

ITD Emergency Remote Access User Guide



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Who Is This Guide For?

The purpose of this guide is to help anyone effected by the COVID-19 remote workplace changes access the resources they need to continue to do their jobs.

ITD has made many key applications available to you through the Microsoft Office 365 platform. You'll find your regular MS applications like Outlook email, Word, Excel, PowerPoint along with collaboration tools like SharePoint, Teams, and Yammer. You can now also access Advantage Timesheets to submit your time card!

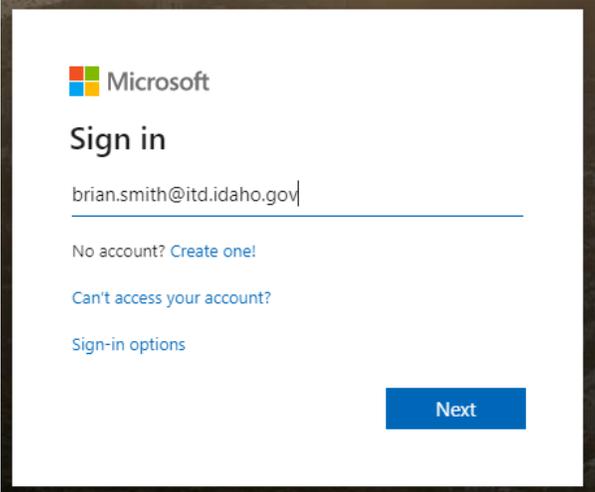
ITD also provides Virtual Private Network (VPN) access as needed for employees that need access to resources that can not be provided through the O365 portal for security or technical reasons. If you don't already have VPN access, you can request your account be provisioned for it through the ITD Service Center. More info at the end of this guide.

If you are new to working from home, or you just want a list of all the resources available, this guide will be your resource to finding the information you need.

Accessing O365 From Home

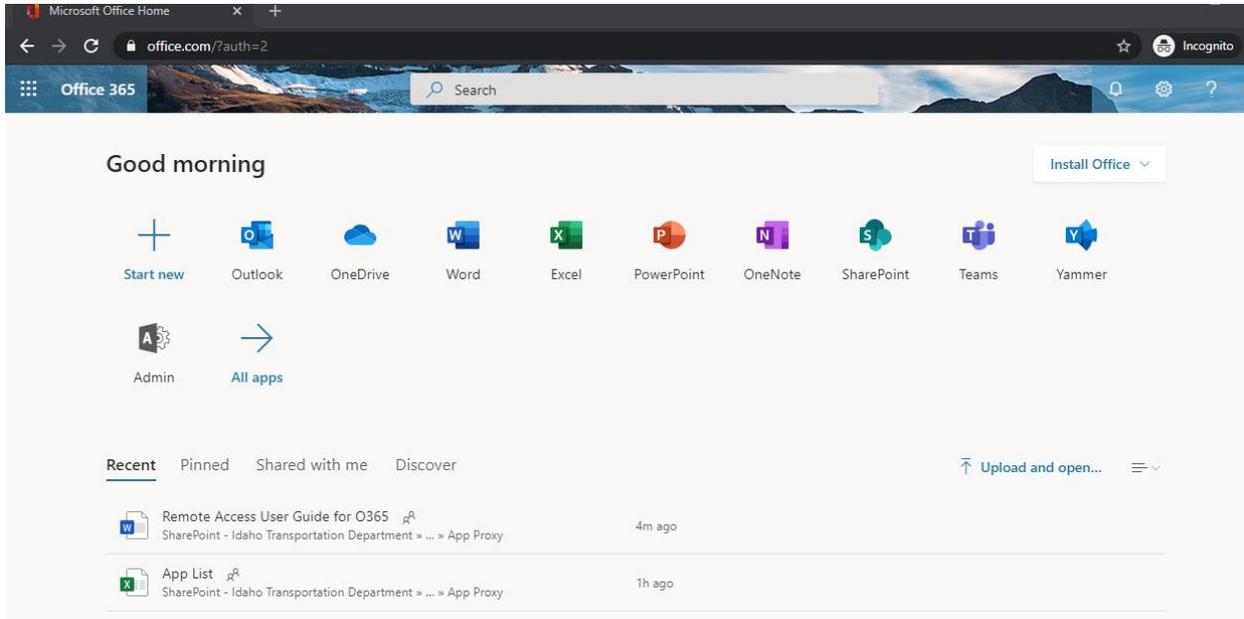
In order to access Office 365 from home, all you need is a computer and a web browser. You can then follow these steps:

- Once online, log in to your Microsoft account from your laptop or personal device: <https://www.office.com/signin>
- The sign on window opens.



