



# Information Technology Department

## Guidance on Remote Connectivity Methods

March 17, 2020

Listed below are options for remote connectivity in order of ITD preference. Ultimately, Department Heads will have to select and approve the appropriate option for their staff. **Departmental IT teams** will be the first line of support for user questions.

### Order of preference

#### 1. Take a County laptop home

- Join home network with laptop
- Launch VPN software and connect to the County network
- Work as normal

#### 2. Take County desktop PC home

- Carefully unplug and take home desktop, cords, monitor, keyboard, mouse, and network cable
- Setup desktop at home and connect to home network (using network cable or wireless adapters, if available)
- If already installed, launch VPN software and connect to the County – If VPN not ready, see instructions below
- Work as normal

#### 3. Utilize personal home computer (extra risk, complexity, and need for help) - Call your departmental IT support for help before contacting ITD's Service Desk

- Ensure anti-virus is installed with the latest updates loaded (**important!**)
- Install the County's VPN software on the home computer
  - Instructions: <https://www.slocounty.ca.gov/Departments/Information-Technology/Services/County-Staff-VPN-Access.aspx>
- Launch VPN and establish a connection to the County network
- Use Remote Desktop to access office PCs. For Remote Desktop, users will need to enter their work computer name or IP address

### Notes:

- The Virtual Private Network software used by the County (Cisco AnyConnect) requires a password to download: **countypndownload4me!**
- In order to use VPN, County users must be a member of the appropriate VPN group in Active Directory (**consult departmental IT support**)
- VPN provides 24 hour/day access to the County network. Departments should establish working hours expectations as they see fit.
- Remote Desktop users will need to enter the computer name or IP address of their work PC
- Some applications, especially those that are external or are highly secure may not be accessible via VPN unless staff connect via Remote Desktop to their primary work computer. Some example of such applications:
  - Child Support Enforcement Applications hosted by the State of California