

Teleworking References

A few highlights for those of you that are new to teleworking. We strongly recommend that you do the following BEFORE you start teleworking:

1. You must have internet access at your house in order to successfully telework.
2. Change your ESD network password. If your network password expires while you are teleworking it can potentially cause issues where it locks you out of your machine and would require you to come back into an ESD office to reconnect.
3. If you have a new digital VPN certificate assigned to you, make sure to login to your machine while you are in the office to accept it.
4. Review the changes to our usual computer update schedule.

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I need to take my equipment home, now what?

If you have received an ESD Telework WorkStation Kit, see the next page.

Your supervisor has approved you for telework and you want to go home and set up your desk. But you need monitors, a docking station for your laptop, a mouse and keyboard...normally ESD policy prevents you from removing these items from your desk to take home. However, given the circumstances of the COVID-19 outbreak, ESD is temporarily suspending this and approving an emergency process to allow staff to take equipment home.

You need to review and complete [the Special Permission to Remove IT Resources Form](#).

The special process still requires that you:









- have completed the telework application and agreement
- have been approved to telework
- document what equipment is being taken home
- understand that the equipment must be returned when recalled by ESD
- have you supervisor's approval on the form
- tape a copy of the form to your desk

You also need to take the steps to change your password and accept your digital VPN certificate as outlined in this document **before** you begin teleworking.







Make sure your ESD issued Telework WorkStation Kit is COMPLETE.

Also, keep this sheet to reference when having to return the kits.

These items should be included now and when the kit is returned.

<ul style="list-style-type: none"> • Two power cords • Two Video Cables <ul style="list-style-type: none"> ○ (Both Ends Must Be DisplayPort Formfactor Connections.) 	 
<ul style="list-style-type: none"> • Two Monitors & Stands <ul style="list-style-type: none"> ○ (Monitors & stands may vary and not match within each kit) • One Power Strip <ul style="list-style-type: none"> ○ (Power strips may vary in size and color) 	  
<ul style="list-style-type: none"> • Keyboard & Mouse • Network Cable <ul style="list-style-type: none"> ○ (Network Cables may vary in size and color) 	  

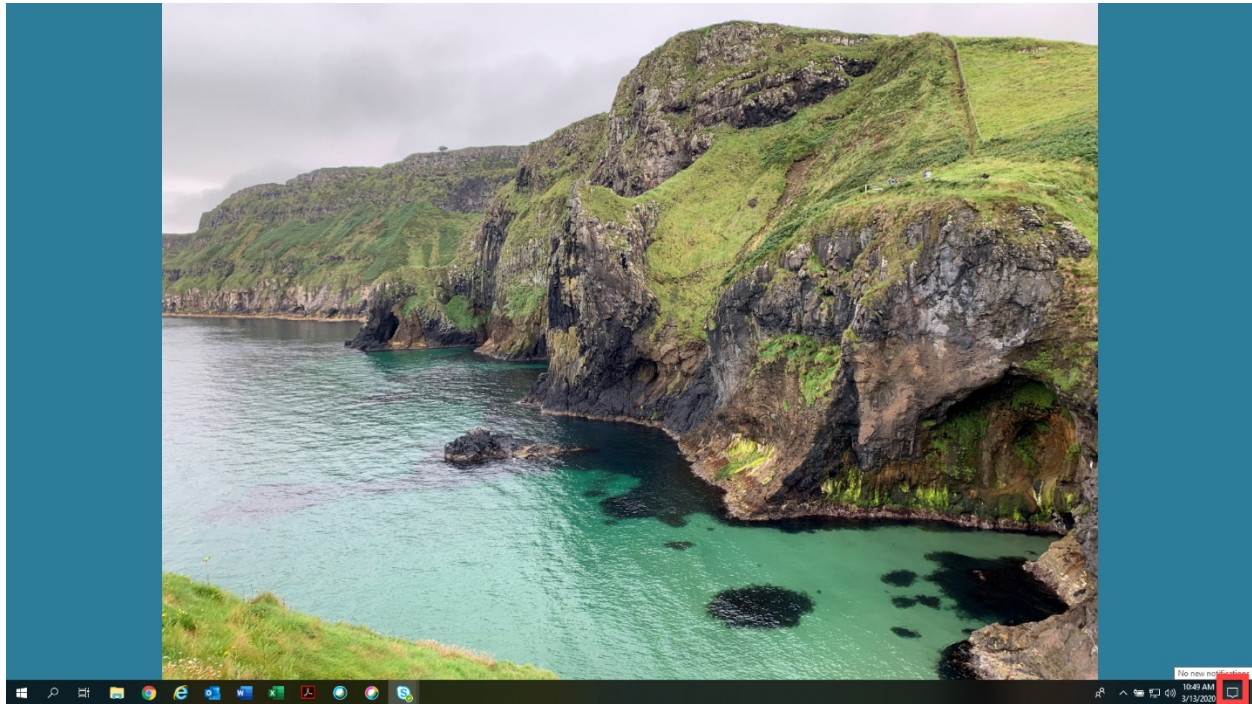
These are the potential docking stations that may have been deployed

<ul style="list-style-type: none"> • Thunder Bolt Docking Station • With AC Power Supply. <ul style="list-style-type: none"> ○ Make sure you know what dock you need. 	   <p>The HP 'Thunderbolt' Docking station is the most common in the latest kits.</p>
<ul style="list-style-type: none"> • Slimline Docking Station • With AC Power Supply. <ul style="list-style-type: none"> ○ Make sure you know what dock you need. • Set Up Instructions 	   <p>The HP 'Slimline' Docking station may have been provided in the early kits.</p>

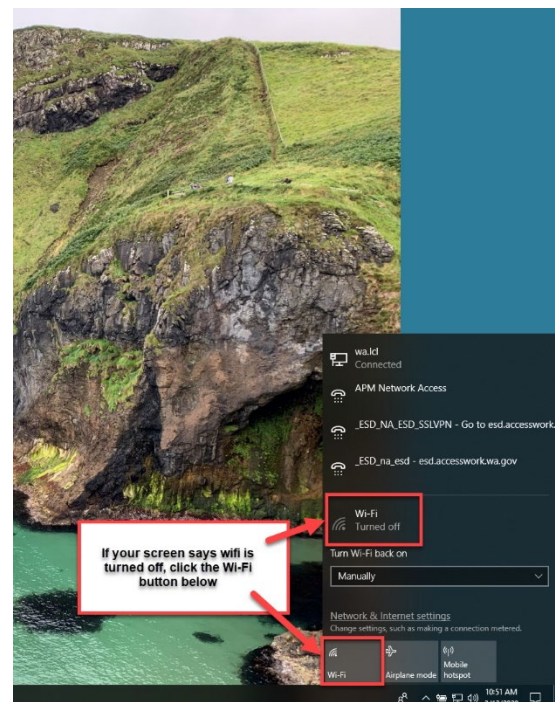
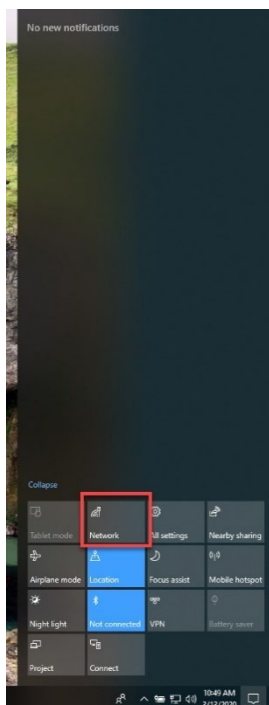
Ask an IT Support member for assistance.

