UNITED STATES PATENT AND TRADEMARK OFFICE





Team Portal May 2020



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Team Portal Overview

USPTO

Overview

- The Team Portal creates a secure connection from your off-campus computer to the USPTO network over the Internet using Secure Sockets Layer (SSL) Virtual Private Network (VPN).
- Once the Team Portal session is created, you will have access to a variety of resources on the USPTO network, including:
 - RDP (Remote Desktop Protocol) to connect to the user's USPTO physical or virtual computer.
 - USPTO intranet (PTOWeb).
 - Team Portal documentation, including the provided training slides.



Team Portal User Requirements

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User Requirements

- Be authorized to use the Team Portal.
- Have a valid USPTO SecurID token ("FOB").
- Have your username associated with your office computer's workstation ID within the Active Directory if you will be using Remote Desktop Protocol (RDP) to access the office computer. This is known as a "CarLicense".
- Have Local Administrator Rights on your **<u>personal</u>** (home) computer.
- Access Team Portal through a secure URL (uniform resource locator).
- Recognize and allow browser pop-ups.
- Enable Transport Layer Security (TLS) on the Internet browser.



Team Portal System Requirements

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System Requirements

Your computer must meet, or have these minimum requirements:

- Microsoft Windows 10, 32-bit operating system (OS).
- Internet Explorer 11.0 or greater or Mozilla Firefox as default browser.
- The following OS/browsers have limited VPN functionality and are **not recommended**:
 - Mac OS X
 - Linux OS
 - Microsoft Edge
 - Google Chrome
- Computer is free of viruses and/or malware.
- Local Firewall set to ON.

System Requirements

- No other active Virtual Private Network (VPN) sessions.
- At least 1 GB of physical RAM (random-access memory) is recommended for adequate performance.
- Cable or fiber optic broadband Internet service that is capable of greater than 15Mbps downloads and 4Mbps uploads and capable of at least 20Mbps downloads in the future.
- For additional System Requirements, click the link below:
 - VPN Portal Support

Configure Browser

System Requirements

- Make sure you have the latest version of Java.
 - Download the latest version of <u>Java</u>.
- You may also have to add the URL to Java's Exception Site list.
 - Click the **Windows Search** tool.
 - Type in Java
 - Select Configure Java
 - ⁻ Click on the **Security** Tab
 - Click Edit Site list and enter the following URL address:

https://teamportal.uspto.gov/rsa

- Click **OK**









Team Portal Configure Browser



Configure Browser

Secure ID FOB

• To access Team Portal, you must have a RSA SecureID token, also known as a "FOB".



- The passcode to access Team Portal is at least ten digits long and is a combination of your PIN and six digits displayed on the FOB.
- The numbers displayed on the FOB change every sixty seconds for added security.
- The PIN is generated the first time you use the FOB.
- If the PIN is lost, contact the Service Desk at 571-272-9000.

Configuring the Browser

Internet Options

To add Team Portal as a trusted site within the Internet Explorer browser:

- 1. Within Internet Explorer, click the <u>T</u>ools menu.
- 2. Click Internet Options.
- 3. Click on the Security tab.
- 4. Click on the **Trusted Sites** icon: The icon appears as a green circle with a white check mark.
- 5. Click the <u>Sites...</u> button.



Preparation: Configuring the Browser

Add Team Portal to Trusted Site

- Enter the website https://teamportal.uspto.gov/rsa in the A<u>dd this Web site to the</u> zone: field.
- 7. Click <u>A</u>dd.
- 8. Click OK. The site has been added as a Trusted Site.

Note

Only Internet Explorer users need to add Team Portal to the Trusted Sites List.

d this website to the zone:	
https://teamportal.uspto.gov	Add
Vebsites:	
https://eraportal.uspto.gov	Remove

Enable TLS

Enable TLS 1.0, 1.1 and 1.2 for Internet Explorer:

- 1. Open Internet Explorer.
- 2. Select <u>Tools</u>, and then select Internet <u>Options...</u>.
- 3. Select the Advanced tab.
- 4. Drag the scroll bar all the way down and check the box Use TLS 1.0, 1.1, and 1.2.
- 5. Click **OK**.

