Using Travis County's LEAP Remote Access Portal on PC

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 **Windows automatic updates enabled**
4. You must have an **anti-virus software** installed and enabled
5. You must sign into LEAP using one of the following browsers: **Internet Explorer, Chrome, Safari, Edge**
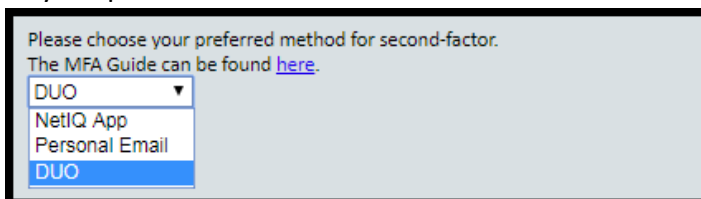
Signing In

1. Navigate to https://leap.traviscountytx.gov/
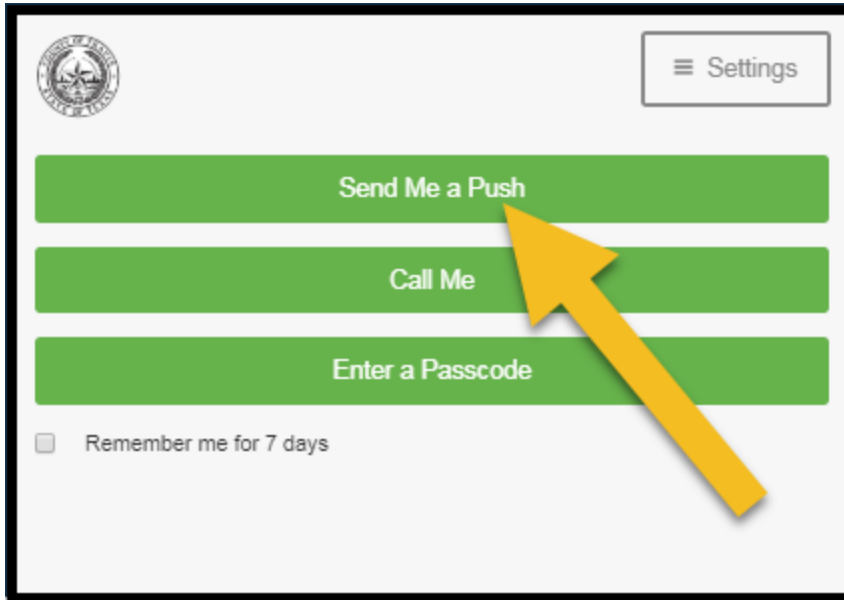2. Read the Access Policy and **click "I Agree"**
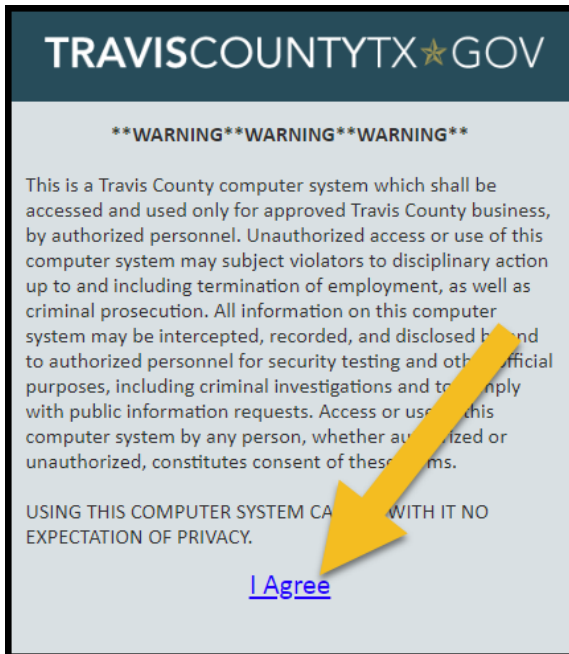
3. Enter your **Travis County username and password** (the same credentials you use to unlock your work computer).
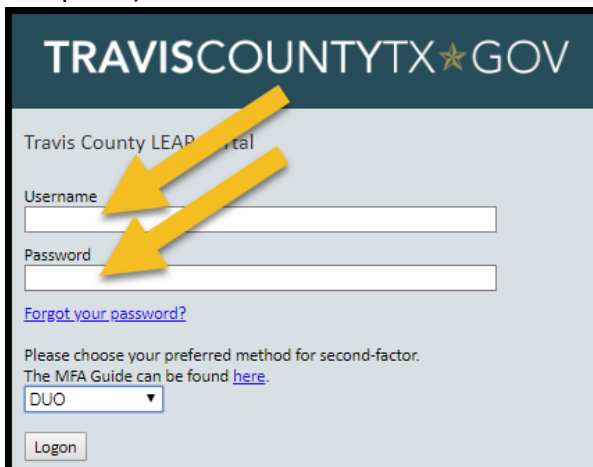


