Using Travis County's LEAP Remote Access Portal on Mac

Contents

Requirements

Before you can use LEAP (Limited External Access Portal), there are a few requirements that must be met:
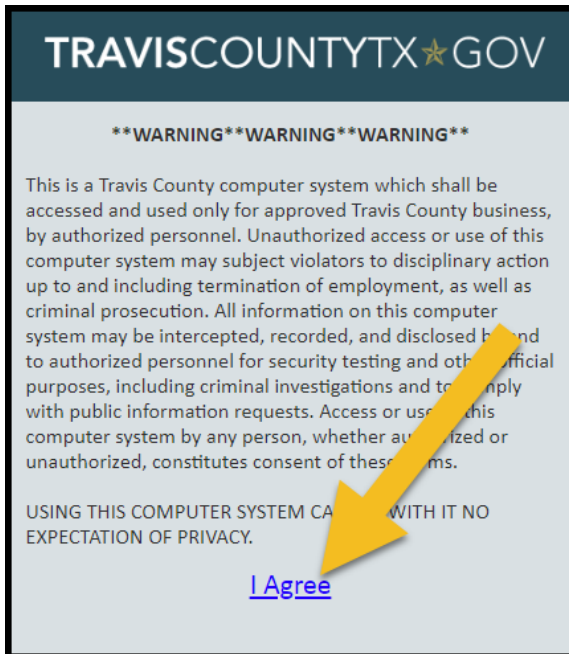
1. **You must be enrolled in 2 Factor Authentication with Travis County**. Use the link below for instructions on how to enroll using either your personal email address, or the NetIQ smartphone app. http://traviscentral/files/its/docs/mfa-guide.pdf
PLEASE NOTE: You must be on the Travis County internet network or call the ITS HelpDesk directly in order to enroll in 2 Factor Authentication.

2. You must be in the Remote Users Group or have local admin rights on your computer – if you're unsure about this, call the ITS HelpDesk.

3. You must have **the most updated Mac Operating System**

4. In order to use the Remote Desktop feature, you must have the **Microsoft Remote Desktop 8 client,** which can be downloaded from the App Store

5. You must sign into LEAP using one of the following browsers: **Internet Explorer, Chrome, Safari, Edge**
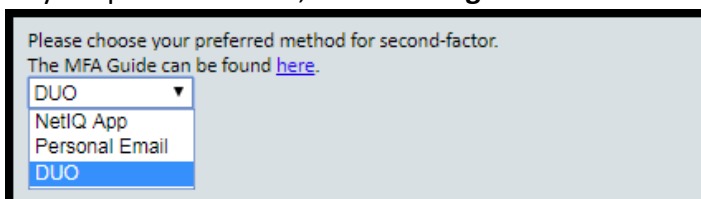
Signing In

1. Navigate to https://leap.traviscountytx.gov/
2. Read the Access Policy and **click "I Agree"**

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WARNINGWARNING**WARNING**

This is a Travis County computer system which shall be accessed and used only for approved Travis County business, by authorized personnel. Unauthorized access or use of this computer system may subject violators to disciplinary action up to and including termination of employment, as well as criminal prosecution. All information on this computer system may be intercepted, recorded, and disclosed b   nd to authorized personnel for security testing and oth fficial purposes, including criminal investigations and to nply with public information requests. Access or use his computer system by any person, whether au ized or unauthorized, constitutes consent of these ms.
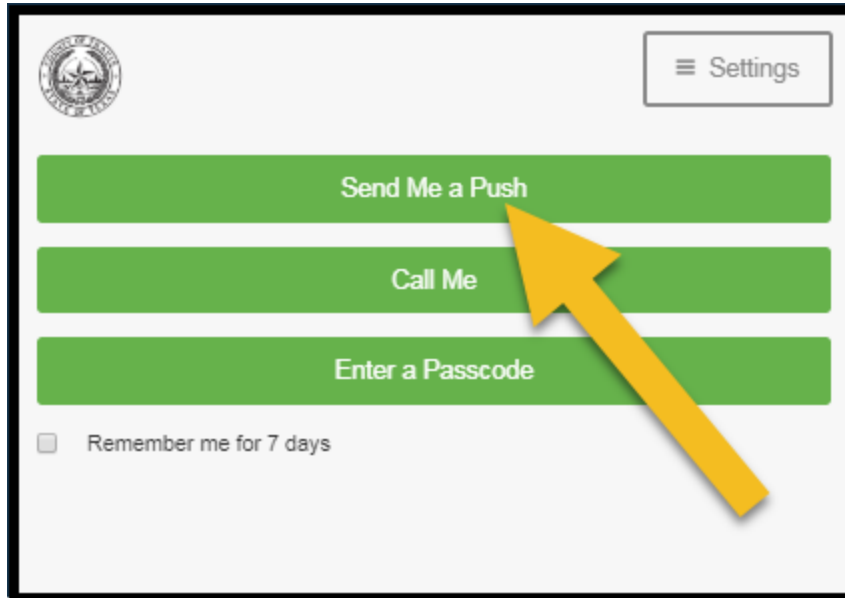
USING THIS COMPUTER SYSTEM CA   WITH IT NO EXPECTATION OF PRIVACY.

