



# Outline Kasm User Guide

## Table of Contents

<b>Introduction.....</b>	<b>2</b>
Supported Use Case .....	2
Possible Use Case.....	2
Warnings .....	2
Note .....	2
<b>Code of Conduct.....</b>	<b>2</b>
<b>Recommendations &amp; Don'ts.....</b>	<b>2</b>
<b>User Guide.....</b>	<b>3</b>
How to Login.....	3
Select Location & Open the Workspace .....	3
Time Limit.....	5
Kasm Menu.....	6
Download, Upload .....	6
<b>Troubleshooting and Common Issues .....</b>	<b>8</b>

## Introduction

As you may be aware, RFE/RL initiated the Jigsaw Outline project nearly a year ago to address the needs of our users in accessing the internet in restricted countries. Jigsaw Outline continues to be an integral part of this solution, running in the background, albeit invisibly from the end-user's perspective. Frontend layer and management of virtual browsers is provided by Kasm tool.

### Supported Use Case

- Accessing geo-restricted resources in hostile countries to confirm stories.

### Possible Use Case

- Investigation of censorship measures - you should be able to access to most of websites in given country via Outline Kasm, however, experience is not 1:1 the same as you would have in country using standard internet service provider (e.g., accessing the internet via phone). In most cases you can access more websites that regular users thus such use would not provide accurate results for exact comparison.

### Warnings

- Outline Kasm is **NOT** persistent. That means once you close/delete your Outline Kasm session all data in virtual browser including browsing history will be removed. If you need to store data see User Guide below.
- Outline Kasm is not an anonymizer and is unable to guarantee anonymity.
- Company provided Cisco AnyConnect VPN is primary VPN tool. Please contact IT support, they should guide you about processes for obtaining Cisco AnyConnect VPN.

### Note

- Functionalities in Pilot mode can be changed - either limited or extended. There is no guarantee that all functions remain in place in production mode and may be removed/limited or made available only upon additional approval.
- Kasm Outline service does not have any commitment for availability. Governments actively trying ways how to limit accesses and it can happen that the solution won't be available for weeks or even months, depending on measures. Also, currently in pilot mode you can experience shorter outages due to changes which may happen.
- Logos and graphics is going to be improved in the near future.
- The current session length is limited to 4 hours.

## Code of Conduct

Currently, there is no comprehensive Code of Conduct for Outline Kasm in place; therefore, please adhere to the Outline Code of Conduct whenever it is applicable. The Outline Kasm solution is not fully in a production-ready state. Please keep this in mind while using it.

## Recommendations & Don'ts

Although Outline Kasm is not an anonymizer and do not guarantee anonymity you can always try to reduce your footprint. Bear in mind that network traffic is physically going through Belarus or Russia and it is outside of RFE/RL control.

- **Do not login** to your personal email mailboxes, social network accounts or websites.
- **Do not login** to RFE/RL Office 365 or any other RFE/RL information systems.

## User Guide

This guide will walk you through the steps to log in, use the tool effectively, and address common issues that may arise during the usage.

### How to Login

Type “[rferl.kasmweb.com](https://rferl.kasmweb.com)” into your browser and then click on button “Azure AD” on left side of screen. Preferred browser is Chrome-based (e.g., Chrome or Microsoft Edge):

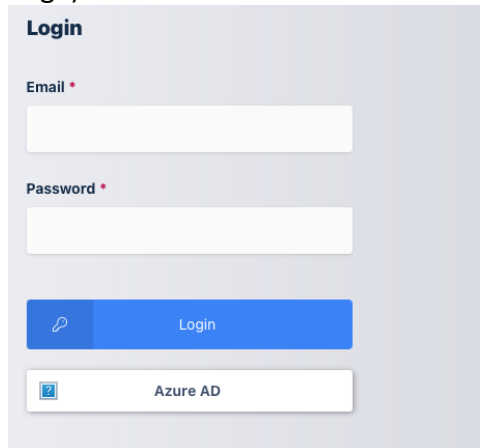



Figure 1 Login to Outline Kasm

- If you are already logged into RFE/RL O365 in the browser you're using, you will be redirected thanks to Single Sign-On (SSO).
- If you are not already logged in, you will be prompted to log in to RFE/RL O365 using your standard O365 credentials.
- Please **do not** fill email and password fields.

### Select Location & Open the Workspace

You can select three options – Belarus, Russia and EU. Just click on the respective button which opens given workspace.

