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Team Portal

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Team Portal

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Team Portal

Overview

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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.



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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 personal (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.



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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.

Team Portal

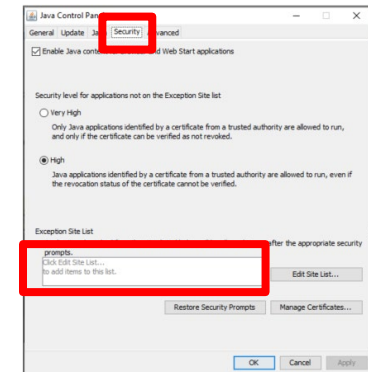
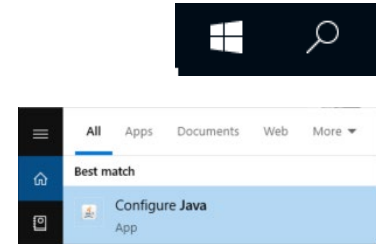
System Requirements

- 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 [Java](#).
- 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**





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Configure Browser

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Configure Browser

Secure ID FOB

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



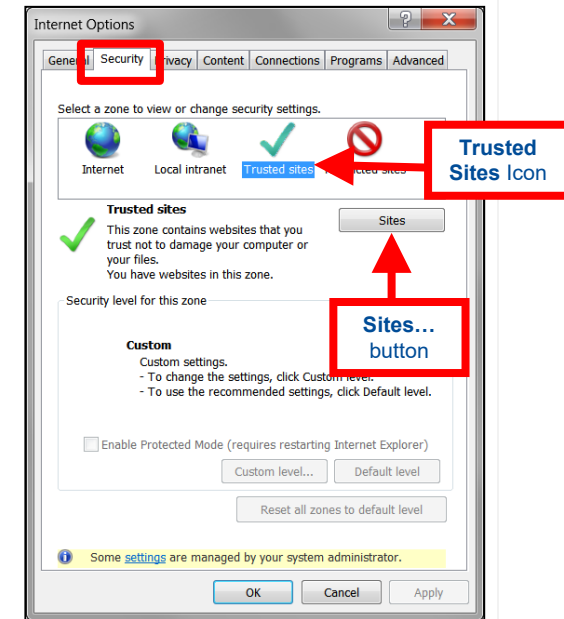
- The passcode to access Team Portal is at least ten digits long and is a combination of your PIN and six digits displayed on the FOB.
- The numbers displayed on the FOB change every sixty seconds for added security.
- The PIN is generated the first time you use the FOB.
- If the PIN is lost, contact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



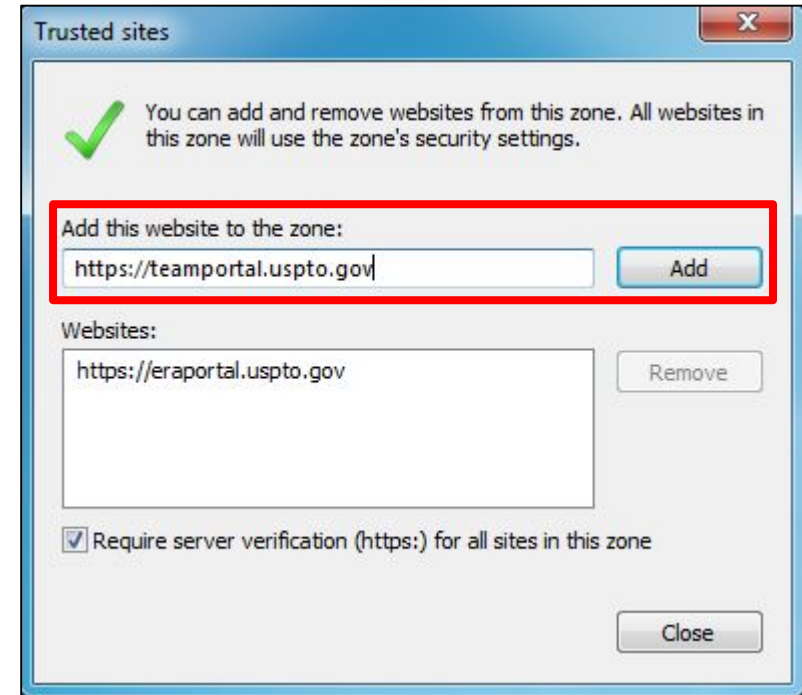
Preparation: Configuring the Browser

Add Team Portal to Trusted Site

6. Enter the website
`https://teamportal.uspto.gov/rsa`
in the *Add this Web site to the zone:* field.
7. Click Add.
8. Click OK. The site has been added as a Trusted Site.