Internet Options
General Security Privacy Content Connections Programs Advanced
Image: Settings Image: Seting Image: Seting </td
*Takes effect after you restart your computer
Restore advanced settings
Reset Internet Explorer's settings to their default Reset You should only use this if your browser is in an unusable state.
OK Cancel Apply

Enable TLS

Enable TLS 1.0 for Mozilla Firefox

- 1. Open Firefox.
- 2. Select <u>Tools</u>, and then select <u>Options...</u>.
- 3. Select the Advanced icon.
- 4. Select the **Encryption** tab.
- 5. Check the box Use TLS <u>1</u>.0.
- 6. Click **OK**.

Note: Recent versions of Mozilla Firefox may not have the ability to change TLS 1.0 in the Options interface.

Options							×
Main	Tabs	Content		Privacy		Advanced	
main	Tabs	Content	Applications	Filledcy	Decancy	Auvanceu	
General	Network	Update Er	ncryption				
Protoc	ols						_
🔽 U	se SSL <u>3</u> .0		Ī	🛛 Use TLS j	1.0		
	. –						
Certifi	cates —			- h			
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	eject one a	utomatically	Se ASKINE E	very time			
View	Certificate;		ation Lists	Validation	Security	Devices	
				ок	Cancel	Help	1

Desktop Shortcut

Create a Shortcut

- 1. Right-click on a blank portion of the desktop.
- 2. Click on Ne<u>w</u> > <u>Shortcut</u>.



Desktop Shortcut

Create a Shortcut

- 3. The **Create Shortcut** wizard will appear.
- 4. Type https://teamportal.uspto.gov/rsa in the location box. Remember the ULR is case sensitive.
- 5. Click <u>Next</u>
- 6. At the next screen, change name to **Team Portal VPN**, and then click **Finish**.

Create Shortcut	Create Shortcut
What item would you like to create a shortcut for?	What would you like to name the shortcut?
This wizard helps you to create shortcuts to local or network programs, files, folders, computers, or Internet addresses.	Type a name for this shortcut: Team Portal VPN
Type the location of the item: https://teamportal.uspto.gov/rsa Browse	Click Finish to create the shortcut.
Click Next to continue.	
Next Cancel	Finish Cancel



Team Portal Access Team Portal



Accessing Team Portal

 Type: <u>https://teamportal.uspto.gov/rsa</u> into the URL address bar of the Web browser, and then press Enter.

OR

• Double-click the **Team Portal VPN** desktop shortcut, if it has been created.



Nttps://teamportal.uspto.gov/rsa

Q - →

Accessing Team Portal

Within the Team Portal browser window:

- In the PTONet Username field, enter your USPTO username.
- In the RSA PIN+Token field, enter your PIN and the six-digits from your FOB.
- In the PTONet Password field, enter your USPTO password.
- Click Login.



Accessing Team Portal

- For **first time only** that your computer connects to the Team Portal, you may be prompted to install an ActiveX component or to update your Java.
- A note will display in a bar at the bottom of your browser. Click **Install** to begin the installation.

→ S https://teamportal.uspto.	gov/CACHE/sdesktop/install/sta	t : ク = 🔒 Ċ 🧔 Installation 🛛 🗙	× =
File Edit View Favorites Tools I	cisco	Secure Desktop	
	WebLaunch - Platform Detection - ActiveX - Java Detection	Attempting to use Java for Installation	
	- WebLaunch - Access Denied - Critical Error - Success - Access Denied	Download	
This website wants to What's the risk?	install the following add-on: 'An	yConnect Secure Mobility Client' from 'Cisco Systems, Inc.'.	Install

Team Portal Resources

- The USPTO Team Portal page will appear. This page is the launching point for accessing USPTO resources such as RDP.
- Do not close this web page, as it is required for the SSL VPN session to remain active. If the page is closed it will terminate the SSL VPN session.