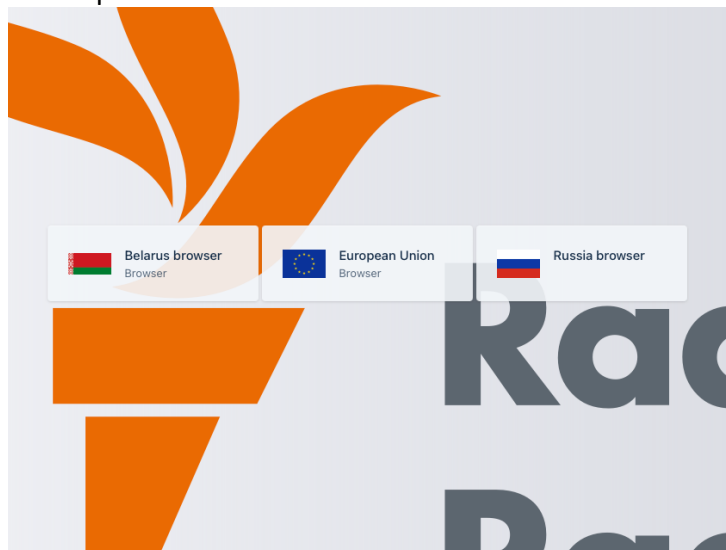
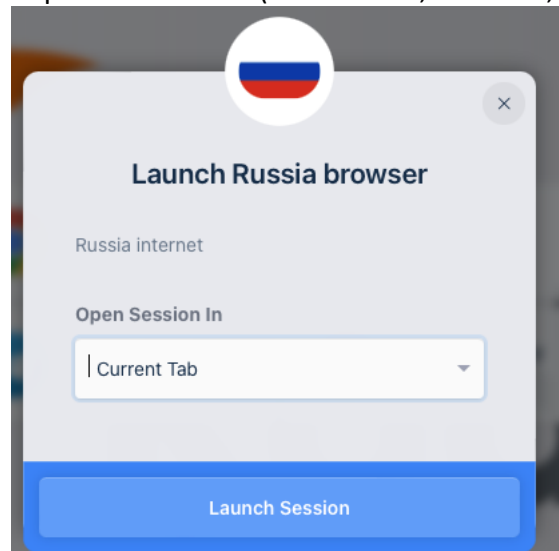


Figure 2 Country selection

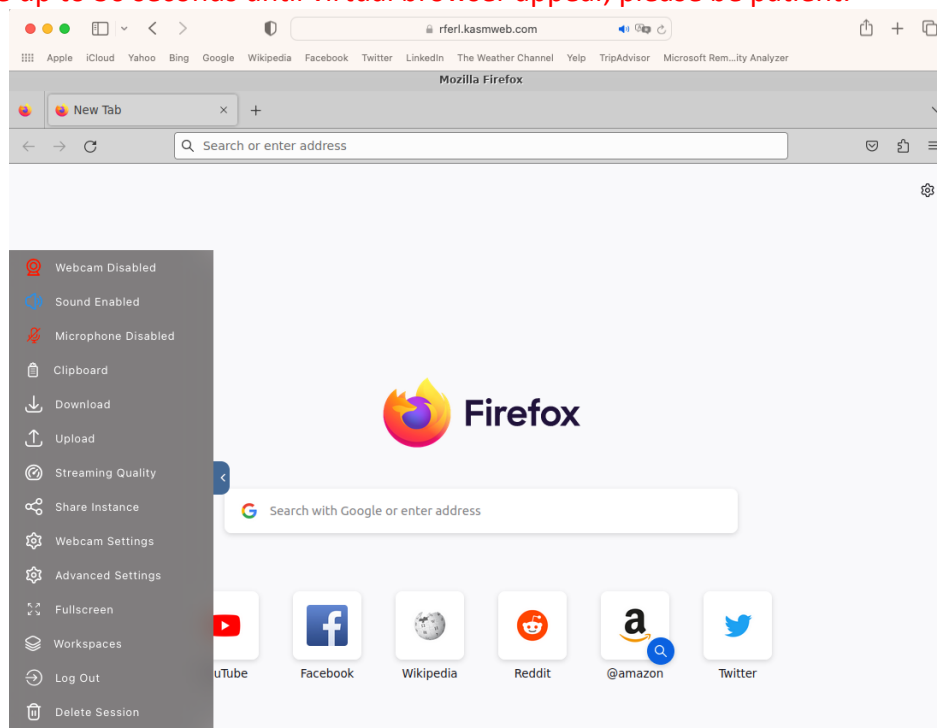
What is workspace? In this case workspace is virtual browser. This virtual browser is running outside of your computer and you can access it remotely using your browser on the device. See screenshots on next page.

