City of Westminster User Guide to FreeRange Remote Access

For Android tablets using the native browser (Chrome)

https://freerange.cityofwestminster.us
IMPORTANT!

Some versions of Chrome on Android are unable to access COWnet.

If you get an error that refers to “Too many redirects” when trying to get to COWnet in Chrome (default browser on Android), try installing Firefox for Android from the Google Play app store.

The instructions in this tutorial should also be applicable to Firefox.
This screen is the mobile version, which the system gives you because it sees your Android tablet as a mobile device.

However, this version doesn’t work as well on the tablet, so we need to switch...

To switch to the desktop version, touch the options icon above to open the menu...

https://freerange.cityofwestminster.us
Select “Request desktop site”
From the options menu...
Log in to the remote access system using the same username and password you use to log in to your workstation on the city’s network...

It is recommended that you bookmark the FreeRange log in screen for easier future access.
You will see icons on the main dashboard for the various systems and applications available through remote access...

You can also access to your personal and departmental network shares.

The next section of this tutorial will offer some tips to make it easier to fill out your timesheet remotely. Select the JD Edwards icon to open JD Edwards...
Most applications, accessed through FreeRange will automatically know who you are. However, JD Edwards uses a unique method for authenticating, so it will need you to log in directly.

Enter your normal network username and password and touch “Sign In”...
(if the login does not redirect you within a few seconds you may need to refresh the browser window)
If you get either or both of these screens trying to access JD Edwards through FreeRange it is likely because you are not using the desktop version of FreeRange.

Log off of FreeRange and try again using the instructions at the beginning of this tutorial for requesting the desktop version.
You should see the same JD Edwards screen that you do on your city workstation. Because the screen on your tablet is smaller, you will probably need a little more space to work with if you normally have a left or right menu...

Touch the show/hide button on the side of the menu to get it out of the way...

You can always use the show/hide button to open the menu again, if needed.

Alternatively, you can use the show/hide button to drag the side menu to the bottom of the screen.
With the JD Edwards screen optimized for your tablet, you can now enter your timesheet....

Keep in mind that some things may display or function differently on the tablet than on your city workstation, so you may need to do it a few times to get used to the differences.
You will notice that not all of the timesheet fields fit on the screen. Getting to the fields that are off-screen can be tricky. The next slide offers a tip to help you get to those hidden items...
You can get to hidden items on the screen by using the “tab” key on the virtual keyboard...

Touch to place your cursor in an entry field and open the virtual keyboard.

Then use the tab key to navigate to the fields you need to access...
When you are done working in JD Edwards and need to get to other systems and applications, you can simply close the tab that was opened when you first launched JD Edwards.

The main FreeRange dashboard stays open in the original tab...
The “My Apps” icon on the main dashboard gives you access to web-based applications that have been made available through FreeRange...
Some of the links you see in My Apps while at work, may not show up through FreeRange.

Some systems simply won’t work through FreeRange and others may contain data sensitive enough to not provide access through FreeRange.

If there is an application that you absolutely need remote access to, please let IT know so we can review it and either provide it through FreeRange or by some other method.
Access to COWnet is intended primarily to give you access to city information.

You may come across links that do not work through FreeRange, especially links to non-city resources.

We have tried to support important links, such as those to the Center for Healthy Living, Cigna, Kaiser and the Westminster Credit Union.

Keep in mind that off-site links should be available to you outside of FreeRange. So, if you know the URL, try opening a separate tab and enter the URL manually.

If there is an important link that you think should be accessible through FreeRange, please let IT know so we can review it and add the link if possible.
Access to files shares through FreeRange is based on your network permissions and access rights.
Your ability to download and open files will be determined by having compatible software installed on your device.

Your ability to upload files through FreeRange may also be affected by the capabilities of your device and its operating system.

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When you have finished your remote access session, it is important to come back to the main dashboard and log out...
We sincerely hope you enjoy using and exploring FreeRange Remote Access!

If you run into technical difficulties with FreeRange, please contact the IT Service Center or submit an IT Service Request (ITSR) so that we can resolve the problem quickly.

Thanks!

Your City of Westminster Information Technology Team!