- Enter your ITD email address as shown above.
- Enter your ITD account password.

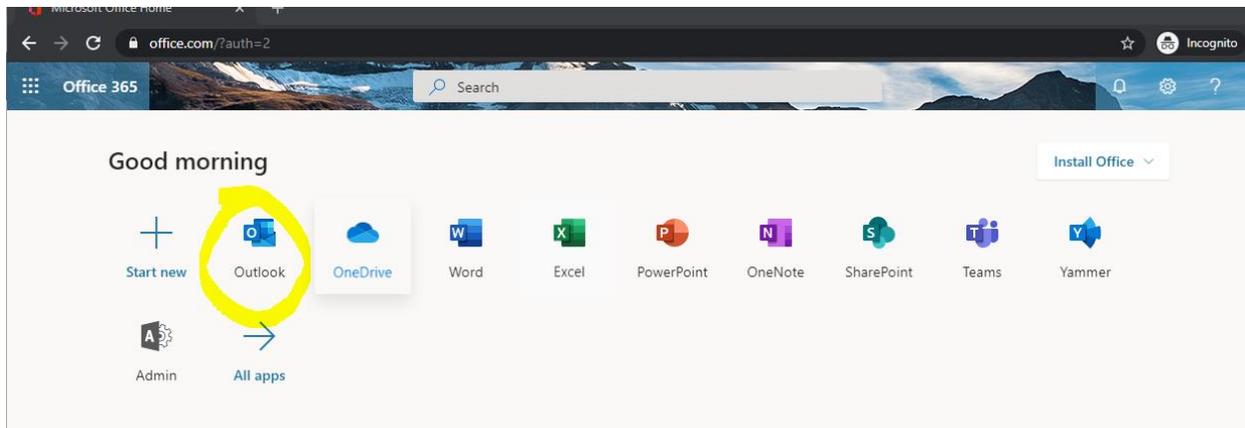
Once you have signed in, you should be presented with a screen similar to this.



Congratulations, you're on your way to being a remote worker!

Accessing Email

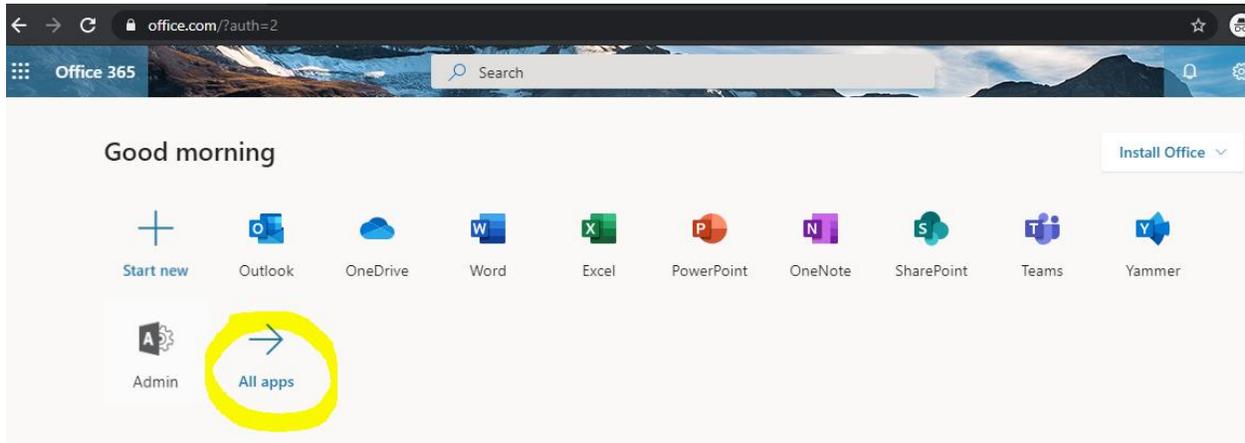
From the home screen you have logged into, click on the Outlook app.



