

Taking Your Desktop to Work at Home

Checklist

- Sites may have requirements for the sign out of equipment. Specific requirements will need to be handled on a site by site basis with local building security.
- If your computer or docking station is attached with a cable lock and you do not have the key, please contact your supervisor or building security.
 - Use your mobile phone and take pictures of all connections prior to disconnecting cables from your computer/docking station.
 - Keyboard (if wireless, make sure you bring USB dongle)
 - Mouse (if wireless, make sure you bring USB dongle)
 - USB Headset (if wireless, make sure you bring USB dongle)
 - Power cord for each device you are removing from the office
 - Computer/Laptop/Docking station
 - Monitor
 - Display monitor(s)
 - Power Cord(s)
 - Video Cable(s)
 - Ethernet Network Cables (likely green or blue cables – may be connected from computer or docking station)
 - Smartcard (for Windows) or Yubikey (for Mac)
 - Smartcard reader, if applicable
 - Power strip (if not attached)
 - Forward your office telephone to an alternate number (if desired) (see below)

Make sure to take the laptop/desktop, monitor, keyboard, mouse, all cables that you disconnected, smartcard and smartcard reader home with you.

How to Forward and Un-Forward Calls from Your Physical Desk Phone?

Note: If you have a Jabber Softphone *and* Physical Desk Phone, you do not need to forward your calls.

- **Forwarding Calls:** Press the **CFwdALL** button on your physical desk phone and enter a target phone number. The target phone number should be entered exactly as if you were dialing it from your physical desk phone. (9 to get an external line, then 1+area code+xxx-xxxx). If you make an error, press **CFwdALL** again and repeat the process.
- To **Unforward** when you return press **CFwdALL**

How to Disconnect and Reconnect Your Managed Windows Desktop Computer

Before disconnecting your computer, please reboot to ensure any recent updates are applied to your computer while you are still on the company network. This will greatly improve your chances of successfully logging into the VPN for the first time from home.

Reboot now, log back in and continue with the instructions below.

Disconnecting Your Computer in the Office

The following components are included in your desktop computer system and must be taken home:

- Keyboard
- Mouse
- Power cord
- Display monitor (has a power cord of its own)
- Cables – if you unplug it, take it home
- Smartcard Reader (if there is one)



Note: The illustration to the right may not be the same model you have but is intended to show the essential components of a desktop computer system.

Steps

1. **Before you start:** If you have a camera on your cell phone, **take a picture of the back of your computer setup**, prior to disconnecting it, so you can use it as reference at home when you are reconnecting it.
2. Power off your display monitor and computer.
3. Unplug the computer from the power strip or electrical outlet.
4. Disconnect your display monitor from the back of your computer.
5. Disconnect the other individual pieces (keyboard, mouse, printer, power, etc.) Most connections for these pieces will be on the back of the computer, although there are ports in the front that may be used.
6. Disconnect your network cable(s), these are usually green, but can also be another color, from the Network Port on the back of your computer. This port looks like a slightly wider telephone jack. The other end of the network cable will be plugged into either your IP Phone (if you have one) or directly into your data port (this is usually located under your desk).



Note: The exact model of the data port will vary from site to site. Some sites have desktop-level data ports rather than ports under the desk. The images on the right are examples of workstation data ports.

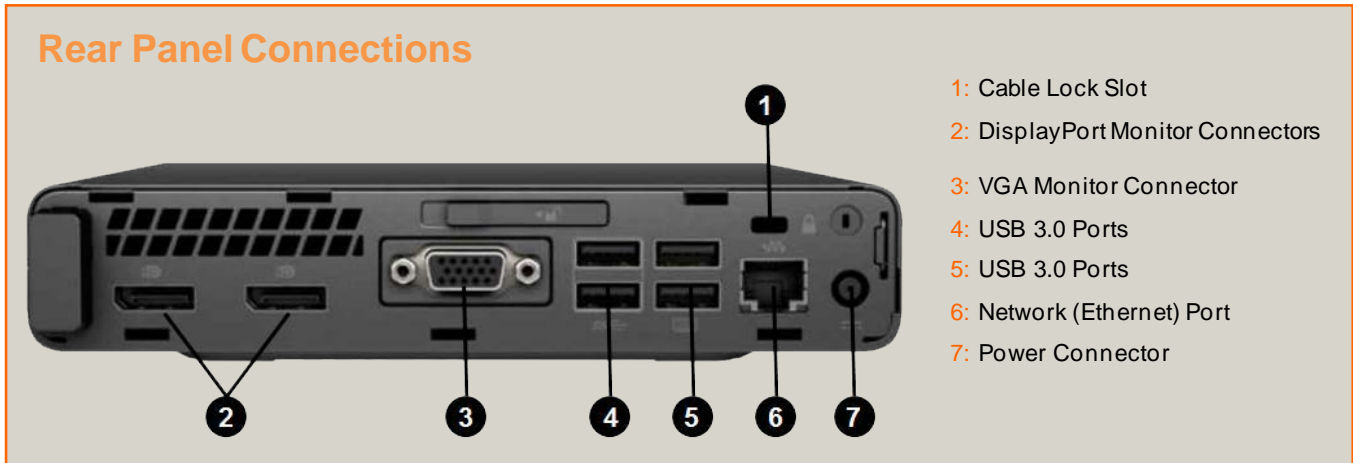
7. If you currently use an IP phone, leave that in your office. You will only need one network cable at



