

# FWS IRTM Tips & Tricks

## Telework Cheat Sheet v3.0

*PLEASE OPEN IN THE DESKTOP APP to avoid formatting issues.*

### Jump Directly to [Job Aids for FWS End Users](#)

**An important note to our Teleworkers!** We will be updating this document frequently to meet changing needs and conditions. Please do not download local copies of this document but do check back to this site frequently for the latest version. We will increment the version number (above) to reflect major and minor changes.

#### Important note:

**As long as you are accessing the Office 365 Services (eMail, Calendar, Contacts, Tasks, SharePoint, One-Drive, Teams,... etc.) using your government issued computer, you do NOT need to be logged into the VPN (Pulse Secure).**

**You will have a better email, document sharing, and collaboration experience if you are NOT logged into Pulse Secure.**

### Prepare for Telework

Test these steps **PRIOR** to travel or teleworking – don't get caught unable to work because your Wi-Fi or VPN isn't working. If you can't establish an internet connection it will be difficult for IT to assist remotely.

- **Use the Windows Start Menu**  > **Power Button**  > **“Shut down”** to completely power off your device before changing office locations. This prevents network conflicts and gives you a clean start the next time you restart the device. Do not just close the lid or put it to “sleep”.
- **Test the Pulse Secure VPN software**  that's installed on your laptop. If you don't have the software installed on your computer, before you telework, install it from FWS Apps-to-Go while connected to the office network (An FWS network connection is required to download from FWS Apps-to-Go).



- **Remember to take your PIV card with you!** **And, make sure you know your PIN!**
- **Never store written passwords OR your PIV card in the case with your laptop!**
- **Be Familiar with the collaboration and remote work tools you have at your disposal.**

COLLABORATION/REMOTE ACCESS TOOLS		
NOTE: All of these tools can be used without needing a VPN connection		
<b>MS TEAMS</b>	Provides video, voice, chat, desktop and file sharing.	Available to all employees
<b>WEBEX</b>	Provides video and desktop sharing.	Available to registered users
<b>Vidyo</b>	Provides video and desktop sharing.	Available to all employees. Can only support 250 concurrent connections at any one time.
<b>CONFERENCE CALL</b>	Voice conferencing system. Uses 800 number with leaders and participant codes to access.	Available to registered users.
<b>Mobikey</b>	Device allows employee to access FWS network into a virtual desktop. Access allows employee conduct Outlook Web Access (OWA).	Available to registered users.
<b>Citrix/CloudShape</b>	Allows employee to access FWS network into a virtual desktop. Access to shared drives and internal government sites.	Available to registered users.
<b>Use OneDrive</b>	Cloud-based data file storage. Employee able to share files.	Available to all employees.
<b>Virtual Private Network (VPN)/ Pulse Secure</b>	Employee must have laptop computer and Pulse Secure installed	Available to all employees.

## First, Power on Your Device and Establish an Internet Connection

**WIRED CONNECTION** - Plug in your Ethernet cable and verify your internet connection . You can click on the icon for the status. Then, go to the next page OR continue below for guidance on connecting to wireless.

**WIRELESS (WIFI) CONNECTION** - **Connect to your Wireless Connection as follows:**

1. **Click on the connection icon to bring up the wireless options available.**  or  or 

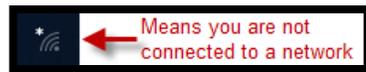
- You can find this icon in the lower right-hand corner of your computer monitor.
- You might need to click on the ^ caret icon to see more options.

2. **Locate the name of your preferred home or public Wi-Fi access point and Click on CONNECT.**

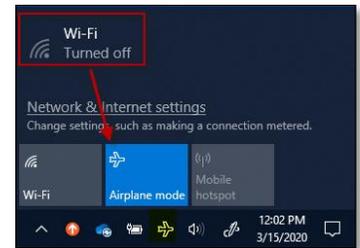


Figure 1 Windows 10

### 3. No wireless network?



- Turn off "Airplane mode". The Icon should not be selected (Blue) as this can both disable or enable wireless, such as Wifi and Bluetooth.
- If equipped, Check the wireless switch!  The switch is usually on either the right-hand side (or left/front on some models) then slide it to the opposite direction to see if that resolves the issue.



