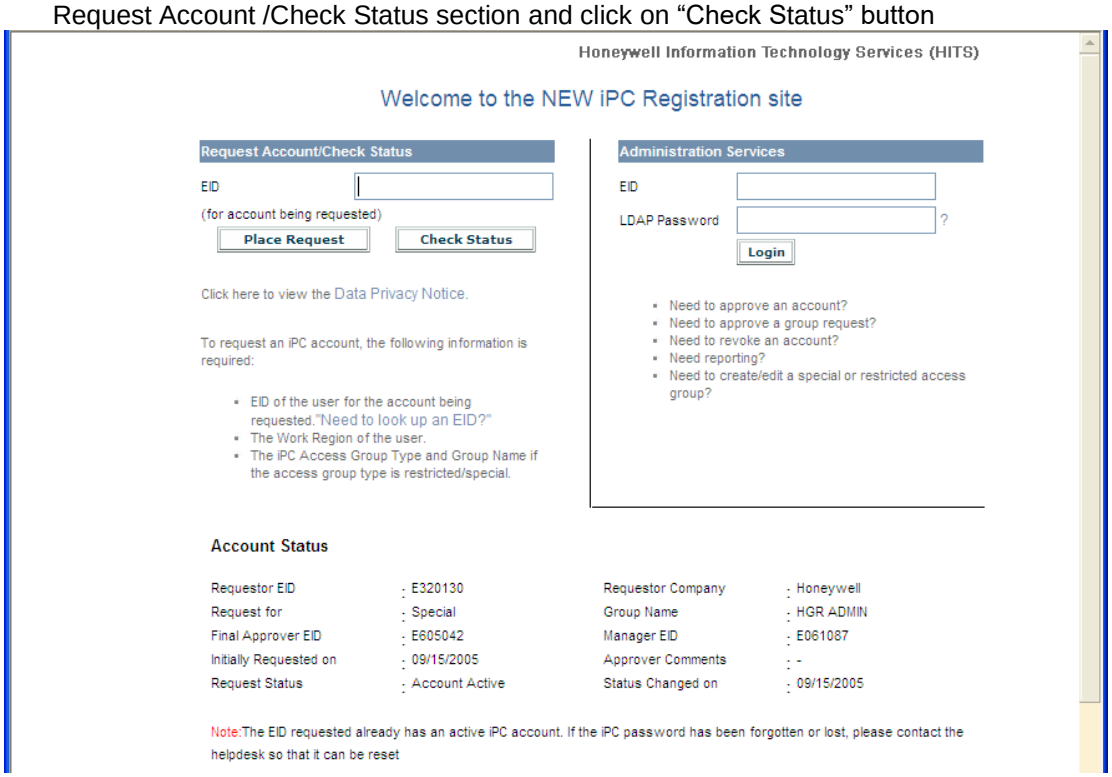
# Remote Access Documentation

## Problem Description

- End user needs a new HRA account and/or is not able to connect receiving the next error message**: “”.**