home so that you can connect the data port directly to your computer.

Reconnecting Your Desktop Computer at Home

A display monitor is required for a desktop computer, in addition to your mouse and keyboard. The display monitor can be connected in a variety of ways, depending on monitor model – either via a blue-tipped VGA cable, a white-tipped DVI cable (using an adapter) or with a DisplayPort cable.



Steps

Refer to the picture you took on your cell phone before disconnecting.

1. Follow the steps below to connect your **monitor**, referencing the **picture above for assistance**:
 - a. If you are using a blue-tipped VGA cable, connect it to the VGA Monitor connector.
 - b. If you are using a DisplayPort cable, connect it to the DisplayPort Monitor Connector.
 - c. If using dual displays, you may use a combination of these connection methods. If one of your monitors uses a white-tipped DVI cable, you will need a DisplayPort Adapter (not included, contact your Business Segment Liaison).
2. Attach the display monitor's power cable and plug it into a power source.
 - a. **Note:** Each monitor should only use one video cable and one power cable. Please disconnect any additional cables that may be attached.
3. Connect the **keyboard**, **mouse** and **Smartcard Reader** to separate and individual USB ports.
4. Connect either end of the network cable to the computer's network port and the other end to your router or modem at home.
5. Connect the **power cable** to the back of the computer.
6. Plug the computer's power cord into a power strip or electrical outlet. (Power strip with surge protection is strongly recommended.)
7. Power on the display monitor and the computer.



DisplayPort to DVI Adapter

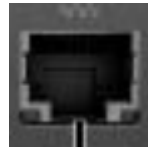
How to Connect Your Managed Windows Computer to Your Home Internet

Connect Using a Wired Ethernet Network Cable (preferred method)

Note: These instructions are general guidelines because personal home networks can vary.

1. Connect the ethernet cable to your computer through the network port, examples pictured below.

Desktop



Laptop



2. Connect the other end of the network cable to an available port on your home router or broadband modem, examples pictured below.



Example Router



Example cable modem



Example DSL modem

Connect using Wi-Fi

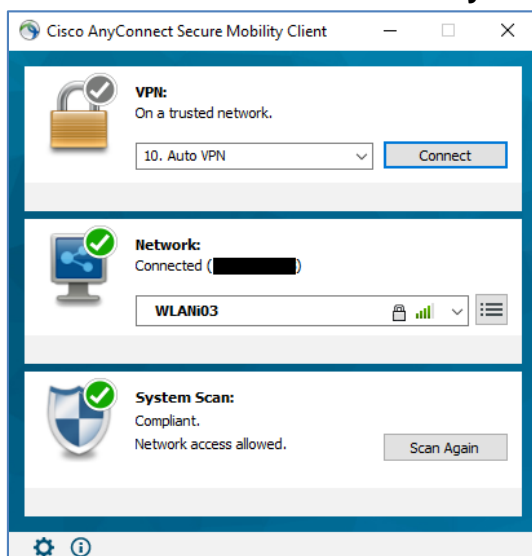
Note: This is not the preferred connection type. If you are experiencing any slowness, dropped calls or other network problems, please use a wired connection.

Determining Connection Type

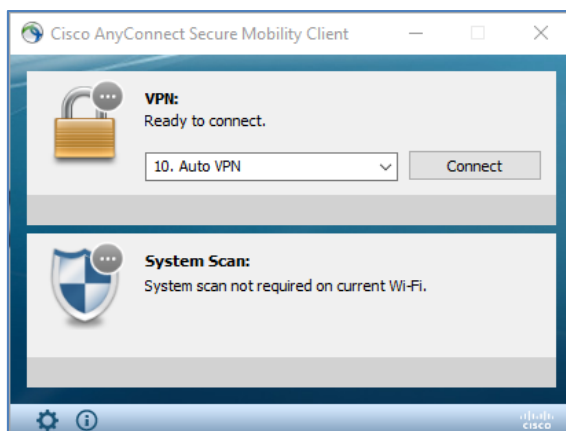
Find the Cisco AnyConnect icon on your system tray, double-click with left mouse button to open the application.