**4. Enter your Network Security Key.** You will need to know the network security key for the connection you choose. If you are at a hotel or public building, ask the front desk or information desk. Avoid connecting to networks without a network security key, even if in closer range, as they are a security risk.

### 5. Test your connection by opening a Web page using your browser.

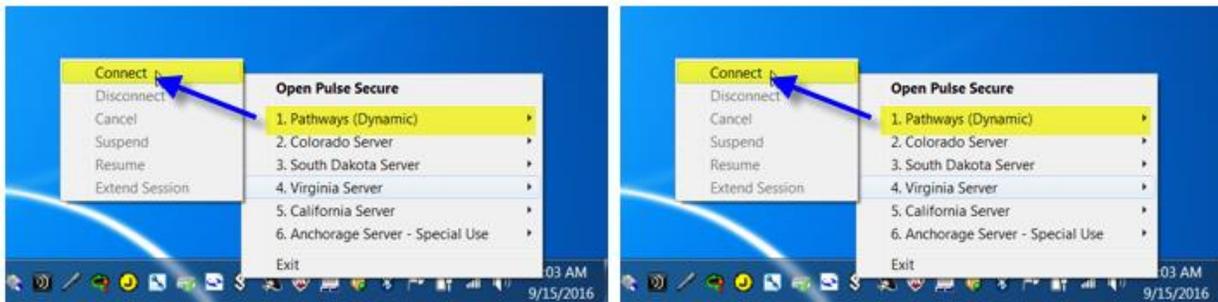
\*Note: Many public hotel and community locations require you to launch a web browser and then enter a Wireless password to obtain a full internet connection.

## Second, Connect to VPN using Pulse Secure

Connecting to VPN requires a Smart card/PIV card which helps ensure a safe “tunnel” from your device to the FWS network. Connect to the VPN in order to access FWS resources, such as mapped drives and security updates.

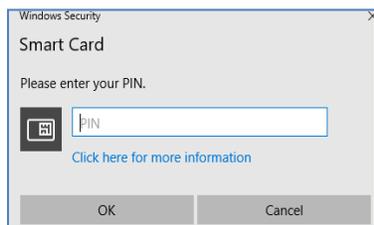
Once you have established your Wired or WIFI Network connection - Connect to the VPN as follows:

- 1) **Right-click the Pulse Secure  icon located on your system tray.** Or, you can find it by going to your Start Menu > Programs > **Pulse Secure** and launch it from there.
- 2) **Left Click on **Pathways (Dynamic)** THEN Click on **CONNECT**.**  
We recommend you try Pathways (Dynamic) first, but you can use most of the connections, just avoid using Anchorage Server connection. If you see no connections, contact the Help Desk.



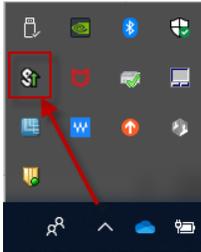
We recommend you try Pathways (Dynamic) first, but you can use most of the connections, just avoid using Anchorage Server connection. If you see no connections, contact the Help Desk.

- 3) **Enter your PIN number and Click OK.** This is the same PIN used to log into your PC at work.



### Troubleshooting:

- a. If the connection fails once, retry the connection again. If it fails 3x times then restart the computer to reset the network adapter and retry. If none of these options works, please contact the Help Desk.
  - b. If the internet is slow or you are waiting for support, you can use the O365 apps or any other verified [application in this spreadsheet](#) where VPN is not needed.
- 4) **Once your connection is established, you see a green arrow overtop the Pulse Secure icon on the system tray.** You have now established a safe connection to the FWS network and should have access to the network resources. *A few troubleshooting notes are on the last page.*



You have now established a safe connection to the FWS network and should have access to the network resources.

## Access Your Work Phone from your Telework location

When teleworking, you may want to have your calls forwarded to you. Alternatively, Softphone software may be a viable option (requires VPN). We are in the process of collecting specific phone information and will post it online in our [Phone and Telecom](#) section of our Job Aids. General feature availability is highlighted here:

**ENABLE CALL FORWARDING** - This feature redirects incoming calls to another phone number.

### For Traditional Phone Systems:

**From a Physical Phone:** Usually a “forward” button exists on the physical phone. Pressing this will allow you to enter a prefix (if required, eg. 9 or 91) and then enter the phone number to forward. Pressing Forward again usually completes the action.

