# Pitt Public Health - Working from Home

This document will provide instructions on how to connect and work from home. This document includes:

- 1. Considerations
- 2. Adding another device to Duo Authentication
- 3. Option #1: Connecting to your work desktop
- 4. Option #1: Remote Desktop options
- 5. Option #2: Working remotely using My.Pitt services

### Considerations

Working from home can be accomplished in two main ways.

- 1) Using Pulse Secure VPN to connect to Pitt and then use Remote Desktop to use your office PC just like you do when you're in the office.
- 2) Use services from My.Pitt to access Office 365, Box, OneDrive, Prism, and other services.

#### Covid-19:

- Due to limited availability of Pulse Secure VPN network assignments, option 1 may be limited. We encourage anyone who does not need access to specific programs on their desktop to attempt to use option 2 below.
- For those that need to use the Pulse Secure VPN to access files on a server, please try to disconnect as much as possible. This will free up network assignments for others to connect.
- For now, if you've already been working from home, please continue to use the setup and connections that you have been using.

Please remember that all IT policies provided by Pitt Public Health (<u>https://publichealth.pitt.edu/ph-it-policies</u>) and the University (<u>https://www.technology.pitt.edu/help-desk/how-to-documents/university-policies-related-technology</u>) must continue to be followed.

## Adding another device to Duo Authentication

If your office phone number is the only option you have when using Duo Multifactor authentication, you will need to add a new device, so you have the ability to login when you're not at your office phone.

#### Here are the steps to register an additional device:

It is recommended that you register at least one additional device for use with multifactor authentication. If you forget or lose your primary device, you can still log in using your second (or third) device. There is no limit to the number of devices you can register.

1. Log in to accounts.pitt.edu (with multifactor authentication, if prompted). Click LOGIN & SECURITY



- 2. Then click ADD/MANANGE PITT PASSPORT DEVICES.
- 3. Log in with multifactor authentication. Click + Add another device.

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Acco	ounts Self-Servio	ce				
ADMIN	CONTACT INFORMATION	EMAIL & MESSAGING -	Printing 🗗	LOGIN & SECURITY -	SPONSORED ACCOUNTS	

#### Manage My Devices

USINERSITI OF	My Settings & Devices		
	Ć ios		Device Options
What is this?	S Landline		Device Options
Need help?	+ Add another device		
	Default Device:	iOS	ŧ
	When I log in:	Automatically send this device a Duo Push	ŧ
	Saved		

4. Complete the steps in the wizard to add another device.

## Option #1: Connecting to your work desktop

- Find the IP number of your office computer and write it down, you will need this later at home. It
  might be on a label on your computer. The IP number looks like 130.49.210.2. You can also find out
  your office computer's IP address by Google searching "What is my IP address?" when working from
  that computer. If you need help, you can always ask your IT administrator for your computer's
  information.
- 2. Leave your office computer in a locked or logged-out state (do not shut it down).

- 3. Have another computer from which you will remotely access your office computer. If the computer has not already been setup for you, these requirements must be met:
  - 1. The computer must be running Windows 8.1 or later or, MacOS Mojave (10.14) or later.
  - 2. Windows computers must be running Windows Defender or Symantec Antivirus (<u>click here</u> for Symantec Antivirus installation assistance).
  - 3. Pulse Secure must be installed (<u>click here</u> for installation assistance).
  - 4. On Macs, you'll need to install Microsoft Remote Desktop from the App store (<u>click here</u> for installation assistance). Please also note the instructions below show screen shots from the Windows version.

**NOTE:** If you need help installing software, please submit a help request through <a href="https://pittpublichealth.freshdesk.com/">https://pittpublichealth.freshdesk.com/</a>.

- Configure Pulse Secure VPN to the appropriate remote user role associated with your department. You should be able to rely on <u>this walkthrough</u> to configure your Connection Profile in Pulse Secure, but some important things to know are:
  - The 'Secondary Password' step in Pulse Secure requires you to specify which manner of Duo Multifactor Authentication you use to authenticate. At this step you should enter the word "PUSH", "PHONE", or a six-digit numerical code depending on how you prefer to authenticate.
    - **PUSH** will send a Duo push to your mobile phone.
    - **PHONE** will call the first telephone number you set up for authentication (if you set up more than one phone, enter **PHONE1** or **PHONE2** etc., you can see the order of your phone numbers on the authentication page when you log into my.pitt.edu).
    - **6 DIGIT CODE** is a code number generated by a key fob (used primarily by those who have no mobile phone) or by the Duo Mobile app.

\$ Pu	lse Secure
Connec	et to:
?	Provide the following credentials to complete the connection.
	Secondary User Name:
	Secondary Password:
	push, phone, or 6 digit code
	Save settings
	Connect Cancel

2. Your department IT will let you know which group to connect with, but it will look something like the following—*Firewall-DeptName*-*RemoteUsers-NetworkConnect*.

\$ Pu	Ilse Secure
Connec	et to:
?	Make the following selection to complete the connection.
	Please select a Role:
	Firewall-CGS-USERS-NetworkConnect
	Firewall-AS-RemoteUsers-NetworkConnect
	Firewall-AS-RemoteUsers-Pulse
	Firewall-Statistics-NetworkConnect
	< >>
	Save settings
	Connect Cancel

**NOTE:** If you need help finding out which remote user role you should connect to, please submit a help request through <u>https://pittpublichealth.freshdesk.com/.</u>

3. You will see a **green check mark** in Pulse Secure once you are successfully VPN-ed into the Pitt network. At this point you can click the **CLOSE** button to close Pulse; it will shrink the program down to an icon but leave it running.