4. Select the **2 Factor Authentication method** you want to use, either DUO (recommended), the NetIQ App, or your personal email.
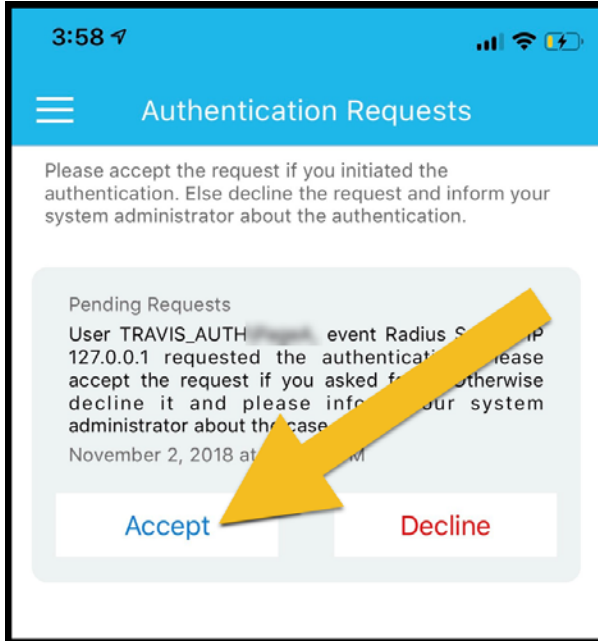
a. **DUO:** When you click the Logon button, three options will appear.

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.
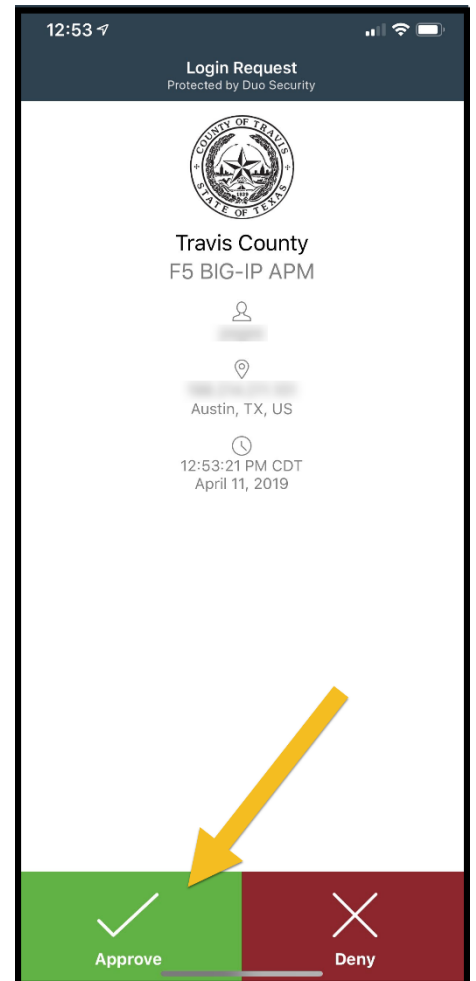
b. **NetIQ App:** When you click the Logon button, it will send a push notification to your phone. **You must Approve the authentication request on your phone**, and LEAP will then log you in automatically.