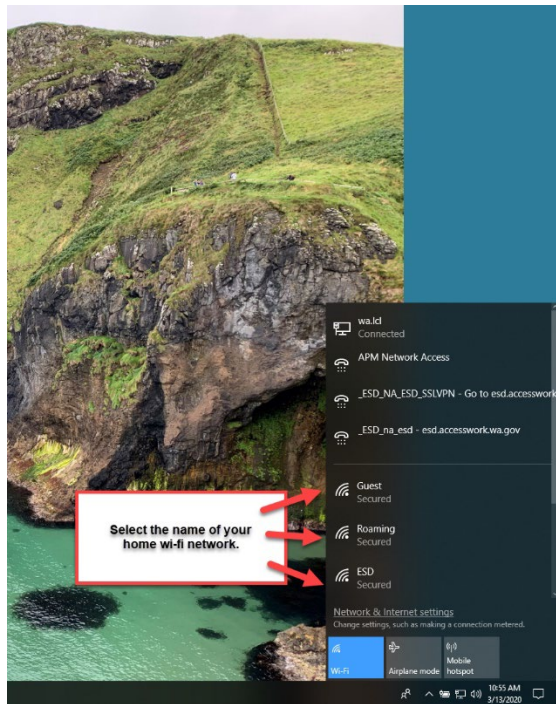
How do I connect my ESD machine to my home wireless network?

On your desktop, click on the notification icon in the bottom right corner:



Then click on the Network box:

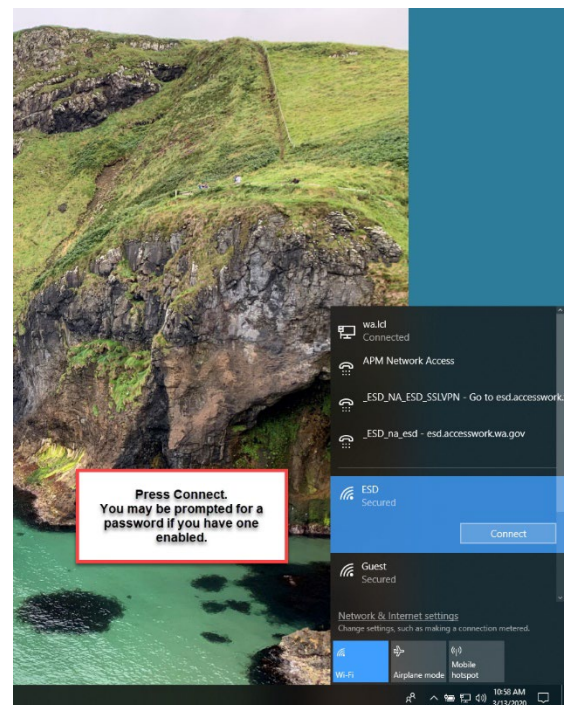




If you don't know the name of your home wi-fi, there are a few places you can look:

1. On the bottom of your router.
2. Check a phone or other connected device in your home.

If you are prompted for a password, this is not something ESD Technical Solutions can assist with. It may also be on the bottom of your router, but you may have changed it for more security. You will have to know your password in order to connect. If you don't have it, and nobody in your house does either, you will need to call your internet service provider (like Comcast or CenturyLink) for assistance.



How to setup your laptop, docking station and 19" monitors.



1. Connect the docking station power cable
2. Connect your video cables
 - a. If you have 19" monitors, you will need a docking station to connect the external monitors.
 - b. VGA and DVI to Display port cables will be provided.



c. VGA



DVI to Display Port

3. Connect monitor(s) power cord.
4. Connect your keyboard and mouse to the USB ports.
5. Dock your laptop and lock it in. Slide the Connection Button.
6. With the lid closed, press the power button to turn on the laptop.

How to setup your laptop, docking station and 24" monitor(s).

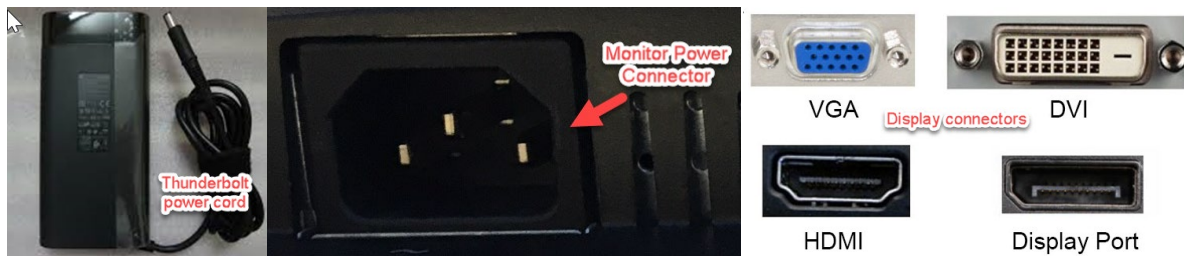
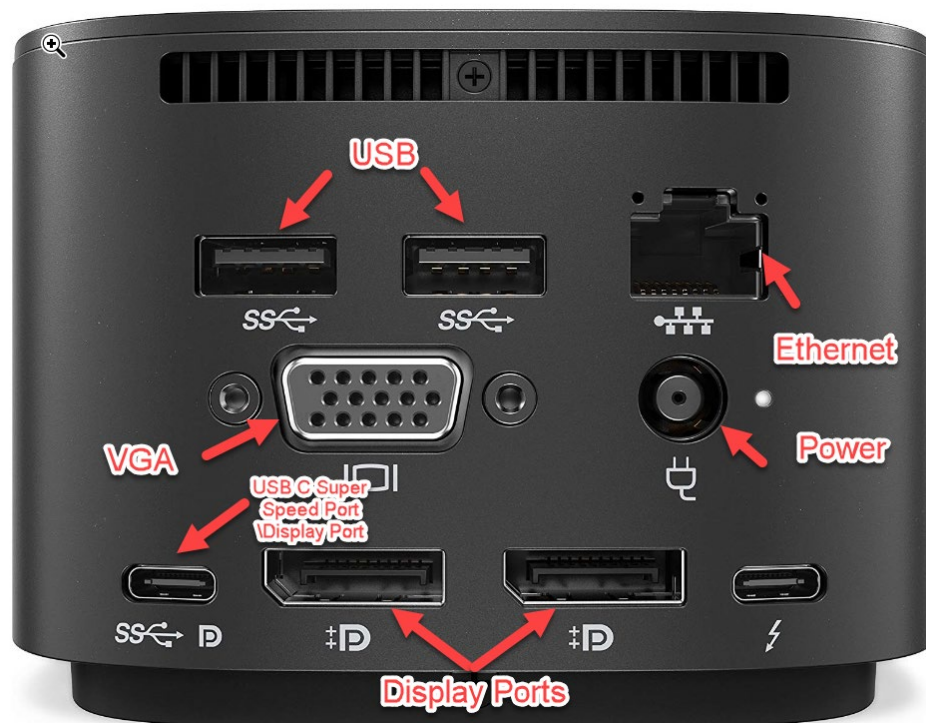


1. Connect the docking station power cable.
2. Connect your video cables. Display port cables will be provided.



3. Connect monitor(s) power cord.
4. Connect your keyboard and mouse to the USB ports.
5. Dock your laptop and lock it in. Slide the Connection Button
6. With the lid closed, press the power button to turn on the laptop (3)

How to setup your Thunderbolt docking station with a ZBook, Tablet or Laptop and monitors.