****Note****

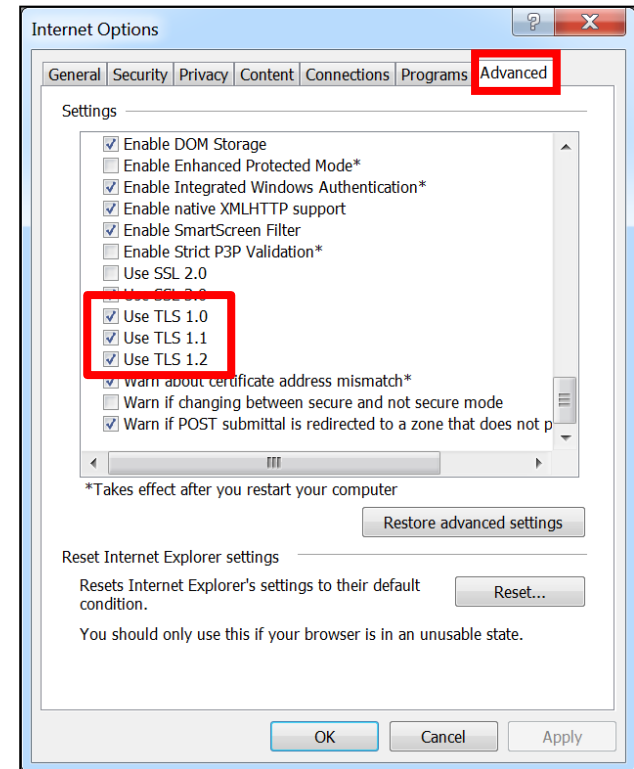
Only Internet Explorer users need to add Team Portal to the Trusted Sites List.



Enable TLS

Enable TLS 1.0, 1.1 and 1.2 for Internet Explorer:

1. Open Internet Explorer.
2. Select **Tools**, and then select **Internet Options....**
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**.

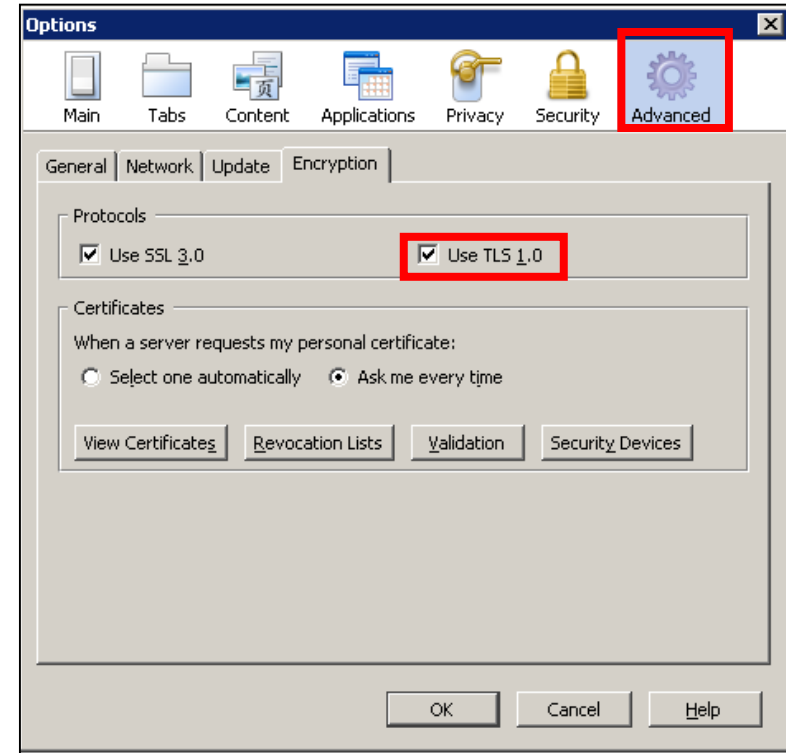


Enable TLS

Enable TLS 1.0 for Mozilla Firefox

1. Open Firefox.
2. Select **T**ools, and then select **O**ptions....
3. Select the **A**dvanced icon.
4. Select the **E**ncryption tab.
5. Check the box **U**se TLS **1.0**.
6. Click **O**K.