Select where you want to open the content (Current Tab, New Tab, New Window)



*Figure 3 Selection of session window / tab*

If you select New Tab / New Window ensure your browser does not block pop-up tabs/windows and allow them if needed. Then switch to new tab/window. If you select Current Tab option “browser in browser” will appear directly in the current tab. **It can take up to 30 seconds until virtual browser appear, please be patient.**



*Figure 4 - Workspace with virtual browser*

Then you can browse the internet as you would be in Russia/Belarus/EU based on selected workspace:

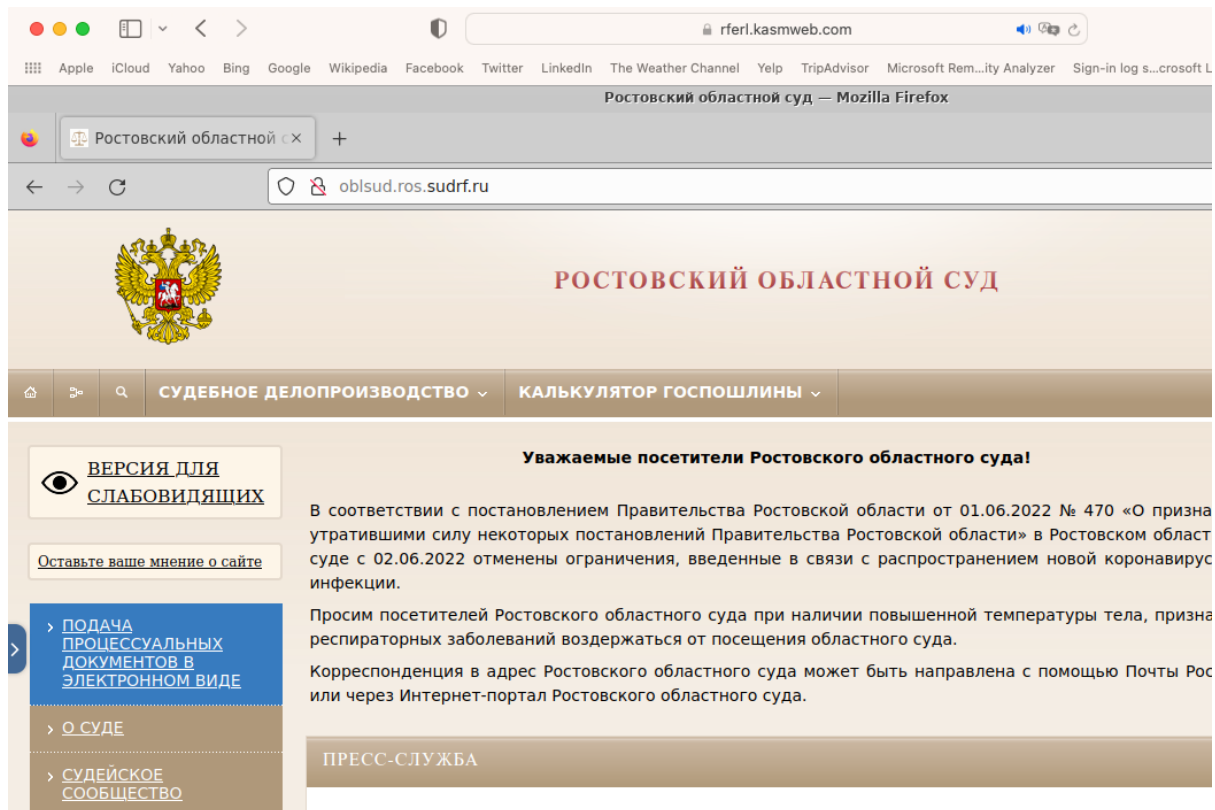


Figure 5 Example - Russian court

## Time Limit

At the bottom of page you can see counter, which starts at 4 hours. Once counter reaches to 0 your session will be forcefully deleted and data lost. If you need prolong sessions open fresh workspace.