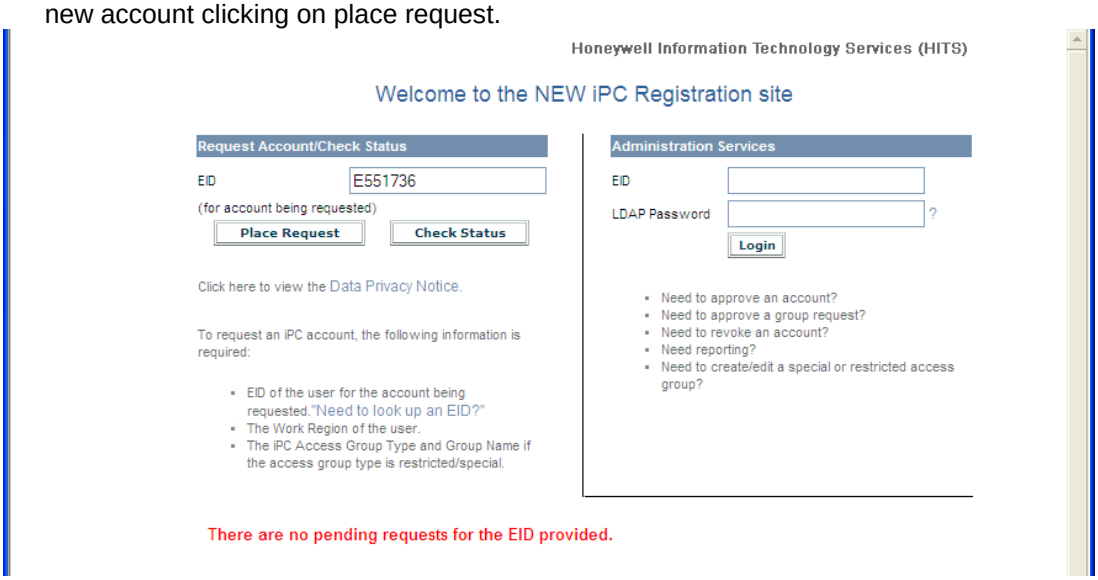
## Procedure

1. Go to https://ipcreg.honeywell.com/IPCREG/hgr/jsp/main.jsp and enter EU’s EID in the Request Account /Check Status section and click on “Check Status” button

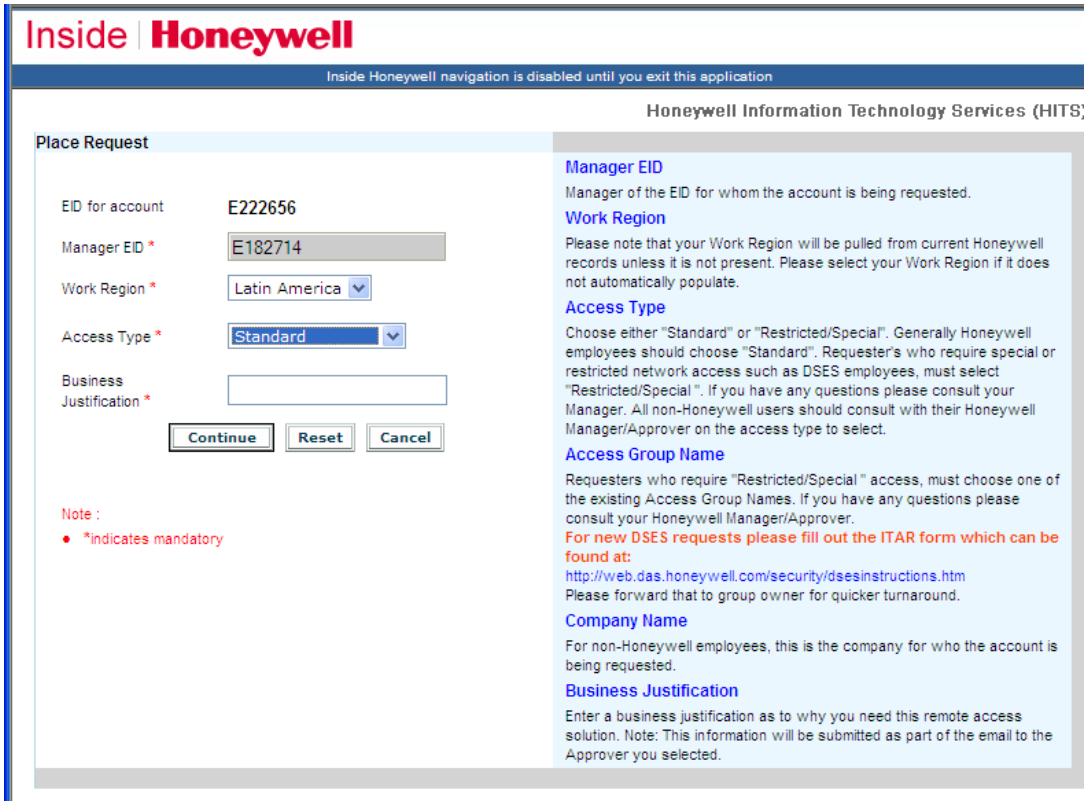



2. If you can see the “Account Status” information validate that request status is “account active”, if so send the ticket to US-GBL-HGRA queue

