Preparing to Work Remotely

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

1. Register for Password Self-Service
2. Register for 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 a Password Management Service

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

Commonwealth staff can register for services that allow them to change, unlock or reset their CWOPA password without assistance from their IT 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.

There are multiple services available for password management.

Self Service Password Reset (SSPR)
The Self Service Password Reset is the newest password self-service option available to commonwealth users. It offers a more modern and user-friendly experience for password management.

- [SSPR and Azure MFA User Guide](#) - Includes instructions to set up the service.

Commonwealth User Provisioning Self Service (CUPSS)
The Commonwealth User Provisioning and Self Service (CUPSS) portal is a service available to all users. You can use it to reset your forgotten password or update your existing password.

- [CUPSS User Guide](#) - Instructions to set-up the service and set your 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.

Desktop Password Reset Assistant (DPRA)

The Desktop Password Reset Assistant (DPRA) is a service available to some users. Once enabled, it allows you to reset your password from your computer log-in screen, unlike CUPSS which requires the user to be able to access a website.

- DPRA User Guide
- DPRA Frequently Asked Questions

Additional details and resources can be found on IT Central Tech Help.

2. Register for Multi-Factor Authentication (MFA)

Everyone **must** register for Microsoft Office 365 (Azure) MFA in order to access any commonwealth resources when you are not in the office, including Office 365 applications such as Outlook, OneDrive, SharePoint, Teams, etc., virtual private network (VPN) and Employee Self Service.

Multi-factor authentication provides an added layer of security by requiring confirmation via phone call, text message or secure app, in addition to your user name and password.

- Office365 (Azure) MFA User Guide - Follow the steps to setup your preferred MFA device and verification option.

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.

IT Resources	MFA Required	VPN Required
Office 365, including Outlook and OneDrive	✓	
Microsoft Teams and Skype for Business	✓	
ServiceNow Portal (Enter Help Desk tickets)	✓	
Daptiv (Enter IT projects)	✓	
Desktop Software (e.g. Adobe Pro, AutoCAD etc.)	✓	
Integrated Enterprise System (IES)	✓	

IT Resources	MFA Required	VPN Required
Employee Self Services (ESS) - https://www.myworkplace.pa.gov	✓	
Supplier Relationship Management (SRM) portion of IES		✓
SharePoint Sites – this varies based on SharePoint version and security settings defined for each site.	✓	✓
Other internal agency applications		✓
Network Shared drives (Z: drives, H: drives, etc.)		✓

4. VPN Configuration

This process includes three parts:

> 1. Order VPN Service
>
> 2. Register for Office 365 (Azure) Multi-Factor Authentication (MFA)
>
> 3. Launch VPN and Shared Drives

4.1 Order VPN Service

VPN service is available for $5 per month.

VPN Request Form – 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 to process the order.

4.2 Register for Office 365 (Azure) Multi-Factor Authentication (MFA)

You must set up MFA before you can utilize VPN. Please refer to Section 2 for details.

4.3 Launch VPN and Shared Drives

Once your VPN and MFA are setup, you can initiate a VPN session by opening the VPN software on your device, logging in with your CWOPA credentials and confirming your log in through MFA.

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

5. Mobile Phone Setup

You may add Skype to your commonwealth-issued 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 Microsoft Office Applications on Phone – This site includes a variety of training resources including how to install Microsoft Office applications on your mobile phone to access email, Skype, documents etc.

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.
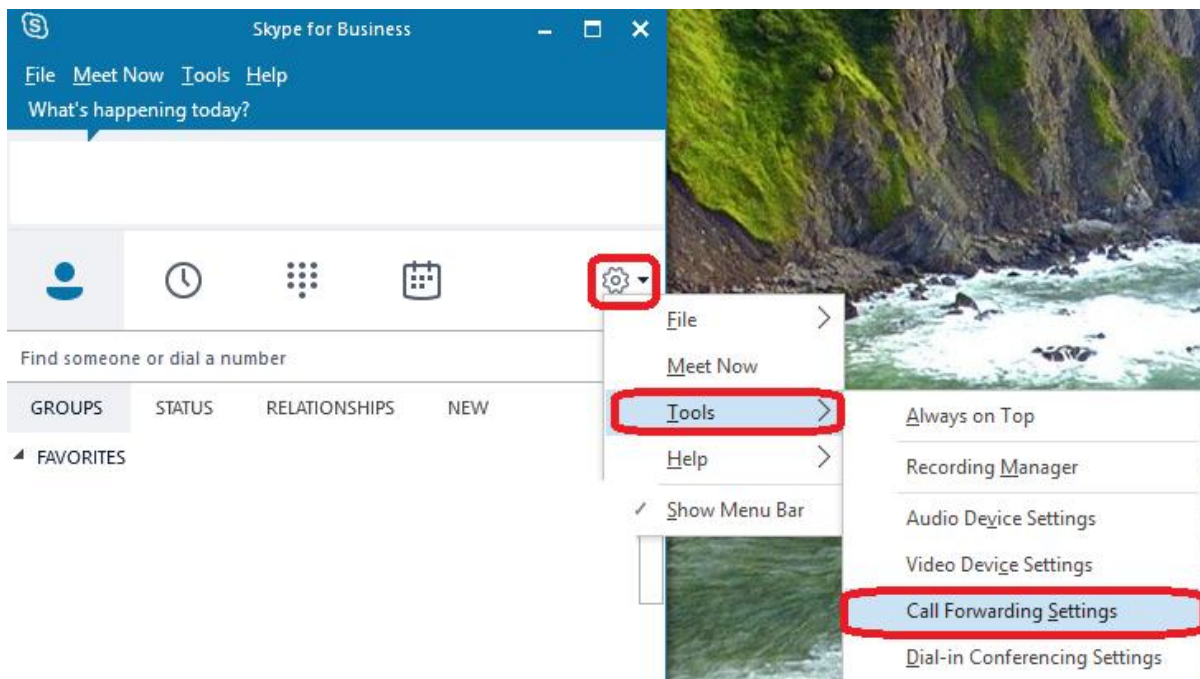
6. Webmail & OneDrive

Commonwealth email is available through the Microsoft portal at http://portal.office.com. This replaces all former "webmail" links.

OneDrive allows you to access your files without VPN. All files on OneDrive are synced between your local computer and your OneDrive (online) repository. Access your OneDrive at 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.pa.gov
2. Log in by entering **CWOPA** in front of your username (example: CWOPA\jsmith)
3. Confirm your log in through multi-factor authentication.

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 commonwealth-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 commonwealth 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 3.5mm 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 at www.myworkplace.pa.gov
5. If using VPN, login to VPN
   a. Test access to applications/resources that require VPN
   b. Practice disconnecting VPN when done accessing the particular resources