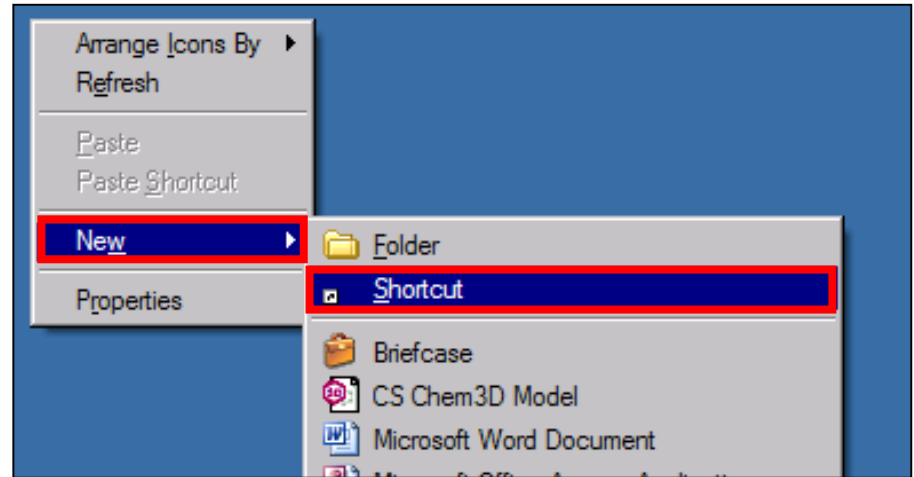
Note: Recent versions of Mozilla Firefox may not have the ability to change TLS 1.0 in the Options interface.



Desktop Shortcut

Create a Shortcut

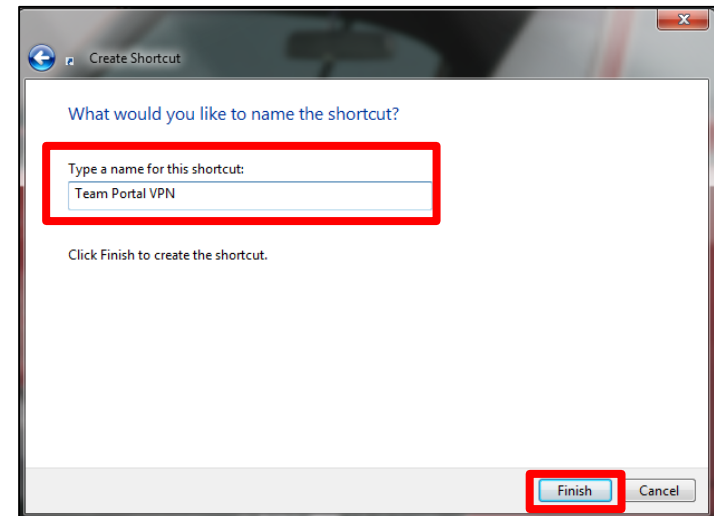
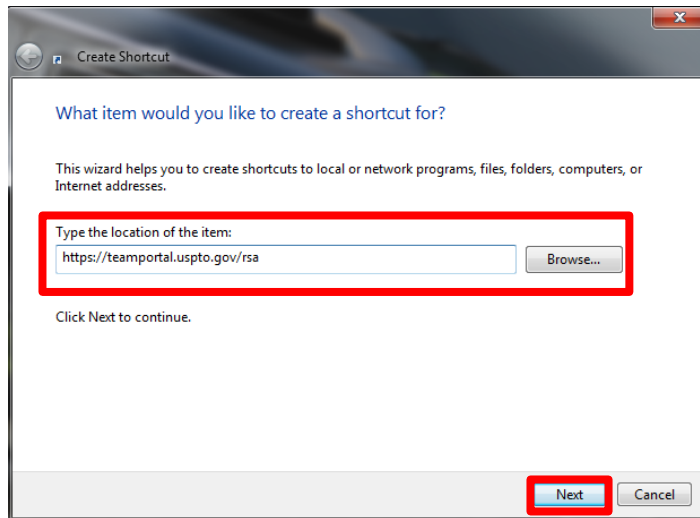
1. Right-click on a blank portion of the desktop.
2. Click on **New** > Shortcut.