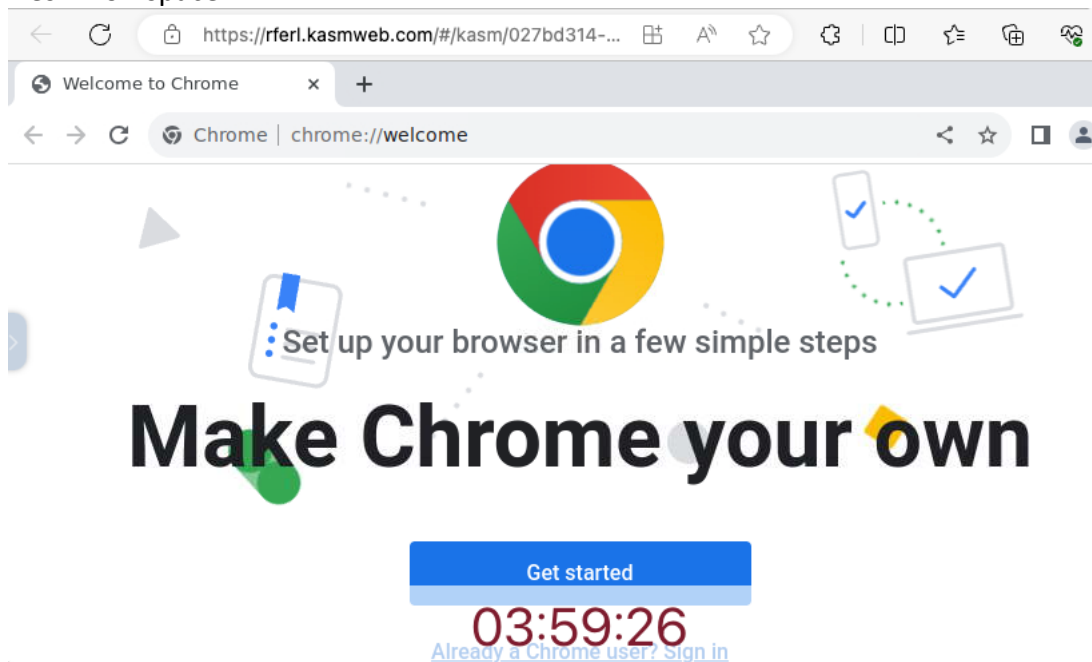



Figure 6 Session time limit

## Kasm Menu

To see further options open menu on left side (small grey arrow) . In menu you have multiple options, see Figure 7.

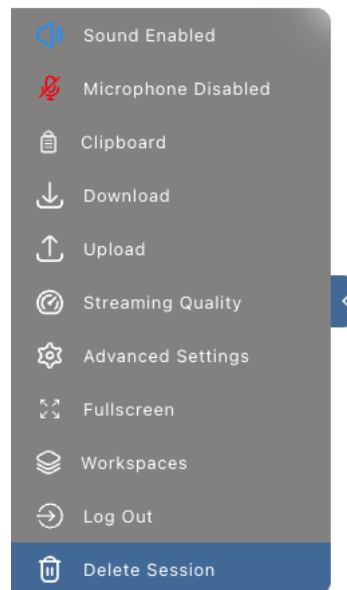


Figure 7 Kasm menu

Most important options are:

- Select **Workspaces** If you want to keep the current session in place & return to workspace selection (e.g., open different workspace with another virtual browser)
- Select **Delete Session** once you finish your work.
- Select **Log Out** – your session will be deleted later, so you have some short period of time to return to it. You can always just close browser window in your browser instead of Log Out.
- Select Clipboard if you want to copy & paste text from or to virtual browser
- **Download and Upload** – these features are available in Pilot, and may be restricted / limited in production, exact rules are not defined yet.

## Download, Upload

**Please be vigilant while using Download feature – do not download executable files, scripts or even office documents which can contain malicious data unless you are certain that the risk of infection is minimal.**

Save image, download data etc. per your needs in the browser:

# Сергей Собянин рассказал о полезных функциях московского портала потребителя

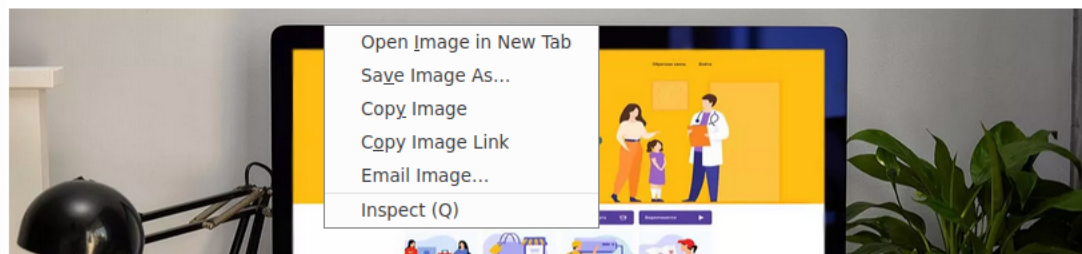



Figure 8 Download data

Open the menu on left side and on click Download  Download, then download the file you want store from virtual browser to your local device:

