Welcome to Remote Access Services (RAS)

Our goal is to provide you with seamless access to the TD network, including the TD intranet site, your applications and files, and other important work resources -- whether you are at the office, at home, or away on business.

This document will guide you through the basics of getting up and running in RAS. Need more information? Be sure to visit our SharePoint site once inside TD's network at http://w4.itscollaboration.td.com/teams/etns/Workspace/ras/default.aspx

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Virtual Desktop vs Extended Network

Virtual Desktop is the preferred employee full RAS experience. It gives you 'virtual' access to all your TD applications and files, which are run and stored on TD servers. You work directly with the information on the servers, and nothing leaves our data centres! It's a secure and fast way of working remotely, and uses the least bandwidth. Slow computer? No problem; Virtual Desktop can be run by any device that can run an internet browser!

In contrast, Extended Network is a resource-intense method of using RAS. Basically, it does the opposite of Virtual Desktop and extends the TD internal network to your computer or laptop, which requires all information being accessed to be sent across the network, and regularly causes slow-downs, time outs and other negative experiences when dealing with large files.

The only time you should be using this access method is when you are on an unstable Internet connection (regularly drops); if you require access to an application that isn't available in Virtual Desktop; or if you require access to network drives

Extended Network

Extended Network is a resource-intense method of using RAS. Basically, it does the opposite of Virtual Desktop and extends the TD internal network to your computer or laptop, which requires all information being accessed to be sent across the network, and regularly causes slowdowns, time outs and other negative experiences when dealing with large files.

The only time you should use extended network is when your Line of Business application is unavailable in Virtual Desktop or to access shared drive information.

US Users: Use Extended Network to access your Shared & Novell data as well as other items contained in storage

Extended Network Configuration

This will guide you through the process of accessing VPN for the first time. Only use this method if on a TD laptop.

Step 1	Open your web browser and navigate to the following address: https://ras.tdbank.ca Click **Extended Network**

You may recieve a prompt similar to the one elow. Check the box "**Do not show me the warning for this program again**", then click **Allow** to continue.

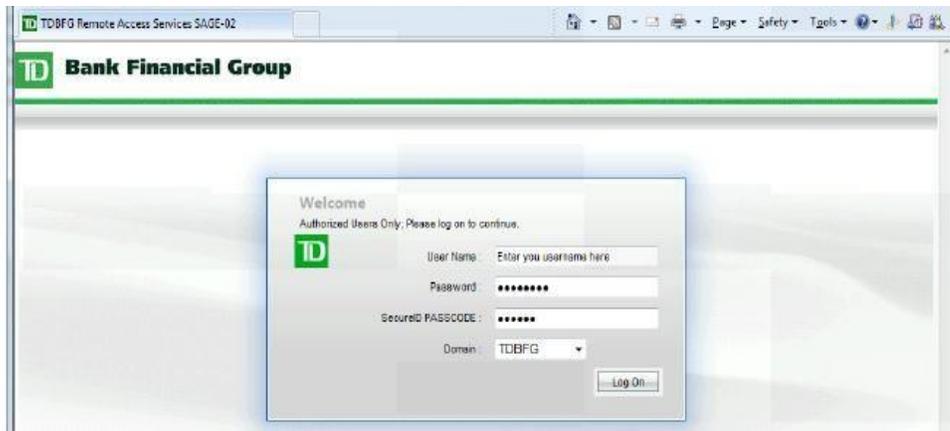|	
Step 2a	

Step 2b	Now the Citrix Access Gateway Endpoint Analysis will run to determine the permitted level of access of the computer being used. Click **Yes** to begin the scan.

You are now at the Extended Network login screen, enter your credentials. Once you have entered this information, click **Log On**.

Step 3

Step 4

Once you come to this screen, you have successfully logged into Extended Network! The connection between your laptop and TD is made, and you can now work as if you're in the office plugged into a wall. You can run all applications and access data locally (from the laptop)


Adding RAS to Trusted Sites

Some users experience problems with RAS due to security settings on their local computers. To keep this from happening, it's best practice to add TD RAS to Internet Explorer's Trusted Sites.

To ensure the best experience, avoid error messages such as "Page Cannot Be Displayed" and other problems, we will now go through the steps to adding TD RAS to Internet Explorer's Trusted Sites.

Go to the **Tools** menu, then click **Internet Options**.