Team Portal Important Notes

- **Do not close** the Team Portal window. If the page is closed it will terminate the SSL VPN session.
- Team Portal does not permit any files or clipboard information to remain on the computer after exit.
- All files should be saved to your remote office workstation only.
- While in the Team Portal session, a Windows Security Alert message may pop up on the home computer prompting you to unblock Java and/or Internet Explorer. Once unblocked, you should not be prompted again.



Team Portal Remote Desktop Protocol (RDP)



Remote Desktop Protocol (RDP)

- WebRDP (RDP to My PC) Allows you to access your USPTO office computer as if you were sitting in front of it in the office.
- Through the RDP session, you have access to the office computer's C: drive, H: drive, S: drive and any applications installed on the computer.

Remote Desktop Protocol

• From the Team Portal home screen, click the **Application Access** link on the in the left-hand pane.

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WARNINGWARNING**WARNING**WARNING**WARNING**

This is a USPTO computer system. USPTO computer systems are provided for the processing of ficial U.S. Government information only. All dat USPTO and may be monitored intercepted recorded read copied or captured in any manner and disclosed in any manner by authorized personnel. personnel may disclose any potential evidence of crime found on USPTO computer systems to appropriate authorities. USE OF THIS SYSTEM BY / CONSENT TO THIS MONITORING INTERCEPTION RECORDING READING COPYING CAPTURING and DISCLOSURE OF COMPUTER ACTIVITY. Use purposes is a violation of federal law and purisibable by fines or imprisonment (Public Law 99-474).

*WARNING**WARNING**WARNING**WARNING*

WELCOME TO USPTO TEAMPORTAL.

	Logout
🕥 Home 🤜	Web Bookmarks
9 Web Applications 😔	Bar PLOYVED Bar Season - Annual Control Contr
Application Access	Bar SEAS-Alexandria Juliux receiver (Full Function) Bar VenNortal and SEAS-NG Resources Webmail (WA365) Bar Webmail (WA365) Bar Vebmail (WA365) B
	WebRDP (RDP TO My PC)
	P Itelework Tech Solution

Remote Desktop Protocol

• From the Application Access window verify that the Smart Tunnel has been started.

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WARNINGWARNING**WARN	NG**WARNING**WARNING**	
This is a USPTO computer syste USPTO and may be monitored in personnel may disclose any pot CONSENT TO THIS MONITORIN purposes is a violation of federa **WARNING**WARNING**WARN	m. USPTO computer systems are provided for the processing of official tercepted recorded read copied or captured in any manner and disclose ential evidence of crime found on USPTO computer systems to appropria 3 INTERCEPTION RECORDING READING COPYING CAPTURING and DIS I law and punishable by fines or imprisonment (Public Law 99-474). NG**WARNING**WARNING**	U.S. Government information only. Al d in any manner by authorized persor ate authorities. USE OF THIS SYSTEM SCLOSURE OF COMPUTER ACTIVITY
WELCOME TO USPTO	D TEAMPORTAL.	
🚮 Home 🤤	Application Access	Application Access Re
9 Web Applications 😔	These applications are authorized to access Smart Tunnel: • WindowsOS-MSTSC	To access applications r * The corresponding line * Remote servers config
Application Access	Smart Tunnel has been started	* The client applications * Each client application
_	Details	* Sun Microsystems Jav your system.
		To Start : 1. Click on the appropriation of the appropriotic of the appropriation of the approprision of the appropriation of the appropriation of the appr

Connecting to RDP

- If your personal computer has a smartcard reader, insert your
 Smartcard into the card reader.
- Allow online certificates to load



Remote Desktop Connection		
The identity of the remote computer cannot be verified. Do you want to connect anyway?		
The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.		
Certificate name		
Name in the certificate from the remote computer: UL05100.uspto.gov		
Certificate errors		
The following errors were encountered while validating the remote computer's certificate:		
A The certificate is not from a trusted certifying authority.		
Do you want to connect despite these certificate errors?		
Don't ask me again for connections to this computer		
View certificate Yes No		

Logging in with PIV

- In the Windows Security Login window, enter your **PIV PIN** and click **OK**.
- In the next **"Smart card is ready for use"** Windows Security screen, click OK.

