

Access to EJOT resources for external service providers

If you have any questions or problems, please contact:

EJOT IT HelpLine

Tel.: +49 (0)2751 529 555

Email: it-helpline@ejot.com

Step 1: Login

Logging in to EJOT is divided into two steps (two-factor authentication). In the first step, you must enter your user name and password. After entering this data, you will be forwarded to the second step. Here you can choose your second factor. You can choose between a call or a code via SMS.

These two steps are necessary to ensure that only authorized persons have access to EJOT resources.

1. Open a new window in your browser and navigate to <https://portal.extern.ejot.com>
2. Enter the EJOT user name followed by @ejot.com and click next.



3. Enter your password and click on **“Sign in”**.

4. Now you can choose your method for the second factor:

EJOT®

nils19@ejot.com

Verify your identity

Text +XX XXXXXXXXX94

Call +XX XXXXXXXXX94

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel

5. Now enter the code you received with the previously selected method

EJOT®

nils19@ejot.com

Enter code

We texted your phone +XX XXXXXXXXX94. Please enter the code to sign in.

Code

Having trouble? [Sign in another way](#)

[More information](#)

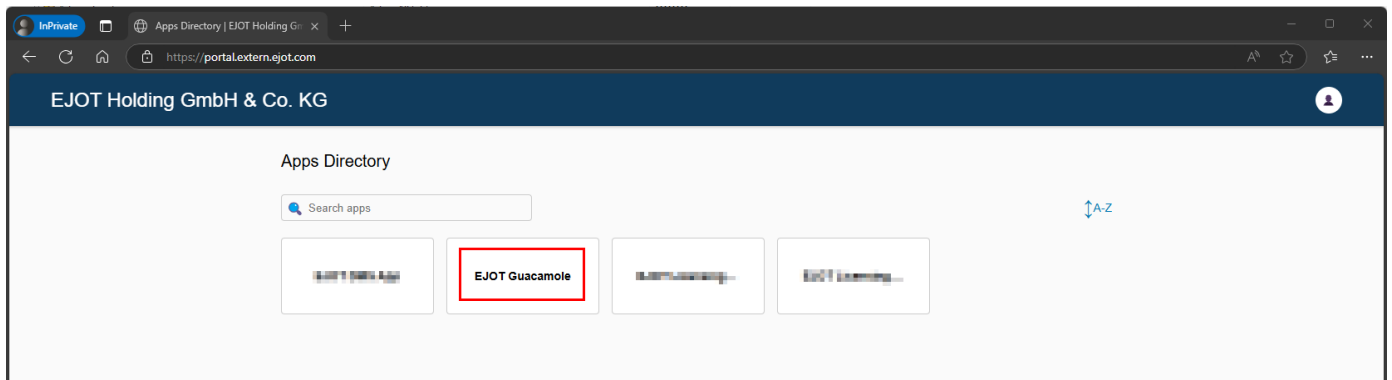
Verify

Step 2: Select your ressource

In the portal shown here you will now find all the EJOT resources available to you. You can open them with one click.

If you need resources via RDP (remote desktop), SSH or VNC, please select “EJOT-Guacamole” as a resource and follow step 3 of these instructions. If you only have access to a single EJOT resource, you will be forwarded directly to this resource. Then continue with step 4.

