This guide outlines steps to prepare for working offsite and provides helpful links to resources and documentation. OA-IT recommends users perform the following activities:

1. Register for Password Self-Service
2. Register for Microsoft Office365 Multi-Factor Authentication
3. Determine If You Need VPN Access
4. VPN Configuration
5. Mobile Phone Setup
6. Webmail & OneDrive
7. Employee Self-Service Portal
8. Testing Remote Access

1. Register for Password Self-Service

1.1 Setup Password Challenge Questions

*You must be logged into CWOPA network to perform this task.*

Commonwealth staff can set up password challenge questions to be able to reset your password without the assistance of your agency’s help desk. **This is strongly encouraged for all staff in order to avoid waiting in queue with the help desk and return to a working state in just a few minutes.** Use the Commonwealth User Provisioning and Self Service (CUPSS) portal to reset your forgotten password.

- [CUPSS User Guide](#) - Instructions to set-up the service and set your 5 challenge questions
- [CUPSS Log In](#) - Use this link to set up the service, update a known password or update challenge questions and responses. You must be logged into CWOPA network to complete these processes.

Additional details and resources can be found here: [https://itcentral.pa.gov/sites/TechHelp/security/password-reset/SitePages/Home.aspx](https://itcentral.pa.gov/sites/TechHelp/security/password-reset/SitePages/Home.aspx)

1.2 Reset a Forgotten Password

If you forget your password, click the link under the password box on the login screen to answer your challenge questions and reset your password.

Contact [your agency’s help desk](#) for assistance.

2. Register for Microsoft Office365 Multi-Factor Authentication (MFA)

Everyone must register for Microsoft Office 365 MFA in order to access any commonwealth resources when you are not in the office. This includes Office 365 applications such as email, OneDrive, SharePoint, Skype, etc. Multi-factor authentication confirms your identity by calling your phone when you utilize these applications.

Office365 MFA User Guide - Follow the steps to set up your preferred MFA device (cell phone). The verification process involves receiving a call – please select a cell phone as your authentication phone and do not use your office desk phone.

3. Determine If You Need VPN

VPN, or Virtual Private Network, service allows you to connect to the commonwealth network to access secure resources that cannot be accessed through the Internet alone. The table below describes common IT resources and indicates if they require VPN service to access remotely.

Please Note: Since VPN is not required for many sites/applications, please only log in to VPN when it is necessary to complete tasks that require VPN. Log out of VPN when tasks are complete to improve system performance.

Contact your agency’s help desk for assistance.
<table>
<thead>
<tr>
<th>IT Resources</th>
<th>No VPN Needed</th>
<th>VPN Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365, including Outlook and OneDrive</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Skype for Business</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>ServiceNow Portal (for entering help desk tickets)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Desktop Software (e.g. Adobe Pro, AutoCAD etc.)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>ESS - <a href="https://www.myworkplace.state.pa.us">https://www.myworkplace.state.pa.us</a></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>SharePoint Sites – this varies based on SharePoint version and security settings defined for each site.</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Network Shared drives (Z: drives, H: drives, etc.)</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

A list of agency applications and their VPN Required designation is available to assist agencies in determining which business applications require VPN.

4. VPN Configuration

This process includes three parts:

1. Order VPN Service
2. Register for VPN Multi Factor Authentication (MFA)
3. Launch VPN and Shared Drives

4.1 Order VPN Service

[VPN Request Form](https://www.myworkplace.state.pa.us) – Complete this form to request VPN service. You will need funding code and cost center information to submit the form. Please contact your IT Business Relationship Manager if you need assistance with selecting the correct VPN group. Please allow 3-5 business days for the order to be processed.

4.2 Register for VPN Multi-Factor Authentication

You must set up VPN MFA, before you can utilize VPN (if you have not done so already).

[VPN MFA User Guide](https://www.myworkplace.state.pa.us) – Follow the steps to set up your preferred MFA device (cell phone). The verification process involves receiving a call – please select a cell phone as your authentication phone and do not use your office desk phone.

Contact your agency’s help desk for assistance.
4.3 Launch VPN and Shared Drives

Once your VPN MFA is set up, you can initiate a VPN session by going to https://greatdane.pa.gov

Please Note: This site scanner may “hang” part way through the process – please open in Internet Explorer, Firefox or Chrome. If you continue to experience this, please call your agency’s help desk.

Once VPN is connected, click on (XX) Logon Script on your Desktop (where XX is the acronym of your agency.) This will allow you to access your network drives (e.g. S: Drive, M: Drive etc.)

5. Mobile Phone Setup

You may add Skype to your COPA-issue or personal cell phone to make calls, instant message or participate in conference calls.

Skype Resources – This site includes a variety of training resources on Skype. A 24/7 training help desk is available for Skype inquiries at 844-580-6957.

Install Skype for Business on Android Phone
Install Skype for Business on Apple Phone

Call Forwarding – Your work phone number can be forwarded to a cell phone through Skype. Click the Options (gear) icon, then choose Tools, Call Forwarding to set your call forwarding settings.

Contact your agency’s help desk for assistance.
6. Webmail & OneDrive

Commonwealth email is available through the Microsoft portal at [http://portal.office.com](http://portal.office.com). This replaces all former “webmail” links.

OneDrive allows you to access your webmail and OneDrive without requiring VPN. Access your OneDrive at [http://portal.office.com](http://portal.office.com)

- **Access OneDrive and Move Files To It** - View this video to learn how to log into the OneDrive app on your computer and move your network and local files to OneDrive
- **Tips on Managing and Sharing Files with OneDrive** – View this video for information file management and collaboration options
- **Additional OneDrive Training** - To learn more about OneDrive, reference the “For Work/Business” materials on Microsoft’s training site.

7. Employee Self Service Portal

1. Access ESS at [https://www.myworkplace.state.pa.us](https://www.myworkplace.state.pa.us)
2. Login by entering **CWOPA\** in front of your username (example: CWOPA\jsmith)
3. You will receive an informational message saying: “Passcode sent via email. Please enter the passcode to log on.” Do not close this screen; leave it open while acquiring the passcode.

Contact **your agency’s help desk** for assistance.
4. Log into your work email account at portal.office.com, or through the Outlook app, to view the message containing the passcode.
5. Return to the ESS log in screen (see step 3) and enter the passcode.

8. Testing Remote Access

Below is a basic checklist to assist with performing testing. This can be tailored to include specific agency or bureau requirements.

1. Basic Equipment & Internet Access
   a. Take your COPA-issued laptop home nightly
   b. Ensure your power adapter is working
   c. Take or obtain an external mouse and/or keyboard if needed
   d. Confirm you can connect to your home wireless network with your COPA device
2. Access your Office365 application, Outlook and OneDrive files via portal.office.com
   a. Ensure you can access needed files
   b. Practice saving files to OneDrive
3. Practice making and receiving phone calls
   a. Use the dial pad in the Skype application to make phone calls
   b. Adjust your laptop speaker and microphone settings
   c. Connect any personal headphones to your laptop via USB, Bluetooth or 3.5mil jack, if needed to participate in calls
4. Open all business applications that you typically use
   a. Discuss any connection errors with your IT staff
   b. Login to ESS
5. Log in to VPN (if using it)
   a. Test access to applications/resources that require VPN
   b. Practice disconnecting from VPN when done accessing particular resources

Contact your agency’s help desk for assistance.