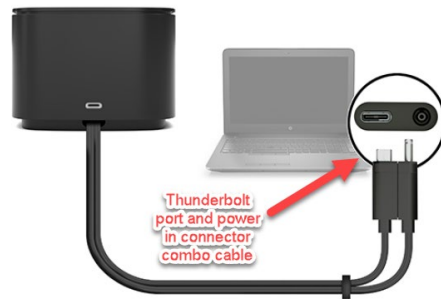


1. Connect the docking station power cable.
2. Connect your video cables. Display port cables will be provided.

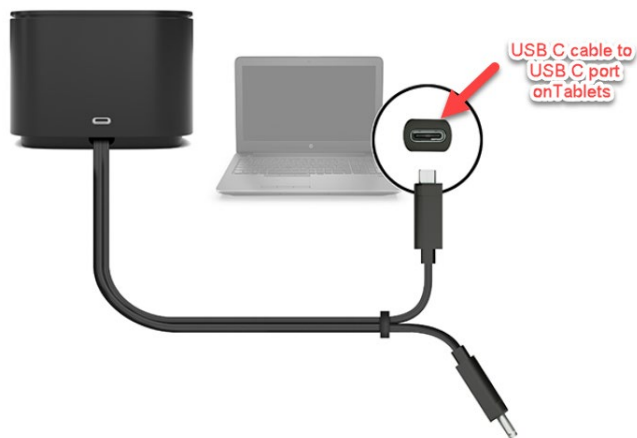


3. Connect monitor(s) power cord.
4. Connect your keyboard and mouse to the USB ports.

5. Connect your device to the docking station.
 - a. ZBook and 840 laptop users connect both the USB C and Power connector to the laptop.



- b. Tablet users connect the USB C cable to your device.



6. With the lid closed, press the power button to turn on the device

ESD Employee VPN Instructions – Certificate

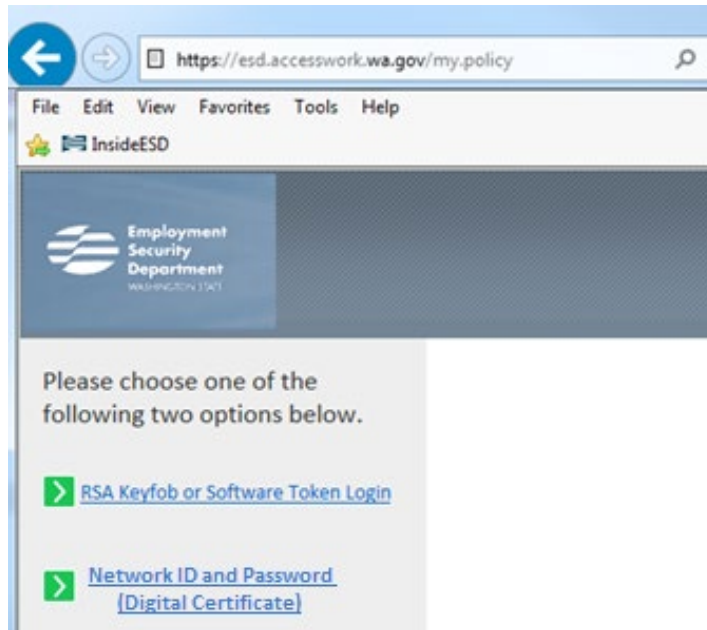
Disclaimer: You must first follow these instructions while logged into your device at an ESD site. This will not work otherwise.

1. Logon to the secure F5 VPN service

From your remote location, open your internet browser and go to the following URL:

<https://accesswork.wa.gov/esd>

This will take you to the screen shown below

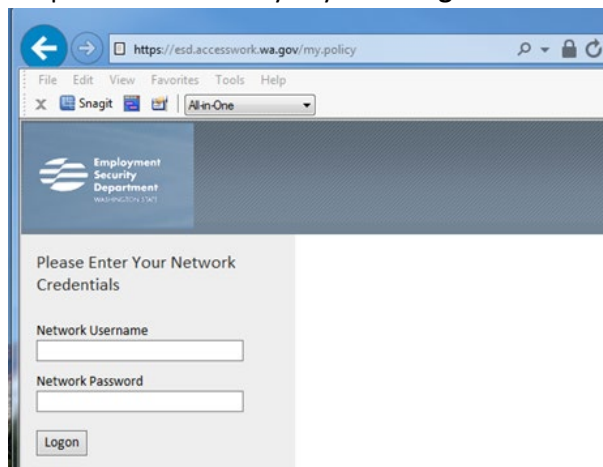


2. Select Network ID and Password (Digital Certificate)

Please note: Using a certificate will only work if you are using an ESD machine

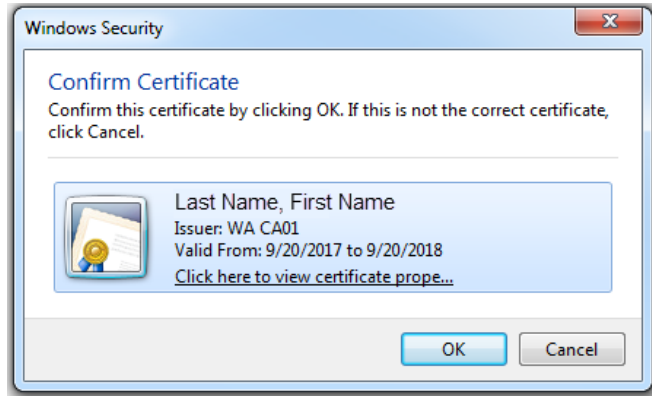
3. Login and Connect to the ESD Network

Key in your Network Username and Password. These are the same ones you use to sign into your computer at work every day. Click **Logon**



4. Confirm Certificate

Once you hit log on you may see a Windows Security Pop up that says **Confirm Certificate** with your last and first name in the box.

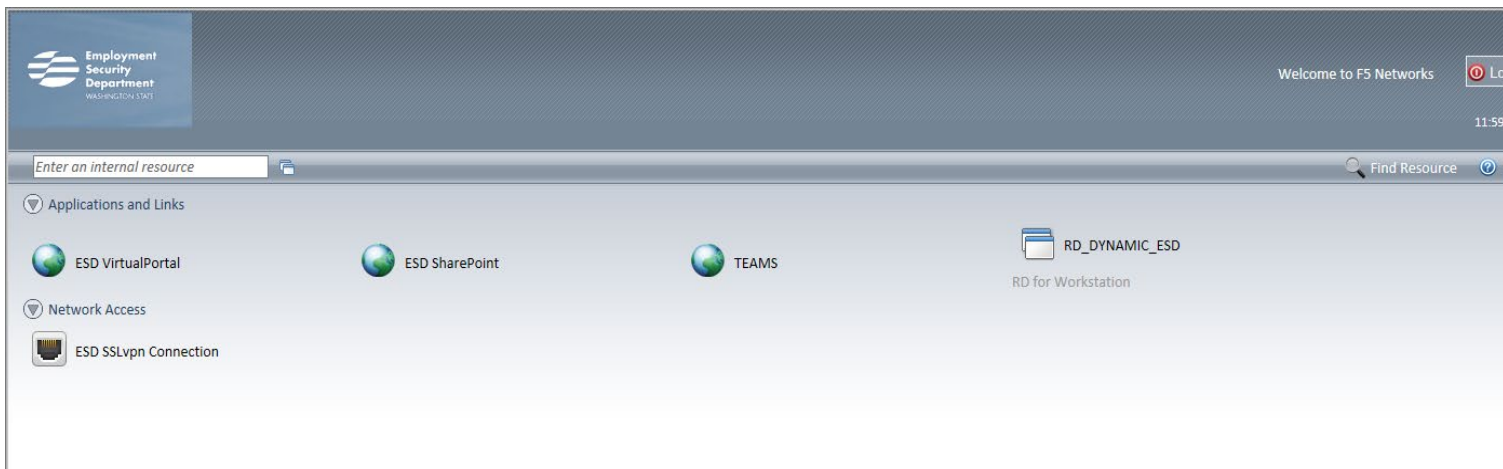


Click **OK** to continue

5. Choose your Access

After logging in you will be directed to the Dynamic WebTop which will look similar to the image below.

