# Juniper Remote system access

Lyons Davidson provides remote access to LD systems via our Juniper Staff portal. This can be accessed from any internet enabled PC (including Apple Mac's). Most Internet browsers are compatible with the exception of Google Chrome as it no longer supports Java. If you are experiencing issues with other browsers and have an alternative other than Chrome, (i.e. Firefox) please use one of these. If you do not, please contact the IT Helpdesk team on 0117 904 5822 who will be able to assist you with downloading and installing an alternative browser.

To connect to Juniper please follow the below steps:

1. On your Internet enabled PC, navigate to www.lyonsdavidson.co.uk, scroll to the bottom of the screen and select **Staff Portal.**
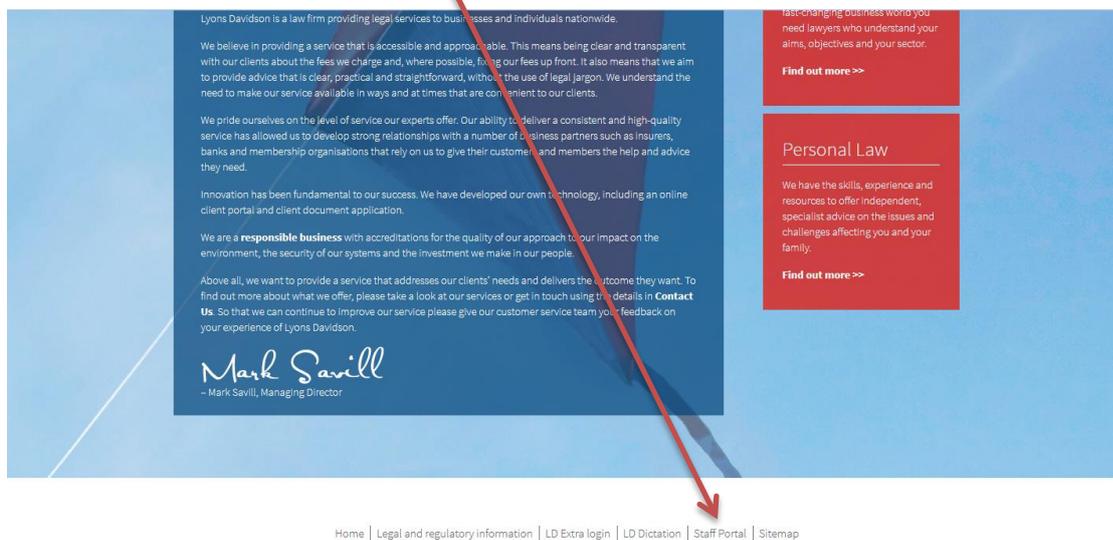
2. On the Next screen choose either **Primary Portal** or **Alternative Portal.** (Either link should work fine, however if you find one is slower to connect you can try the other link)
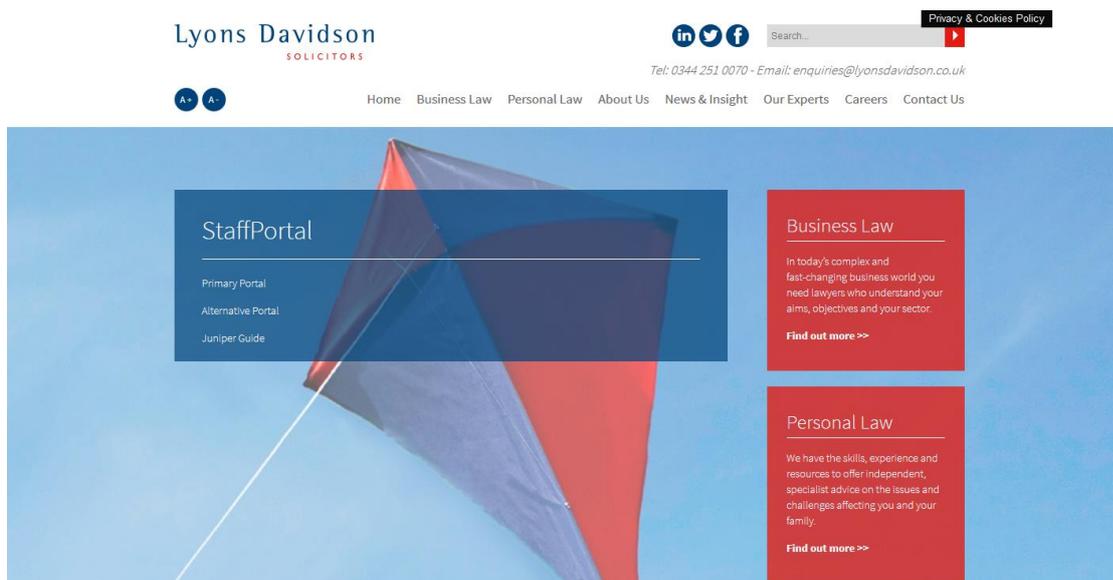
3.   You will now see the Juniper login screen as shown below. Enter your normal windows username and password in the first 2 boxes. In the third box, enter your **4 digit pin** (provided to you by IS support) followed by **the most recent 6 digit passcode** which will have been **sent to your mobile phone** via a text message**.** Then select **sign in.**

Lyons Davidson
SOLICITORS

Welcome to the Lyons Davidson
Primary Secure Access SSL VPN

Username   [   ]   Please sign in to begin your secure session.
Password   [   ]
PIN + Lyons Davidson Passcode (SMS message) [   ]

[Sign In]

NOTE: Once you sign in and are successful you will receive a new text message which will invalidate the previous text message. This is normal; please keep that text for the next time you login.