I Agree

3. Enter your **Travis County username and password** (the same credentials you use to unlock your work computer).

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Travis County LEAP   tal

Username

Password

Forgot your password?

Please choose your preferred method for second-factor.
The MFA Guide can be found here.

DUO ▼

Logon

4. Select the **2 Factor Authentication method** you want to use, either DUO (recommended), the NetIQ App, or your personal email, and **click Logon.**

Please choose your preferred method for second-factor.
The MFA Guide can be found here.

DUO ▼
NetIQ App
Personal Email
DUO

a. **DUO:** When you click the Logon button, three options will appear.

i. **Send Me a Push** – if you already have DUO Mobile installed on your phone, a notification will appear on the screen asking you to confirm the login attempt. **Tap the green checkmark to confirm.**

ii. **Call Me** – This will call you with an automated message instructing you to press a key on your phone in order to complete the login process.

iii. **Enter a Passcode** – this will send you an SMS text with a one-time passcode that you enter in order to login.
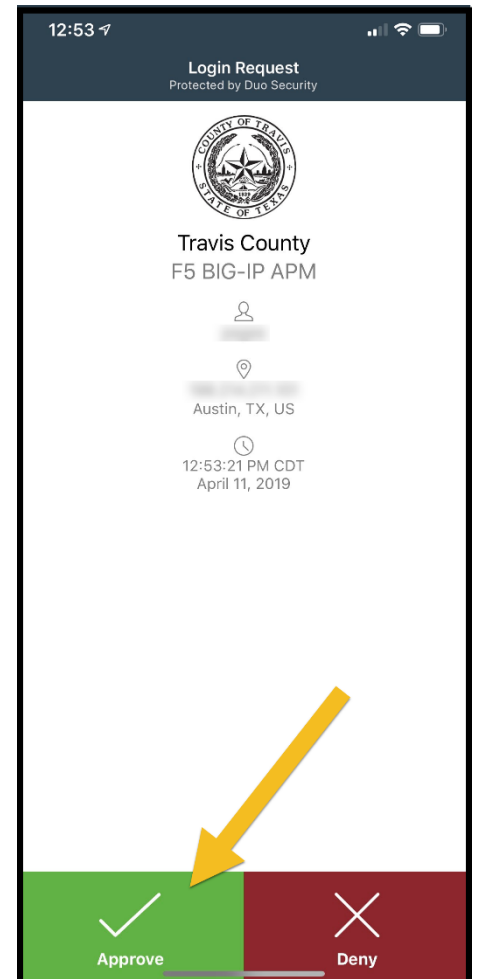
b. **NetIQ App:** When you click the Logon button, it will send a push notification to your phone. **You must Approve the authentication request on your phone**, and the LEAP portal will then log you in automatically.
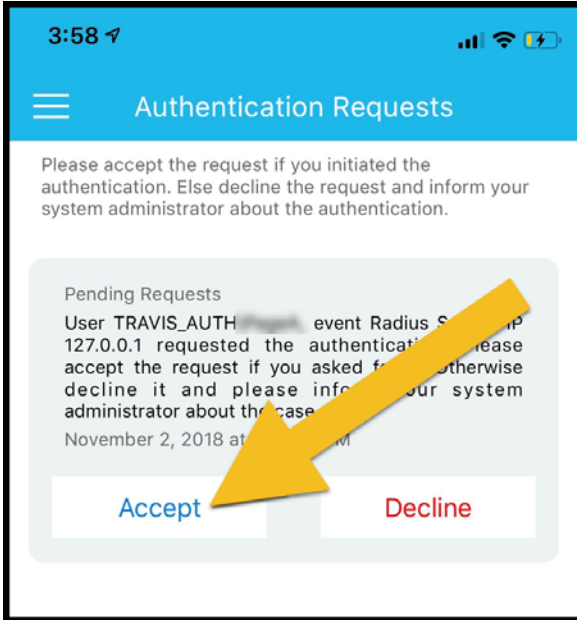
c. **Personal Email:** When you click the Logon button, an email will arrive immediately in your personal inbox with a 6 digit number. **Enter that number in the "Email OTP" box and click Logon.**
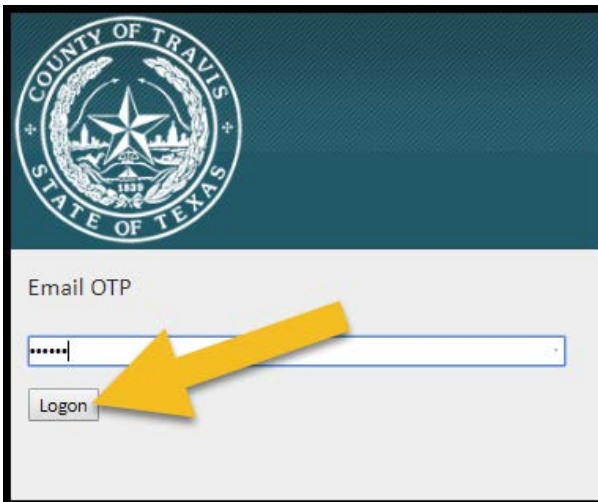
5. When logging in for the first time, **you will be prompted to download and install the f5 Endpoint Inspection,** which is the software that will scan your system and make sure it is safe before connecting to the Travis County network. **Click Download.**
**(If you have already installed the Inspection software, skip to step 14)**
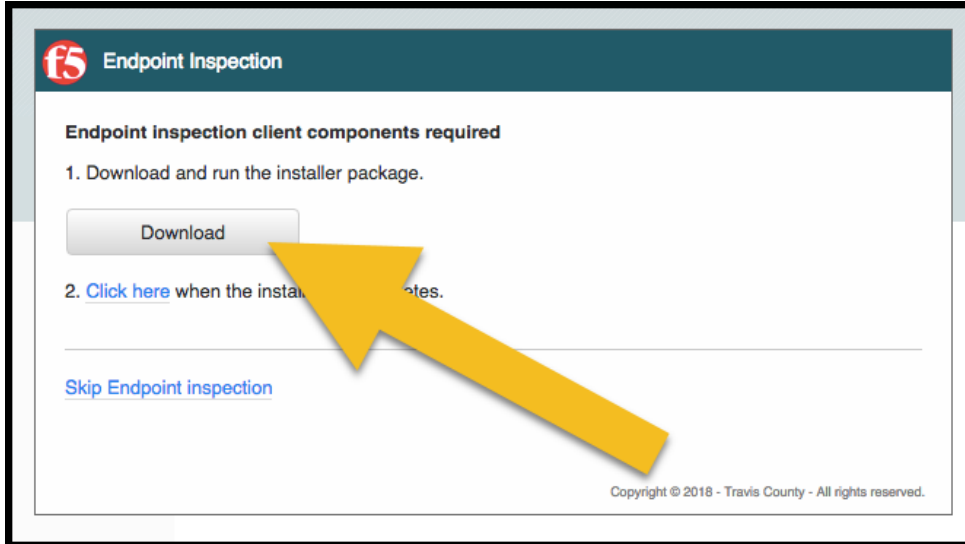
6. Once the download completes, **click the package icon** either at the bottom of your browser window, or from your downloads folder.
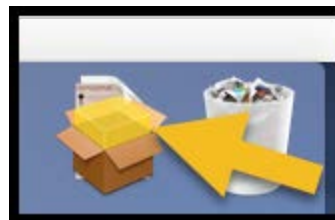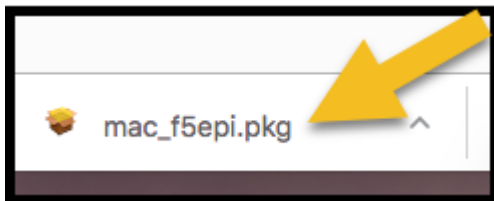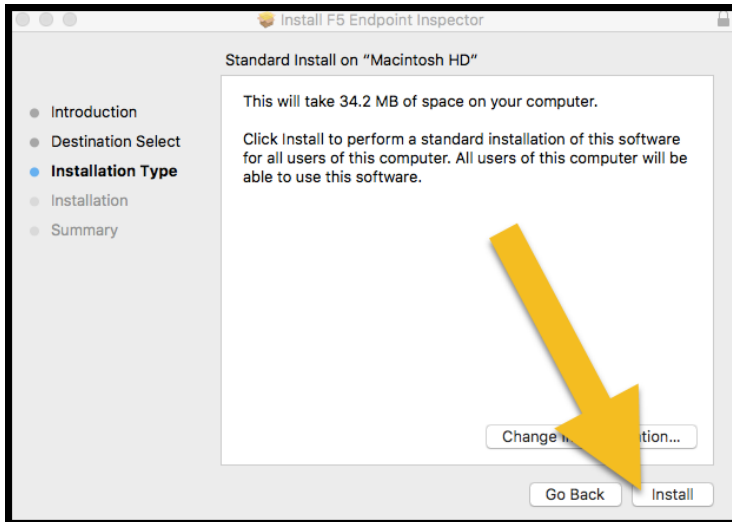