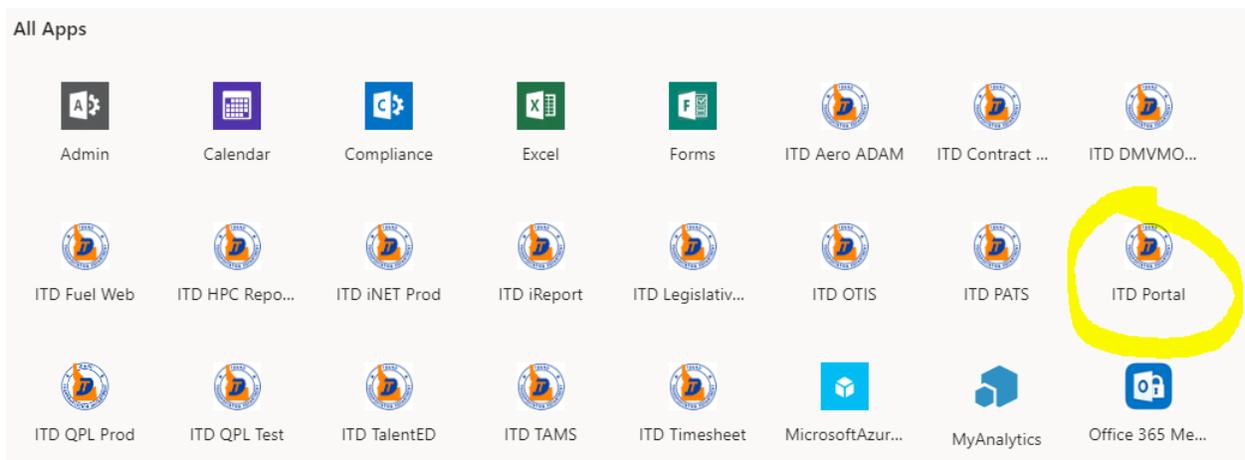
That's it! You're in your inbox now. You can use Outlook as you normally would in the office.

Accessing SharePoint

To access SharePoint from the login screen, the easiest user experience is to access the ITD Portal App. From the home page, click on “All apps”



Scroll down that page to the “All Apps” section, and click on “ITD Portal”

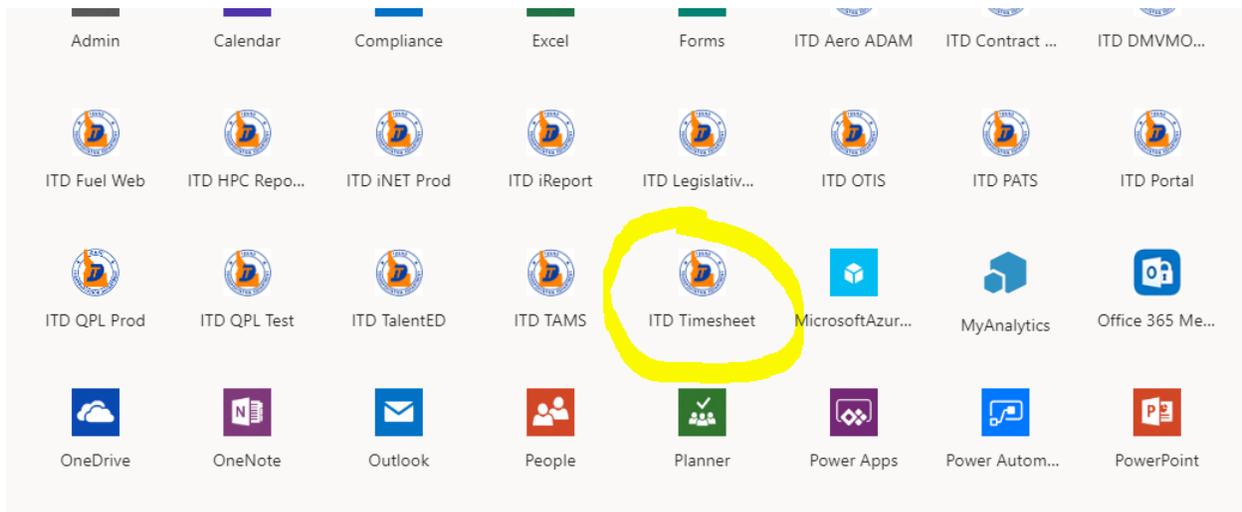


This will give you access to the normal ITD portal we see every day on our browsers at work, and you can navigate SharePoint from there.

Accessing ITD Timesheets

We all want to keep getting paid, right?

Timesheets can be accessed in the same “All Apps” section, and is just called “ITD Timesheet”



You will be presented with the same Advantage timesheet app you're used to:



 A screenshot of a 'User Login' form. The form has a title bar that says 'User Login'. It contains two input fields: '* User Name:' and '* Password:', both with asterisks indicating they are required. Below the fields are 'Login' and 'Reset' buttons, and a link for 'Forgot Your Password?'. At the bottom of the form, there is a footer that reads 'Press CTRL+D to bookmark CGI Advantage® ESS'.