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 **Next**
6. At the next screen, change name to **Team Portal VPN**, and then click **Finish**.





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Access Team Portal

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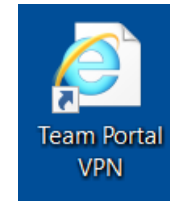
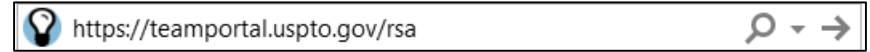
Team Portal

Accessing Team Portal

- Type:
<https://teamportal.uspto.gov/rsa>
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.



Team Portal

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**.

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WARNING: AUTHORIZED USERS ONLY!
UPON EXIT, PLEASE LOGOFF AND CLOSE ALL BROWSERS.
Should you have questions or problems, please call the OCO Service Desk at 571-272-9000.

CAUTION:
Enter UserID, RSA PIN+Token and then PTONet password!

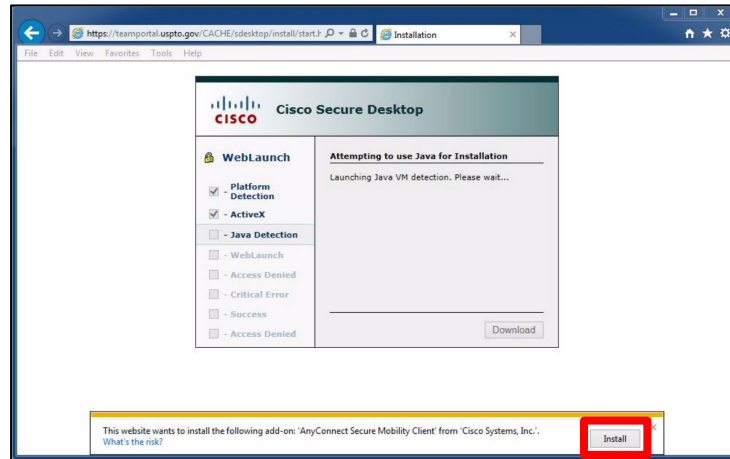
PTONet Username:
RSA PIN+Token:
PTONet Password:

Login

Team Portal

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.



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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

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.



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Remote Desktop Protocol (RDP)

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Team Portal

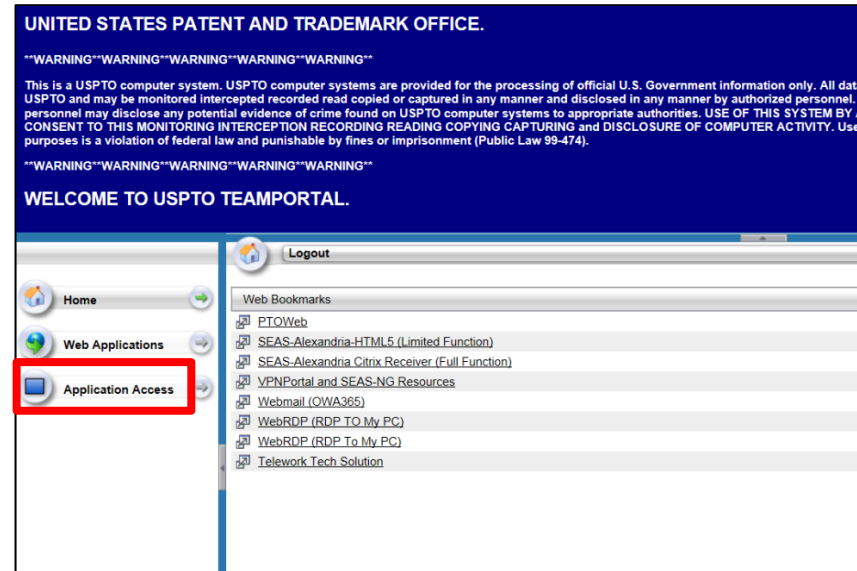
Remote Desktop Protocol (RDP)

- **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.

