

EOHHS-Information Technology Executive Office of Health and Human Services

User Guide Library Series



New Laptop Setup Guide (COVID Event) (HP ProBook 400 G5 and G6)



Summary:	The following instructions will explain how to setup a new HP ProBook 400 G5/G6 laptop deployed during the COVID event.			
Content:	Quick Setup			
	Logging On			
	Connecting to Internet (Wi-Fi)			
	Connecting to VPN			
	Connecting to Remote Desktop (RDP)			
	Disconnecting from VPN			
	Useful Additional Steps			
	Outlook Online (VPN not required)			
	Webex Online			
	• Jabber			
	Acceptable Use Policy			
	Acceptable Use Policy - Comprehensive (PDF download)			
	 Download requires being connected to EOHHS network 			
	Acceptable Use Policy - COVID Modified			



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Quick Setup

LOGGING ON:

Step 1:	Open the laptop lid. The "hp" logo will be right-side up.	<text></text>
Step 2:	 The power button is located at the upper left corner Press the button to turn on the laptop 	Power button. Press here to turn on Laptop CSC PD Power button. Press here to turn on Laptop
Step 3:	 Once powered on, the below screen will appear Hold down the CTRL+ALT+DEL keys to view the login screen 	<text></text>



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CONNECTING TO INTERNET (WI-FI):

Step 1	: On the taskbar, click on the Wi-Fi icon
	NOTE: If the Wi-Fi icon is not displayed, click on the up-arrow icon (
Step 2	: Click the Wi-Fi network to be used.
	Your WIFI NETWORK Secured
Step 3	 Click on "Connect" Optional: Enable the "Connect
	automatically" checkbox



Step 4:	Enter the Wi-Fi password	(h.	Your WIFI Network Secured
			Enter the network security key

CONNECTING TO VPN:

Step 1:	• Click the Windows Start icon (
	 Scroll to the Pulse Secure application (Click the icon to launch the application 		
	NOTE: A VPN icon can be added to the taskbar by right-clicking on icon and selecting Pin to taskbar .		
Step 2:	When the Pulse Secure application opens, click Connect		
	© 2010-2020 by Pulse Secure, LLC Close		



Step 3:	 A browser window will open with a login prompt Enter the User Name (email address): <u>FirstName.LastName@mass.gov</u> or <u>FirstName.LastName@MassMail.State.MA.US</u> 		
	• Click Next	Centrify Login - Internet Explorer	
Step 4:	 Enter the Password used to log onto Windows at the office Click Next 	Centrity Login - Internet Explorer – – – ×	
Step 5:	Choose an Authentication Method to complete the multi-factor authentication (MFA) login process	Centrify Login - Internet Explorer Authentication Method OATH OTP Client Next Stat Ore	



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CONNECTING TO REMOTE DESKTOP (RDP):

Step 1:	Locate the search option:



	 It may already be on the taskbar: Type here to search If it the search option is not already on the taskbar, If it the search option is not already on the taskbar, click the Windows Start icon (), then press the space bar or start search term 	typing the
Step 2:	 Type "Remote Desktop Connection" in the search field Click on the appropriate result to launch the application NOTE: A Remote Desktop Connection icon can be added to the taskbar by right-clicking on the search result and selecting Pin to taskbar. Remote Desktop Connection 	Filters V tion
Step 3:	 In the Computer field, enter the IP address or the computer name of the remote workstation to be accessed Click Connect Click Connect Computer: Example: computer fabrikam.com User name: None specified The computer name field is blank. Enter a full remote computer name. 	er Help