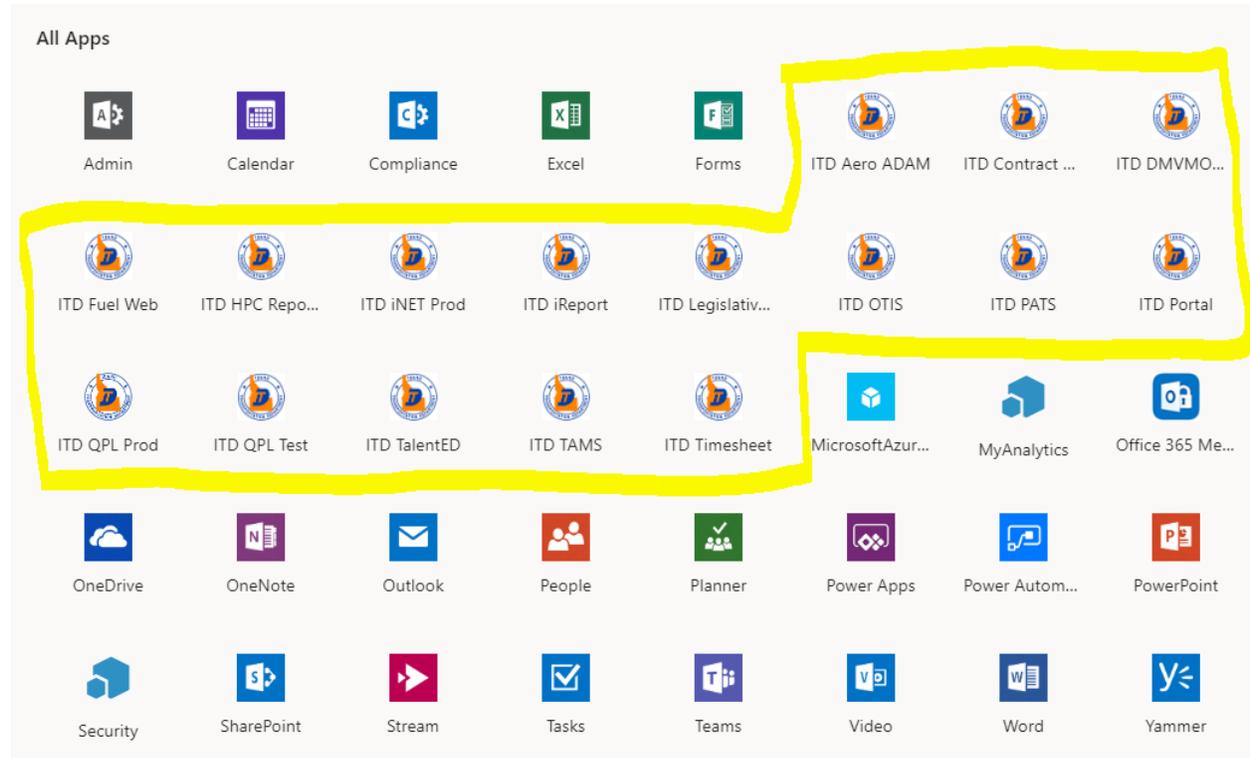
****TIMESHEET APPROVERS****

To access timekeeper and approve timesheets, you need to use this link: <https://itdadvantage-itd.gov.msappproxy.net/PRDHRM1X1/Advantage>

Unfortunately we can't make a nice link on the portal for this.

Accessing other ITD Applications

If you're still reading this guide, you're probably noticing a theme at this point. All internal apps that were pushed into O365 are in the "All Apps" section and we placed an ITD logo on them so they're easy to differentiate. Some will require you to provide credentials again, this is normal. Only people who are normally able to access these apps will be able to log into them.



Adding New Applications to O365

Did we miss something? It's very possible. We built this out pretty quickly, and we reached out to as many managers as possible to identify critical apps but we know there's no way we have everything yet.

If you need something made available in this O365 portal it needs to meet the following criteria:

- It needs to be an internally hosted web app that we don't post outside the agency. (hint, if your URL starts with "www" it's already available outside ITD.)
- "Web app" means you use a web browser to access it. This method won't work for anything where you launch an actual application from your desktop. For those use cases, please skip to the "What if O365 Doesn't Meet My Need?" section of this document.
- Some apps are built on legacy technology that won't work in the O365 portal. We don't know until we try, but be aware not everything may work if it meets the first 2 criteria.