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Remote Desktop Protocol

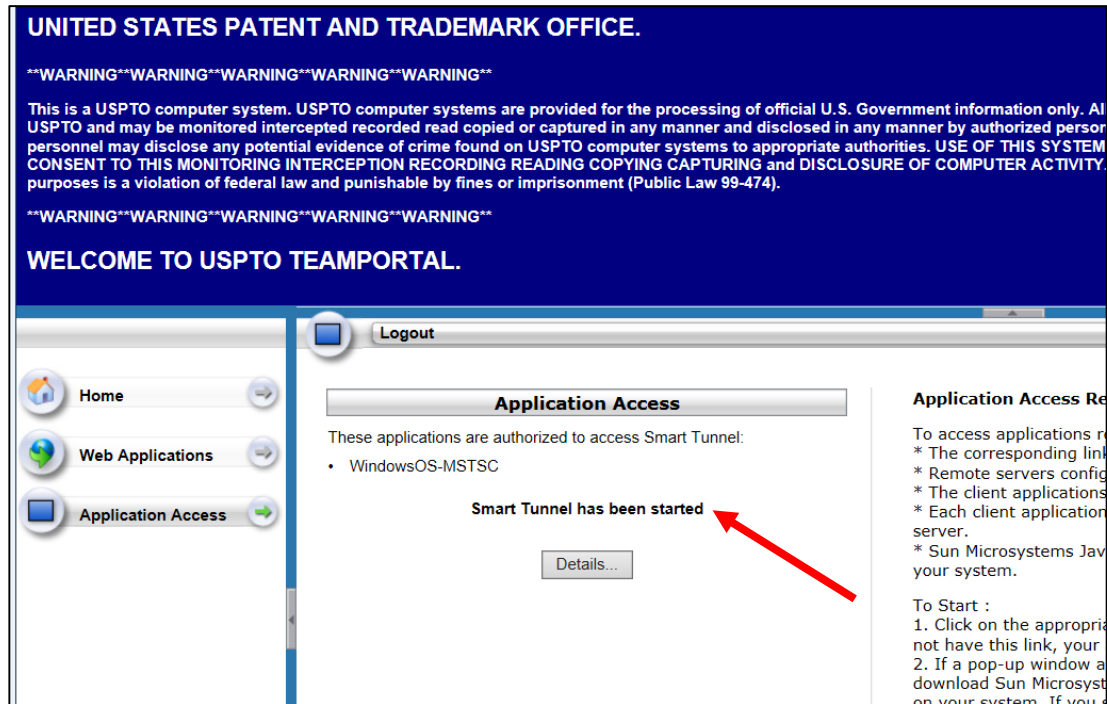
- From the Team Portal home screen, click the **Application Access** link on the in the left-hand pane.



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Remote Desktop Protocol

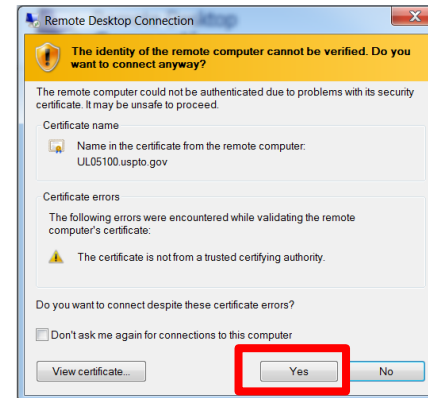
- From the Application Access window verify that the Smart Tunnel has been started.



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Connecting to RDP

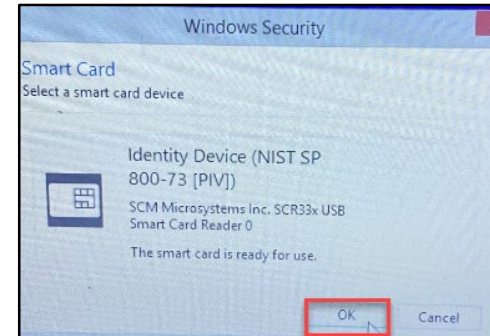
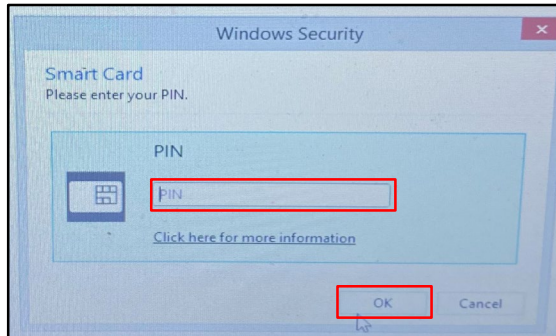
- If your personal computer has a smartcard reader, **insert your Smartcard** into the card reader.
- Allow online certificates to load