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.**
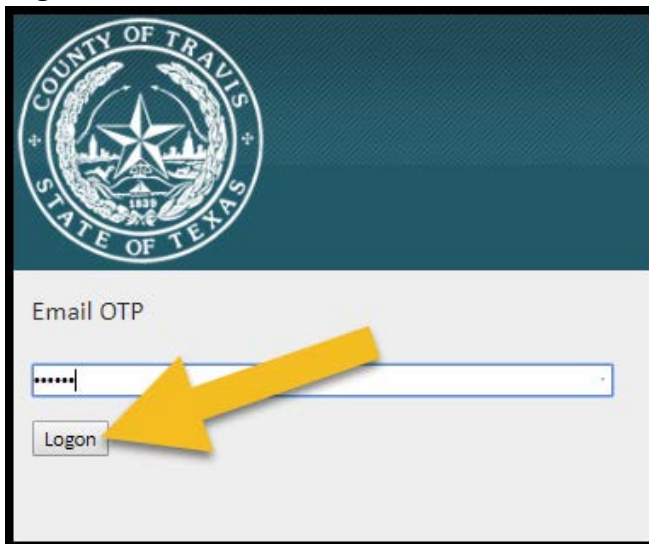
5. After logging in, the site needs to scan your computer to make sure it is safe to connect to the Travis County network. When the popup appears, asking to open the URL F5 APM, **click the link to open it,** as shown below:
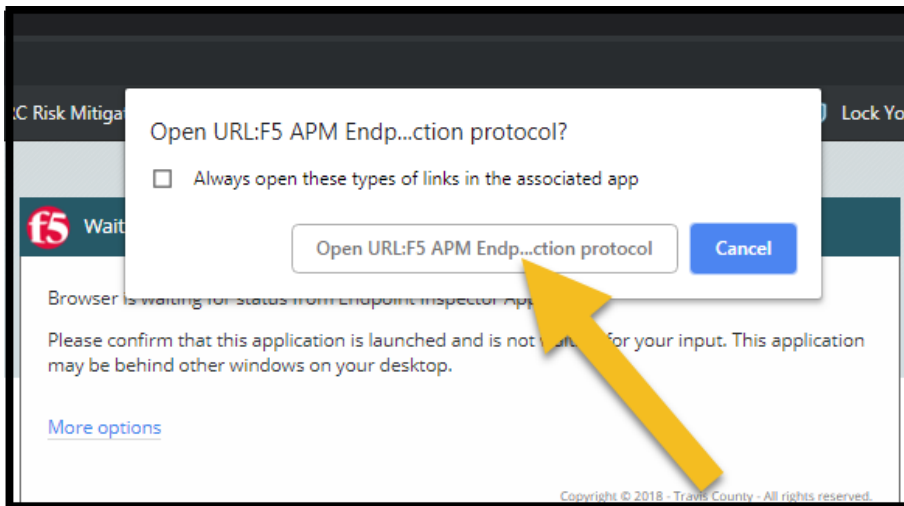
6. When the Security Alert popup appears, click the top option to **"Add this site to your Trusted Sites list, and always allow inspection from this site"**
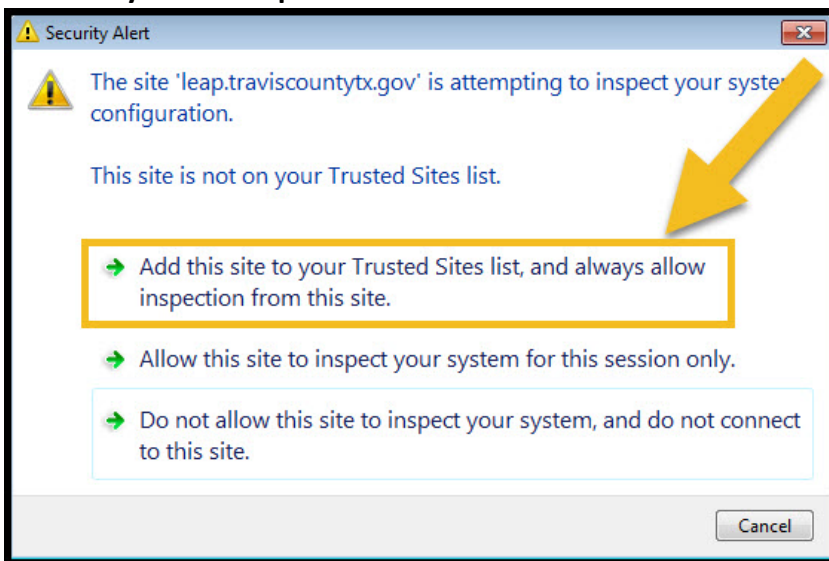
7. **Note:** If your system does not meet the criteria listed in the Requirements section above, you will not be allowed to login to LEAP. A pop-up window will display what is necessary for your computer to access LEAP, like below. **Forward a screen shot of the message to your helpdesk to help remediate the issue.**