7. Next you will walk through the installation process. On the Introduction page, **click Continue.**
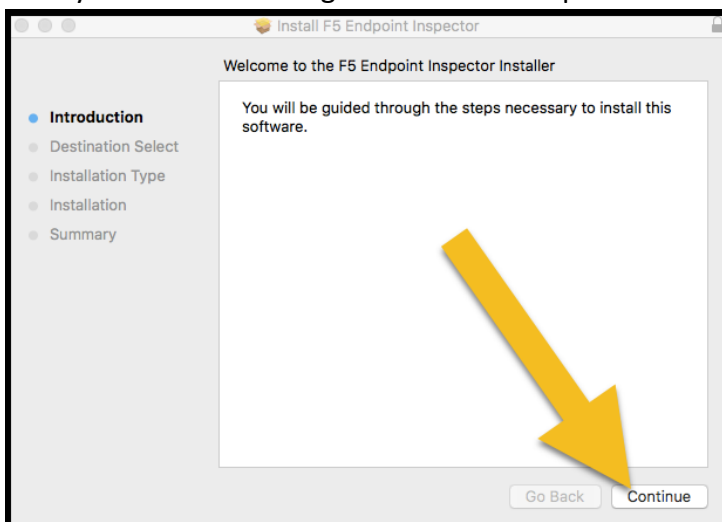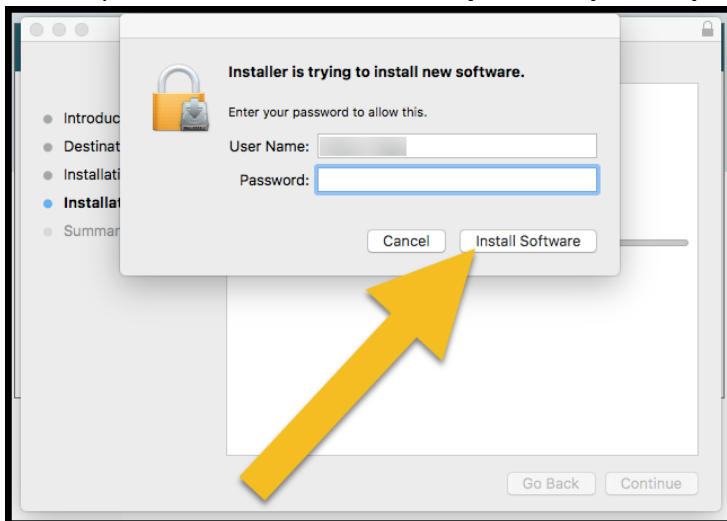
8. Select whether this will be installed just for your account, or for all users of the computer. **Click Continue.**
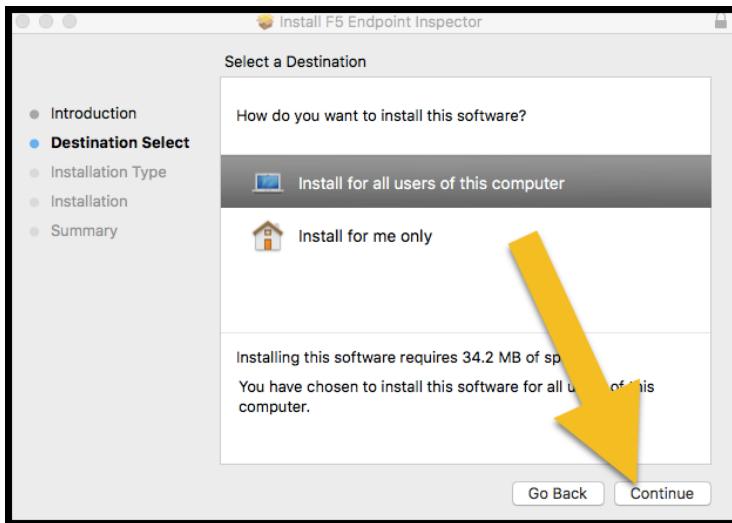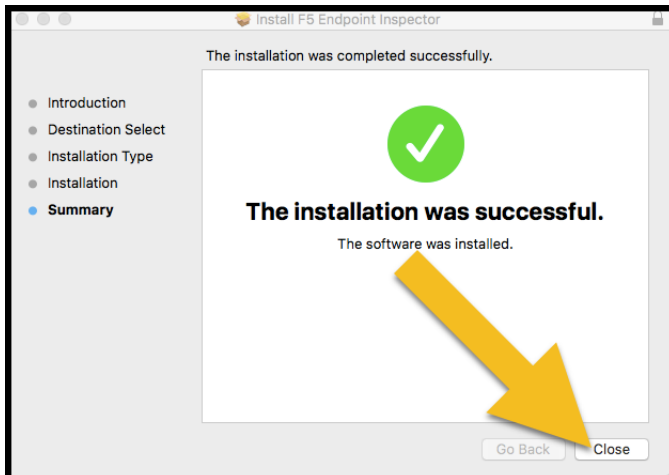