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Logging in with PIV

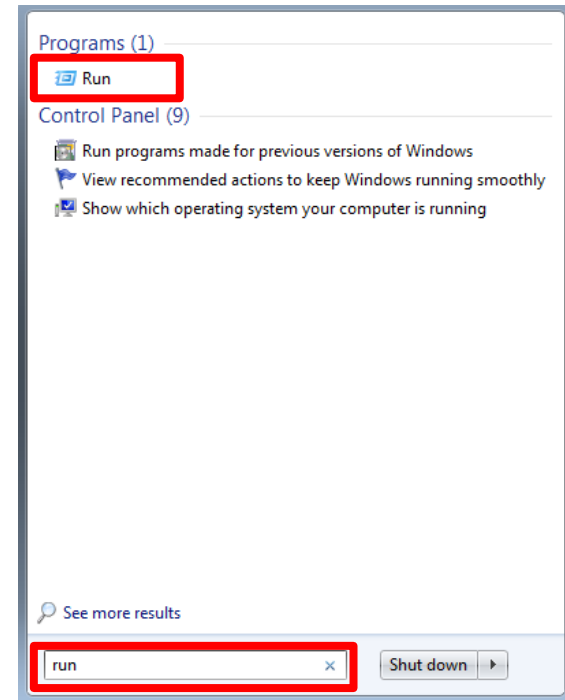
- In the Windows Security Login window, enter your **PIV PIN** and click **OK**.
- In the next "Smart card is ready for use" Windows Security screen, click OK.



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Remote Desktop Protocol

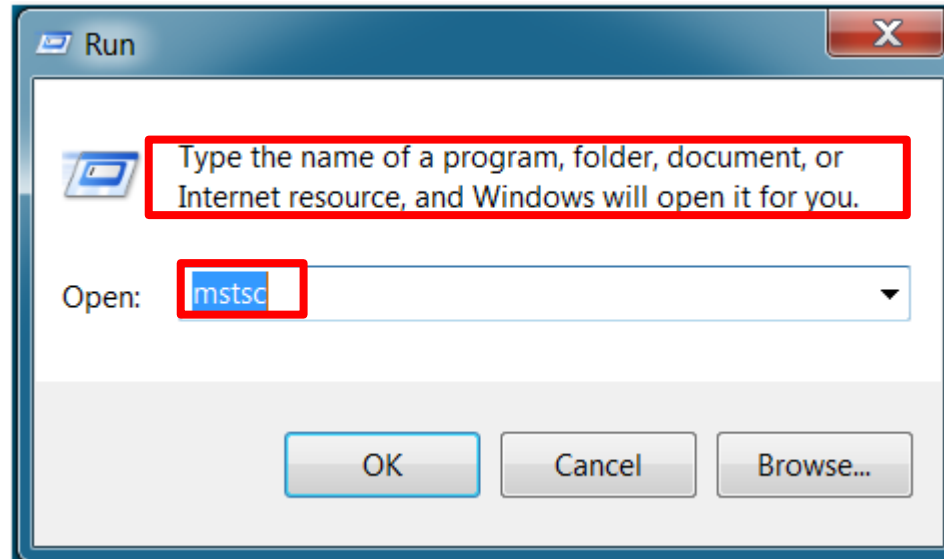
- Click the Start button and type "run" in the search field.
- Launch the **Run** command from the Start Menu.



