EXFO

How to access a Remote demo unit on externalportal.exfo.com

Contents

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Date: 2021-09-22

*** important note: make sure you always respect the time slot reserved and you book the requested time only to allow other people using it. You may broke someone session with a customer if you connect and it's not reserved***
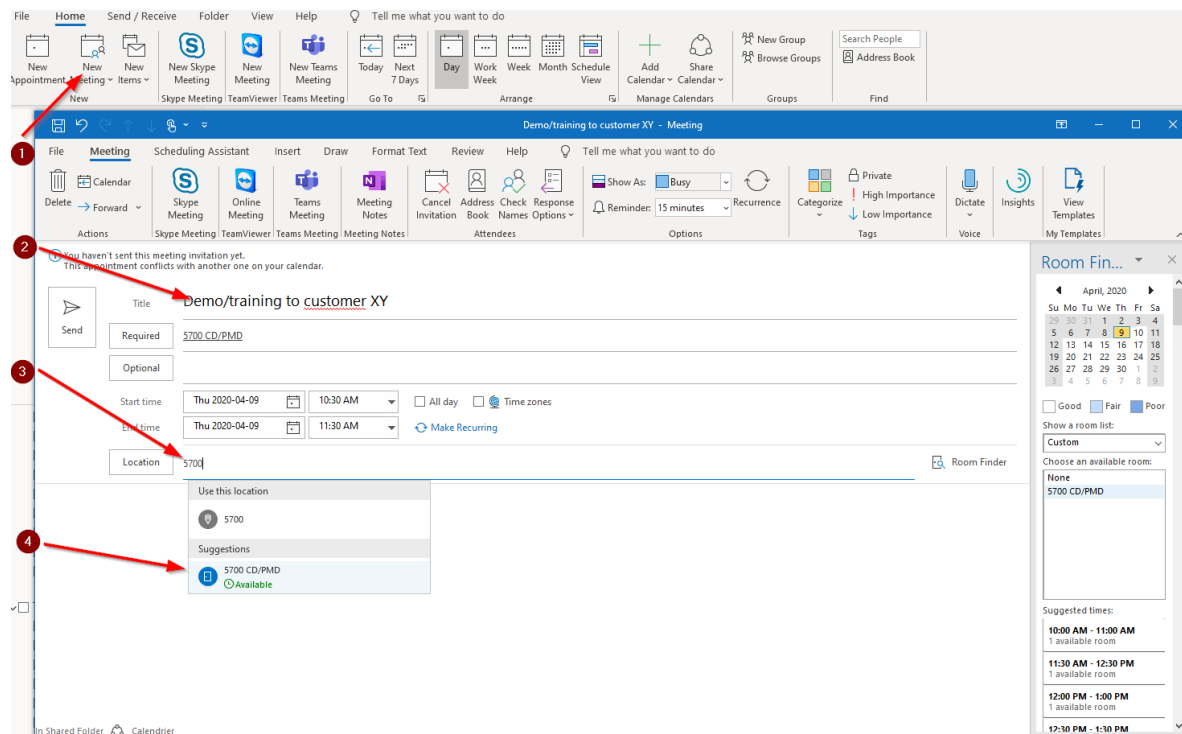
Step 1: Request access to a remote setup

- In order to activate your EXFO account on the Remote portal and have setup(s) activated in your profile, please request access to demo@exfo.com at least 1 day (business day) before your demo.
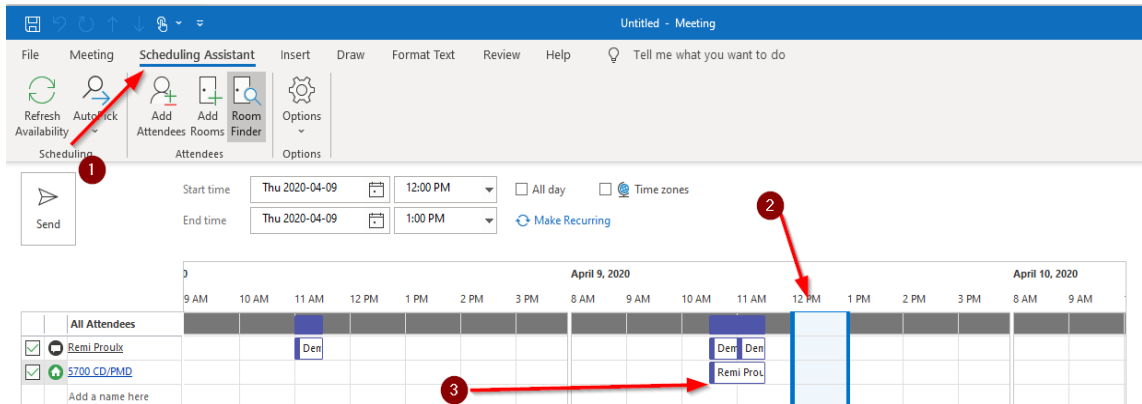- It is important to mention name of the setup(s) you would like to see on your portal

Step 2: Reservation of a remote setup

By using your EXFO outlook calendar, verify and book the setup you need:

