

# Commonwealth of Pennsylvania

## Office of Administration

### Accessing Work Applications and Programs from Remote Locations

Accessing commonwealth work applications and programs from outside of the network can be facilitated using a few software programs and a connection to the Internet. Whether using a Commonwealth issued laptop, a personal computer, or a mobile device, the first step is to register for multi-factor authentication (MFA).

MFA is a layer of security that is required to access information when you are working outside the Commonwealth network. Once registered, you'll have access to many of your applications when working from a remote location; for example, Office 365, email, Intranet sites, IES and SharePoint.

There are some applications that cannot be accessed using the MFA process. In these cases, a virtual private network (VPN) connection must be used. A VPN connection is also required if you are accessing documents from a network shared drive rather than SharePoint or OneDrive.

Please refer to the chart below to determine which access you will need for the applications used within your role at the commonwealth. Remember, MFA allows access to most of the application you use on a regular basis. Only request access for a VPN connection if you need to access applications that are not available through MFA.

Application   Program	MFA	VPN
Office 365 including Outlook, OneDrive, Skype	✓	
Skype from Outlook Web Application	✓	
Skype for Business (if installed on a personal PC/ Desktop)	✓	
Portfolio and Project Management	✓	
Integrated Enterprise System (IES)	✓	
SharePoint sites, such as: <ul style="list-style-type: none"> <li>• Agency Intranet Sites</li> <li>• Service Desk pages</li> <li>• ESS (My Workplace)</li> </ul>	✓	
Applications installed on your computer	✓	
IT Service Management Portal		✓
Supplier Relationship Management portion of IES		✓
Other internal Agency applications		✓
Shared Drives (e.g., Z: Drive, H: Drive)		✓

### Password Resets

All Commonwealth employees are encouraged to register for Password Self- Service. This only takes a few minutes and once registered, you will be able to reset your password from any device, on or off the network.

### Additional Information and Support

Please refer to the supporting documents on the OA telework home page for setting up MFA, VPN and Password Self-Service.

***For issues or questions regarding any of the topics listed above,  
please contact your respective IT group CIO.***