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Remote Desktop Protocol

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





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Connecting to RDP

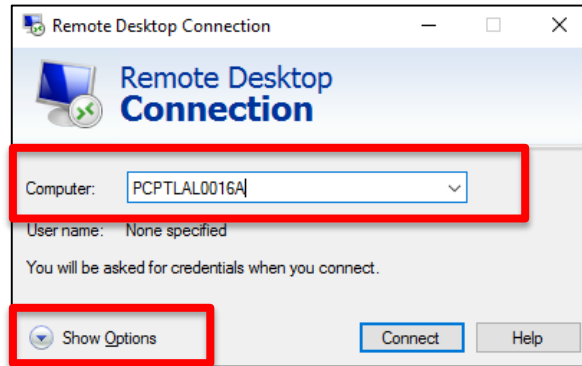
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Connecting to RDP

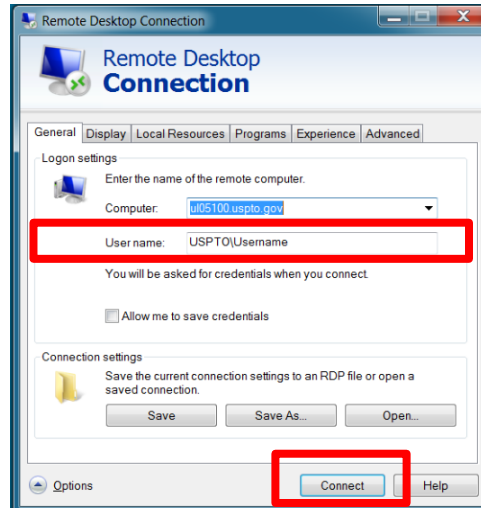
- The first time you use this RDP method, you will need to enter your UL number in the Computer field of the Remote Desktop Connect screen.
- Click the **Show Options** drop down.



Team Portal

Connecting to RDP

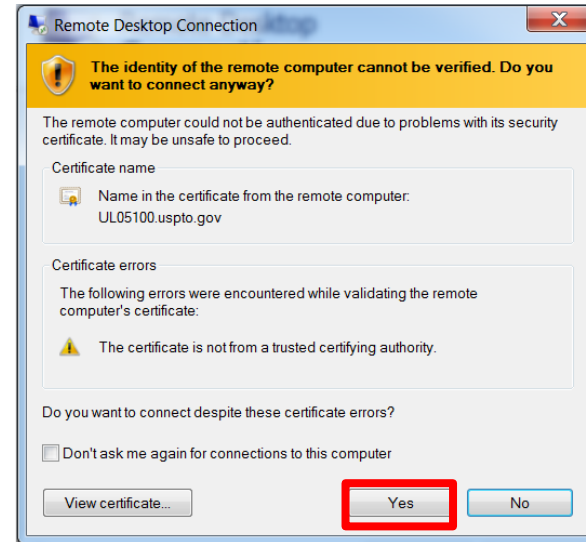
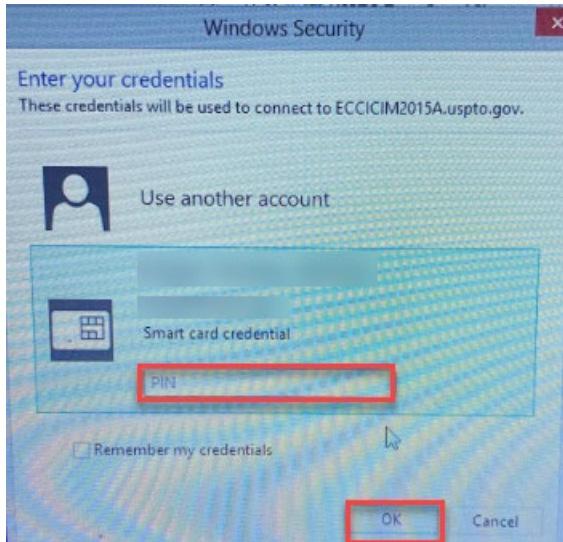
- Verify the computer name.
- In the User Name field, enter your user name using the format: USPTO\Username.
- Click **Connect**.



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Logging in with PIV

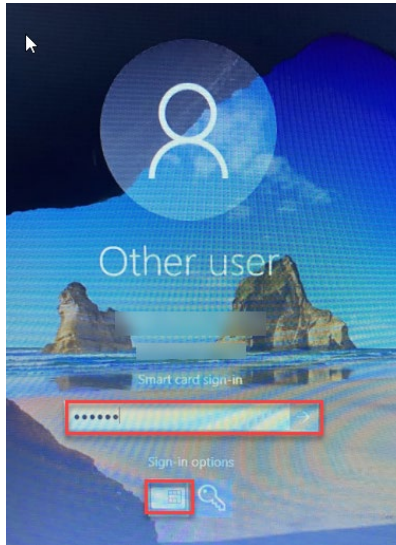
- In the Windows Security Login window, enter your **PIV PIN** and click **OK**.