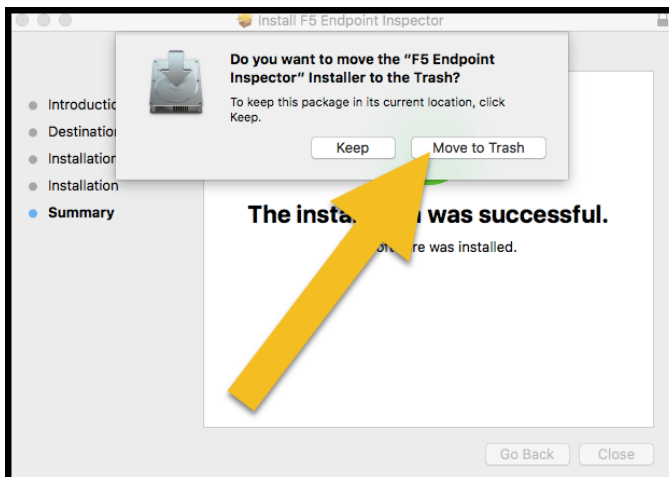9. On the Installation Type page, **click Install.**

10. To complete the installation, **enter your computer's password** and **click Install Software.**
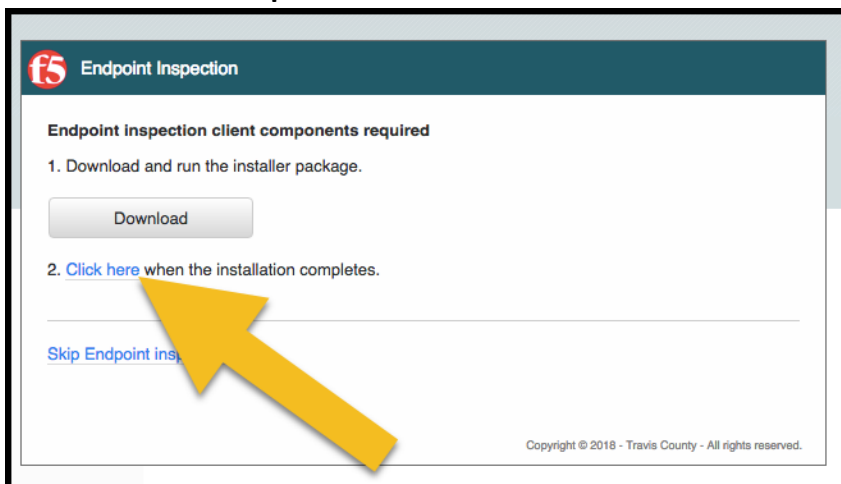
11. When installation is complete, **click Close.**