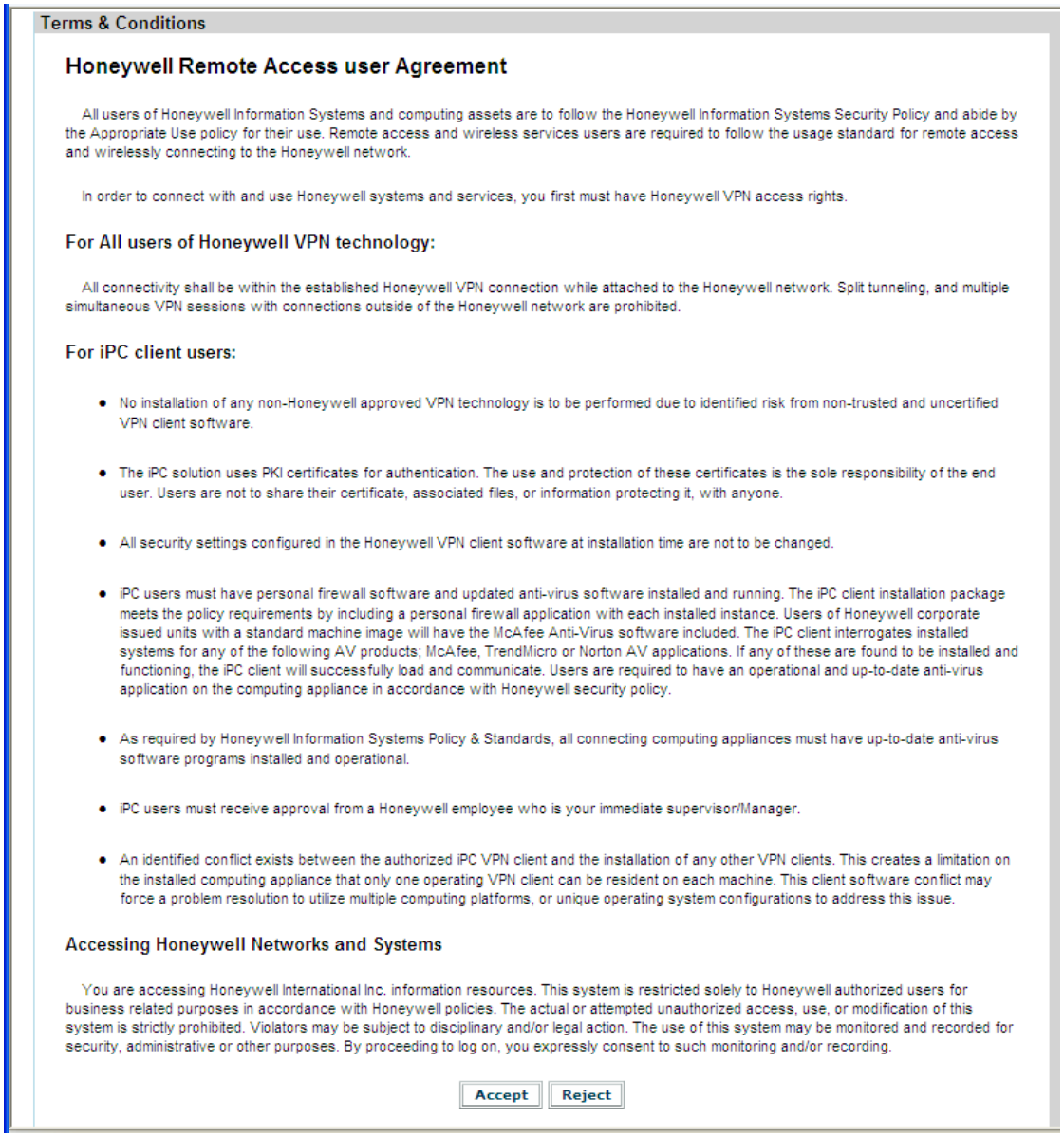
3. If you can see the legend “There are no pending requests for EID provided” Then request a new account clicking on place request.




4. Fill out the form; select standard access type unless the end user states that he needs access to a special group. Select continue



You will see the terms and conditions page, click on accept.




5. Automatic email will be sent to end user's manager and after approval new account will be ready to use it.