Please update to the latest version

Click here to return to the login page.
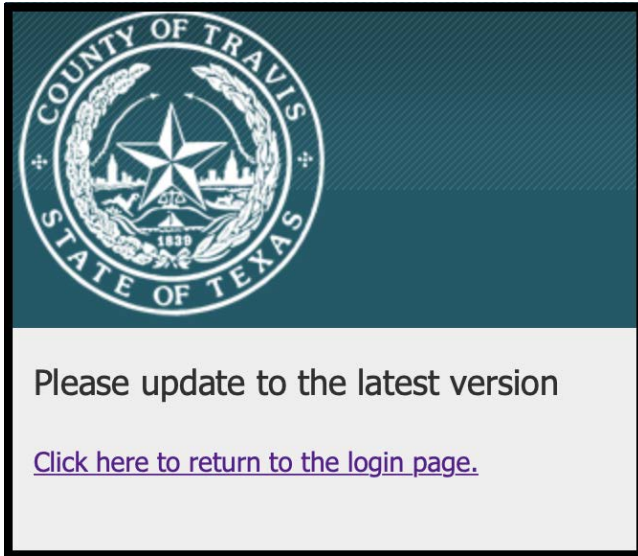
8. Once your system is inspected and approved, **you will be sent automatically into LEAP** where you can remotely access your Travis County machines and internal sites/resources.

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.
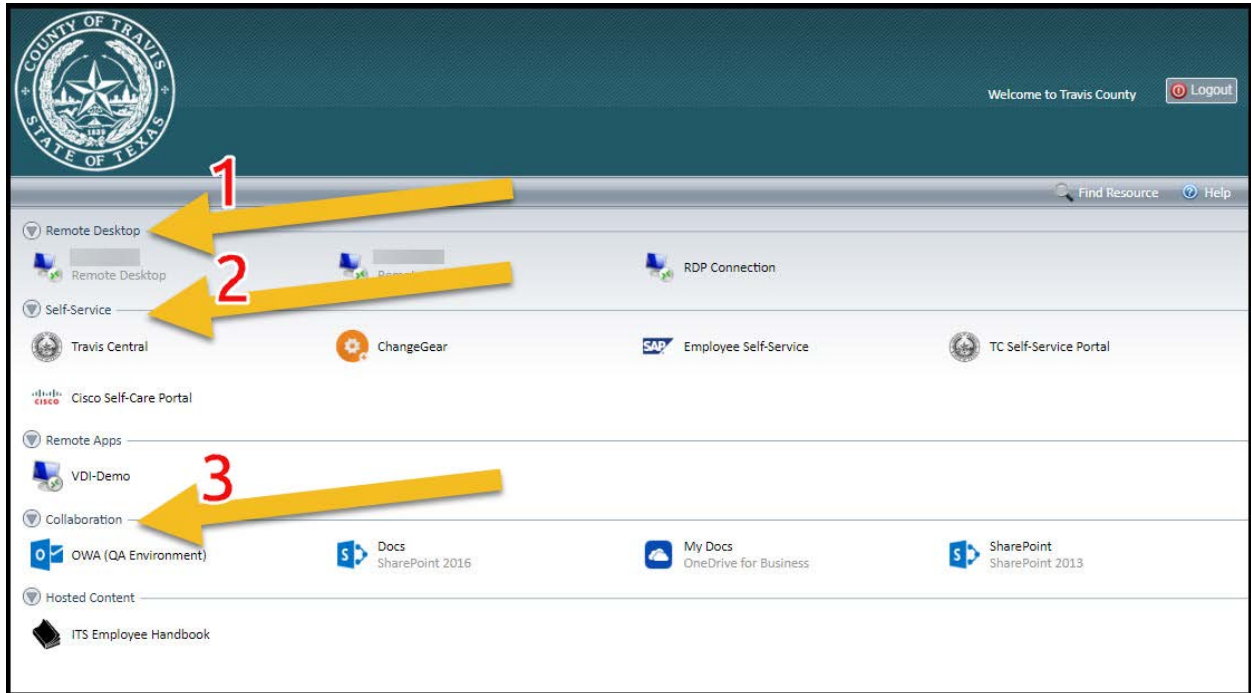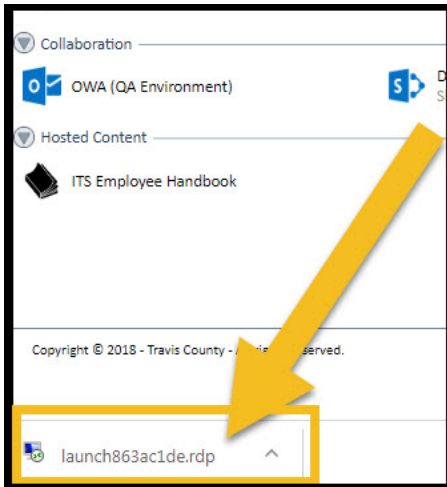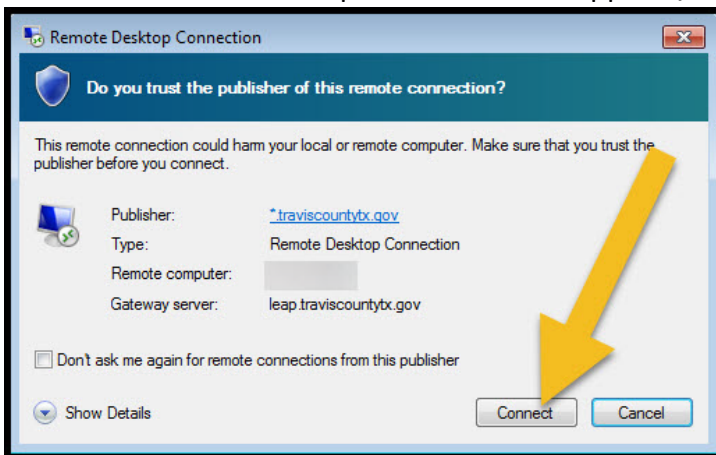
Remote Desktop Access