**Call into your phone system** - This feature may exist for users, whereby you call into the phone system and have access to messages, but some systems may allow you to set the call forwarding here.

### For Offices configured with CISCO or similar VOIP (Voice Over IP) phones systems

**Enable Forwarding from a Web Interface:** This method allow you to log into a website and adjust your settings, including enable forwarding, through the Web interface.

**Links to Documentation for common systems can be found below.** If you are unsure, reach out to the help desk or your phone system administrator and request the web address (URL) and guidance for logging into the system to adjust your system.

[<Links to documents>](#)

### **USE SOFTPHONE SOFTWARE** – (For FWS Managed IP Phone Systems only)

This software can be used for making traditional telephone calls, checking voicemail, and Instant Messaging using your computer. The Softphone software behaves like a traditional telephone, sometimes appearing as an image of a phone with a display and buttons, that you press using a keyboard. While users can use their internal speakers and webcam (video may be supported), users who telework frequently may prefer a headset or webcam for this feature.

### Pre-requisites:

- You must have an office phone system that supports this technology.
- A Network Administrator must initially provision your extension to interact with “Softphone” software.

- And, when teleworking, you must be connected to the VPN (Pulse Secure).

For information on systems, we'll post it online in our [Phone and Telecom](#) section of our Job Aids.

## Tips for Navigating your Telework Environment

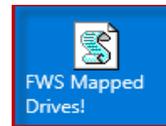
**VPN Connection** – The VPN Connection has been configured to stay connected for 10 hours and then will auto-disconnect. Prior to disconnecting, a prompt asks if you would like to “Extend” the session. Click Yes, if needed.

**Backups** – If you have a “backup” script that runs immediately after logging into Windows, then click the X in the upper right-hand corner of the window to close it. It will not run successfully unless you are connected to the FWS network when the login script starts.

**Printing** - The use of personal printers is authorized during telework. Printing while connected to the VPN can be accomplished using a USB connected printer. If you have a local WIFI Network printer, it will not work while connected to VPN because the VPN puts your computer on a separate network.

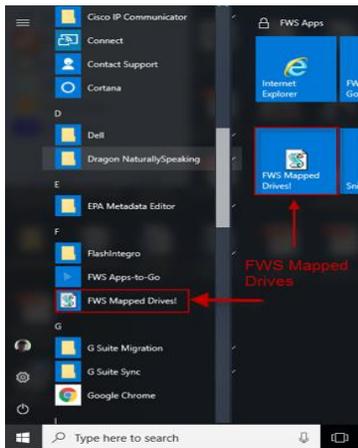
**Network Drives** - Your network mapped drives will not appear automatically.

To Display Your Network Mapped Drives, use the application “**FWS Mapped Drives!**”



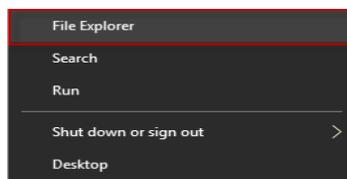
- Click the Windows “Start” button . Click on the “Tile” →

Or, Click the Windows “Start” button and use the slide bar to scroll down the list and select from there.



- **Verify your drives appear by opening Windows File Explorer**

- Right Click on the Windows Start button and left click File Explorer. File Explorer will open.



- In File Explorer, scroll down the left view pane. Under Windows (C:) they should start to appear.

*It will usually take a minute or two to refresh and can be impacted by the speed of your internet connection. If they do not appear, please reach out to the IT Help Desk for assistance.*

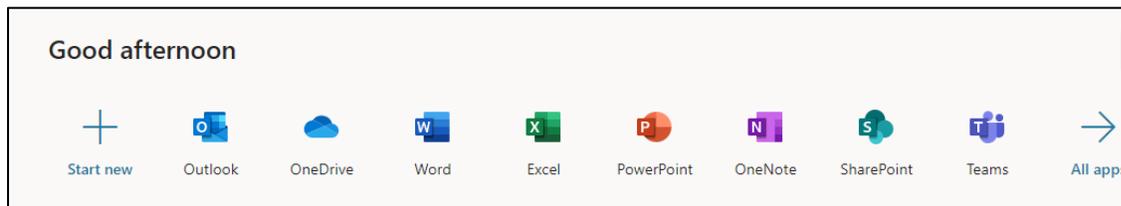
## Access O365 Applications from your Telework location

**Important update!** You do NOT need to be logged into VPN (Pulse Secure) if you are using your Government furnished computer to access the Office 365 Applications. While DOI continues to improve VPN connectivity we've found Email, Teams meetings, document sharing/collaboration tools yield a better experience when NOT logged into Pulse Secure.