If your Cisco AnyConnect application has three boxes and the middle box is labeled **Network**, like the image below, you must follow instructions on **Cisco AnyConnect** instructions below.

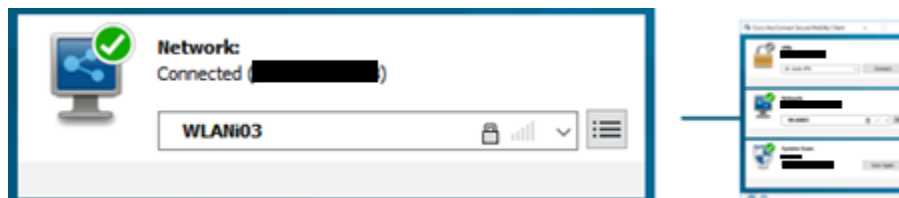


If your Cisco AnyConnect application only has two boxes, like the image below, follow instructions on **Windows Network Connection** below.

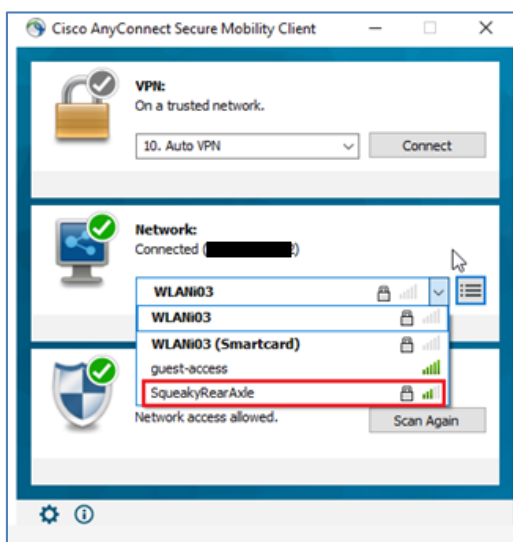


Cisco AnyConnect

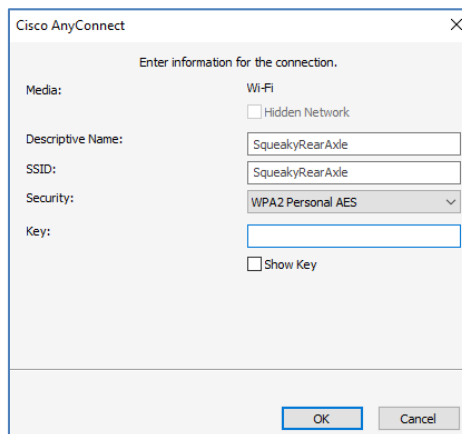
1. Open Cisco AnyConnect (same icon as above) and in the **Network** box, choose the drop down. **Note:** Do NOT use Windows Wi-Fi connection icon in the bottom right corner of your taskbar or you can have network connection issues.



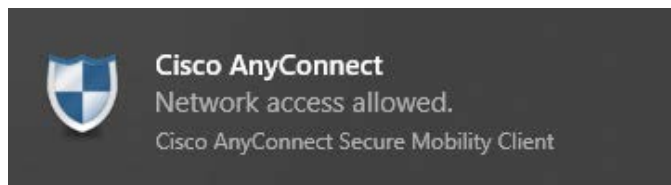
2. Select your home Wi-Fi from the network drop down list. Example: "SqueakyRearAxle".



3. Enter your home Wi-Fi password into the "Key" field and click OK.



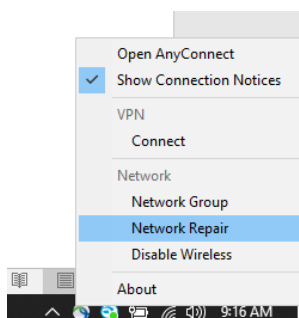
Once you have entered the correct password and connected to your home Wi-Fi, Auto VPN will automatically connect.



Note: Personal Wi-Fi is only supported on a “best effort” basis and IT does not support your home router/modem. IT also does not have access to your home Wi-Fi password.