	Windows Security ×
Smart Card Please enter ye	d bur PIN.
	PIN PIN Click here for more information
	OK Cancel



Remote Desktop Protocol

- Click the Start button and type "run" in the search field.
- Launch the **Run** command from the Start Menu.

Programs (1) Run Control Panel (9) Run programs made for previous versions of Windows View recommended actions to keep Windows running smoothly Show which operating system your computer is running
♀ See more results run × Shut down

Remote Desktop Protocol

 In the Run command window, type MSTSC in the Open field and click OK.





Team Portal Connecting to RDP



Connecting to RDP

- The first time you use this RDP method, you will need to enter your UL number in the Computer field of the Remote Desktop Connect screen.
- Click the **Show <u>Options</u> drop down.**



Connecting to RDP

- Verify the computer name.
- In the User Name field, enter your user name using the format: USPTO\Username.
- Click Connect.

🁆 Remote D	Remote Desktop Connection		
-	Remote Desktop Connection		
General Di	splay Local Resources Programs Experience Advanced		
Logon sett	ings		
	Enter the name of the remote computer.		
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Computer: ul05100 uspto.gov -		
	User name: USPTO\Username		
	You will be asked for credentials when you connect.		
	Allow me to save credentials		
Connection	n settings		
	Save the current connection settings to an RDP file or open a saved connection.		
	Save Save As Open		
Options	Connect		

#### Logging in with PIV

• In the Windows Security Login window, enter your **PIV PIN** and click **OK**.

	Windows Secur	ity	×	
Enter your credentials These credentials will be used to connect to ECCICIM2015A.uspto.gov.				
P	Use another account			
	Smart card credential			
	PIN			
Remember my credentials				
		ОК	Cancel	



#### Logging in with PIV

• To remote in to your computer, enter your **PIV PIN** and press <Enter> or click the  $\rightarrow$ .



#### Connecting to RDP

• The Remote Desktop connection is now established, and will maximize on your screen; the workstation or virtual machine ID displays on the connection bar along the top of the RDP window.

Notes:

- If there is no connection bar, move the mouse pointer to the top of the screen and it should appear.
- Click the pushpin button on the left to toggle between always showing and auto-hiding the connection bar.
- Click the minus (-) button to minimize the RDP window.
- *Do not* click the  $\mathbf{X}$  button.

ECCICIM2015A.uspto.gov



### **Team Portal** Disconnecting Remote Desktop Protocol (RDP)



#### Disconnecting from Remote Desktop

- To disconnect from the RDP session, click the **Start** button.
- Click the Power option and select **Disconnect**.



#### Limits of WebRDP

- Printing Does not support printing through an RDP session.
- Local Computer Drive Access You cannot access the personal computer or non-government computer local drives (such as your personal computer's C: Drive or a Flash Drive) through an RDP session within the Team Portal.

#### Team Portal Log Off

• After disconnecting from the RDP session, click Logout on the Team Portal screen.

WELCOME TO USPTO TEAMPORTAL.			
	Logout		
🚮 Home 🔿	Web Bookmarks		
<u> </u>	团 PTOWeb		
😏 Web Applications 📃 🤿	SEAS-Alexandria-HTML5 (Limited Function)		
9	SEAS-Alexandria Citrix Receiver (Full Function)		
Application Access	VPNPortal and SEAS-NG Resources		
9	<ul> <li>Webmail (OWA365)</li> </ul>		
	WebRDP (For Mac, Linux and Tablet Clients)		
	WebRDP (For Mac, Linux and Tablet Clients)		
	RDP to My PC (INSTRUCTIONS for Windows)		
	团 Telework Tech Solution		

#### Assistance and Support

- Support for the Team Portal is limited to:
  - Authorized users who meet the user and system requirements.
  - USPTO-provided SecurID FOB and USPTO-mandated domain authentication process.
  - Access and use of the user's on-campus USPTO computer through a WebRDP session.
- Team Portal support does not include:
  - Personally owned hardware, software, network and associated peripherals that create problems or problems that occur with said items before, during or after use of Team Portal.