12. You will be given the chance to move the f5 Endpoint Inspection installer into the trash. **Click Move to Trash.**
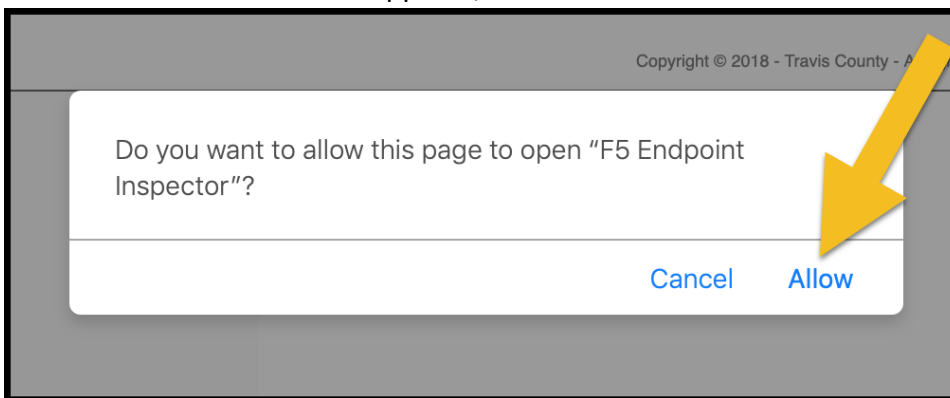

13. Next, go back to your browser and click the link in the Endpoint Inspection box that says **"Click here when the installation completes"**
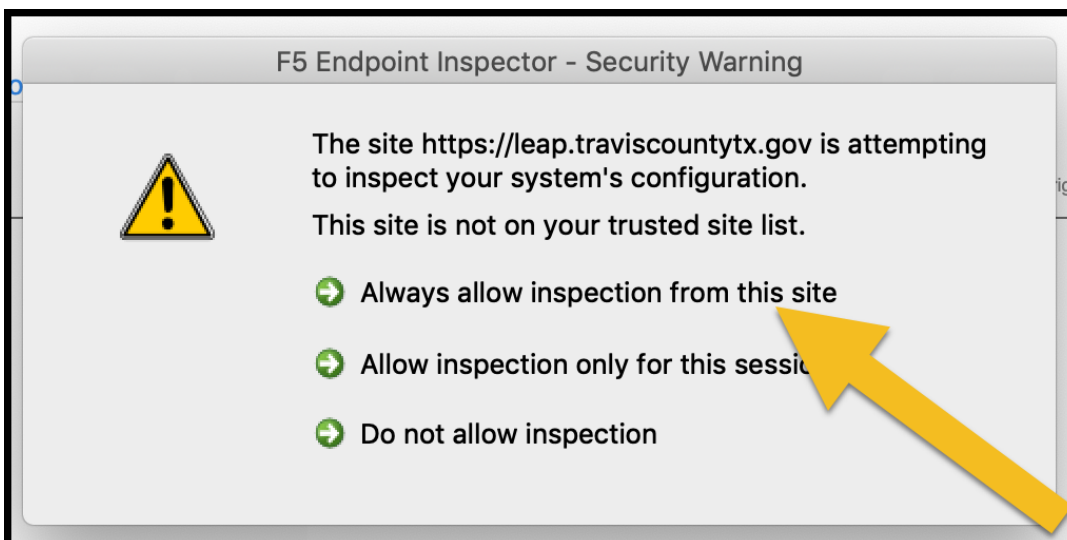
14. When f5 Endpoint requests permission to check your system, **click the Start Inspection button.**
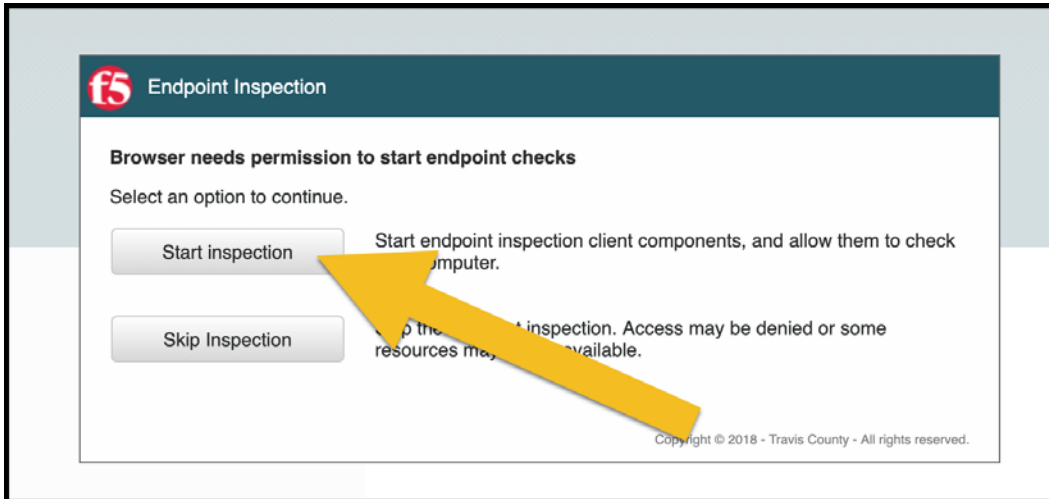
15. When the confirmation box appears, **click Allow.**