Troubleshooting

In Cisco AnyConnect, if the **Network** box displays “No Wireless adapters available” - **right click** the Cisco AnyConnect icon on your taskbar and choose Network Repair. If you still have an issue, please reboot your machine and try to reconnect again, before calling the helpdesk.



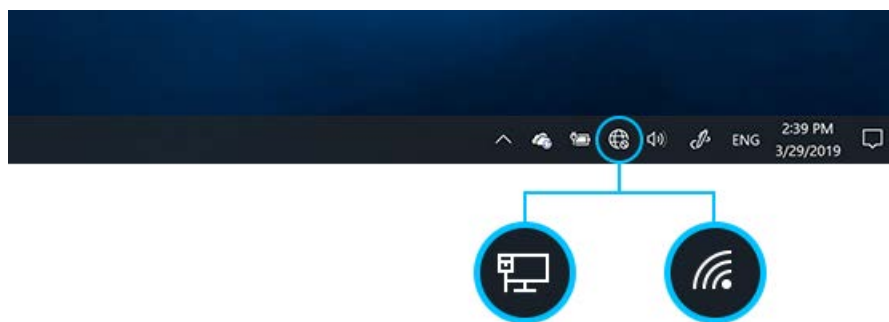
Windows Network Connection

If you are connecting with an ethernet cable, you will automatically connect to your home network.

If you are connecting to your home Wi-Fi for the first time, follow the steps below.

1. Select the **Network**  icon on the taskbar.

Note: The icon that appears depends on whether you are currently connected.



2. Choose your Home Wi-Fi from the available wireless networks shown.



3. Click on your Home Wi-Fi. Example below: “CT003-LAB.”

Note: Make sure there is a checked box next to “Connect Automatically”

4. Click “Connect.”



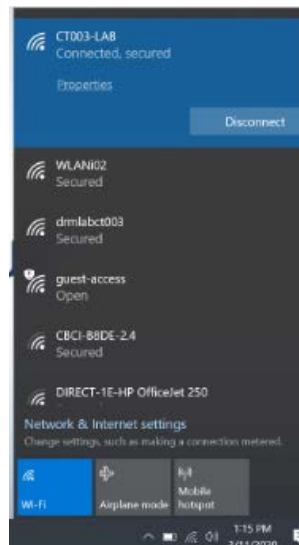
5. Enter your Home Wi-Fi password and click **Next**.



6. Click **NO** if you see the message below.



You should now be connected to your home Wi-Fi network.



How to Connect to the Company Network

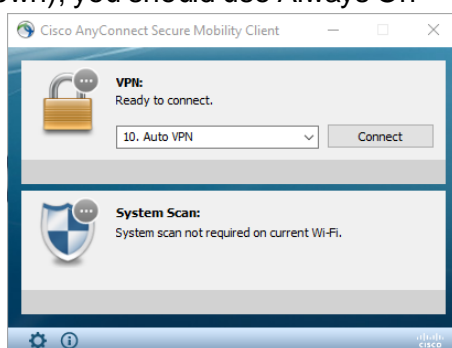
Note: You must have already connected your computer to your home internet via an ethernet network cable (wired) or Wi-Fi.

Determine if your machine has Always On – VPN

Double click on the Cisco AnyConnect icon from the system tray.



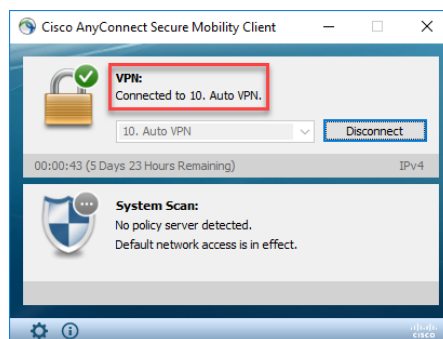
Look in the VPN box (with the Lock picture). If you see “10. Auto VPN” as one of the options (you may have to select from the drop down), you should use Always On — VPN. If not, use RSA.



Connect using Always On – VPN (AOVPN)

With Always On — VPN, you should not have to do anything to connect to the company Network. If your device is successfully connected to the internet, then it should automatically connect to VPN, giving you access to the company Network.

If you are properly connected to the company network, your Cisco AnyConnect will look like this.



Connect using an RSA Token

If you are working remotely, after logging into your computer for the first time, log into your computer **first** using your Smart Card (or MS credentials if you haven't received your Smart Card yet); **then** open the Cisco AnyConnect VPN client to log into VPN. Login as usual using the RSA Token.

Additional Support

If you experience issues, please contact the IT Help Desk.