City of Westminster User Guide to

FreeRange Remote Access

For smartphones including iPhone, Android and Windows Phone 8.1

https://freerange.cityofwestminster.us
Important Notice for Windows Phone 8.1 Users:

The native Internet Explorer version that comes with Windows Phone does not work well with FreeRange and certain applications provided through it.

It is recommended that you download an alternative browser from the Windows App Store to use when accessing FreeRange.

UC Browser has been tested to work well with FreeRange and there are other browsers available in the Windows App Store.

It is up to you to select and install a browser that you feel comfortable using.

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Important Notice for Android Users

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.
IMPORTANT!

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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.
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...

https://freerange.cityofwestminster.us

It is recommended that you bookmark the FreeRange log in screen for easier future access.
The main icons for the various systems and applications available through remote access are found on the Apps screen of FreeRange...
IMPORTANT!

JD Edwards is not compatible with smaller devices such as smartphones.

To use JD Edwards through FreeRange, you will need to login using a desktop, laptop, or a tablet in desktop browser mode.
Clicking the COWnet icon on the main Apps screen of FreeRange takes you to COWnet.

Once away from the main dashboard of FreeRange a toolbar will appear on the bottom of your screen.

The “X” will close the current application and will take you back to the main FreeRange dashboard.

The star will add the current application to your Favorites screen on the main FreeRange dashboard.

The up arrow will move the toolbar to the top of screen – in case it’s in the way.
Access to COWnet is intended primarily to give you access to city information.

There may be links on COWnet and other systems 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.

Off-site links should be available to you outside of FreeRange. So, if you know the URL, try browsing to it directly.

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.
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.

We are working on making more and more applications device-friendly.

Applications marked as device-friendly have been designed to provide a good experience on a smaller device like a smart phone.
Your personal and departmental network shares are accessed from the Folders screen of the main FreeRange dashboard.
The files and folders available to you through FreeRange is determined by your permissions and access rights on the network.
Even though you can get to documents on your network shares, your ability to actually download and open them will be determined by the capabilities of your device and having compatible software installed on your smartphone.
You can upload documents through FreeRange by selecting the upload option.

Your ability to upload documents will be determined by the capabilities of your device.
When you have finished your remote access session, it is important to come back to the main dashboard and log out...

The Log Out option is found by selecting Options on the main FreeRange menu.
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!