Please Note: The WebTop display can vary. It may not look exactly the same as the image shown. Displays vary based on your access and the device you use to access the ESD network.

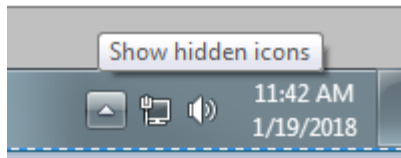



6. Select ESD SSLvpn Connection.

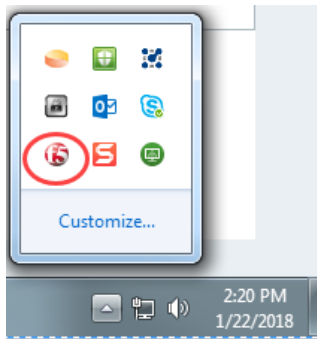
7. Knowing if you're connected

Once you select your type of connection, you will be connected to the ESD network.

ESD SSLvpn Connection the look of your computer will not change, however, you can confirm you are on the network by opening the arrow on the bottom right side of your screen that says **show hidden icons**



Click on that arrow and you should see a red f5 ball  hover over it and it will say connected.

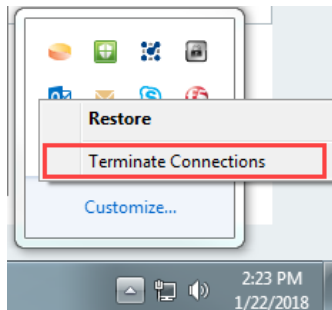


8. Disconnecting from your VPN

Click Logout in the upper right corner of the WebTop. This will close your VPN session.



ESD SSLvpn Connection. Or you can right click on the red f5 ball and click Disconnect from session.

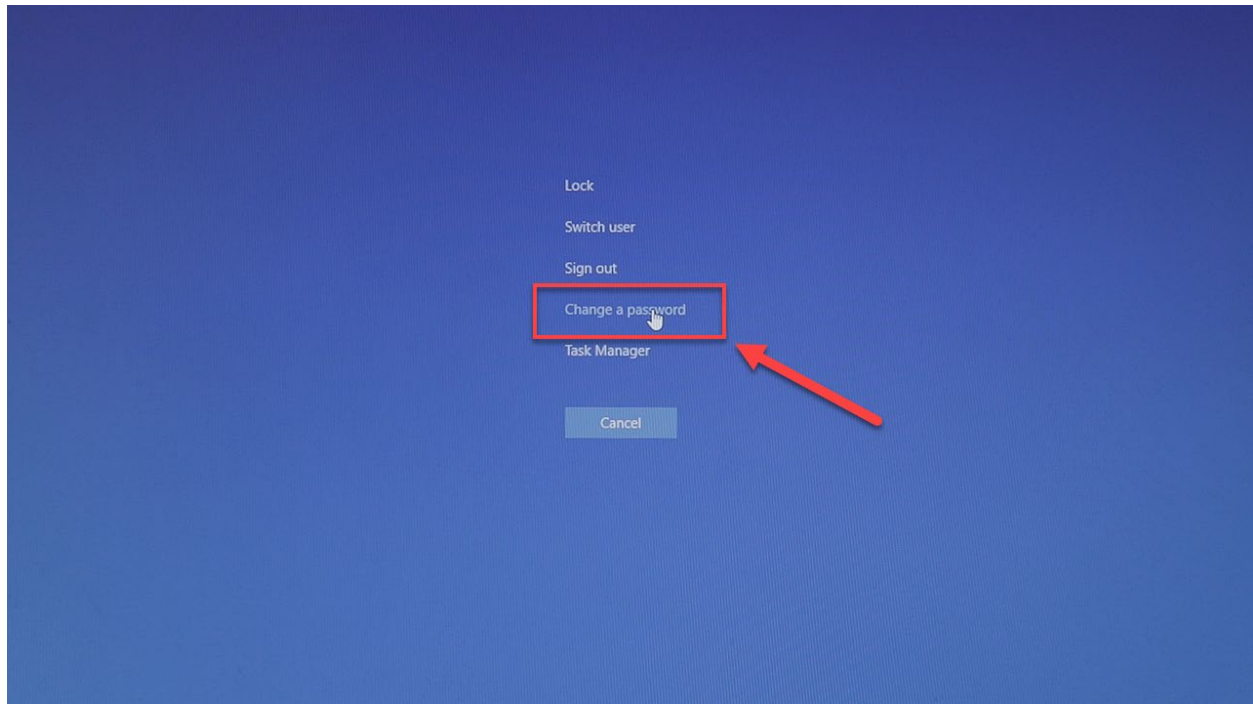


If you have technical issues, please contact Technical Solutions by submitting a [remedy ticket online](#) or by phone.

(1-877-397-1212) or (360-507-9700)

ESD Network Password Reset Instructions

Make sure you're logged into your machine. Then press the Ctrl+Alt+Delete keys all at the same time. It will bring up the following screen where you'll select Change a password:



That will take you to this screen: The first box will already be filled in with your username.



Press enter and you're ready to go!

Resetting Your ESD Network Password Over the VPN

If you didn't get to reset your password before you left the office and you're working remotely, there are a couple of extra steps you should take to prevent yourself from getting locked out of your machine.

Failure to follow these instructions may prevent IT staff from assisting you until you can go to an ESD office and dock your machine!!

Make sure you are connected over the VPN. If you're not sure, try logging into the VPN again and establish your connection.

Visit <https://esd.accesswork.wa.gov/my.policy> and log in, based on your certificate type.

(If this is all foreign to you, you may not have a VPN, in which case you should call Technical Solutions at 360-507-9700 or toll free at 877-397-1212.)

Once you know you are connected to the VPN follow the password reset instructions on the previous page.

Press the Ctrl+Alt+Delete keys all at the same time, but select Lock.

Log into your machine like usual, with your new password.

This will sync your VPN password with your new network password.

Changes to Our Usual Computer Update Schedule

Currently, our patches (or updates) begin on Wednesday nights at 6 p.m. This is why we ask you to leave your machines docked and powered on at work. When you're teleworking, your VPN is like your docking station. If you don't leave your VPN connected and the lid of your machine open, they won't install. We've made a few changes to the schedule to accommodate the influx of people teleworking.

If you're still working in an office, the only change for you is that you need to leave your machine docked and on, **Thursday night** instead of Wednesday night.

