



Remote User Guide: Clientless

Step 1 – Login to the PCD Greendoor remote access platform

1. Open your preferred browser:

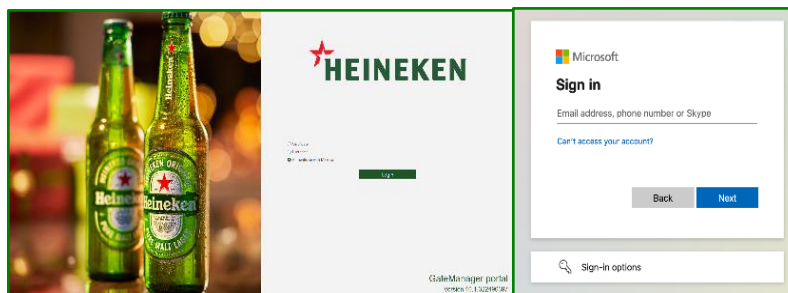


2. Access the GateManager at:

<https://greendoor.heiway.net/lm>

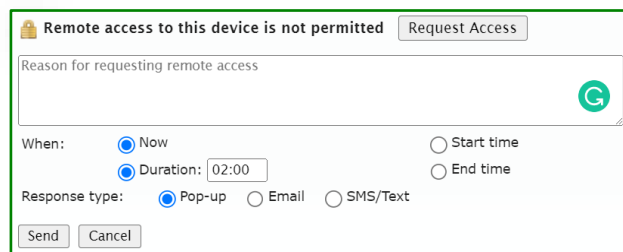
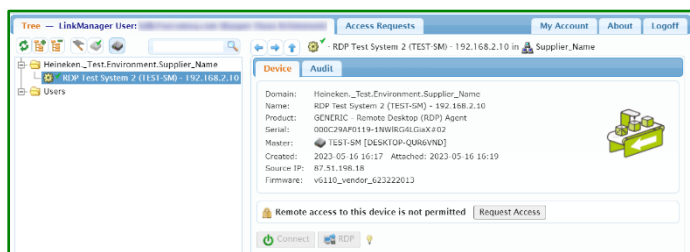
3. Select **"Authenticate with Microsoft"** and press **"Login"**

- You are now redirected to [Microsoft Azure Single Sign-On](#)
- Login with your credentials.

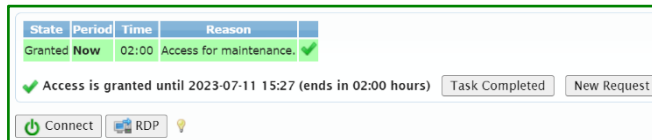
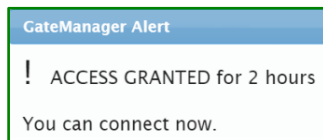
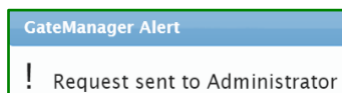


Make sure to have your mobile device with the 2FA app ready as you will be asked for it.

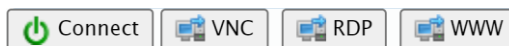
Step 2 – Find your equipment > Request Access>Start working



- When logged into the platform you will see the equipment listed by location, and you can request access.
- Select the equipment you need access to, click **"Request Access"** – put in a comment if needed.



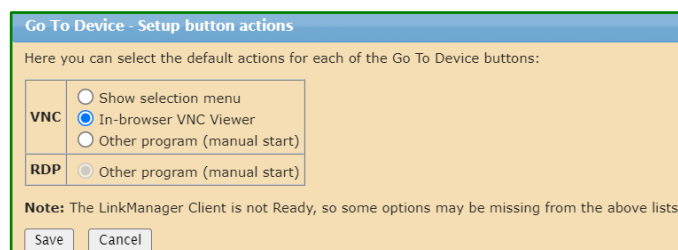
- A popup will appear and show you to whom the request has been sent.
- When connection is approved, a popup will notify you and the button will change to **"Connect"** and you will also be able to use the **clientless** connection options through the **"WWW"**, **"VNC"** and **"RDP"** buttons.



The available buttons will differ depending on the device you are trying to access.

- "Connect"** button is used for the LinkManager direct tunneling (see [Remote User Guide Client](#))
- "VNC"** button is used for VNC, either in-browser or external VNC e.g., UltraVNC or TightVNC.
- "RDP"** button is used for Remote Desktop using the in-browser or external RDP e.g Windows RDP.
- "WWW"** button is used for webpages by opening a new tab in the browser.

Configuration of the VNC and RDP buttons can be configured with by pressing the lightbulb icon.

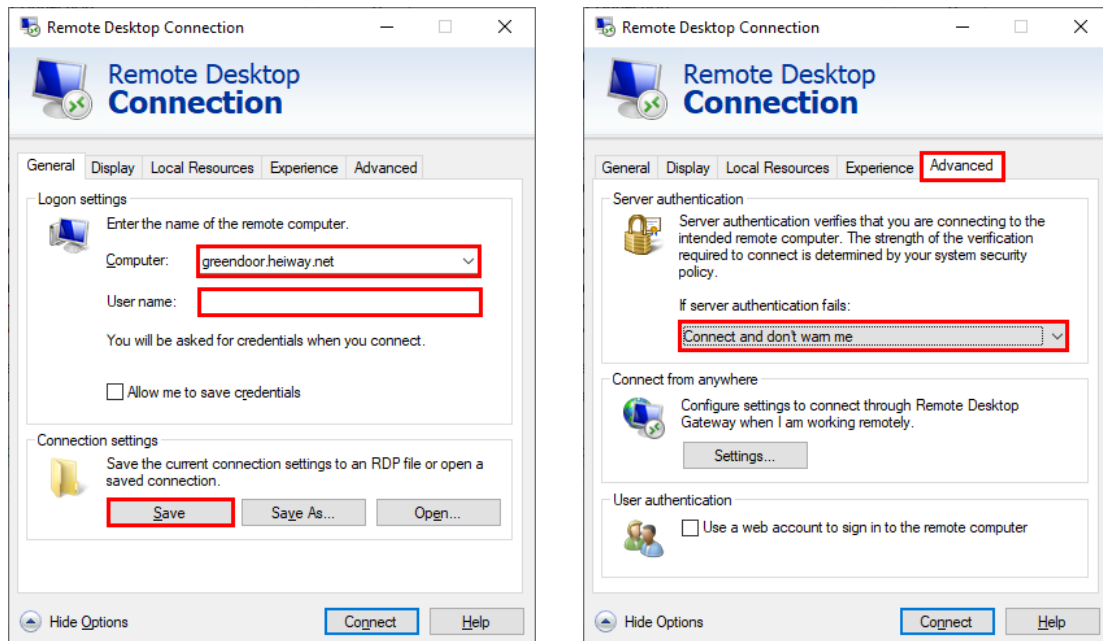


Press the **button** for your desired connection type and start your work.



Extra Step for RDP with external client – How to configure with Windows RDP

When following **Step 2.4** and using **Windows Remote Desktop Connection** for **“RDP”**, it is necessary to configure the Remote Desktop client before connecting.



1. Configure the Logon settings as below:
 - Computer: greendoor.heiway.net
 - User name: <empty>
2. In the “Advanced”-tab, select **“Connect and don't warn me”** to ignore certificate warnings.
3. Click “Save” to confirm the changes.

You can now **“Connect”** using Remote Desktop.