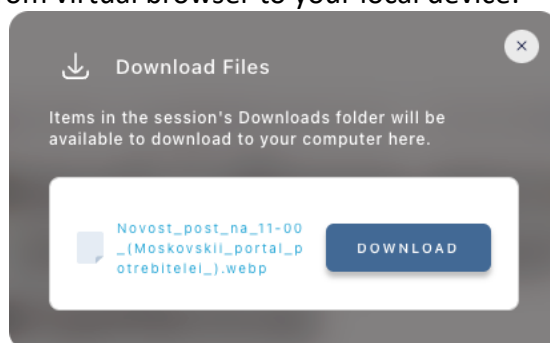


Figure 9 Download file selection

If needed, you can also upload files from your computer to virtual browser in Kasm workspace. Select upload in menu and upload files. Then you can access them from virtual browser as usual.

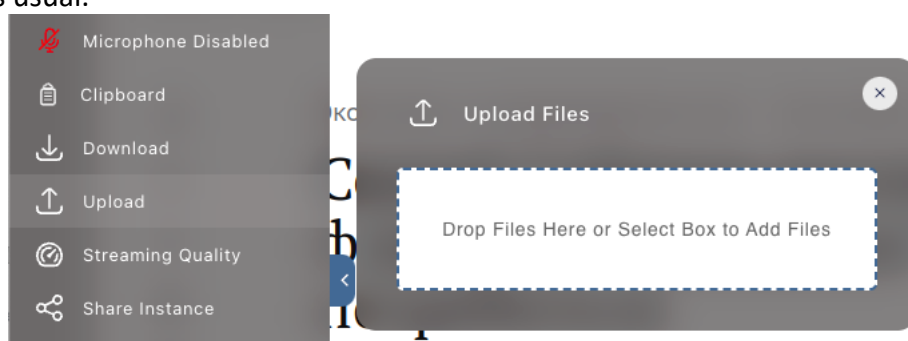
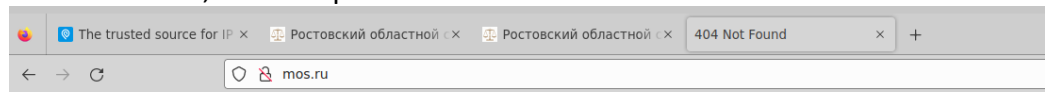


Figure 10 Upload to Kasm workspace

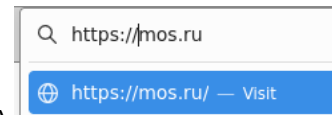
## Troubleshooting and Common Issues

- If blank page appears – wait a few seconds and try to refresh the page.
- If given website is not showing/showing errors try explicitly use http:// or https:// based on the situation, for example:

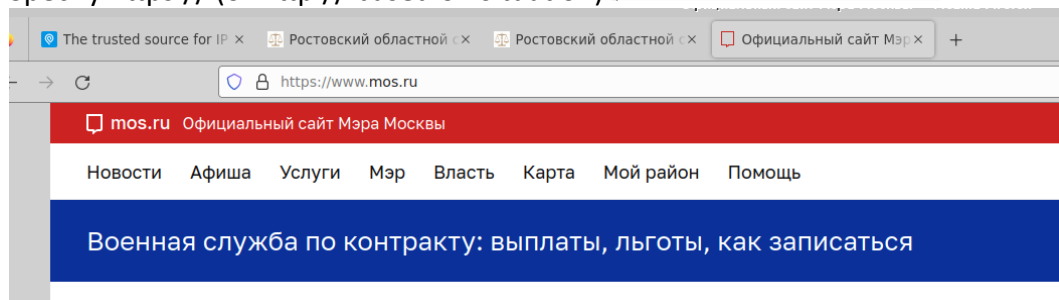


### 404 Not Found

○



- Specify https:// (or http:// based on situation)



○

- Shall you see message “No resources are available to create the requested Kasm. Please try again later or contact an Administrator” please wait a few minutes and try it again. If workspace with virtual browser won’t appear even after 10-15 minutes please contact me.