Step 1
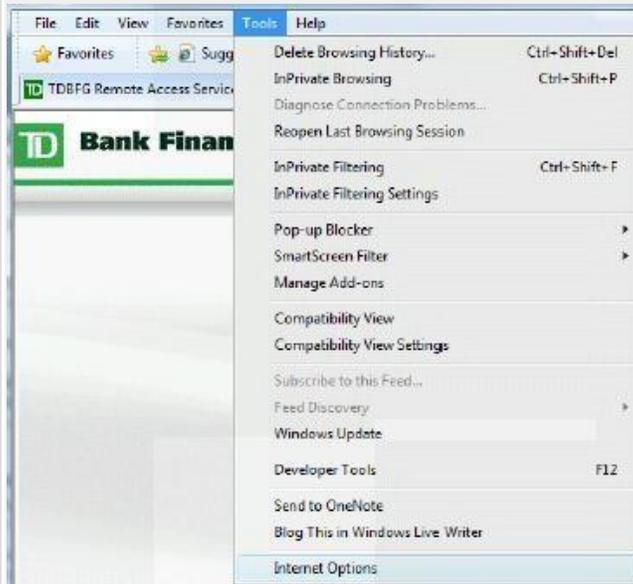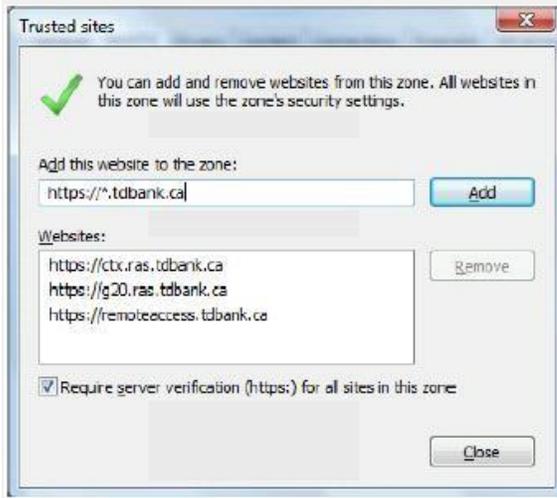

Select the **Security** tab, then the **Trusted Sites** (green check mark) icon. Once you're on the Trusted Sites page, click the **Sites** button.

Step 2

Step 3	In the text field below "Add this website to the zone:" **type: https://*.tdbank.ca**. then click **Add**. Click C**lose** to return to Internet Explorer. **Trusted sites** You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone: `https://*.tdbank.ca` [Add] Websites: https://ctx.ras.tdbank.ca https://g20.ras.tdbank.ca https://remoteaccess.tdbank.ca [Remove] ☑ Require server verification (https:) for all sites in this zone [Close]

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Step 4	The final step is to ensure that any personal security software is configured to accept connections from ras.tdbank.ca. If you run anti-virus software, a hardware or software firewall, or any other type of security software; configure it so the RAS website is fully trusted

FAQ

General

Q: What service should I use in RAS?

A: You should use the following:

- **Virtual Desktop** should be your primary access point, regardless of device if you require more than email. It's the fastest and most secure option with the best end user experience.
- **Extended Network** should only be used when necessary, only from TD laptops. Use for shared drive access; when on unstable internet connection; or when LoB app isn't virualized.

Extended Network

Q: What is Extended Network?

A: Extended Network puts your device on TD's network, creating a connection that allows you to run your applications and view your information locally on your TD laptop. This

access type should be used on an as needed basis, as it's complex, expensive to use, difficult to support, and delivers an inconsistent end user experience.

Q: What technology drives Extended Network?

A: Citrix drives the delivery of your applications and information.

Q: How do I set up Extended Network for my first logon?

A: Check out the step by step instructions.

Q: I receive an Access Denied error, how do I fix this?

A: Ensure you have followed these steps carefully.

Make sure you click "Yes", "Allow", or "OK" to any dialogue boxes or security prompts that are displayed during the logon process.

If you are still receiving the error, allow the SecurID token to change the six digit passkey. This may take up to 60 seconds. If after completing the above you are still unable to log on, please call Enterprise Service Desk. The support representative will be able to assist you in troubleshooting your specific issue, and can reset your SecurID token, your password, or reset your account if it is locked.

Q: When attempting to sign into RAS, I receive a Page Cannot Be Displayed Error?

A: Check the RAS Landing Page to see if News and Information give information on any outages. This is a very rare occurrence.

The error is usually as a result of settings on your local computer or internet browser. Ensure you've added RAS to Trusted Sites.

Q: Logging into or using Extended Network takes a long time, is there a way to speed things up?

A: The most common issue with RAS slowness is a home internet connection problem. Browse to common web sites to see if they load slowly. A good speed testing site is www.speedtest.net.

When using VPN, the problem could be caused by any number of things. The file you're trying to access is large and difficult to send over the internet, your laptop could be having a difficult time loading the information send through vpn, etc.

If your internet connection is normal, the files you're accessing are small and you continue to experience slowness while accessing RAS, please call your service desk. The support representative will assist you in troubleshooting your specific issue and provide a solution.

Q: I get disconnected from Extended Network from time to time, why is this?

A: We have [configured timeouts](#) to ensure data security and save resources.