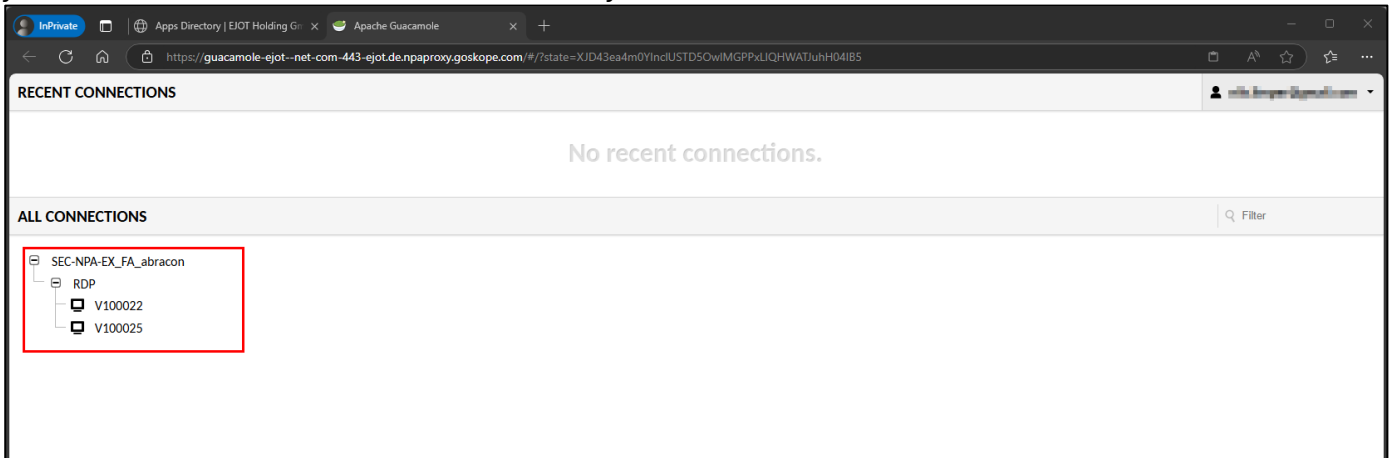
Otherwise, please select your desired resource.



Important: SAP and Citrix are provided in a different way. Please follow the instructions under <https://instructions.extern.ejot.com/AVD-EN.pdf> .

Step 3: The Guacamole portal

After you have clicked on the resource “EJOT Guacamole”, you will be redirected to another portal. Here you will find a list of the resources available to you:

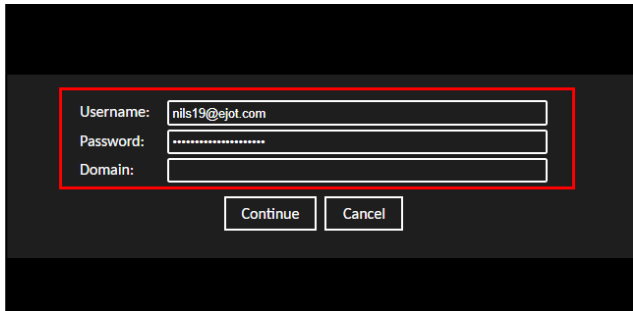


By clicking on the resource, you can establish a connection to it.

Step 4: Login to the resource

In the last step, you must now authenticate yourself to your destination again. To do this, please enter the following data. These are the same data that you used for the first login!

- Username: <YourUser@ejot.com>
- Password: <YourPasswort>
- Domain: Please leave **blank**!



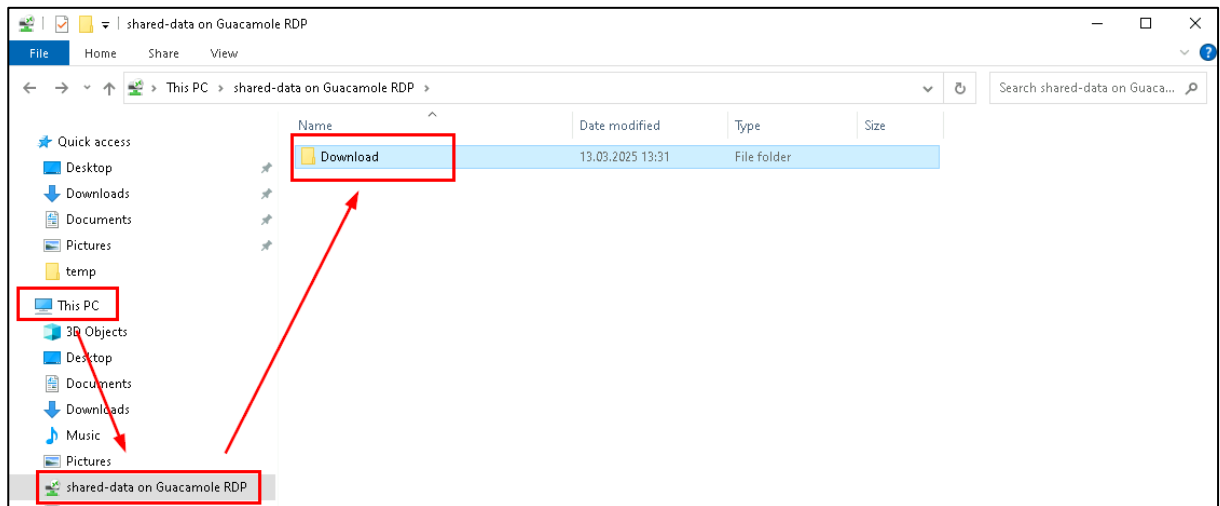
The screenshot shows a dark-themed login window. A red rectangle highlights the input fields. The 'Username' field contains 'nils19@ejot.com'. The 'Password' field is filled with asterisks. The 'Domain' field is empty. Below the fields are two buttons: 'Continue' and 'Cancel'.