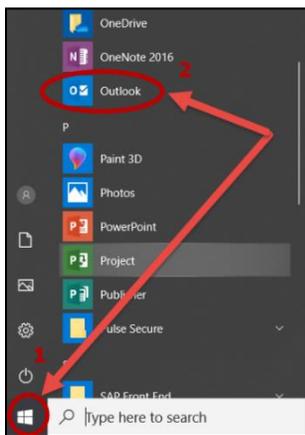
If you access O365 services without a VPN connection, you will simply be prompted with an additional login screen (skip to the following page for login instructions).

For VPN Connected systems, simply Follow these steps once you connect to VPN to access O365:

1. To access your Email / Calendar, double-click on the BisonConnect icon on your desktop):  
OR, Type <https://portal.office.com> - To use the online web version of Office365 (OWA) Open up a web browser (chrome, Internet Explorer, Edge).
2. From the <https://portal.office.com> the Portal will display the applications.



3. Click on the application you would like to use, which includes Outlook, OneDrive, Teams, Word, etc. This opens the Web version of these applications (like the previous Google suite).



4. Alternatively, you can log onto the O365 "Desktop version" accessing the Outlook desktop client. To find it click on the Windows icon at the bottom of the computer screen and search for "Outlook", as shown in the below screen shot. You can do the same for the other applications you have installed.

**From your mobile device:** If you have a government mobile device, once configured for Email/Outlook you should be able to connect to your wireless and then download/install the MS Apps from the "App Catalog" or "App Store". If you have any questions or problems, please reach out to the Help Desk for assistance.

## Connecting to Authorized Applications when unable to connect to VPN (Pulse Secure)

The Office 365 suite and a few other software applications will allow you to connect without being connected to the VPN (Pulse Secure) software but will require you to Authenticate using another option. You can see that list [here](#).

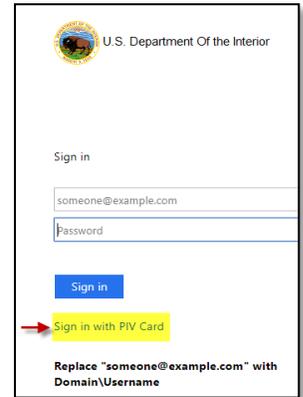
**START BY launching the Application, or go to the website, e.g. portal.office.com**

**1. Click on “Sign-In with PIV Card”.**

- Enter your PIN when prompted.
- Your application should open.
- If it does not authenticate, proceed to Step 2.

**2. Alternatively, try the Active Directory Username & Password.**

- Enter your Username and Password which is your email address and active directory password.
- Then, click Sign In.
- For sites that allow direct access, with username/password, you will be authenticated automatically.
- For sites that require further authentication you may see a message that indicates:  
*For security reasons, we require additional information to verify your account*  
You can retry using your PIV card or for O365 applications, proceed to Step 3 below.



**3. For Users with a Mobile Device, that are trying to either Launch the BisonConnect application or log into portal.office.com and have already been configured with their mobile device, this will be another option:**

**From the computer:**

- Re-Launch your BisonConnect application or go back to the website portal.office.com
- Enter your Username and Password which is your email address and active directory password.
- Then, click Sign-In.
- This time, Scroll down the page and find



**Switch to your Mobile Device:**

- Launch the “Authenticator” APP 
- Go to “Accounts” and click on “DOI and your email address”.



