City of Westminster User Guide to
FreeRange Remote Access
For Windows desktops and laptops
https://freerange.cityofwestminster.us
IMPORTANT!

Chrome Users: Some versions of Chrome are unable to access COWnet.

If you get an error that refers to “Too many redirects” when trying to get to COWnet in Chrome try using Internet Explorer or Firefox.

If FreeRange or one of the apps you’re trying to use through FreeRange is not functioning correctly, try a different browser.

Whatever browser you use, it should be the latest version.
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.
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...

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.
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)
You should see the same JD Edwards screen that you do on your city workstation.

If you have a smaller display and need to see more of the JDE screen, 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.
On your Windows desktop or laptop, timesheet entry should function as it does on your city workstation.
You may notice that not all of the timesheet fields fit on the screen. You can either use your tab key to move to the field you need or try dragging the grid to see the hidden fields.
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 personal computer.
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!