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**Remote Work Guidance**

**DCF Information Technology**

**Preparation**

* Confirm all of your passwords across applications (Virtual Gateway, SSTA, PACE, etc.)
* **DCF mobile device users** – Confirm that your batteries, keyboards, power supplies, etc. are working properly.  
  + **iPad users** 
    - Know your passcode to access the device.
    - Update your desktop\email password at your desktop so that it does not expire while you’re out of the office.
    - If your desktop\email password has expired, please call the help desk 617-994-5050
    - If you have updated your network\email password at your desktop be sure to update this for your email on your iPad. (instructions attached)
  + **Surface Pro users**
    - Know your desktop password to access the device.
    - Connect your device and login to the DCF network, using the docking station or ethernet adapter, to update the device before leaving the office.
  + **Laptop**
    - Know your login credentials
    - Make sure it’s been updated by regularly plugging it into the network

**Communication Services**

* **Voicemail** 
  + To access your voicemail form outside the office: call your desktop phone and wait for your greeting to begin, then select the # key, you should then be asked for your password.
  + Watch a video on internal voicemail access: <https://www.youtube.com/watch?v=Gq3cnJJvVbU>
* **Facetime from your iPad** (Apple user to Apple user only)
  + Facetime instructions – **Remember to use your complete @massmail.state.ma.us email address** 
    - Add the person you’re trying to connect with as a “Contact” via the Contacts app.
    - Open the Facetime App
    - Locate the Contact that you would like to Facetime
    - Tap the video or phone icon to initiate the call. Wait for the Contact to answer.

* + *Video help -* <https://www.youtube.com/watch?v=TXLZ-egtIe0>
* **Skype from your iPad** (Apple to non-Apple user)
  + If not already, install the Skype app from the DCF App Catalog.
  + Attention: This will not accept a work email address. Use of Skype will require that you create a secondary email address to protect your confidentiality. *Do not use your personal email address*.
  + Please [watch this short video](https://www.google.com/search?source=hp&ei=dMJvXpq1E42zytMPv5ik2Ak&q=how+to+use+skype+on+the+ipad&oq=How+to+use+Skype+from+th+eipad&gs_l=psy-ab.3.0.0i22i30.1320.8417..11572...0.0..2.1174.8594.0j14j8j1j6-2j2......0....1..gws-wiz.......0i131j0j33i22i29i30j33i160.p-QFx5oPkoA#kpvalbx=_gcJvXvGWB6GEytMP5IS2wAs29) for further guidance.
* **WebEx from your Microsoft Surface Pro**
  + Written instructions – need to add
  + Please watch these videos for help:
* Verizon Webex training session:   
  <https://youtu.be/ziFqHWrAWhY>
* Webex Meetings Setup   
  [https://youtu.be/7frA1NREV7c](https://urldefense.proofpoint.com/v2/url?u=https-3A__youtu.be_7frA1NREV7c&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=kr--_j68kTTUPI7WEcuBuLyNXZx018f-axyu6hlFlaQ&m=E695T1nM6dTRbmjKCSUKB9K0kcIjhz0oNsBhVVV1dho&s=T2A0s4klWuPfJtbPSmnIPSy70zU1-ILB_ehUiEICjXw&e=)
* How to Schedule a Webex Meeting   
  [https://youtu.be/zByLV-WhA1A](https://urldefense.proofpoint.com/v2/url?u=https-3A__youtu.be_zByLV-2DWhA1A&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=kr--_j68kTTUPI7WEcuBuLyNXZx018f-axyu6hlFlaQ&m=E695T1nM6dTRbmjKCSUKB9K0kcIjhz0oNsBhVVV1dho&s=xiGcHTSfs2U-tQfRoF3yevaIgyGv7mJ8-NYtbgzsxBw&e=)
* Webex Basics and Features   
  [https://youtu.be/3GfwarYUjqk](https://urldefense.proofpoint.com/v2/url?u=https-3A__youtu.be_3GfwarYUjqk&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=kr--_j68kTTUPI7WEcuBuLyNXZx018f-axyu6hlFlaQ&m=E695T1nM6dTRbmjKCSUKB9K0kcIjhz0oNsBhVVV1dho&s=hw3DCSZwrb37iVHV7PsCo8UHJ91plwzYPvEAEhGMfxc&e=)
* Click this link to begin – [https://statema.webex.com](https://statema.webex.com/)
* **Outlook Web Access, work email** (not all users have this feature enabled)
  + <https://email.state.ma.us/owa>
  + Username sample - ehs\Jsmith