

IT Telework Preparation & Overview

IT Best Practices for Teleworking:

- Supervisors should ask team members to complete the HR course titled 'Securing the Human', available via the SOV Learning Management System (LMS) website: <https://vermont.csod.com/client/vermont/default.aspx>.
Please Note: If you do not already have an active account on the LMS, you will need to contact the VTHR Help Desk, (855) 828-6700 or VTHR.helpdesk@vermont.gov, to get set up.
- Team leaders should use a secure Wi-Fi or ethernet connection for internet access.
Please Note:
 - Public Wi-Fi connections (open, non-password protected) are not allowed for conducting state business for teleworking purposes.
 - IT is unable to support any networks (including Wi-Fi) used for teleworking.
- Team members should have a device that can receive texts or calls, cell phone or landline, for Multi-Factor Authentication (MFA) (see [MFA section](#) below for more information).
- Team members shall have, and have running, Skype for Business (SFB) while teleworking (SFB is part of your O365 account) (see [SFB section](#) below for more information).

COMPUTER EQUIPMENT—What Computer Will You Be Using?

You can use your state-issued laptop or one of the eight loaner laptops that ACCD has available, if your state-issued computer is a desktop. The chart on page two shows your options for file access depending on which equipment you are using.

Items to Remember

- For your state-issued laptop:
 - You will need your laptop bag with power cord and mouse (remember the USB connector if it's a wireless mouse)
- For an ACCD loaner laptop:
 - You must reserve a loaner laptop through Outlook; the process is the same as reserving a room in Outlook, the resource names are:
 -  ACCD - Laptop 1
 -  ACCD - Laptop 2
 -  ACCD - Laptop 3
 -  ACCD - Laptop 4
 -  ACCD - Laptop 5
 -  ACCD - Laptop 6
 -  ACCD - Laptop 7
 -  ACCD - Laptop 8
 - Reservations are on a first-come, first-served basis
 - Loaner laptops 1-4 are in the Hermit Thrush printer room; loaner laptops 5-8 are in the first ACCD IT office space to the left of the reception desk.
 - Login to the laptop in the office before you disconnect it from the network to build your profile.
 - A laptop bag with power cord and mouse can be found in the Hermit Thrush printer room.

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Options for File Access	On Your State-Issued Laptop	On a State Loaner Laptop
Files Saved to Your Laptop	<ul style="list-style-type: none"> Files saved on your laptop are not backed up and could be lost due to computer problems, this option is NOT recommended 	N/A
Citrix https://cag.state.vt.us/vpn/index.html	<ul style="list-style-type: none"> Must have a license in advance, please check with your supervisor Files that live on the S drive will only be accessible via Citrix Only MS Office and PDF files are available via Citrix access 	<ul style="list-style-type: none"> Must have a license in advance, please check with your supervisor Files that live on the S drive will only be accessible via Citrix Only MS Office and PDF files are available via Citrix access
Remote Desktop via Citrix https://cag.state.vt.us/vpn/index.html	N/A	<ul style="list-style-type: none"> Must have a Citrix license in advance, please check with your supervisor Must be enabled ahead of time, request through IT Your work computer must be turned on, at the office, connected to the ACCD network Provides access all the software on your work computer and all the files on the S drive, just as if you were on your work computer on the network
OneDrive	<ul style="list-style-type: none"> Any files that are saved on your OneDrive are accessible: <ul style="list-style-type: none"> Via your local synced drive, or Via the O365 Portal: https://login.microsoftonline.com/ View ACCD's OneDrive Policy 	<ul style="list-style-type: none"> Any files that are saved on your OneDrive are accessible via the O365 Portal, https://login.microsoftonline.com/, if you have the appropriate software on the Loaner Laptop to open the file (only MS Office is standard). You will not have a synced local drive on the loaner laptop. View ACCD's OneDrive Policy
SharePoint	<ul style="list-style-type: none"> Any files that are saved on an existing SharePoint site are accessible 	<ul style="list-style-type: none"> Any files that are saved to an existing SharePoint site will be accessible, if you have the appropriate software on the Loaner Laptop to open the file (only MS Office is standard).

