
tclogin.com



Access to TeleComputing

Customer Service Center

Tel:	+47 6677 6577	(stand by with your customer number)
Fax:	+47 66 85 48 40	(faxnumber for ordering)
E-post:	support@telecomputing.no	(always give your userID + cust.no..)
Web:	http://support.telecomputing.no	(always give your userID + cust.no..)

1. PROLOGUE

This manual describes how TeleComputing customers may connect to their TeleComputing desktops.

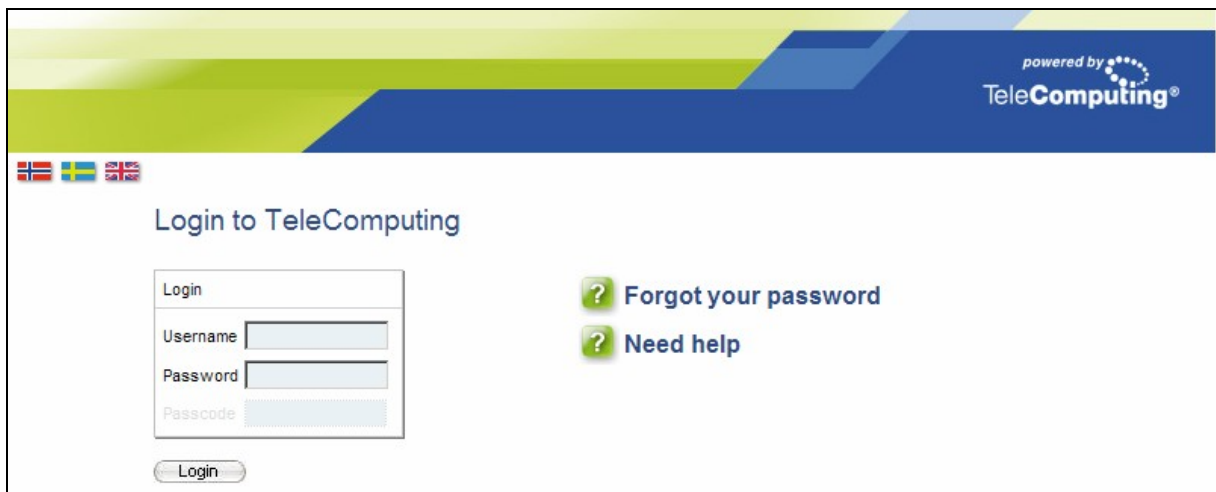
- **Requirements: computer and network connection**

- Citrix ICA client, version 8.0 or higher (128 bit encryption)
 - If you do not have a Citrix ICA client, see guidance under "need help"
- Minimum Internet Explorer 5.5, Firefox 1.5, Opera 9.0 (128 bits encryption),
- Connection to internet or a network connected to TeleComputing

2. Connection

- **How to log on**

Start your web browser and write tlogin.com in the address field. You will see the following page:



powered by
TeleComputing®

🇳🇴 🇸🇪 🇬🇧

Login to TeleComputing

Login
Username <input type="text"/>
Password <input type="password"/>
Passcode <input type="password"/>

? [Forgot your password](#)

? [Need help](#)

• Scenarios

Scenario 1:

You have a PC with a direct network or VPN based connection to TeleComputing.

In this case you do NOT need the RSA SecureID token.

The screenshot shows a 'Login' window with three input fields: 'Username', 'Password', and 'Passcode'. The 'Passcode' field is currently empty and has a dotted border. Below the fields is a 'Login' button.

The password is the same as the one you use daily when you log in to TeleComputing.

The username is the same credentials you use daily when you log in to TeleComputing.

Scenario 2

You have a PC connected to internet (e.g. An internet café or homeoffice)

In this case you need a RSA SecureID token.



The screenshot shows a 'Login' window with three input fields: 'Username', 'Password', and 'Passcode'. Below the fields is a 'Login' button.

The username is the same credentials you use daily when you log in to TeleComputing.

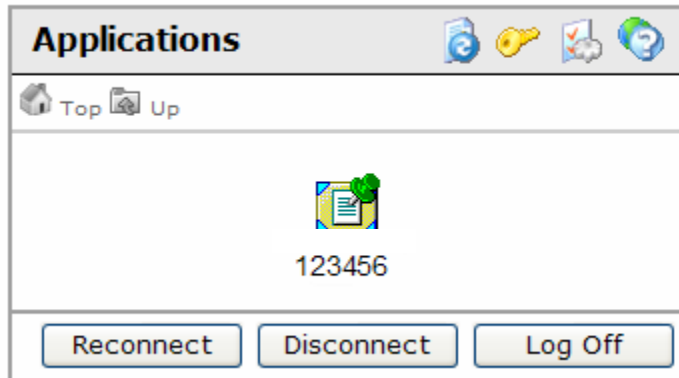
The password is the same as the one you use daily when you log in to TeleComputing.

In the passcode field, type your personal PIN code followed by the digits in the display on your RSA SecureID token. If you do not have a PIN code yet, just use the digits from the RSA token, and you will be asked to create your PIN code afterwards.

