Resources for Telework (Adapted from EOE)

Accessing Outlook

You do not need VPN to access your email or calendars on Outlook; in fact, your experience will be much faster without VPN. Access Outlook here from any desktop or laptop using the same login information used to log into your computer each day.

- **If you're using a work-issued laptop at home**, access Outlook by clicking the icon on your computer as you would when working in the office.

- **If you haven't migrated to Office 365**, access Outlook at https://email.state.ma.us/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2femail.state.ma.us%2fowa

- **If you're an Office 365 user**, access Outlook at https://outlook.office.com/

Multifactor Authentication (MFA)

Before you can check your email or use Microsoft Office 365 from outside the office, you'll have to setup multifactor Authentication (MFA). MFA is a secure authentication method in which users are required to login with Password, followed by a security code users receive on their mobile device. **You do not need to be physically at your place of work to set up MFA.**

Information on setting up MFA is available from Mass.Gov at https//www.mass.gov/multi-factor-authentication. You will be asked to select a mobile authenticator application. EOE IT recommends using Google Authenticator or Microsoft Authenticator.

Virtual Private Network (VPN)

VPN lets you securely and remotely access files and applications that normally are only accessible while at your physical work location. For example, your agency shared drive can be accessed from offsite using VPN by allowing you to log in behind the agency's firewall. This access is needed by users only when they need to access a shared drive or a secure software package.

Once you have been given VPN access, you will need to configure your new VPN User Profile. Information on how to do that can be found here: https://telework.digital.mass.gov/-M2eNTjtfqjnJw4InYnq/vpn/eotss-vpn-post-3-17-20. If you are using VPN, please be sure to log out when you complete each task so that it is available to other users.

If you requested VPN access after March 1, 2020, you will receive a separate e-mail from EOTSS with instructions on how to access and configure VPN. Those instructions supersede the information provided in this document. Additional information is available here, including Remote Desktop Access instructions.