MFA—Multi-Factor Authentication

- Must be setup in advance: [MFA Set-Up Instructions](#)
- Must have a device that can receive texts or calls (cell phone or landline) to authenticate your account from your remote worksite.

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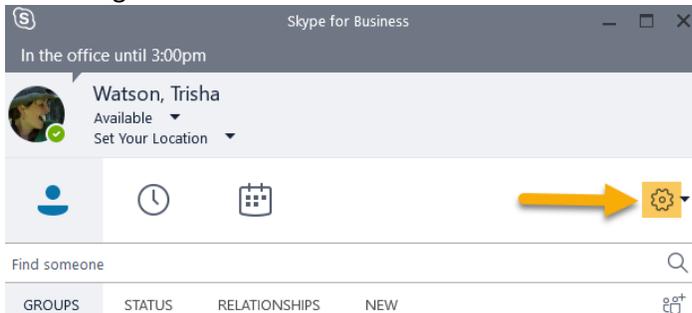
- If you have MFA set up to call your work VOIP phone, you can have your work phone calls forwarded to a cell phone or landline where you will be teleworking.
- You will not be able to work remotely without this authentication (see [Prerequisites](#)).

SFB—Enabling Skype for Business

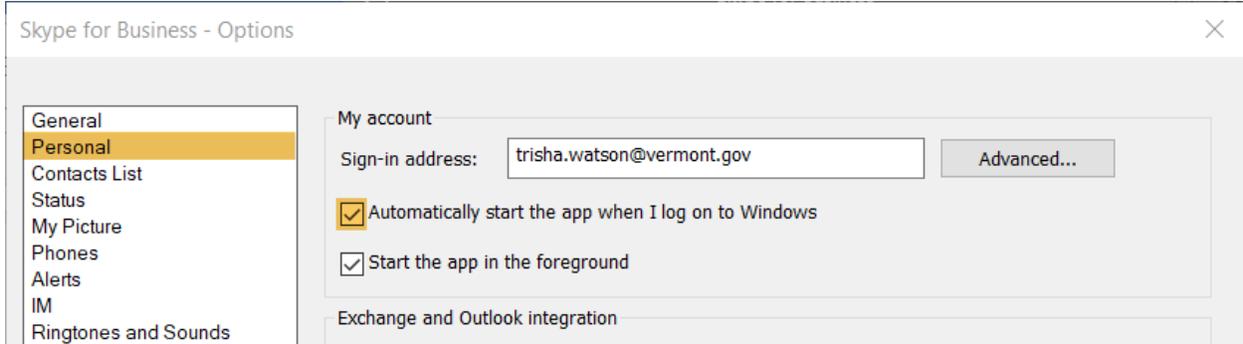
- While teleworking, ACCD requires users to enable SFB on their computer to maintain communication while remote.
- You should see the SFB icon in your system tray:



- If you do not, go to your Windows' start icon  and scroll to Skype for Business 2016 in your All Apps listing, click to open SFB.
- Click the gear icon:



- Click on Personal and make sure the box is checked for 'Automatically start app when I log on to Windows':



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REVIEW: Accessing Your Files

- No direct access to the S Drive from off-premises
 - See Citrix section (below) for how to access and limitations
- O365 Portal <https://login.microsoftonline.com/>, access to files stored on:
 - OneDrive
 - SharePoint
 - Must have the appropriate software installed on the computer you are using to open files.
- Citrix (license needed in advance, see your supervisor), <https://cag.state.vt.us/vpn/index.html>, only provides access to S Drive files that can be opened via:
 - Acrobat Reader
 - Outlook
 - Word
 - Excel
 - Publisher
 - PowerPoint
 - Access
 - Remote Desktop (must be enabled ahead of time, request through IT)
 - Only accessible if your work computer is at work, turned on, and connected to the network.
 - You can access all files and software that you can via your work computer—in this case the computer you are using is ‘remoting’ in to your work computer, allowing you to use everything available on your work computer, including access to the network (S) drive.
- Access to non-O365 program files (i.e. Adobe Creative Suite, Project, Visio, etc.)
 - Must have computer with the software installed and have the files you want to work with on your computer or OneDrive/SharePoint, or
 - Accessible with Citrix only with the Remote Desktop option (see above).

The State’s Telework Policy

- [11.9 Telework](#), updated 02/03/12