The 'Set PIN' dialog box has two input fields: 'New PIN' and 'New PIN again', both containing four dots. At the bottom are 'OK' and 'Cancel' buttons.

When you have created your new PIN, you will be asked to log on again. Wait for the digits on the RSA token to change once before you log in.

- **The application window**




Click the application icon with your customer number to establish your terminal server session with TeleComputing.

If you have a disconnected session, or a active session on another computer, you can connect to it using the "reconnect" button.

- **Lost password**

If you have lost your password, you can reset it using the link:

 [Forgot your password](#)

Change the language (språk) in the drop-down menu at right in the display, and follow the instructions on the screen.

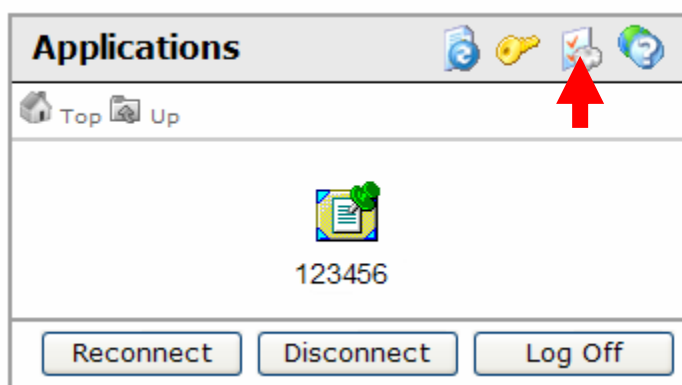
Note! To use this service you need a RSA SecureID token from TeleComputing.

A screenshot of the "TeleComputing Password Service" page. The page has a green header with the TeleComputing logo and the tagline "-making IT easier". Below the header, the title "TeleComputing Password Service" is displayed. To the right of the title is a language selection dropdown menu labeled "Språk:" with "Norsk (Bokmål)" selected. Below the title, there is a paragraph of instructions: "Skriv inn din personlige RSA SecurID brukerinformasjon og trykk deretter 'Fortsett'. Brukernavn er ditt vanlige brukernavn og 'passcode' er din 4-sifrede PIN kode pluss den 6-sifrede tokenkoden som vises på din RSA SecurID-brikke - totalt 10 siffer." Below this text are two input fields: "Brukernavn:" and "Passcode:". To the right of the input fields is an image of a RSA SecurID token displaying the number "199384". Below the input fields are two buttons: "Fortsett" and "Avbryt". At the bottom of the page, there is a disclaimer: "Disclaimer! This application is provided as a service to TeleComputing customers. Unauthorized use is not allowed. All activity is logged." and contact information: "TeleComputing ASA - Nessøyveien 4 - P.O. Box 317 - 1377 BILLINGSTAD - T: +47 66 77 65 70 - Epost: info@telecomputing.no".

3. Configurations

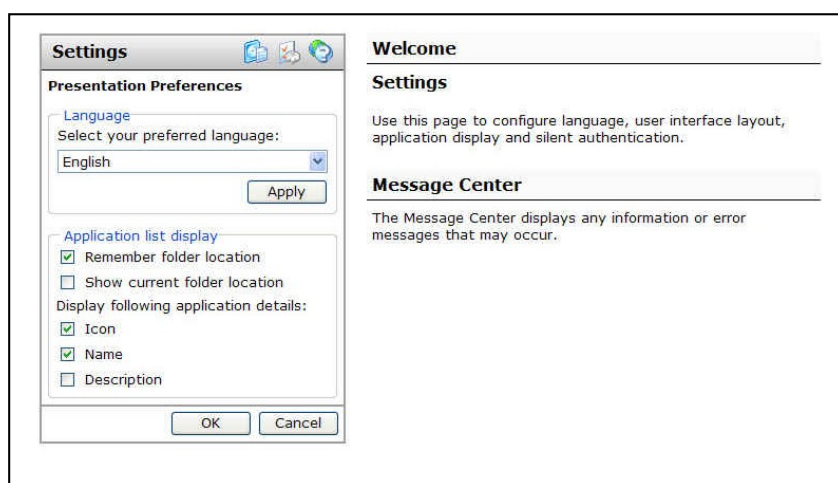
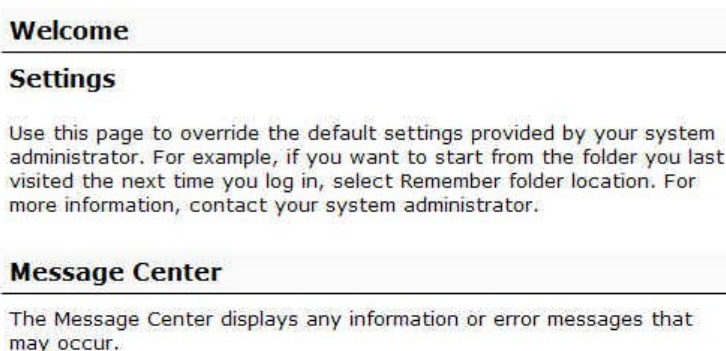
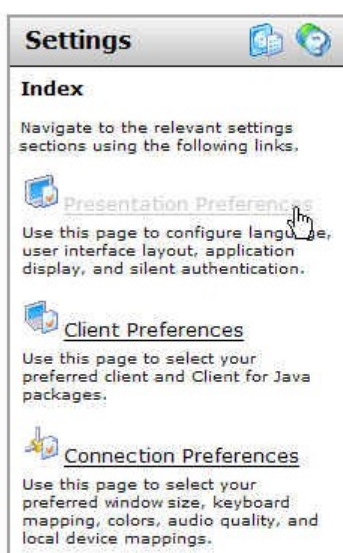
- **Settings**