If you meet the above criteria, please email brian.smith@itd.idaho.gov with the following information:

- Application Name
- URL you use from an ITD machine to access it.
 - Example: <https://advantage.itd.state.id.us/PRDESS1X1/ESS> is the Timesheet URL
- Who do you want to be able to access it?
 - Example: All ITD users, or a specific list of usernames, or an Active Directory group for a team.

If you have any other questions about this process please reach out to me directly at

brian.smith@itd.idaho.gov

Introducing OneDrive for Business

OneDrive Setup Instructions

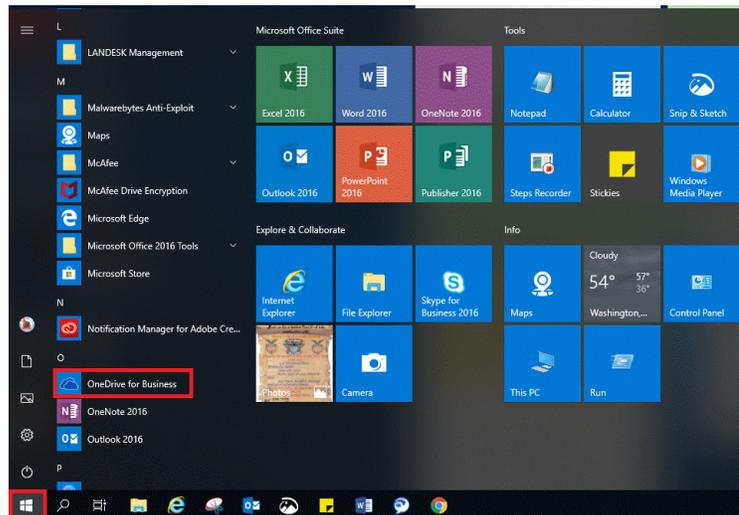
There are different ways to open OneDrive for Business.

The following information illustrates the options available to start OneDrive for Business.

- **Method 1:** Go online and log into your Office 365 Microsoft account using your ITD credentials. Once logged in, navigate to the Apps section. Select the OneDrive app.



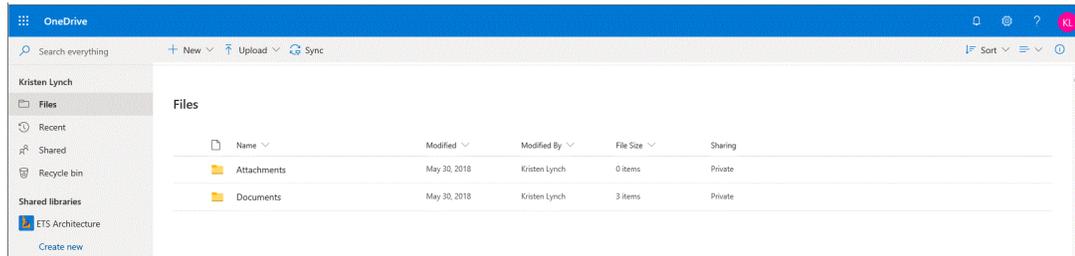
- **Method 2:** Access your OneDrive folder directly from your desktop. Click on the Windows Start icon, and then double-click on the OneDrive for Business icon.
Note: In order to use this method you will need to first email Service Center for permissions.



- **Method 3:** On the lower right corner of your computer screen, click the up arrow to access hidden icons, and then double-click on the OneDrive icon.



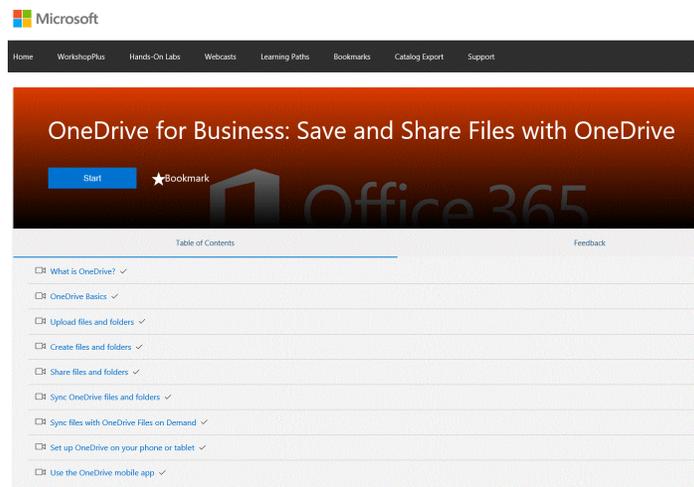
After accessing OneDrive, the file navigation page opens.



Quick tips for getting started

Once in the OneDrive page, you can upload files, share files, sync files, and collaborate in real time.

Additional learning tools and training can be accessed on the [Microsoft support pages](#).



Note: As a reminder, OneDrive for Business creates opportunities for sharing and storing files. ITD follows the ITA governing policies for employee personal computer use. OneDrive for Business should only be used for ITD business-related content.

Please see guidelines here: <https://ita.idaho.gov/resources/>

If O365 Can't Meet Your Need --> VPN

While O365 can meet a broad set of user needs, there are some limitations.

If you need to remotely access resources that are locked inside the ITD network, ETS can provision users with Virtual Private Network (VPN) access. VPN provides users with secure access to non-web applications, such as Bentley, OTIS, TAMS, WARS, etc.. that cannot be accessed via O365 for technical or security reasons.

VPN requires two setup steps prior to use. VPN access will be provisioned AND a client will need to be installed on the computer. Both of these steps are handled by the ETS Service Center. The Service Center team will also provide instructions on how to activate your VPN access and connect your computer into the ITD network.

To get VPN set up or get support, contact the ETS Service Center at ServiceCenter@ITD.Idaho.Gov or 208-344-8175.

IF YOU WILL BE USING VPN, PLEASE TAKE YOUR ITD-PROVIDED COMPUTER HOME WITH YOU

If you will be accessing the ITD network via VPN, it is **highly** recommended that you pack up your ITD-provided computer and take it home to use. Joining your personal computer to VPN will subject it to all the web filtering, security scanning, and other content protecting tools that the ITD Cyber Security Team uses to protect our network. *Connecting a personal computer via VPN should be the absolute last resort method of granting access to staff.*

Bottom line: If you want your personal computer to stay personal, don't connect it to the ITD network through VPN.

REMOTE ACCESS USER GUIDE FAQs

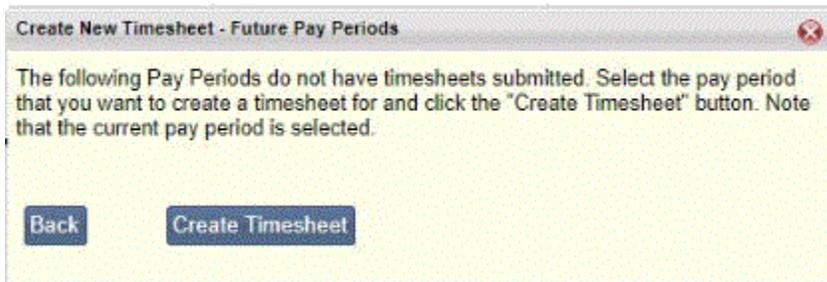
The following issues might arise while logging onto or accessing tools for remote work.

Please read the information below, and then follow steps to troubleshoot issues.

If unable to resolve, please use the [Self Service Portal](#) or contact the Service Desk for further information.

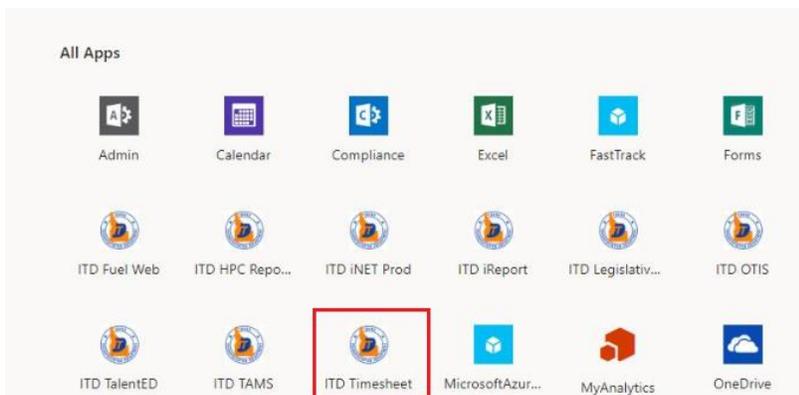
.....

Q) I am having issues filling out my timesheet and received the following error message.



Timesheet access should be available on your personal SharePoint All Apps portal.

Double-click the ITD Timesheet icon, and then follow the instructions.



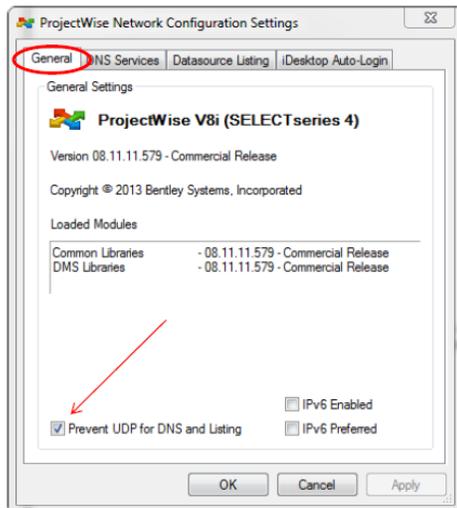
Note: Timesheets are not accessible until after the first Tuesday of the new pay period.

Q) How do I access ProjectWise without a VPN?

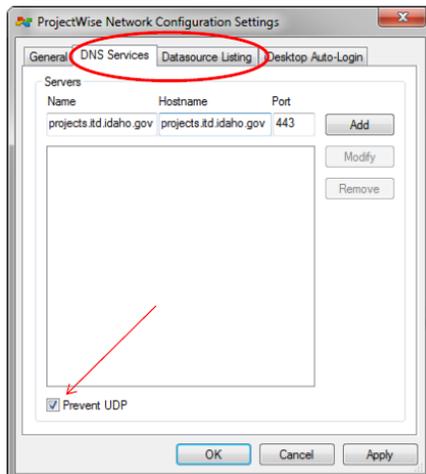
ProjectWise will work without a VPN, if it is already installed on your desktop.

Follow the steps below to access ProjectWise.

1. Open **ProjectWise Explorer**, select **Tools** from the Menu Bar, and then select **Network Configuration Settings**.
2. Click **Yes**, on the pop up asking if you want it to allow you to make changes.
3. On the General tab, check the box to prevent UDP for DNS and listing.



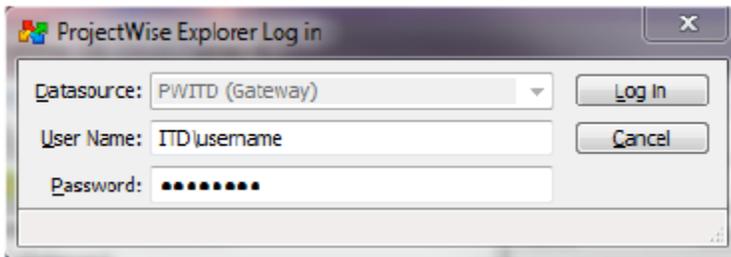
4. On the **DNS Services** tab, check the box to **prevent UDB**.
5. Enter **projects.ITD.Idaho.gov** in the **Name** and the **Hostname's** boxes, and enter **443** in the port box. Click **Add** button.
6. Repeat the same steps for the **Datasource Listing** tab.



7. Click **OK**.
8. **Close** and reopen **ProjectWise**.

To login to ProjectWise, use the following steps.

1. **Double-click** the PWITD Gateway **Datasource**, and the login screen will appear.
2. In the **User Name** field, **enter: ITD** followed by your ITD username.
3. In the **Password** field, **enter** your ITD login.

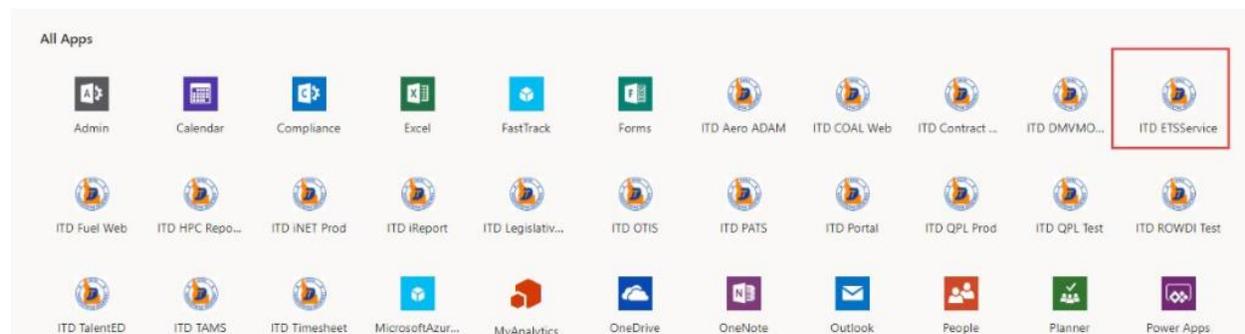


Note: A Web version is also available from anywhere but does limit functionality.