16. When the Security Warning popup appears, click the top option to **"Always allow inspection from this site"**

17. **Note:** If your system does not meet the criteria listed in the Requirements section above, you will not be allowed to login to LEAP. A pop-up window will display what is necessary for your computer to access LEAP, like below. **Forward a screen shot of the message to your helpdesk to help remediate the issue.**

Please update to the latest version

Click here to return to the login page.

18. Once your system is inspected and approved, **you will be sent automatically into the LEAP portal** where you can remotely access your Travis County machines and internal sites/resources.
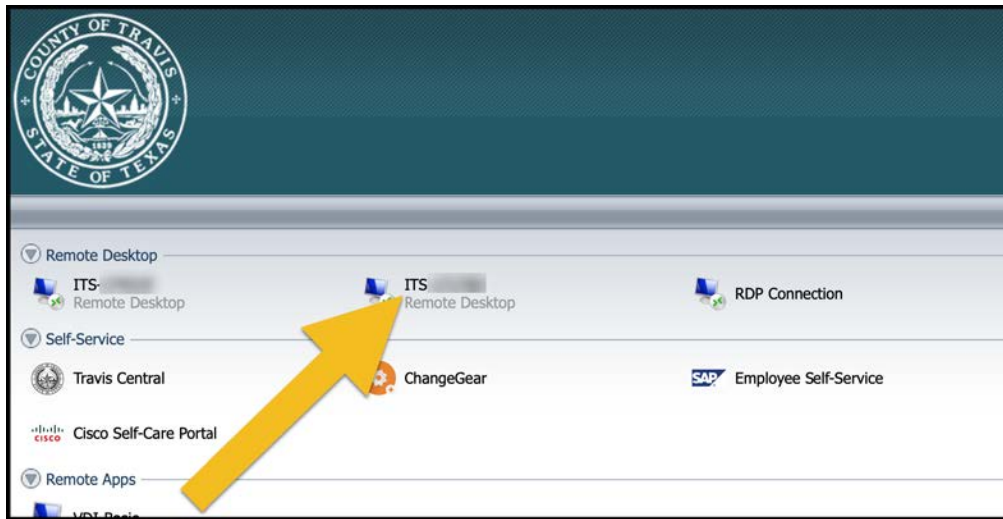
Working In The Portal

Once you are logged into LEAP, there are several things you can do.

