1. What is eWork@dexia

eWork@dexia is the new infrastructure operated by DTS to offer remote access functionalities to the employees of the companies belonging to the Dexia group.

Using eWork@dexia a user can securely access from almost everywhere on Internet to a similar Citrix based workplace as from his company desk.

This infrastructure distinguishes from those used in the past by a broader support of client devices as Windows based pc's, Macs and portable devices (iPad, android, ...).

This document describe the how to connect with a windows pc.
The setup on Mac is similar.
2. Prerequisite (to read carefully)

- Pc or Mac with internet access
- User privileges to install and run plug-ins.
- Minimum Windows XP SP1, XP SP2, 2000, Vista windows 7, (Windows 98 and ME (Millennium) no longer supported) or Mac OsX minimum version 10.2.8
- For Mac users: Safari
- A Citrix plug-in for your browse (see “installing the plug-in”)
- pages (pop-up blocker must be turned off
- Port 443 must be opened (HTTPS-protocol) http://support.microsoft.com/kb/291983/en-us
- Digipass (do not forget to confirm the receipt of your digipas as asked on the accompanying letter)
- UserID/password DBB/DHLD

It’s the user’s responsibility to take care of these prerequisites before he contacts the Service Desk.

Disclaimer

According to the service description and related SLA, DTS will maintain the central infrastructure. However individual support can only be done on "best effort" base.

It is the user responsibility to check his infrastructure on regular base. DTS can’t be held responsible for loose of productivity or any other problem due to the lack of this service.

**All programs (inclusive operating system) exepct the Citrix plug-in, will not be supported by Service Desk !**
3. Installing the Citrix plug-in

The Citrix plug-in as a piece of software to allow your browser to correctly interpret the pages published in a Citrix environment.

Please note that it can be referenced as "Citrix client", "Citrix plug-in" or "Citrix receiver". The differences in the names used by Citrix are beyond the purpose of this document.

We don’t recommend to install the last plug-in directly from the Citrix page. Some issues have been reported with version 13.x

We have validated the version 12.44 for windows and 11.2 for Mac. This plug-in can be found on the on the SWA.dexia.com page in the download section.

Please note that this is subject to changes and DTS will publish the latest validated versions.
4. Establishing the connection

Open an internet browser which you can use to surf on the internet. Make sure it is working properly.

- In the Address bar type the following URL: https://ework.dexia.com

Please note that the language of the pages is dependent of the locale settings of your PC /Mac.

Fill in the different fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>username</td>
<td>Your 5-character Windows UserID</td>
</tr>
<tr>
<td>digipass</td>
<td>The 8-figure code generated by your digipass after typing in your pin code</td>
</tr>
<tr>
<td>password</td>
<td>Your Windows password</td>
</tr>
</tbody>
</table>

Click “Log on”.

4.1 Choice of a Enterprise site

Depending to your profile settings, you will be directly prompted with the well-known DUW 2 screen (4.2) or the following screen.

4.2 Starting Duw 2
4.3 Starting Virtualoffice

If you choose virtualoffice, you will be prompted with the following screen.

If your plug-in is not installed, the system will be prompt you to install it.
4.4 Adding eWork.dexia.com to your list of trusted sites if needed

Depending on your setting in IE, it is possible that the application don’t start even if you click on the “open” button at the bottom of the screen.

To avoid problems and future prompts, it is recommended to add eWork.dexia.com to your trusted sites.

open your internet options panel (ALT +X)
Validate your choice and restart your browser
If the plug-in is correctly detected:
You will be redirect to a screen with 2 tabs: application and desktop.

On the tab applications you will find the applications available for you. The available applications depend on the profile, the attributes associated with the user and group to which it belongs.

On the tab desktop, you will find one or more desktop shortcuts.
5. Switch between sessions
Some session will start in full screen mode. If you want to switch between session or to your local desktop, depending on the session and local OS you can use the CTRL F2 or CTRL F3 to switch the session in “windowed mode”.

After ending a session, it is recommended to close your browser.

6. Troubleshooting

6.1. Windows update
We recommend you to keep your Windows operating system up to date. After a Windows update, it is possible that it may no longer work. If so, we recommend you to remove the Citrix. Restart your PC and then reinstall the Citrix client.

6.2. Problem linked with your access profile
If you receive this message « ------------------- » it is possible that your profile is associated with a bad group.
In this case, please contact 23000 servicedesk to ask to check the group associated with your profile (via access management).

6.3. Platforms considered compatible:
To be reviewed
7. Legal restrictions of Service Desk

The greatest difficulties in terms of taking remote control of PCs belonging to a private teleworker SSL are:

A permit required from the user to be able to regain control of his computer remotely.

To prove that there was an authorization, a record of such authorization must be retained. To avoid any legal risk, we must provide to demonstrate that the user was in agreement with taking away from his computer at this time.

1) If the PC becomes unstable, Dexia can be held as legally responsible, which represents an unacceptable risk.

2) If illegal content is found (such as files of child pornography) but also less serious crimes such as illegal copies of files, Dexia is then required to notify the authorities, with all the consequences that may result (risk criminal). If the user's computer is seized by police in connection with an investigation and they find that Dexia is connected to this computer but did not notify authorities of illegal content so they could be sued for negligence (criminal risk).