1. Click on the device name/tag number under the Remote Desktop section.
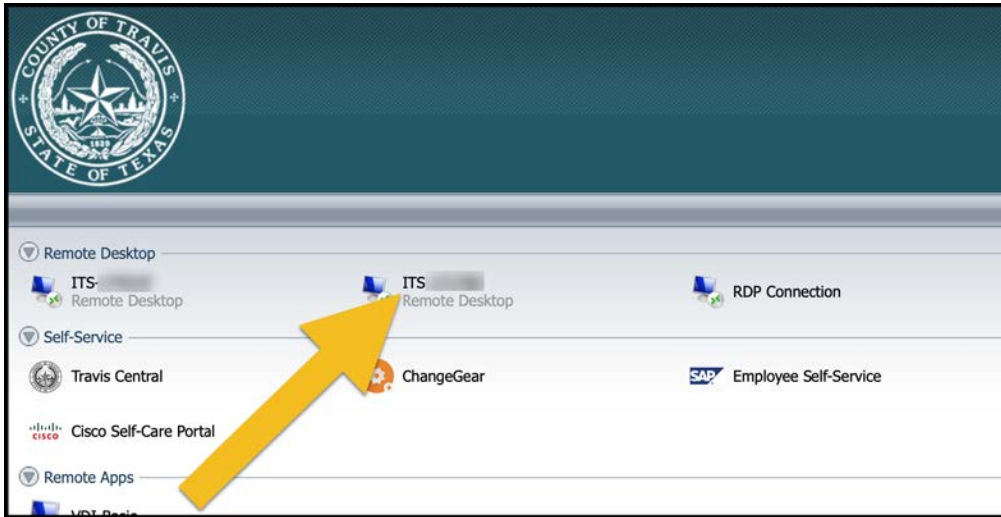
2. This will download a file titled "Launch" that ends in .rdp – **Double click on that downloaded file.**

3. When the Remote Desktop Connection box appears**, click Connect.**

Signing Out

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