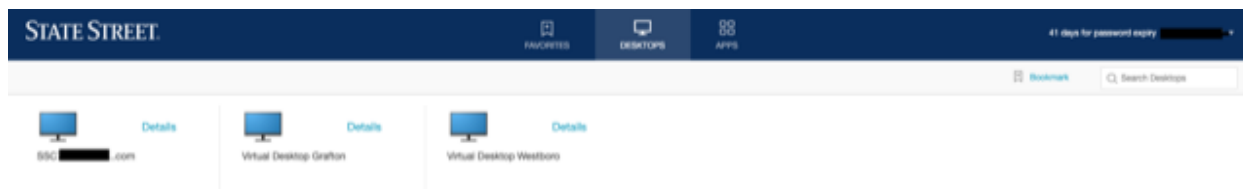Enter your ID, LAN Password, Select Domain and enter SecurID PIN/Token.

Figure 9: Sign-on Page

3.2.2   Accessing your Desktops, VDI's or Applications.

Once logged in you will see the Portal Landing page. From the Tabs at the top of the Page choose "Desktops" for VDI's and Remote Desktop or "Applications" for published Citrix Applications.

Classification: General

3.2.3 Logging out

Close out any VDI , RDP or Citrix Application Sessions.

Click on your name in the upper right hand corner and select Log Off.

3.3 Required Components

3.3.1 Virtual Desktop – VDI

Citrix Receiver (Now called Citrix Workspace) is required to connect to your VDI from your home computer. **Note: Mac OS Catalina (10.15) requires Workspace release 19.10.1 or higher.**

Browse to www.citrix.com, Select downloads from the Citrix Site.

Choose Citrix Workspace App.

Now Choose Workspace App for the relevant OS, i.e. Windows or Mac.

Run or Download and install the package.

3.3.2 Remote Desktop – RDP

An RDP Client is required to connect to your physical State Street desktop.

3.3.2.1 Windows

Most versions of Windows will contain the RDP Client. However the low end base or Home editions may not. You can install this client by signing into the Microsoft Store and downloading the free client.

3.3.2.2 Mac

Macs do not come with an RDP client. Go to the App Store on your Mac and search for Microsoft RDP. Locate Microsoft Remote Desktop 10, then click **Get**, then click **Install**.

A note about SSC laptops and remote desktop access: Using a State Street (trusted) laptop for remote desktop work is against SSC policy. Employees that have been issued a SSC laptop are expected to take it home to work from, not leave it in the office.