- Find YOUR “One-time password code” - it’s a 6-digit code that changes\*

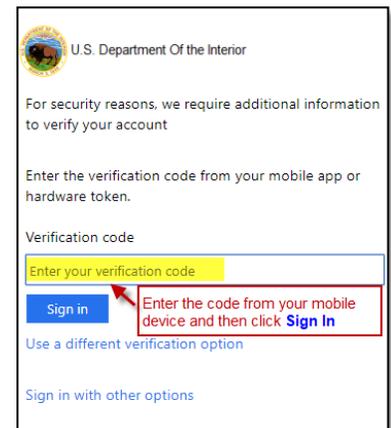
Sample: 

**Switch back to your computer:**

- Enter the code from YOUR device into the Verification code field.
- Click Sign in > and you should be authenticated and signed into your application/site.

\* Note you’ll notice the password code counts down and changes every 30 seconds, so if you wait too long you will want to enter the newest code.

If you have any technical issues, please reach out to the Help Desk for assistance.



## Connect to the Cloud (Citrix)

If you have been provisioned to use the Citrix Cloud, open Internet Explorer and browse to <http://cloud.fws.gov>

If you have not been provisioned, you can log into [myaccount.fws.gov](http://myaccount.fws.gov) and REQUEST ACCESS. Your supervisor must approve the request before you can connect.

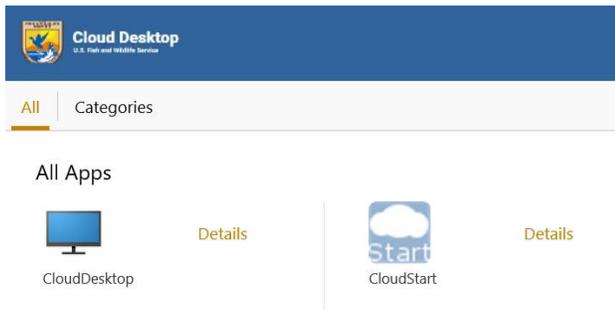
### 1. Once you arrive at the home page, click LOGIN



### 2. You will see a MAP > Click the Zone you are physically sitting in today.



### 3. You will see a choice of CloudDesktop and CloudStart (Some IT techs will see CloudStart\_ITAdmin)



### 4. Single Click on CloudStart for a Menu version (MOST common) or CloudDesktop for full screen access. It will spin as it processes the request and it sometimes takes a minute or two.

### 5. Read the warning notice and then Click OK.

### 6. Click ok to switch the PIV / Smart card login (you may need to press Switch User).

### 7. Enter your PIN. The program will launch and provide access to your applications.

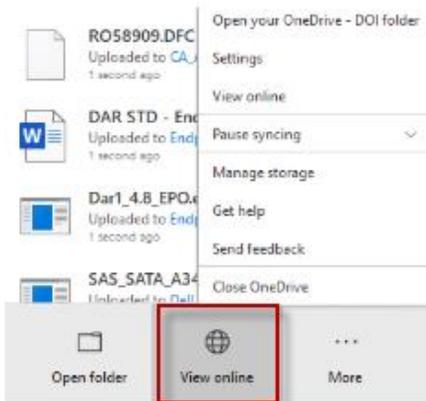
For technical assistance with login issues, please contact the help desk.



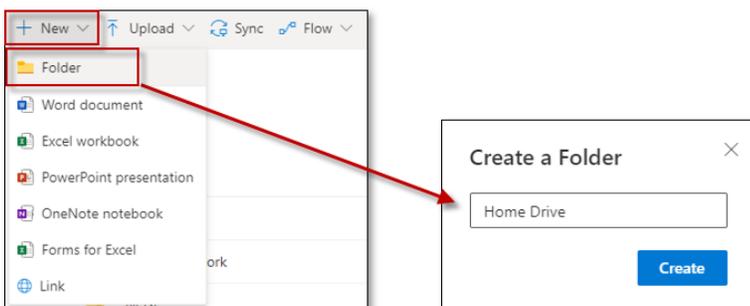
## Managing your Documents and Microsoft ONE DRIVE:

Use this feature to place or store your documents by creating a “Home Drive” in Microsoft OneDrive. If you will be copying large amounts of data to this location, **we recommend doing this during non-peak hours.**