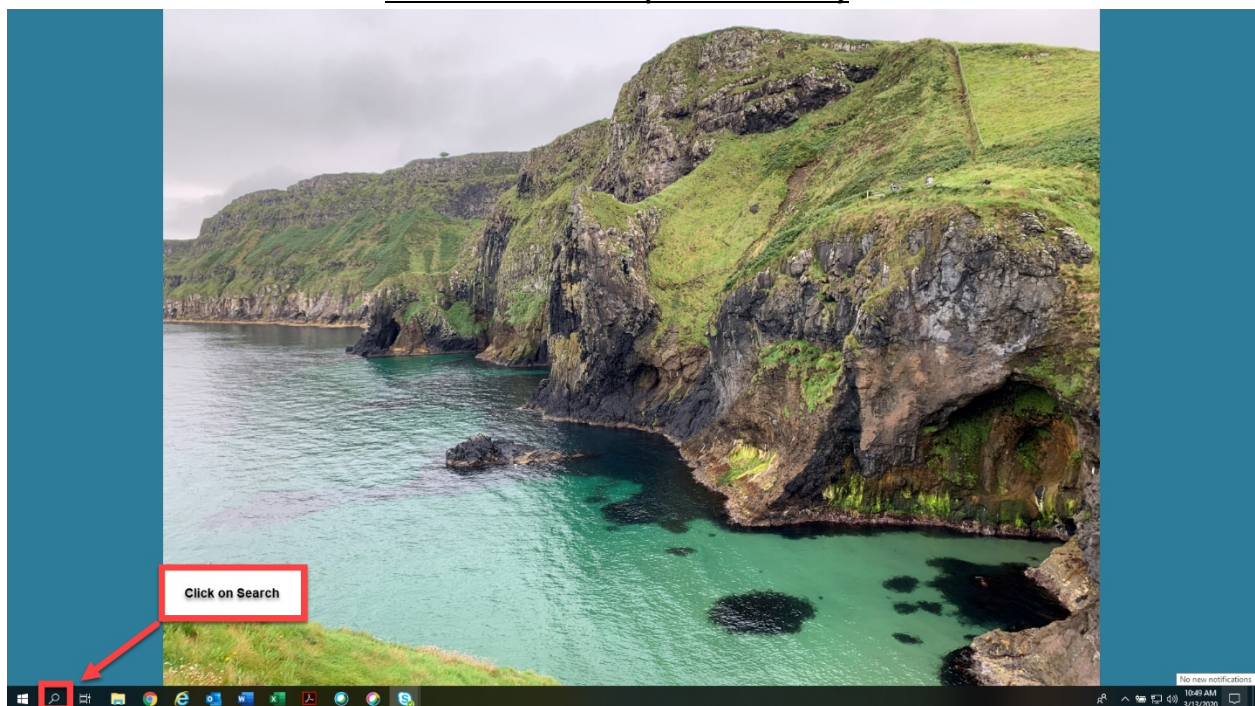
If you're teleworking, here are our recommendation to make sure your machine stays up to date:

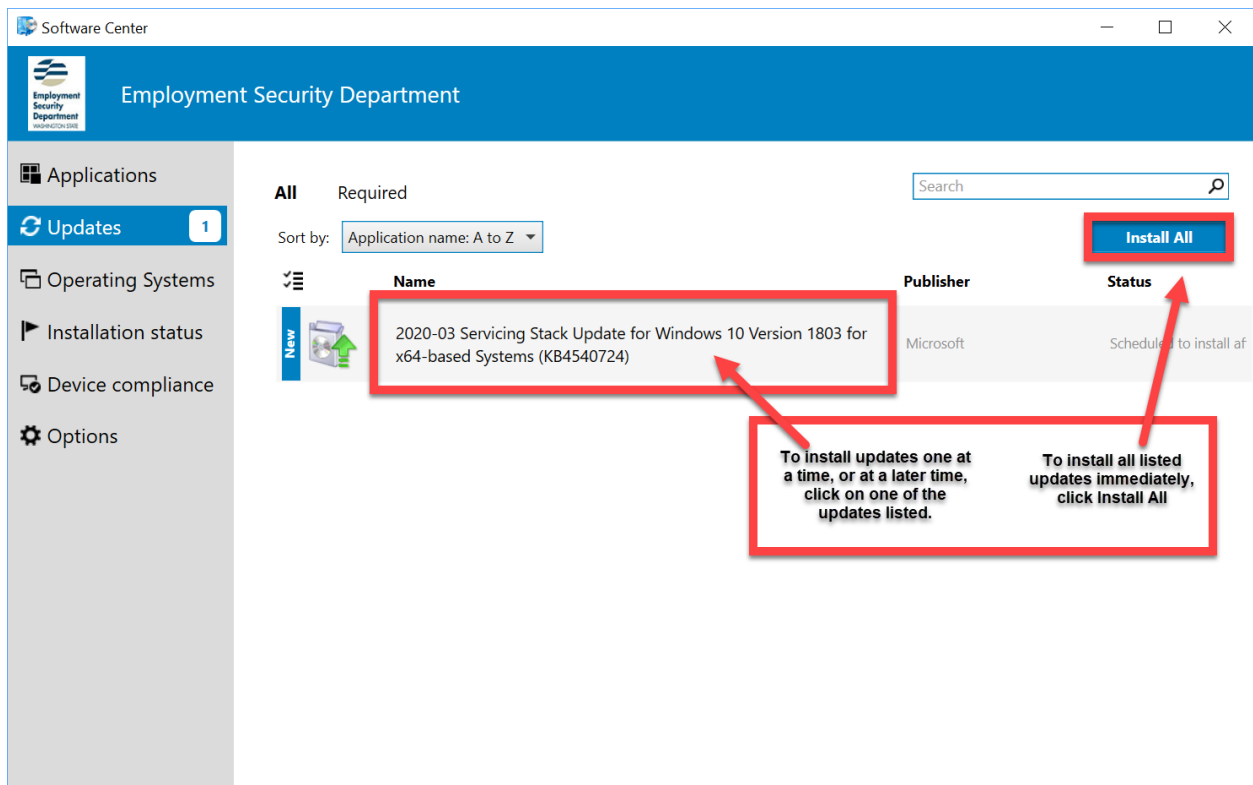
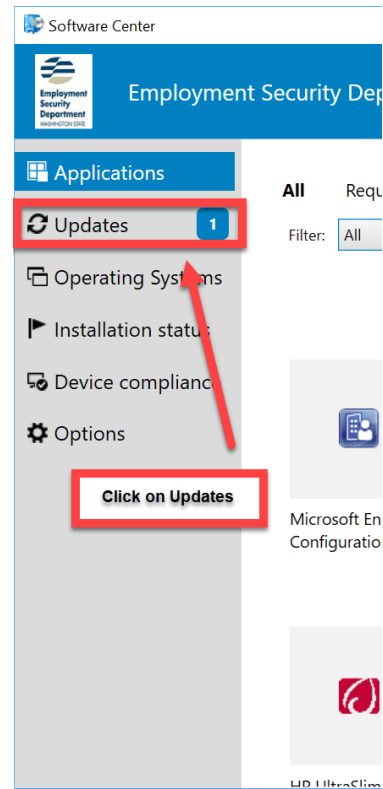
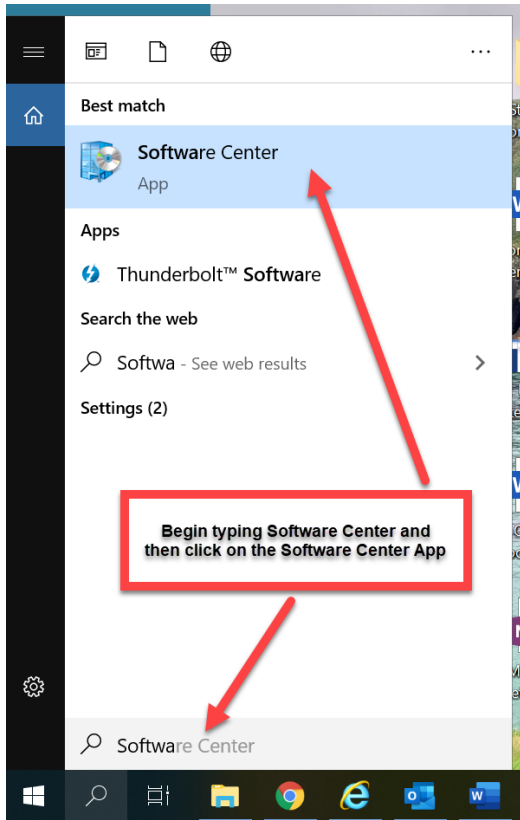
1. Set a reminder on your Outlook calendar for 5 p.m. on Wednesdays to download and install the weekly updates (instructions below). If you do this, you're done! If you're off work before 5 p.m., or forget to install them, you can do it any time on Thursday. Just be aware that the amount of time it will take, can vary widely depending on your internet speed, and your machine may need to restart after the update is applied.
2. If you don't want to try and install them during the day on Thursday, you can leave your machine open and your VPN connected Thursday night, and they will install automatically. As long as your VPN session is still connected and your lid is open, you're all set!