Q) How do I access LANDesk to open a ticket?

In your personal SharePoint portal, open your **All Apps** window, and then double-click on the **ITD ETSService** icon.

Follow regular instruction procedures.

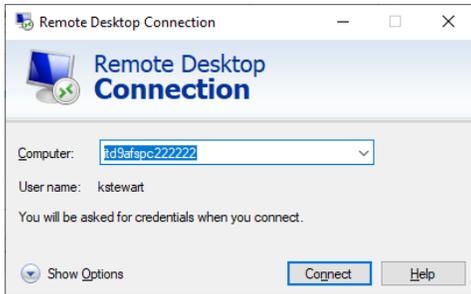


Q) How do I access resources without my work computer?

To access resources, follow the steps below to set up the **Remote Desktop Connection**.

NOTE: These instruction assume you are already connected through a VPN.

1. Search on your computer to find **Remote Desktop Connection**.
NOTE: If you cannot find it on your computer we will have to figure that out on a case-by-case basis... It will be in different places depending on the version of Windows you are using.
2. Run the program and you should see something like this screen. Click on the “Show Options” at the bottom if your name isn’t listed next to the “User name” field.

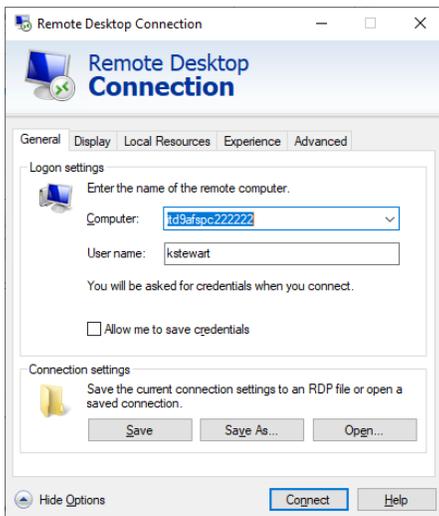


3. With **Show Options** selected, you should see a screen like below.

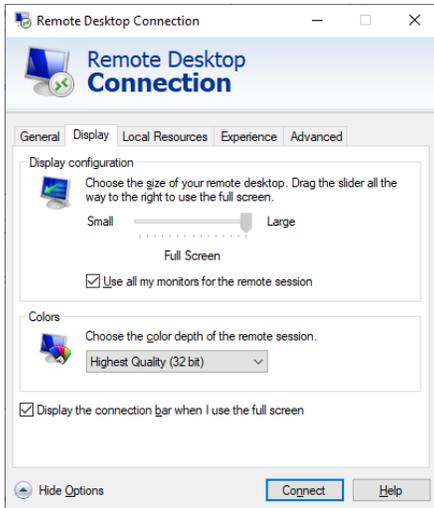
Note: if you are viewing with multiple screens at home, look at the next screenshot to be able to use multiple screens during the Remote Desktop session.

Type in your work computer number in the **Computer** field. This must be the complete computer number) and your **ITD username** in the **User name** field.

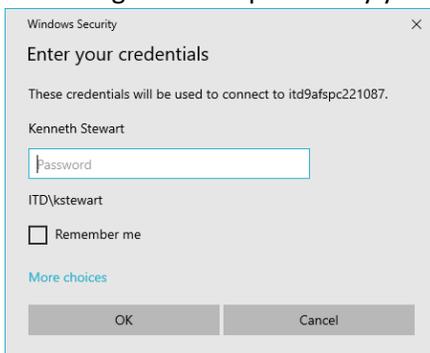
Check the **Allow me to save credentials** box.



Note: If you want to use multiple screens during the Remote Desktop session go to **Display** tab and check the **Use all my monitors for the remote session** box.



4. **Click** on the **Connect** button and you will be asked for your ITD network password. Enter it, **select** the **Remember me** box, and then **click OK**.
Assuming all is set up correctly you will then be remotely connected to your work computer.



Note: the Remote Desktop access is set up for a specific user on the specific work computer. So, that means I can't remote into your work computer and you can't remote into my work computer. ETS configures each person individually to access a specific work computer.

Q) How do I access Project Web App?

Project Online or **Project Web App** is available from the web.

For additional resources, there are two guidebooks on the **ITD.IDAHO.GOV** website under Manuals:

[Project Charter Guidebook](#)

[Project Manager Guidebook](#)

Note: Project Web App or Connecting to Project Online begins at page 30. This is a training guide that points to the test instance.

For **PRODUCTION**, go to <https://itd.gov.sharepoint.com/sites/pwahwy>

