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.
**Virtual Desktop**

Virtual Desktop is the preferred employee RAS experience. Old computer? Slow internet? No problem! Virtual Desktop gives you 'virtual' access to your 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.

**Virtual Desktop Configuration**

This will guide you through the process of accessing Virtual Desktop your first time, or on a new computer.

<table>
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<th>Step</th>
<th>Description</th>
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<tr>
<td>1</td>
<td>Open your web browser and navigate to the following address: <a href="https://ras.tdbank.ca">https://ras.tdbank.ca</a> Click <strong>Virtual Desktop</strong></td>
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<td>2</td>
<td>As this is your first time using RAS, you will be prompted to download and install the Citrix Client. If you are using a non-TD device, click <strong>Download</strong>, then follow the on screen prompts to install. If you are on an EDGE device, click already installed.</td>
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<tr>
<td>2a</td>
<td>Once you have completed the installation, return to the browser and click &quot;Already Installed&quot; You are now at the Virtual Desktop login screen, enter your credentials.</td>
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<tr>
<td>3</td>
<td>Once you have entered this information, click <strong>Log On</strong>.</td>
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Once you come to this screen, you have successfully logged into Virtual Desktop! All applications and data you have access to will be listed here. Before you can launch any applications, there are several more steps that must be taken if this is your first use.

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.

That's it, you're back in Virtual Desktop, ready to use any applications and access any of your data. For any questions regarding this service, or RAS in general that isn't answered on this site, email us.

**Working with Virtual Applications**

Once you have logged into Virtual Desktop, you are presented with a dashboard containing the virtual applications you have access too.

These applications and all data are handled on TD's servers. This means the computer resources and bandwidth required on your end is minimal.

To run any of these applications, simply click it. They may take slightly longer to launch, however once they are open, you should find everything much faster than working on your laptop. All of these apps function the same as you are used to, the only difference is you are running them online.
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.

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

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 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](http://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.