If you want to use this option, be aware that your VPN session will automatically expire after 12 hours. So if you log on at 6 a.m., and leave your machine connected all day, it will be disconnected at 6 p.m. This may not be enough time for the install to complete. We recommend disconnecting your VPN as you log off for lunch and reconnecting it when you return to avoid this potential problem.

3. If you don't do either of the above, and the updates have not been installed by 5 p.m. on Thursday, the next time you log into your machine and connect to the VPN, it will force the updates to install. **This will result in your machine restarting unexpectedly.** That may mean losing work, or disconnecting from a SoftPhone, Webex, or Skype call. To avoid these types of interruptions, please plan your weekly updates accordingly.

How to Install Your Updates Manually





Software Center

Employment Security Department

Applications

Updates 1

Operating Systems

Installation status

Device compliance

Options

All Required

Search

Sort by: Application name: A to Z

Install All

	Name	Publisher	Status
New	2020-03 Servicing Stack Update for Windows 10 Version 1803 for x64-based Systems (KB4540724)	Microsoft	Installing

If you select Install Now or Install All, the status will update to show it is installing. The system will notify you if a restart is required.

Downloading and installing
Click to view progress.

Software Center

Employment Security Department

Applications

Updates 1

Operating Systems

Installation status

Device compliance

Options

Updates > Update details

2020-03 Servicing Stack Update for Windows 10 Version 1803 for x64-based Systems (KB4540724)

Published by Microsoft

Install Schedule

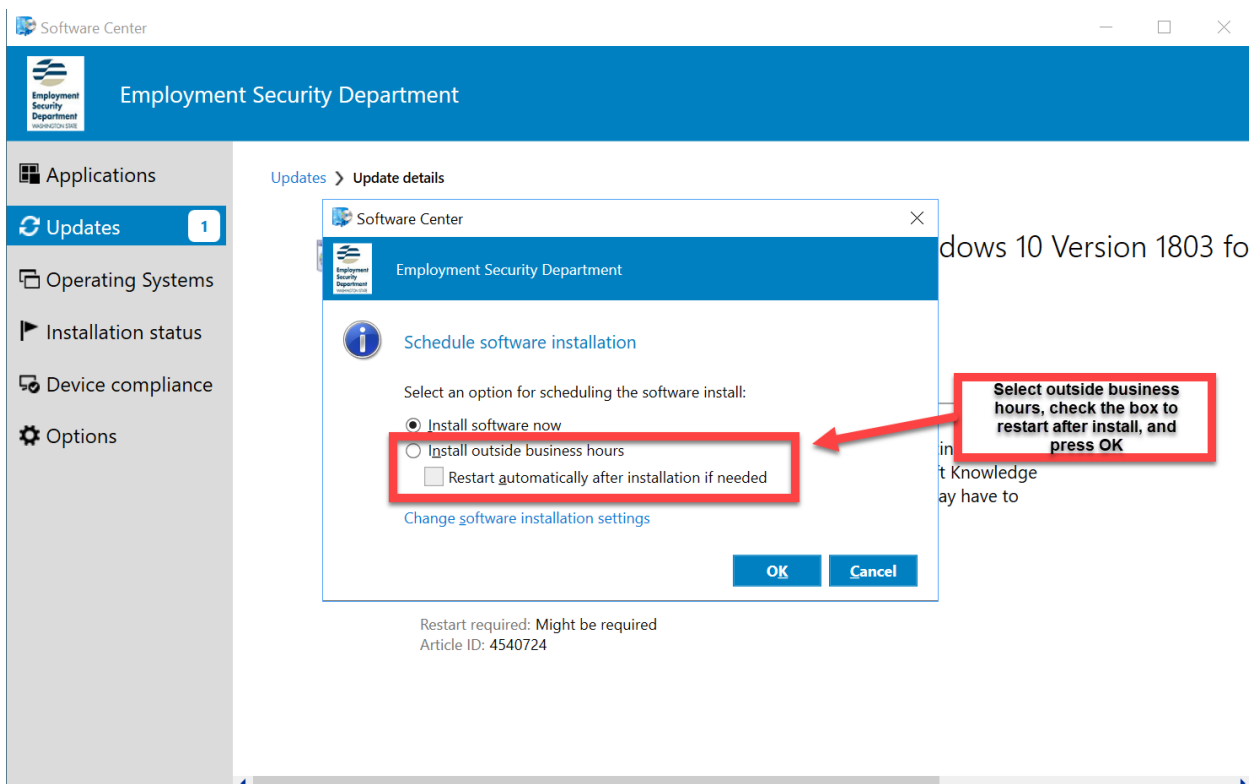
If you clicked on one of the updates, select an option based on if you want to schedule it for a future install or if you want it to install now.

Install this update to resolve issues in Windows. For a complete listing of the issues that are included in this update, see the associated Microsoft Knowledge Base article for more information. After you install this item, you may have to restart your computer.

Status: Scheduled to install after 3/18/2020 6:00:00 PM

Restart required: Might be required

Article ID: 4540724



How do I make phone calls while teleworking?

If you need to contact other ESD staff, you can make Skype calls through your laptop, or connect over a Webex conference as long as you both have your profiles set up. (See the [WPC Technology](#) page or [InsideESD](#) for instructions on setup.)

If you need to make phone calls outside of ESD, and do not have an agency issued mobile phone, talk to your supervisor about the use of SoftPhone. **Please do not attempt to take your desk phone home and connect it. It will not work.**