You now have access to your resource.

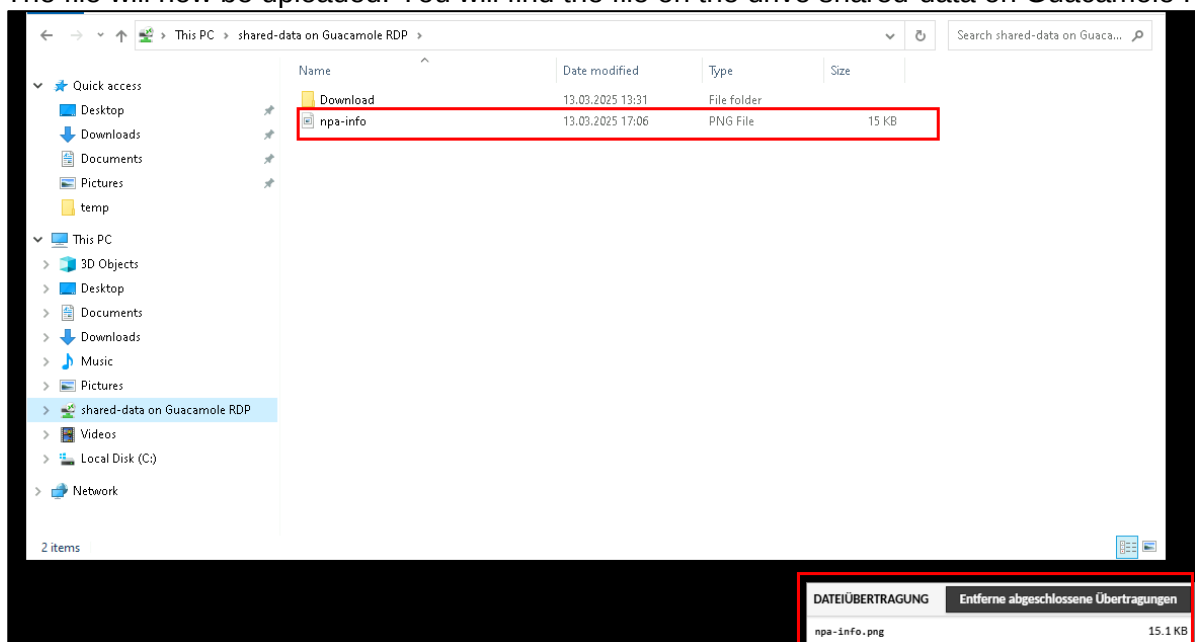
Step 5 (optional): File transfer

If you also wish to upload and download data, please proceed as follows:

1. **Download data:** Open the file explorer on the server and navigate to the download folder on the drive shared-data on Guacamole RDP. There you can copy the file you want to download. The file will now be downloaded.



2. **Upload data:** To upload data, drag and drop the file into the window in which the server is open. The file will now be uploaded. You will find the file on the drive shared-data on Guacamole RDP.



Please note: This exchange drive is shared by several users, but each user only has access to their own files. As the available storage space is limited, please copy your file to the server immediately and then delete it from this drive. The drive is automatically cleaned up and therefore cannot be used for long-term storage!

The maximum file transfer size is 500MB. Files larger than this must be stored on the server in cooperation with your contact at EJOT.