Above the icon with your customer number you will find a menu with a set of functions to change how your connection will behave. Here you can refresh the page, change your password, change behavior for the connection or get help for the portal functions.



- **Presentation preferences**

Here you can change language and settings for the web portal. Changes you do here do only affect the web portal and not settings inside your Citrix session.

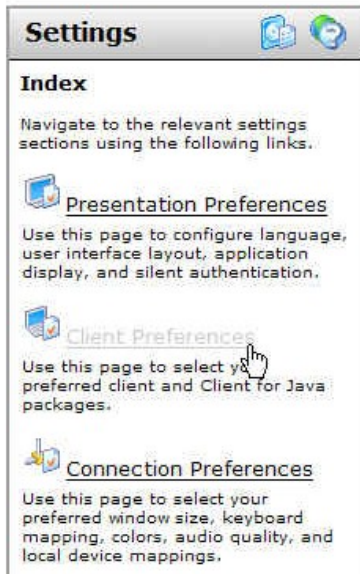


Client preferences

Here you can choose to use local client or Java client.

Only if you are connected from internet or homeoffice, you can choose "Client for java". This access method do not need a locally installed ICA client, and is therefore necessary if you do not have administrator rights on your PC – e.g. in an Internet café.

The default client is the "Local client". This connection method uses the locally installed client. This is the client you can download in the Help system, under "Download software"

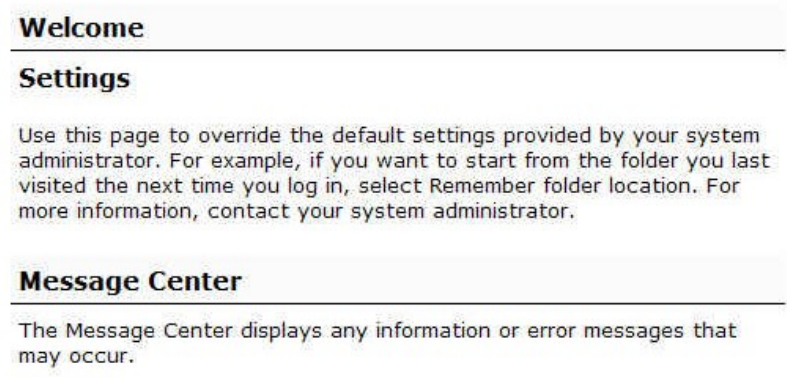


Settings

Index

Navigate to the relevant settings sections using the following links.

- Presentation Preferences**
Use this page to configure language, user interface layout, application display, and silent authentication.
- Client Preferences**
Use this page to select your preferred client and Client for Java packages.
- Connection Preferences**
Use this page to select your preferred window size, keyboard mapping, colors, audio quality, and local device mappings.



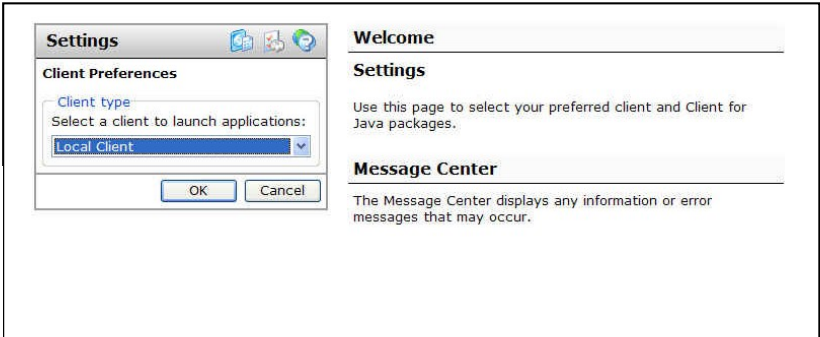
Welcome

Settings

Use this page to override the default settings provided by your system administrator. For example, if you want to start from the folder you last visited the next time you log in, select Remember folder location. For more information, contact your system administrator.

Message Center

The Message Center displays any information or error messages that may occur.



Settings

Client Preferences

Client type

Select a client to launch applications:

Local Client

OK Cancel

Welcome

Settings

Use this page to select your preferred client and Client for Java packages.

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- **Connection preferences**

To change the size of the session window.

Settings

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The Message Center displays any information or error messages that may occur.

Settings

Connection Preferences

Window Size

Select window size:

Percent of screen %

Custom size: x

Percent of screen: %

Welcome

Settings

Use this page to select your preferred window size, keyboard mapping, colors, audio quality, and local device mappings.

Message Center

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