1- Click new meeting
2- Specify the purpose of the setup (training, demo, etc..) and customer name
3- Type the name of the setup
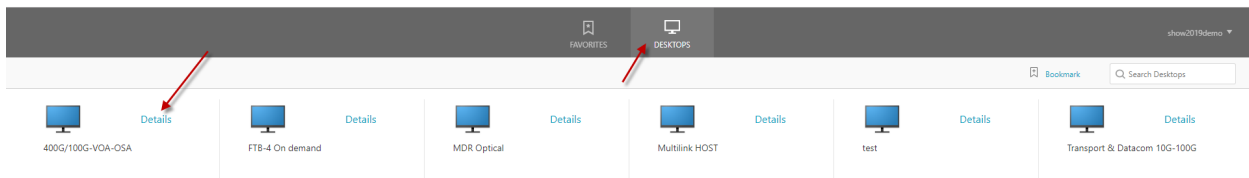4- Click on the suggestion room setup that have the setup name

Go in scheduling assistant and select the time slot you would like to reserve. Make sure you don't overbook as seen on step 3 below. Press Send button to complete the booking.
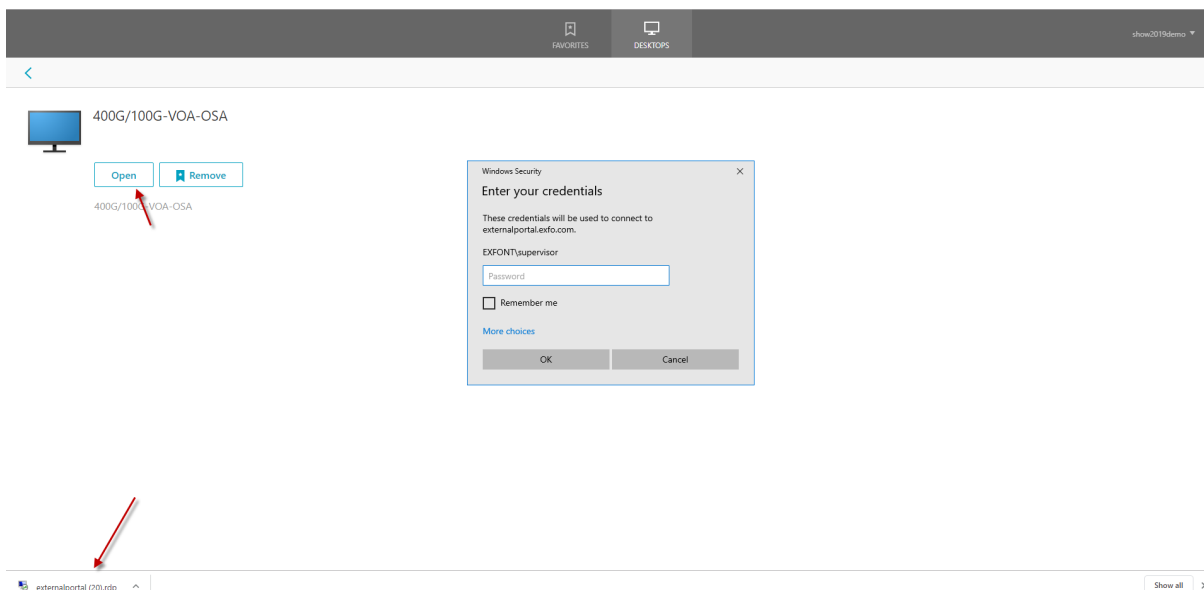

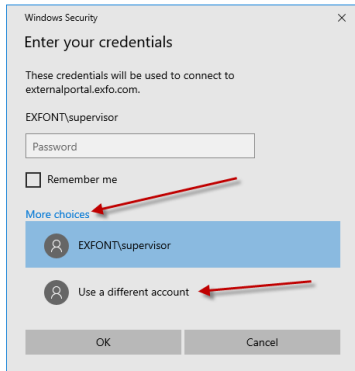## Step 3: Connect to the Remote Demo Portal on computer

- By using web browser (Google Chrome recommended), go at: https://externalportal.exfo.com/
- Type your EXFO username and Password. (Example : rempro1)
- Click on desktops and press details on the unit you have booked

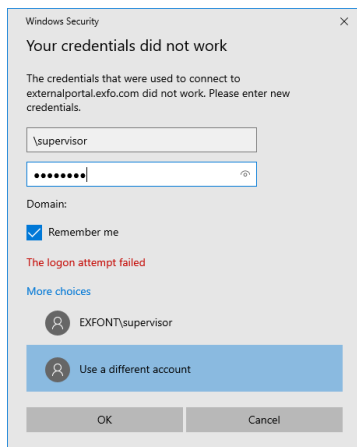- Press Open and click on the download file

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- In the windows security pop-up, **click more choices and use a different account**

- In user name and password type:
  - All setup (except OSA20/FMS/FMS-POC)
    - User: \Supervisor   PW: supervisor
  - OSA20
    - User: \OSA20   PW: osa
  - FPM, FMS-POC
    - Refer to their documentations.

You now have direct access to the remote Demo unit. Close remote desktop windows when you are done.

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