1. You can remotely access your desktop by clicking on the device name/tag number under the **Remote Desktop** section.
2. You can access internal Travis County resources like TravisCentral and ChangeGear under the **Self Service** section.
3. You can access internally shared sites under the **Collaboration** section.
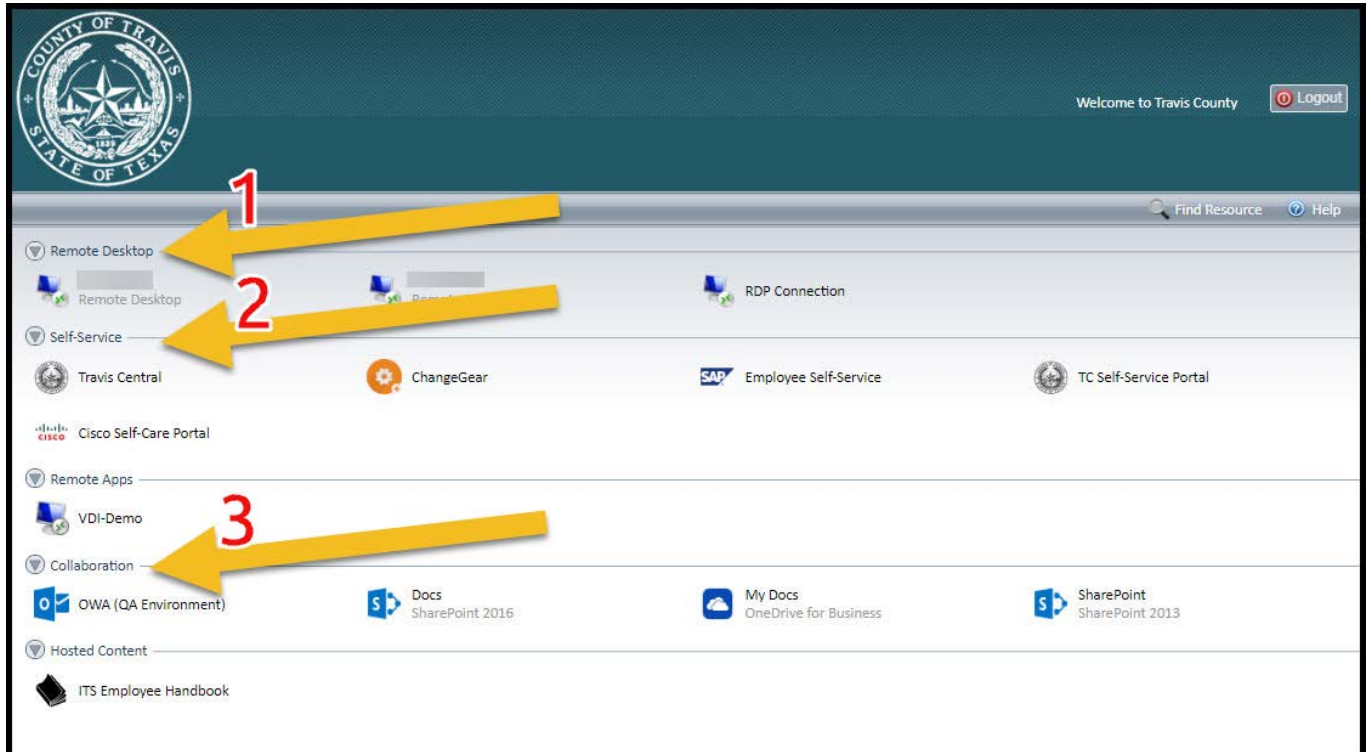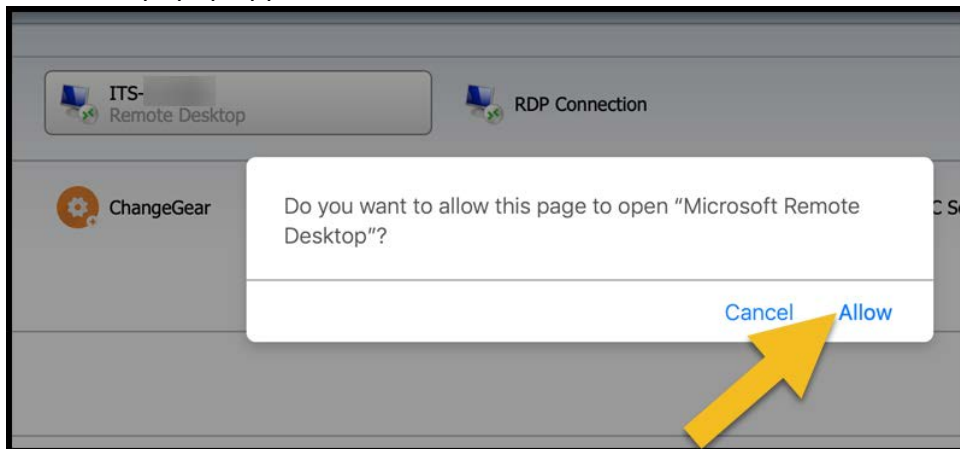
Remote Desktop Access

1. **Click on the device name/tag number** under the Remote Desktop section.

2. When the popup appears, **click Allow.**

You must have the Microsoft Remote Desktop 8 client installed in order to use this feature of the LEAP portal. You can install this client through the Mac App Store.

Signing Out

When you are done working in LEAP, **click the Logout button in the top right of the screen.**