Ston 1.	Enter the Dessword (same nassword used	Windows Security	
Step 4.	to log onto Windows at the office)	Enter your credentials	
		Enter your credentials	
		These credentials will be used	to connect to 10.195.12.345.
		Last, First (EHS)	
		Password	
		EHS\flast	
		Remember me	
		More choices	
		ОК	Cancel
Step 5:	Click Yes	Nemote Desktop Connection	×
Step 5:	Click Yes	Remote Desktop Connection The identity of the remote comp want to connect anyway? The remote computer could not be authent security certificate. It may be unsafe to proce	buter cannot be verified. Do you icated due to problems with its red.
Step 5:	Click Yes	Remote Desktop Connection The identity of the remote comp want to connect anyway? The remote computer could not be authent security certificate. It may be unsafe to proce Certificate name Name in the certificate from the rem EHS-QNY-L123XYZ.ehs.govt.state	x outer cannot be verified. Do you icated due to problems with its red. note computer: .e.ma.us
Step 5:	Click Yes	Remote Desktop Connection The identity of the remote comp want to connect anyway? The remote computer could not be authent security certificate. It may be unsafe to proce Certificate name Name in the certificate from the rem EHS-QNY-L123XYZ.ehs.govt.stat Certificate errors The following errors were encountered w computer's certificate: The certificate is not from a trusted of	A suter cannot be verified. Do you cated due to problems with its red. tote computer: xe.ma.us while validating the remote certifying authority.
Step 5:	Click Yes	Remote Desktop Connection The identity of the remote comp want to connect anyway? The remote computer could not be authenti security certificate. It may be unsafe to proce Certificate name Certificate name Name in the certificate from the rem EHS-QNY-L123XYZ.ehs.govt.state Certificate errors The following errors were encountered we computer's certificate: The certificate is not from a trusted of Do you want to connect despite these certificate	outer cannot be verified. Do you icated due to problems with its sed. note computer: xe.ma.us while validating the remote certifying authority. cate errors?
Step 5:	Click Yes	Remote Desktop Connection The identity of the remote comp want to connect anyway? The remote computer could not be authent security certificate. It may be unsafe to proce Certificate name Certificate name Name in the certificate from the rem EHS-QNY-L123XYZ.ehs.govt.stat Certificate errors The following errors were encountered w computer's certificate: The certificate is not from a trusted of Do you want to connect despite these certificates is not from a trusted of the section of the sect	Auter cannot be verified. Do you cated due to problems with its red. tote computer: .e.ma.us while validating the remote certifying authority. cate errors? s computer



DISCONNECTING from VPN:

Step 1:	Double-click the Pulse Secure icon () () NOTE: If you do not see the Pulse Secure icon on the right end of the taskbar, click on the up-arrow icon () () () () to reveal additional icons.
Step 2:	Click Disconnect



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Useful Additional Steps

OUTLOOK ONLINE (VPN not required):

Step 1:	Outlook email accounts can be accessed through a web browser at: <u>https://email.state.ma.us/owa/</u> NOTE: Connecting through VPN is not required to access an EOHHS Outlook email account via OWA.		
Step 2:	<pre>Complete the fields:</pre>		
Step 3:	Click on sign in		



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WEBEX ONLINE:

Step 1:	Webex accour	nts can be accessed thro	ough a web browser at:
	https://statema.webex.com		
	NOTE: Connecting through VPN is not required to access an EOHHS Webex account.		
Step 2:	Click on the blue "Sign in" button.		
		diale cisco Webex	For OCOMMONWEALTH OF Massachusetts
		≡	English Classic View Sign In
		Jo	in a Meeting ⊙
			Inter meeting information
Step 3:	• Enter y Passwo	your Username and ord	cisco Webex
	Click Le	og In	
			Log in to your account
			Password:
			Keep me logged in
			Forgot your username or password?



Step 4: If **"Forgot your username or password**" is required to reset a password, ensure that the domain "@massmail.state.ma.us" is entered, regardless of the email currently being used in Outlook.

