

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>

- [Virtual Desktop vs Extended Network](#)
- [General](#)
 - [Adding RAS to Trusted Sites](#)
 - [System Requirements](#)
 - [Timeouts](#)
- [FAQ](#)
 - [General](#)
 - [Virtual Desktop](#)
 - [Extended Network](#)

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-intensive 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

General

The following is general information that should be known and followed, regardless of service used.

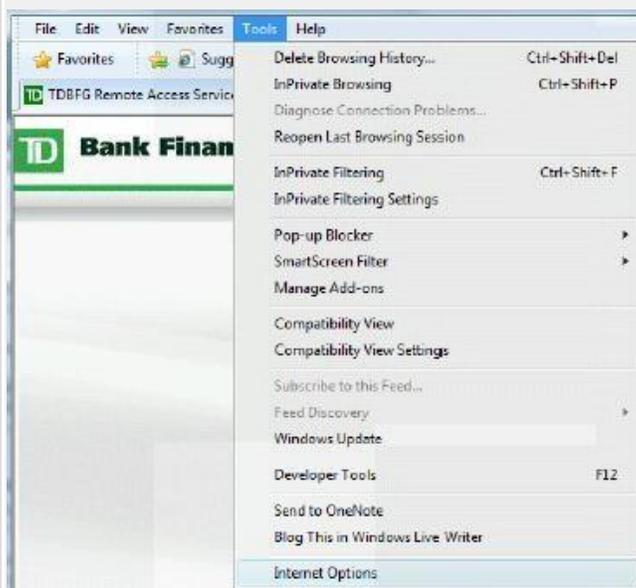
Adding RAS to Trusted Sites

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**



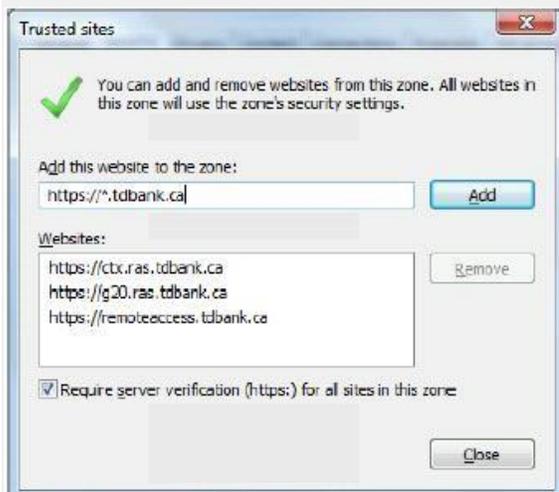
Select the **Security** tab, then the **Trusted Sites** (green check mark) icon. Once you're on the Trusted Sites page, click the **Sites** button.

Step 2



In the text field below "Add this website to the zone:" **type:** https://*.tdbank.ca. then click **Add**. Click **Close** to return to Internet Explorer.

Step 3



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.

System Requirements

The system requirements to run Virtual Desktop are fairly minimal, given the small amount of computer power it requires to run. Extended Network on the other hand requires more power and higher speed internet.

Supported Windows Operating Systems:

- Windows 7, 32-bit and 64-bit editions (including Embedded Edition) ○ Windows XP Professional, 32-bit and 64-bit editions
- Windows XP Embedded
- Windows Vista, 32-bit and 64-bit editions
- Windows Server 2008 R1, 32-bit and 64-bit editions (not supported by XenDesktop connections) ○ Windows Server 2008 R2, 64-bit edition (not supported by XenDesktop connections)
- Windows Server 2003, 32-bit and 64-bit editions (not supported by XenDesktop connections)

Supported Internet Browsers:

- Internet Explorer Version 6.0 through 8.0 ○ Mozilla Firefox Version 1.x through 3.x

Hardware Requirements:

- Standard computer with colour monitor and sound card (optional) ○ Any TD asset ○ High speed internet
 - Can be low bandwidth for Virtual Desktop
 - Must be high bandwidth for Extended Network

Timeout Information

A timeout is a rule that watches your activity while connected to RAS that disconnects you for one of four reasons.

- **Session Timeout** - Limits how long you can stay connected from the time you log into RAS
- **Inactivity Timeout** - Disconnects if no keyboard or mouse activity is detected for a period of time
- **Disconnection Timeout** - Limits amount of time your session lasts if internet connection is lost
- **Traffic Timeout** - Limits the time your session will survive if there is no application data flow

If any of these four thresholds are passed, your RAS session will be disconnected and you will be required to log in. Timeouts are in place to preserve our server resources and minimize the risk to you through account locking or data loss. If users were allowed to connect to RAS indefinitely, TD would require additional Citrix licenses and servers. If sessions were allowed to run indefinitely, your account would be locked out when passwords were changed.

Timeout thresholds are quite generous and the vast majority of users will not be inconvenienced by them, even if they work 12 hour days

XenApp Session Timeout

Applications launched from the internal or *XenApp* will be automatically logged out after 2 days.

XenApp Inactivity Timeout

Applications launched from the internal or *XenApp* will be automatically logged out after 6 hours of no keyboard or mouse activity.

XenApp Disconnection Timeout

Applications launched from the internal or *XenApp* will be automatically logged out if you lose connectivity.

VPN Session Timeout

VPN laptop connection to the TD network is limited to 12 hours after logon.

VPN Inactivity Timeout

Extended Networklaptop connection to the TD Network will be terminated after 4 hours of no keyboard or mouse activity.

VPN Traffic Timeout

Extended Network laptop connection to the TD network is limited to 8 hours if no application data is passed to or from the TD network.

Apps Online (Internal Application Portal) Session Timeout

The internal application portal (appsonline) session is limited to 90 minutes. Citrix applications already running will not be terminated by the timeout, but you will have to log back in to open additional applications.

XenApp Session Timeout

RAS (<https://ras.tdbank.ca>) session is limited to 12 hours. Citrix applications already running will not be terminated by the timeout, but you will have to log back in to open additional applications.

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 virtualized.

Virtual Desktop

Q: What is Virtual Desktop?

A: Virtual Desktop gives you virtual or cloud access to your applications and data. Everything is housed and run on our servers. This is our best full access experience.

Q: What technology drives Virtual Desktop?

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

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 Virtual Desktop 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.

If your internet connection is normal 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: When I click on an application icon from the applications web page, nothing happens. How can I run them?

A: Ensure you have followed installed the Citrix client. The RAS website must be in your [Trusted Sites list](#), and all firewall and personal security software must fully trust the RAS site in order to run applications from Virtual Desktop.

Q: When I click on an application icon from the applications web page, I'm asked to download a file. How can I run them?

A: You must download and install the Citrix client before running any applications from Virtual Desktop.

Q: I get disconnected from Virtual Desktop from time to time, why is this?

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

Q: I have both Office 2003 and Office 2010 applications showing in Virtual Desktop, which should I use?

A: When launching Outlook, always use the 2010 version. Using 2003 will corrupt your profile and require a profile reset before you can view email again. You can use whichever versions of the other Office applications, though it is suggested you use the most recent.

Q: When I save a file while working in Virtual Desktop, it disappears. Where am I supposed to save to?

A: Make sure when saving to select your P: To do this, navigate to the desktop by clicking the Up One Level button (or hitting Alt + 2), then double click the folder with your ID, then double click your P:

Q: When opening Windows Explorer, where will I find my files?

A: When looking for your personal files and directories that aren't located on a shared network drive, always navigate to your P:

Q: Can I send files to my personal computer?

A: No, this is against bank policy. This is why you are unable to save directly to your own computer. With Virtual Desktop, everything is housed on our servers.

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.

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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.