



## **Work from Home**

### ***Technology Guidelines for Agency Customers***

This document provides general information to help an agency plan for continued operations should an emergency or other circumstance require employees to work from home.

#### **Accessing Office 365 accounts (Office docs, e-mail, OneDrive) for agencies with Office 365:**

- If you have a state Office 365 account, you can work remotely with limited access from a personal or non-state computer (Office docs, e-mail, OneDrive files). To do so:
  - o Login to your [Office 365](#) account using your email address and password.
  - o You will have access to the entire Office suite including Outlook, Word, Excel, OneDrive, SharePoint and Teams.
  - o You can install Office products on your computer, or work from the online versions of Office that open documents in your web browser.
  - o You will be able to access and update files stored on your OneDrive for Business drive storage.

#### **Accessing agency systems from home (State/agency-owned computers only - preparatory work needed):**

- To access network resources from home, you will need:
  - o A VPN (Virtual Private Network). ITS uses GlobalProtect, and
  - o Multi-factor authentication account. ITS uses DUO. There is a \$36 annual fee for each account.

*\*If you only need access to email and OneDrive, and your agency has Office 365, you do NOT need a VPN.*

To request a VPN or DUO account, visit the Self Service portal at: <https://servicedesk.idaho.gov> and complete the [VPN/DUO Access](#) request form:

- You will need to take your state-owned PC/laptop home. A personally owned device will not be allowed to connect to the Idaho.gov domain, and therefore you will not provide full access to agency resources and applications.
- You must have access to the public Internet. ITS does not provide support for home Internet; however, if you can stream movies to a TV, your connection should suffice for working at home.

### **Telephones:**

- Agencies should consider how staff will be contacted via phone; agencies should update their staff contact lists to ensure staff can be contacted at home or at other remote locations.
- Desk phones can be forwarded to cell phones. On your VoIP phone, press “Forward all” then type in the phone number to which calls should be forwarded. Example: press: “Forward all” Enter: 8208908999. The phone is now forwarding to (820) 890-8999. To stop forwarding calls, press “Forward off.”
- If an agency requires a conference call, ITS may be able to assist depending on requirements. Go to <http://conferencing.idaho.gov/> for details on how to register to use a conference bridge.
- Office 365 users can use [Microsoft Teams](#) to schedule online meetings and calls from computers that have a microphone and speakers.

### **Other Important Information:**

- Users that might be required to work from home should test their systems from home to ensure everything works as expected. This will help avoid unexpected issues and loss of productivity.
- ITS has limited ability to support users at home. For example, ITS can’t setup printers at your home. In an emergency, ITS technicians may be working from home as well. Support could be delayed or limited as a result.

### **How to reach the Service Desk:**

- If Service Desk staff must work from home, phone support will be limited. We recommend customers use email or the self-service portal to create support tickets. If customers choose to call, they must leave a message, which will create a ticket. A technician will call them back.
  - o Email: [ServiceDesk@its.idaho.gov](mailto:ServiceDesk@its.idaho.gov)
  - o Self-Service Portal: <https://servicedesk.idaho.gov>
  - o Phone: (208) 605-4000
  - o **Service Desk Hours: 7:00 am – 5:00 pm (Mountain)**

### **When implementing an agency-wide work from home policy:**

- If your agency is implementing a "work from home" policy, please contact ITS with the start date and expected duration as soon as possible. You may notify us through the Service Desk as described above.

### **For all other questions, please contact:**

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| - Jon Pope (Chief of Operations)                               | (208) 605-4069 |
| - Greg Zickau (Deputy Administrator/Chief Information Officer) | (208) 605-4065 |
| - Jeff Weak (Administrator)                                    | (208) 605-4067 |