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email address asso	r username and instructions on how to reset your password. Enter the ciated with your Webex account.
Email address:	first.last@massmail.state.ma.us

Jabber:

Access Jabber

Step 1:	• The Jabber icon () should be on the laptop's desktop, click the icon to launch the application.
	• If the Jabber icon is not on the desktop, search for the application using the search option.
	 Locate the search option: It may already be on the taskbar: Type here to search Type here to search If it the search option is not already on the taskbar, click the Windows Start button () on the taskbar, then press the space bar or start typing the search term.



Click on the appropriate result to launch the application	Best match
	Cisco Jabber Desktop app
	Folders
NOTE: A labber icon can be added to the	a taskhar by right-clicking on the search resul

Jabber Sign In

Step 1:	After launching the Jabber application, select Advanced settings	© Cisco Jabber — □ ×
		Cisco Jabber
		username@example.com Continue
		Advanced settings
		aluih. cisco



Step 2: Engage the following radio buttions: Advanced Settings × • Cisco IM & Presence Select your account type: • Use the following server Automatic Cisco IM & Presence In the Server address: field, Webex Messenger enter 172.24.24.40 Cisco Communications Manager 9 or later Teams Messaging Click Save . Login server: Use the default server • Use the following server Server address: 172.24.24.40 Step 3: Enter the User ID: • Use the initial of the user first name + full user last name + "@eohhs.local" • I.e., Steve Johansen's user id: sjohansen@eohhs.local Cisco Jabber \times Cisco Jabber siohansen@eohhs.local Advanced settings cisco NOTE: Future sign in into Jabber will automatically populate the User ID field to just the name without the "@eohhs.local" domain. Sign in will occur normally upon entering the Password.



Step 4:	 The first time a user signs in to Jabber, a Verify Certificate notification will repeatedly appear Click Accept every time the notification appears to ensure all necessary connection of services are established. CONTE: Stop Verify Certificate Notification by Installing Certificate Only after the initial sign in is successful should users take steps to install the certificate. When the Verify Certificate notification appears again, click Show Certificate Click Install Certificate Continue clicking Next until the certificate is installed Repeat these steps until all certificate notifications have cleared.
Step 5:	 Enter the Password The EOHHS Telecom team provides Jabber login credentials, which includes the user password If Jabber login credentials are needed, contact the EOHHS-IT Service and Support Center by calling at 617-994-5050 or by <u>email</u>.



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Acceptable Use Policy

Acceptable Use Policy:

Comprehensive:	 From the Executive Office of Administration and Finance Web-based: <u>https://www.mass.gov/guides/acceptable-use-policy</u>
Comprehensive:	From EOHHS PDF download from intranet: <u>https://eohhsintranet.ehs.state.ma.us/IT/information-security/AcceptableUsePolicy_FINAL.pdf</u>
COVID Modified:	MODIFICATIONS TO EOHHS ACCEPTABLE USE POLICY Due to the risk posed by COVID-19 and the potential need to support remote work using personal devices, the EOHHS Security Office is making the following changes to the Acceptable Use Policy sections regarding personal devices which include, but are not limited to: desktop PCs, laptops, smartphones, and tablets. Until further notice, EOHHS is suspending the requirements outlined in the Acceptable Use Policy with respect to review and approval of use of personal devices. EOHHS is authorizing the use of personal devices for work, contingent upon the following directives: • The personal device must have a reliable internet connection. • The personal device must at least have the following operating systems: • PC - Windows 10 • Mac - macOS Catalina (OS X 10.5) • iPhone or iPad - iOS 11.3 • Android tablet or phone - Android 9.0 Personal devices may not have older, unsupported, operating systems (e.g.: PCs must not be running Windows 7 or earlier operating systems)



	 The personal device must be patched and up to date. This includes both the Operating System and all applications on the device There must be installed on the personal device commercially reasonable antivirus and/or antimalware software. The definition files of such software must be up to date. You may store EOHHS information on a flash drive if that drive has inbuilt encryption or if the files themselves are encrypted. You must not store information on your desktop PC or otherwise on portable storage in an insecure, unencrypted manner.
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