If you are experiencing issues signing in, be mindful of the error message you receive as this will help to identify the problem:

Welcome to the Lyons Davidson
Primary Secure Access SSL VPN

Invalid primary username or password. Please re-enter your user information.
Username   [   ]   Please sign in to begin your secure session.
Password   [   ]
PIN + Lyons Davidson Passcode (SMS message) [   ]

[Sign In]

The error **Invalid Primary username or password** means that you have entered either your username or password incorrectly (the first 2 boxes).

Welcome to the Lyons Davidson
Primary Secure Access SSL VPN

Invalid secondary username or password. Please re-enter your user information.
Username   [   ]   Please sign in to begin your secure session.
Password   [   ]
PIN + Lyons Davidson Passcode (SMS message) [   ]

[Sign In]

The error **Invalid Secondary username or password** means that you have entered either your PIN or passcode incorrectly (the third box).

If you believe you are entering your details correctly but are still experiencing either of these errors, please call the IT Helpdesk who should be able to assist you.
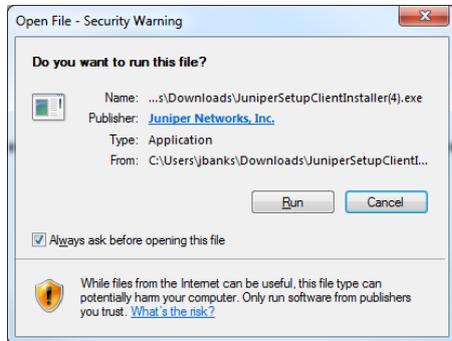
4. Once you have managed to successfully login you should receive the below screen:

Lyons Davidson
SOLICITORS

Loading Components...
Please wait. This may take several minutes.
● Host Checker

If an error prevents a component from loading properly, you can click here to continue. Not all functionality may be available.

After a few seconds a box should appear. Depending on your choice of web browser it will either ask you to download a file or it will begin automatically installing an application for you. The application is called the 'Juniper Setup Client Installer'. Save and Install the file.

Lyons Davidson
SOLICITORS

In order to continue this operation, you need to have Java installed and enabled. You can download the latest Java from www.java.com. Once java is installed and enabled, please click here to continue.

Please click here to login to the realms without Host Checker.

If you do not want to proceed, please click here to go back.

If you get the error on your left you will need to install **Java.** Go to www.java.com to download and install the latest Java application. If you are still receiving issues connecting, please contact the IT Helpdesk who should be able to assist you.

5. Once this is installed, Juniper should take you to the server selection page as shown below. You will now need to select the server you normally log onto in the office. For users that connect to LD Desktop, choose **LD RDS.** For users that connect to Colo, choose **2010FarmColo.** If you are not sure which server you should be connecting to, please contact the IT helpdesk who will be able to assist.
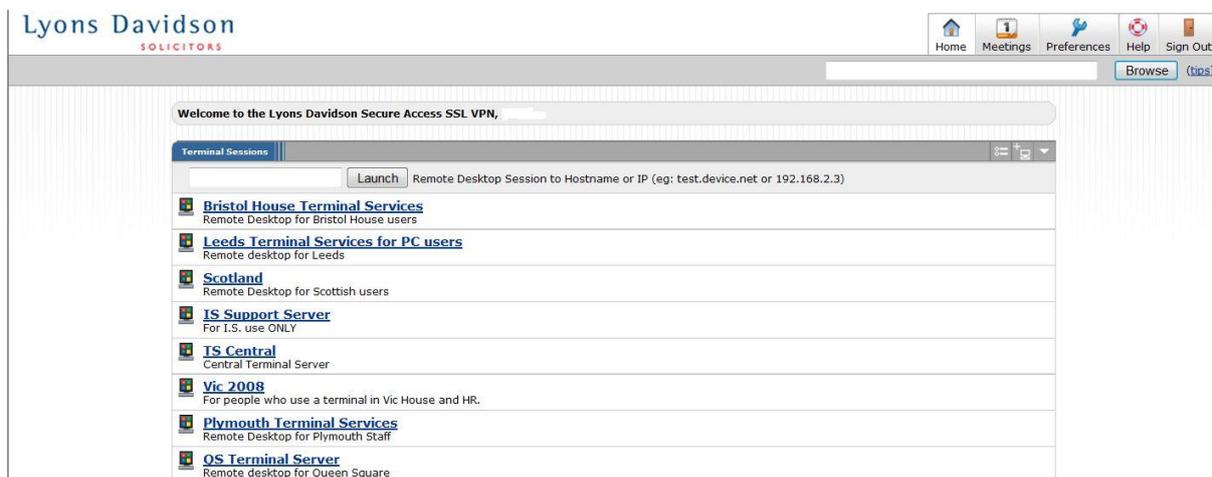
Connecting to the server will load a terminal session in the same way you connect in the office.

IMPORTANT NOTE: Once you have logged into the Staff portal, any period of inactivity for 10 Minutes or more will require you to sign in to the portal again.

Also the maximum time for a Terminal service session is 10 hours. At this point any applications or documents will be lost if you do not save and close them. At this point you would need to log off the terminal server session and then reconnect.