Team Portal

Logging in with PIV

- To remote in to your computer, enter your **PIV PIN** and press <Enter> or click the ➔.



Team Portal

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 **×** button.





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Disconnecting Remote Desktop Protocol (RDP)

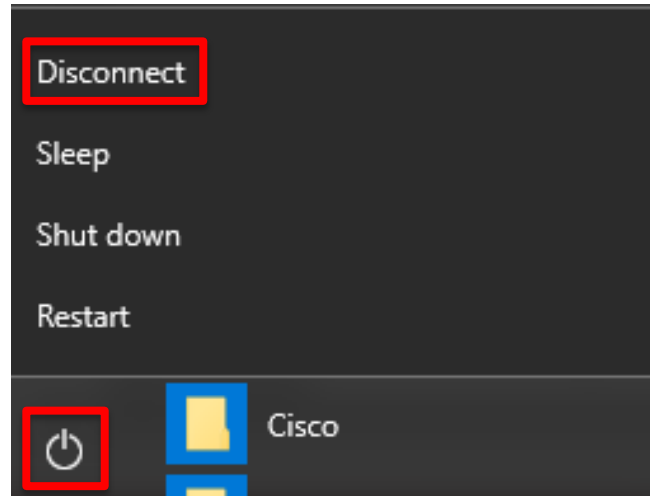
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Disconnecting from Remote Desktop

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



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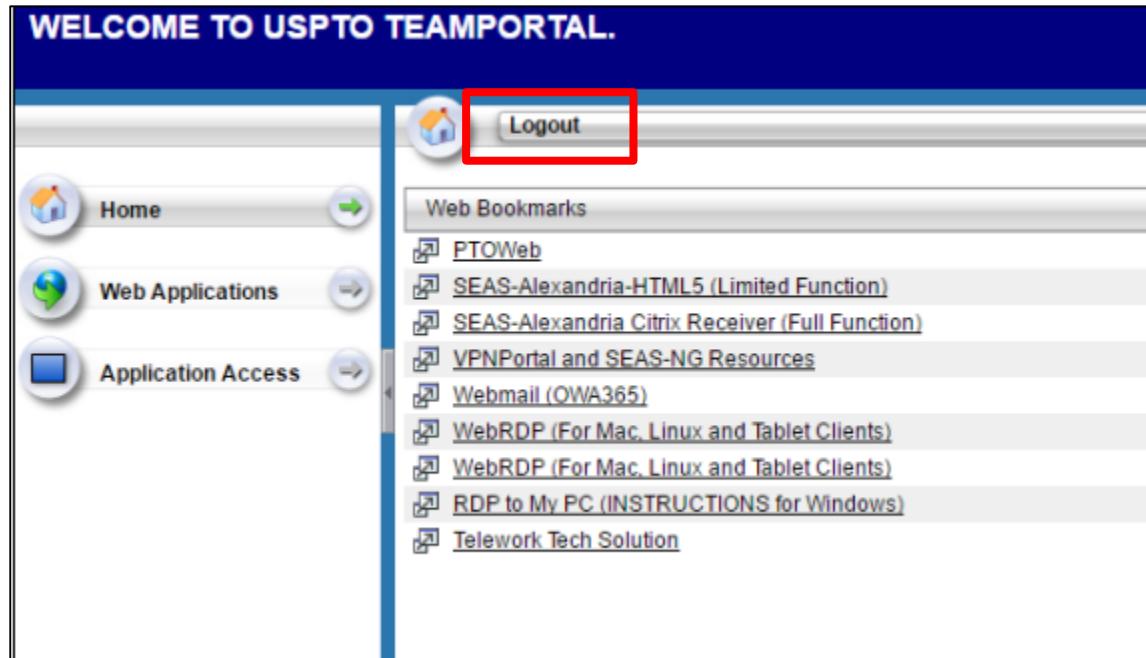
Limits of WebRDP

- **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.

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Team Portal Log Off

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



Team Portal

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.