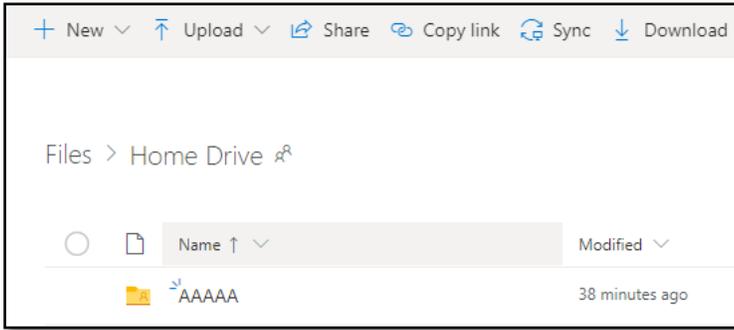
1. Find and right-click on the MS-One Drive icon at the lower, right corner of your screen  ← One Drive icon
2. You should be signed in, but If prompted for a login – select (or enter) your FWS Email address and continue.
3. The One Drive



4. One Drive Should Open with a File Manager type view.
5. Click on +NEW then > FOLDER and Create a Folder named – Home Drive



6. Drag and Drop files from your Computer or existing Drive (M: H: P), into your newly created OneDrive – Home Drive



If you have any questions or problems, please reach out to the Help Desk for assistance.

## APPENDIX: 1 – Additional Information

**Connectivity and Performance Issues** – The DOI and FWS networks have experienced a complete saturation during peak times of the day, due to the dramatic increase and mandate to telework in March, 2020. The result has been severely degraded performance to network resources, especially when connected to the VPN (Pulse Secure) during core hours.

Click here to see > [List of common FWS/DOI applications and their VPN requirement](#)

### Helpful hints:

- Many of DOI and FWS systems do not require use of the VPN. When using those systems (for example, O365 applications (BisonConnect, Office apps, OneDrive), DOITalent, etc. If your job requirements do not require you to be connected, you may find it better to disconnect from VPN for your job.
- If you require access to mapped network drives and FWS secure applications, you may find improved performance early in the morning (6am-8am ET) or later in the business day (after 4pm ET).

We will continue to update our information and the list as new information becomes available.



**JOB AID'S** – As part of the Information Technology Management (IRTM) reorganization, and facilitated by the shift to O365, “Job aids” are being developed to improve access to information relevant to those key tasks you perform in support of the Mission of the Service.

Click to access the full list of → [Job Aids](#)

Please be reminded that the use of audio/visual recording devices should be announced by the organizer to all participants for their awareness and transparency in keeping with DOI’s Fair Information Practice Principles (link forthcoming). Also, recordings must be managed in accordance with the respective program’s records disposition schedule. Please contact the FWS Privacy Office at [FWS\\_Privacy@fws.gov](mailto:FWS_Privacy@fws.gov) if you have any questions.

### Commonly used Job Aids:

- [Phones and Telecom](#) (Regionally specific documents are currently being reviewed and uploaded)
- [VIDYO](#) - Note additional Information on Vidyo can be found here → [Vidyo via SharePoint](#)
- [MS-Teams – with external partners](#)
- [MyMeetings](#)
- [GIS in a Telework environment](#)

We will continue to update our information and the list as new information becomes available.



## APPENDIX: 2 - Troubleshooting

### Wireless and VPN Connections

1. Make sure your PIV card is inserted into the computer (preferred over an external keyboard reader)
2. If your Pulse Secure VPN connection worked previously, but suddenly stopped, try clearing out any old certificates, especially if you have updated your Smartcard or received a replacement card recently.
  - Click on Windows Start Button > All Programs > (FWS) My Certificates. When the Certificates Windows opens, remove any certificates that aren't yours or have expired. Then try connecting again.
3. Reboot your computer! Many times computers that work in the office and are not shut down before a Telework session experience a conflict and have difficulty connection to all resources.

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### Help Desk Resources

If you run into trouble with your computer, give yourself a few minutes to step through some of the items above.

However, if after a short duration 30 minutes or less, if you have trouble contact the Help Desk, and please include the best phone number to reach you!

#### Create a Help Desk Ticket

Email: [itservicedesk@fws.gov](mailto:itservicedesk@fws.gov)

Web Portal: <https://itservicedesk.fws.gov>

OR

Call your local Help Desk

or

the Enterprise Help Desk at 800-520-2433