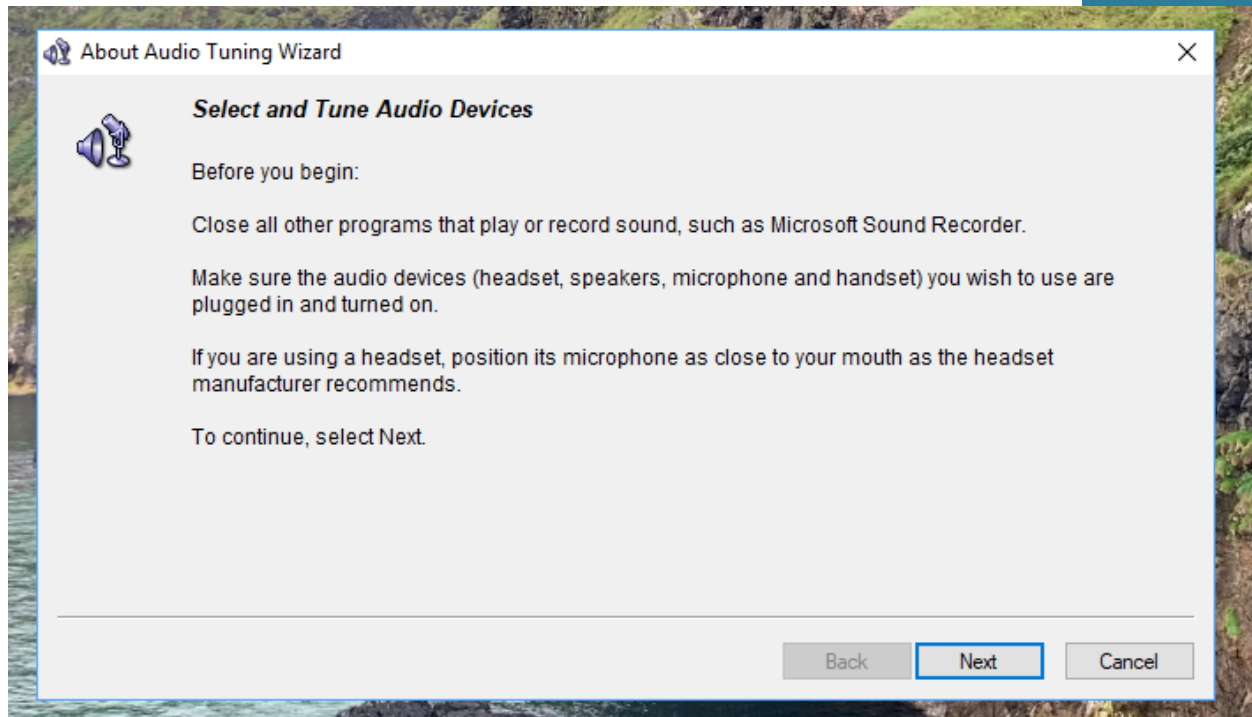
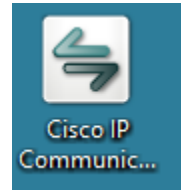
Note: SoftPhone is not available for staff working in the following offices:

- American Lake
- Bellingham
- Bremerton
- Colville
- Clarkston
- Everett
- Joint Base Lewis McChord (JBLM)
- Kittitas
- Lynnwood
- Mattawa
- Mount Vernon
- North Seattle
- Oak Harbor
- Omak
- Port Angeles
- Shoreline
- South Bend
- Stevenson
- Walla Walla

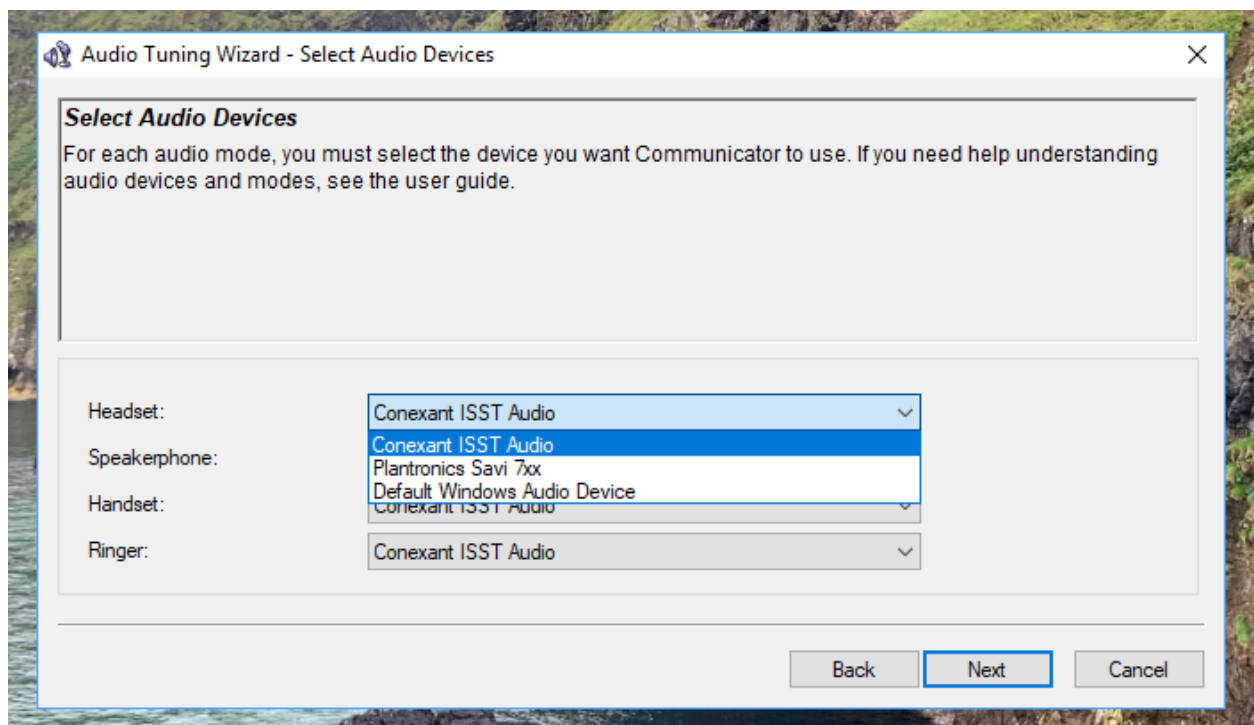
How do I set up Softphone?

If you have been directed to use Softphone software to make calls outside of ESD, this guide will walk you through setting up the software.

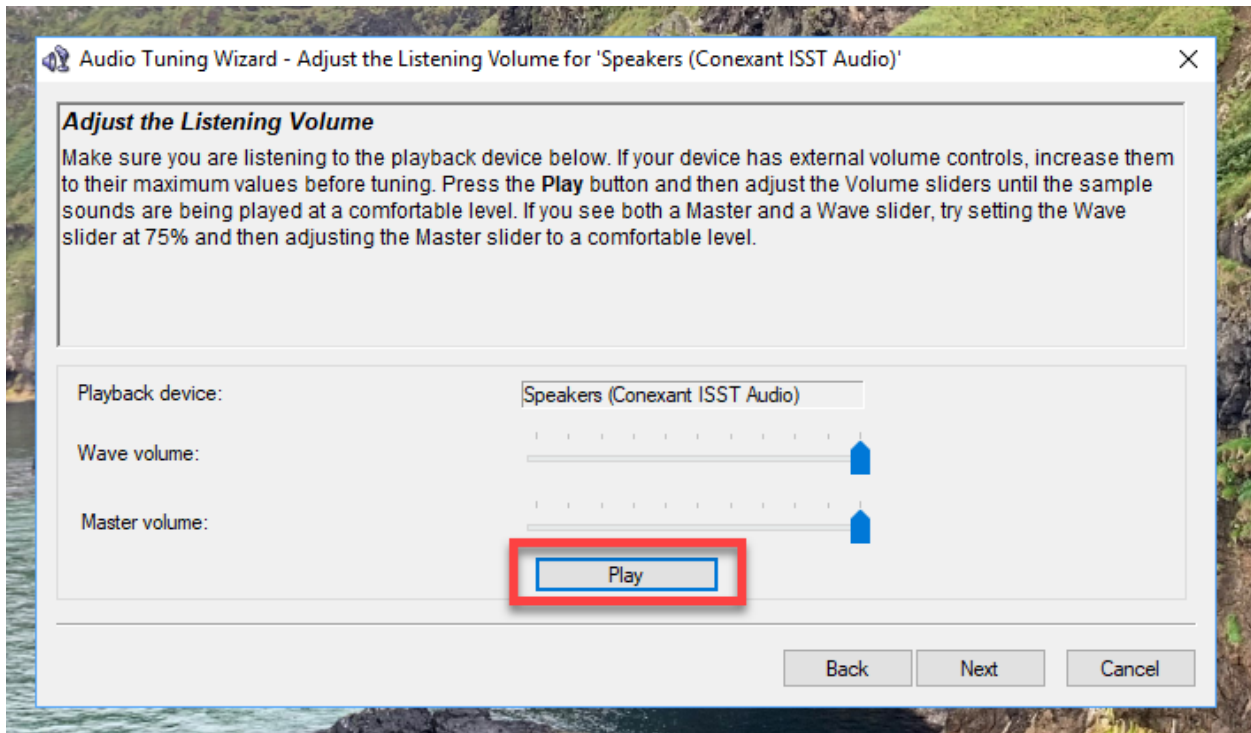
1. Locate and double click on the Cisco IP Communicator icon.
2. The Audio Tuning Wizard will launch and walk you through the setup.
3. Click Next on the first screen.



