

# REMOTE ACCESS INSTRUCTIONS

## PURPOSE

This guide has been created to provide information and instructions to end-users while working remotely. This guide contains important contact information for IT support, how-to instructions for accessing commonly used systems and applications, a remote work readiness checklist, and a table for each employee to enter notes on commonly used systems or applications. Please note, this document is not a substitute for the required Telework Training and submission of telework agreement with your manager.

## IMPORTANT LINKS AND IT SUPPORT INFORMATION

The table below provides important contact information for obtaining IT support while working remotely.

<b>BLM National Service Desk</b>	<b>The Service Desk can be reached at:</b> <b>1-800-BLM Help</b> <b>Email: 800BLMHelp@blm.gov</b>
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## ACCESSING COMMONLY USED SYSTEMS & APPLICATIONS

When working remotely, a government furnished laptop, a PIV card and access to the Internet is required to access any government system or application, including Concur, Employee Express, FBMS, Microsoft Office 365, Network/Shared Drives and QuickTime (when using the DOI App store, <https://apps.doi.gov>). In some cases, the use of Pulse Secure/VPN is also required.

The following applications [do not require a Pulse Secure/VPN connection](#) when working remotely:

- Concur
- Employee Express
- Microsoft Office 365 (Bison Connect)
- QuickTime

The following systems or applications (non-exhaustive list) [do require a Pulse Secure/VPN connection](#) when working remotely:

- Network/Shared Drives
- FBMS

To connect to one of the applications that does not require a Pulse Secure/VPN connection, please follow the application-specific steps below:

### **Concur**

1. Copy and paste this URL into your browser: <https://cge.concursolutions.com/>
2. Enter your username@blm.gov then your account password then click Connect

### **Employee Express**

1. Copy and paste this URL into your browser: <https://www.employeeexpress.gov/>
2. Enter your username and account password then click Login.

### **Microsoft Office 365 (Bison Connect)**

1. Log into your government provide laptop using your PIV Card
2. Ensure the computer is connected to the Internet via LAN or Wi-Fi connection
3. Copy and paste this URL into your browser: outlook.office365.com or click the Microsoft Office icons located on your desktop.

### **Quicktime**

1. Copy and paste this URL into your browser: [https://apps.doi.gov/dana-na/auth/url\\_75/welcome.cgi](https://apps.doi.gov/dana-na/auth/url_75/welcome.cgi) and click ENTER.

The screenshot shows the 'DOI Application Access' page. It has two main sections:

- DOI Access Card:** Step 1: Insert your DOI Access card into the card reader. Step 2: Click "Connect". There is a 'Connect' button.
- Username and Password:** Step 1: Enter your username and password below. Example "jdoe@bureau.gov". Step 2: Click "Connect". There are input fields for 'username' and 'password', and a 'Connect' button.

2. Select one of the two authentication methods and click CONNECT. Note, if you select the Username and Password method, your username is your [username@blm.gov](mailto:username@blm.gov) then your password.
3. On the following screen, click the link for your Bureau or Office.

The screenshot shows the 'Enterprise Remote Access Services DOI Access Portal VA, lambdint@mms.gov'. It includes a warning message about system security and a 'Web Bookmarks' section with the following items:

- BOEM T&A:** Time and attendance for Bureau of Ocean Energy Management.
- BSEE T&A:** Time and attendance for Bureau of Safety and Environmental Enforcement.
- ONRR T&A:** Time and attendance for Office of Natural Resources Revenue.

4. Follow normal steps to access the time and attendance interface

**To connect to one of the applications that does require Pulse Secure/VPN, please follow the steps below:**

The Pulse Secure/VPN is required when trying to access many DOI or BLM systems or applications when working remotely. To connect to the Pulse Secure/VPN you will need to use a government provided laptop, your PIV Card and access to the Internet.

**To connect to the Pulse Secure/VPN, please follow the steps below:**

1. Log into your government issued laptop using your PIV card.
2. Ensure your laptop is connected to the Internet.
3. Once you have Internet connection has been established, click on the Pulse Secure desktop icon to open application.
4. Select a Connection.
5. When prompted, enter your PIN number.
6. The application will indicate when you are connected to VPN/Pulse Secure as shown below
7. Once connected, access the system, application or file share as you normally would when in the office.



## **DESKTOP TELEPHONE & VOICEMAIL ACCESS**

The CISCO telephone and voicemail system can be accessed or used while working remotely. Telephone lines/extensions can be forwarded to a mobile device, accessed via a special application or voicemail can be checked using an access number, your extension and password.

To forward your desktop telephone to another land or cell number, please follow the steps below:

1. Press the soft button (appears on the telephone screen) or the button below “Call Forward” on the screen. This will cause your desktop phone to go off hook connecting to the speaker and you will hear dial tone.
2. When you hear dial tone, press 8 and then enter the telephone number you would like to have your calls forwarded to. The 8 is required for any number you are forwarding to. The 81 is required for long distance numbers. If you are not sure if the number is outside of the local range, add the one to be safe.
3. Once you have entered the number, you will hear a double dial tone and you can hang up the “Call.”

To access/check your desk telephone’s voice mailbox remotely, please follow the steps below:

1. Call your own 10-digit number directly.
2. Press the \* key immediately upon hearing your voicemail recording.
3. The system will ask for your ID-enter your five-digit telephone extension followed by the # key.
4. Next, the system will ask for your password-enter the password followed by the # key.
  - a. Press 1 to play messages.
  - b. Press 2 to save messages.
  - c. Press 3 to delete messages.

### Frequently Asked Questions

Question: If I forget to forward my desktop telephone prior to leaving the office, is there an alternate way to have my desktop phone forwarded?

Answer: Yes, by submitting a ticket with the Service Desk or using the Cisco Self Care Portal at <https://10.127.8.35/ucmuser/> (You can only connect if you are on VPN)

Question: Do I have the ability to transfer my desktop phone to an alternate number such as my home number or personal cell phone?

Answer: Yes, you can

### REMOTE WORK READINESS

Working remotely (teleworking, traveling, going on detail) for an extended period of time can raise IT challenges. To ensure a good experience while working outside of your normal duty station, the checklist below has been provided. It’s highly recommended that review all the tasks below and answer YES to all the tasks. If you have previously worked remotely and never had any IT challenges, it is still recommended that the checklist be reviewed as things may have changed since your last usage.

Tasks to be Completed	Yes	No
I have synced my “One Drive” to ensure all my documents are up-to-date		
I have forwarded my desktop telephone to an alternate number		

I have connected to Wi-Fi and tested my Pulse Secure/VPN access and connectivity		
I have checked that I have access to my network/shared drives while connected to the Pulse Secure/VPN		
I have checked my PIV Card to ensure that it is not scheduled for an update or replacement within the next 90 days (the expiration date is on the front of the card)		
I have updated my network password (AD/must be changed every 60 days) within the last 30 days.		
I know how to connect my government issued laptop to my home network		

## MY IMPORTANT INFORMATION

My desktop telephone number/extension is:	
I have tested accessing my desktop voicemail:	Date
I access to the following Network Drive(s):	
I access the following SharePoint site(s)	
My government issued cell phone number is:	
I have setup/updated my challenges questions for self-service	Date:
I have recently tested connecting to the VPN:	Date: