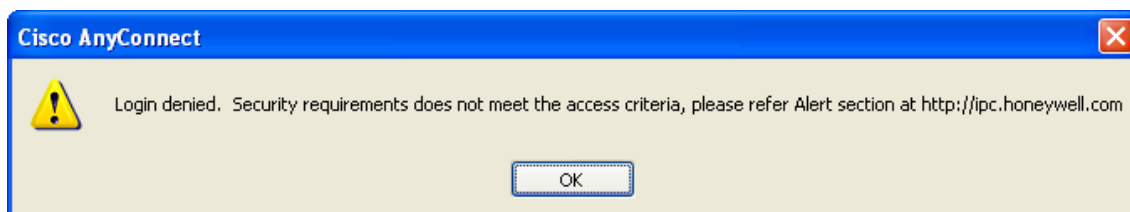


## Remote Access Documentation

### Problem Description

- Customer does not have Honeywell Machine with standard image including Anti – virus/Firewall and receives the following



- Instructions provide how to obtain List of approved/supported Third part Anti-Virus software that is required to use HRA

### Procedure

1. Open web browser
2. Navigate to <http://honeywell.com/sites/ipc/Pages/Home.aspx> [published on both intranet and extranet websites]
3. In the Quick links section [on the right side of the page], the list is in Excel spreadsheet and available for download

#### Quick Links

HRA User Guides

Approved Antivirus for HRA

How To Move HRA account to DSES group

New Host Scan

4. If the person's software is not listed, then they will need one of the supported software versions installed in order to connect with HRA.
5. Customer concerns /escalations can be directed via email to [hrasupport@honeywell.com](mailto:hrasupport@honeywell.com) or the ticket routed to US-GBL-HGRA in Remedy

*DRAFT*

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