Click the Windows Start button, or Mac Spotlight Search, and type Remote Desktop. Click on that program to open it. **NOTE**: Mac's version of Microsoft Remote Desktop looks different. If you need help adding a connection in Mac, please submit a help request through <a href="https://pittpublichealth.freshdesk.com/">https://pittpublichealth.freshdesk.com/</a>.

Nemote De	esktop Connection	-		×
Re Co	mote Desktop <b>Dinnection</b>			
Computer:	Example: computer.fabrikam.com	~		
User name: The computer name.	None specified name field is blank. Enter a full rem	ote computer		
Show <u>O</u> pti	ons	Connect	Help	)

- 4. In the **Computer:** field enter the **IP address** of your office computer and press **Connect**.
- 5. You will be prompted to enter your Pitt credentials. You should enter your username in the format **PITT**\*username*.

Windows Security	×
Enter your credentials	
These credentials will be used to	connect to
PITT\username	×
Password	
Domain: PITT	
✓ Remember me	
More choices	
ОК	Cancel

6. You will see another Windows Security notice, on which you should check the box for "Don't ask me again for connections to this computer" and choose Yes.

Remote Desktop Connection ×
The identity of the remote computer cannot be verified. Do you want to connect anyway?
The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed. Certificate name
Name in the certificate from the remote computer: AS-DO-1S7LX12.univ.pitt.edu
Certificate errors
The following errors were encountered while validating the remote computer's certificate:
A The certificate is not from a trusted certifying authority.
Do you want to connect despite these certificate errors?
☑ Don't ask me again for connections to this computer
View certificate Yes No

5. A remote session will begin, which is signified by a blue bar at the top of the screen.

+	Your office computer IP address	- 8 ×
	Remote Desktop Connection	
	The quality of the connection to the remote computer is good.	
	ОК	

You are now remotely controlling your office computer!

**NOTE:** VPN connections will disconnect automatically after a period of time. This time ranges from 4 to 12 hours.

# Option #2: Remote Desktop Options

Using Remote Desktop with multiple monitors

If you are at home and using Remote Desktop to connect to your work computer, and you use multiple monitors at home, you can tell Remote Desktop to allow more than one monitor.

When you open the Remote Desktop program:

- 1. Click on Show Options
- 2. Then the Display tab and checkmark the box "Use all my display monitors for the remote session."
- 3. Then click the Connect button. This setting is sticky, so you have to do it only once.

💀 Remote Desktop Connection 🧼 — 🖂 🗙	
Remote Desktop Connection	
	💀 Remote Desktop Connection 🛛 — 🗆 🗙
Computer: Example: computer fabrikam.com  User name: None specified The computer name field is blank. Enter a full remote computer	Remote Desktop Connection
name.	General Display Local Resources Experience Advanced
Show Options Connect Help	Display configuration Choose the size of your remote desktop. Drag the slider all the wayto the right to use the full screen. Small Edi Screen Use all my monitors for the remote session
	Colors Choose the color depth of the remote session. High Color (16 bit)
	Display the connection bar when I use the full creen
	Hide Options     Connect     Help

#### Printing using Remote Desktop

If you are at home and using Remote Desktop to connect to your work computer, and you might want to print from your work computer to your home printer, you have to tell Remote Desktop to allow that.

When you open the Remote Desktop program:

- 1. Click on Show Options
- 2. Then the Local Resources tab
- 3. Checkmark the box for Printers
- 4. Click the Connect bottom.
- 5. Then your work computer will show your home printer in its list of printers. This setting is sticky, so you have to do it only once.



# Option #2: Working remotely using My.Pitt services

Working in this way will require some planning before working from home. Please consider the following carefully:

- Any critical files that are on a file server or drives (like I, H, U, etc.) will need to be moved to Box or One Drive so that they can be accessed from home.
- If using a home computer, a few requirements must be met:
  - The computer must be running Windows 8.1 or later, or, MacOS Mojave (10.14) or later.
  - Windows computers must be running Windows Defender or Symantec Antivirus (<u>click here</u> for installation assistance)

Steps to setting up your device to work from home in this way:

 Pitt provides two ways to store files in the cloud, Box and OneDrive. This will allow your files to be available on multiple devices and not require the Pulse Secure VPN connection to a server. More information about both can be found at <u>https://www.technology.pitt.edu/services/cloud-</u> <u>collaboration-box-and-onedrive</u>. Generally, Box is recommended. With help on setting up Box or OneDrive, please submit a help request through <u>https://pittpublichealth.freshdesk.com/.</u>

- 5. Install Office 365. Instructions can be found here: <u>https://www.technology.pitt.edu/software/microsoft-office-365-proplus</u>
- 6. Install Skype for Business.
  - Log into <u>https://portal.office365.com</u> using your Pitt account credentials.
  - Click the Install Office drop-down menu and choose Other Install Options.
     Good afternoon

Good	d afternoon							Install Office $$
Start	new Outlook	OneDrive	Word	<b>X</b> Excel	PowerPoint	OneNote	SharePoint	Office 365 apps Includes Outlook, OneDrive for Business, Word, Excel, PowerPoint, and more.
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For	rms Whiteboard	Kaizala	Stream	All apps				
Click	on View a	pps & de	evices.					
Y		e apps of fice on up to es.	& devi 5 PCs or M	CES acs, 5 table	ts,	Verify what	Ibscript	ions d licenses you have.
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• Run the downloaded installer and follow the prompts.

See also: Pitt Public Health - Skype for Business Collaboration

#### Other Resources

#### https://www.technology.pitt.edu/remoteworkresources

For Emergency Assistance Public Health Technology Services 412-648-9963 <u>itsupport@pubhl.pitt.edu</u> Hours of Operation: Normal business hours

Last updated: 03/21/2020