

FAQs – Frequently Asked Questions – Remote Access

NEW PARTNERS / FIRST TIME USERS

Please contact your Service Desk for REMOTE ACCESS [first-time-use instructions](#).
NOTE: Most links here require you to be connected to the Northern Trust network
Please connect to follow

Q: Who can I contact for help connecting via remote access?

A: Call the Service Desk at one of your local numbers below:

NORTH AMERICA	
Illinois	+1-312-444-4357
Outside Illinois	+1-877-625-4368
APAC	
India	+91-630-276-4357
India Toll Free	1800-212-0444
North China (Beijing)	+86-10-800-650-0534
Japan	+81-005-316-50453
Hong Kong	+852-800-965-259
Singapore	+65-800-181-1079
Australia	+61-1800-624-271
Manilla Local	+63-02-312-9800
Seoul Korea	003 086 511 438
EMEA	
London	+44-207-982-4357
Ireland	+353-1-542-2222

Q: Why does the “Remote Access” page look different?

A: “Remote Access and WebMail 2.0” is a refreshed version of the previous home page. It was simplified to make it easier for partners in all regions to connect via the most efficient path and through their equipment of choice. See also [“Remote Access and WebMail 2.0 explained”](#)

Q: What happened to the Remote Access Regions?

A: The 3 separate region sections have been removed given the new page is able to detect where partners are initiating the session for all devices.

Q: What if “IT” tells me, or I need to, access a different path?

A: In the event one or more remote access paths experience issues, standards procedures will re-direct the request to an operational path, transparently. Should that not work, contact your Service Desk for more details.

Q: How do I fully detail all my Remote Access / VPN Issues?

A: Create a ServiceNow Ticket: [link-here](#) then fill out this WFH Connection Issues Survey at [this-link](#).

Q: What is Pulse Secure?

A: Pulse Connect Secure is software (Northern Trust licenses) to protect remote and mobile enterprise access from any device. desktops, laptops, tablets, and smartphones.

***NOTE:** New Windows 10 laptops come installed with **Always-on** Pulse Secure VPN. This feature bypasses the need to access the notherntrust.com/remotearrress page all together.*

Q: How do I connect to a VDI using my personal device?

A: Follow this main VPN link: [Connect NT VPN Using Personal Device](#).

Remote Access and WebMail 2.0 explained



The screenshot shows the Remote Access and Webmail 2.0 Beta home page. It features a header with the Northern Trust logo and the page title. Below the header is a 'Remote Access Status' section with a welcome message and a 'HELP' icon. A note below the welcome message states that only the MyPlace link complies with the Mandatory Absence Policy. The main content area is titled 'Your Remote Access Region: North America' and includes sections for 'Connect from' (listing Windows Desktop/Laptop, Chromebook, and Mobile Device), 'Web apps' (listing WebMail and MyPlace), and 'NT Citrix - MyApps' (with approved exceptions and a note about UK Virtual Desktops). At the bottom, there are links for 'FAQs', 'Contact the service Desk', 'Use original Remote Access page', and 'Provide Feedback'. A beta test version notice is also present.

1) Updated Home Page version – currently at 2.0 Beta.

2) Remote Access Status

New Alert box welcoming you or letting you if any issues.

3) New HELP icon (and bottom page link) displays links to supporting documentation and dynamic, based on region connected from, Service Desk [Jabber clickable] phone numbers:

North America example:



- 4) "Mandatory Albescence" reminder that only MyPlace can be accessed remotely.
- 5) **Your Remote Access Region: [region]**" links header
[region] is auto-detected and displayed based on the location where partners initiate the connection.
Issues with your region default link must be reported to the Service Desk for alternate paths.
- 6) **▶ Show supported environments**
Collapsed list of Operating System and Browsers supported. Click the arrow show the details.
- 7) **Connect from** - Supported input device links for NT's or personal machines
 1. Windows Desktop / Laptop
Apple MacBook / iMac
 2. Chromebook
 3. Mobile Device (iPhone, iPad, Android Only)
- 8) **Web Application Links**
Currently 2 supported via this page:
 4. WebMail
 - 5 MyPlace
- 9) **NT Citrix – MyApps** – Alternate Connect from path
Special and dedicated links for Pune WFH partners using desktops, [T4Flex](#) (trading turret software) or partner that have been instructed by the Service Desk to use that link).

10) Note about the current page version.

Vast amounts of documentation is been updated to reflect the 2.0 version, but it's still a work in progress.

11) **FAQs** – Frequently Asked Questions – This document

12) Provide Feedback

A link to a short survey to capture your evaluation of the new design and an opportunity to provide other comments or suggestions.