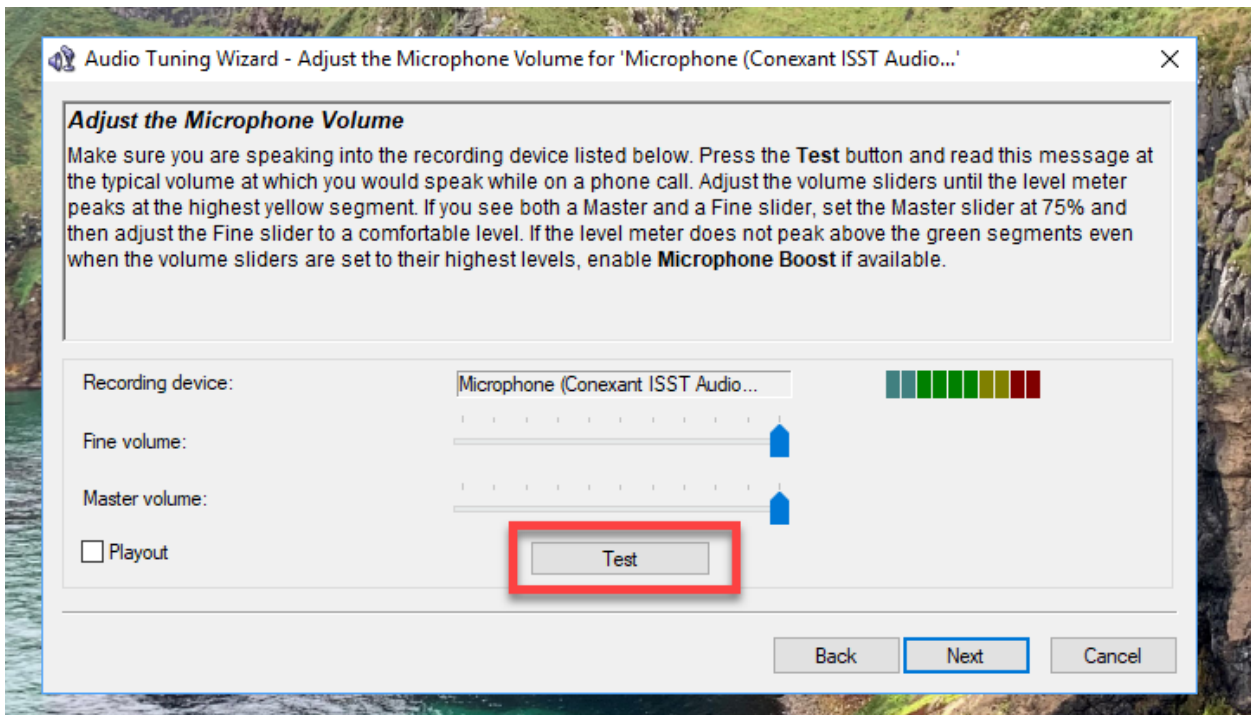
4. Select the device you want for each mode, by clicking to display the full drop down list. If you're not sure which device you want to use, just click Next with the default options selected.



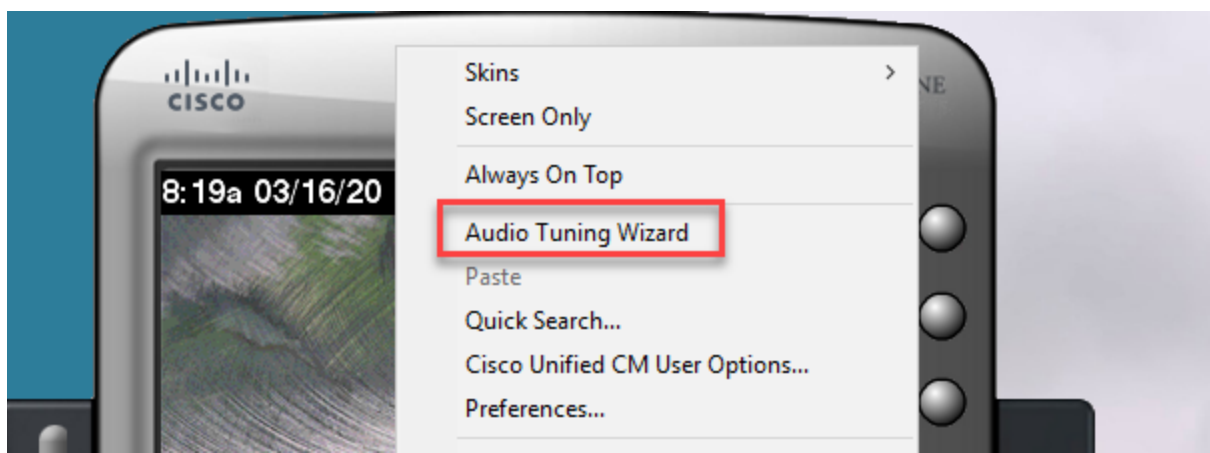
- Click Play to test the volume of your selected device. If the sound is not coming through the expected device, click back to return to the prior screen and change your selection. Otherwise, click next.



- Click the Test button, and speak into your microphone. Adjust the on-screen controls until the lights are in the yellow area, while speaking. Then click Next.



7. Click Finish to complete your setup and you will now see your phone on your desktop. If you get a new or different headset or other device, you can return to the Audio Wizard by clicking the button outlined in red below, and then selecting Audio Tuning Wizard from the menu.



How do I use SoftPhone?

Screen Overview



- | | |
|------------------------|----------------------|
| 1. Phone Screen | 9. Volume control |
| 2. Window buttons | 10. Speaker |
| 3. Phone lines | 11. Mute |
| 4. Messages | 12. Headset |
| 5. Directory | 13. Navigation |
| 6. Help (Disabled) | 14. Video (Disabled) |
| 7. Settings | 15. Keypad |
| 8. Services (Disabled) | 16. Softkey buttons |
| | 17. Indicator light |

General Tips

You can use SoftPhone just like the phone on your desk. You need to dial a 10-digit phone number, no 1 or 9 pre-fix required. If you're calling long distance, your scan code may still be required.

We suggest making a test call to your own cell phone, or a coworker, to ensure your speaker and microphone are working correctly.

Making Calls

To dial, just click on the numbers on the keypad on your screen, or type them into your keyboard. As you type them, they should appear in the phone screen. If they don't appear, click on the phone screen and try again. Pressing enter after you've entered the full number, will place the call.

Calling 911

If you dial 911 from your softphone, emergency services **will not** be able to pinpoint your location. Therefore, you should use your personal cell phone or home phone for calling 911

Using the Directory

Click on the Directory button. Then Corporate Directory:



Type the first and last name of the person you want to find and click on the softkey button below Search.



Once it returns your results, select the correct entry and click the softkey below Dial.

