

# 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
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## 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 (<https://publichealth.pitt.edu/ph-it-policies>) and the University (<https://www.technology.pitt.edu/help-desk/how-to-documents/university-policies-related-technology>) must continue to be followed.

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## 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.

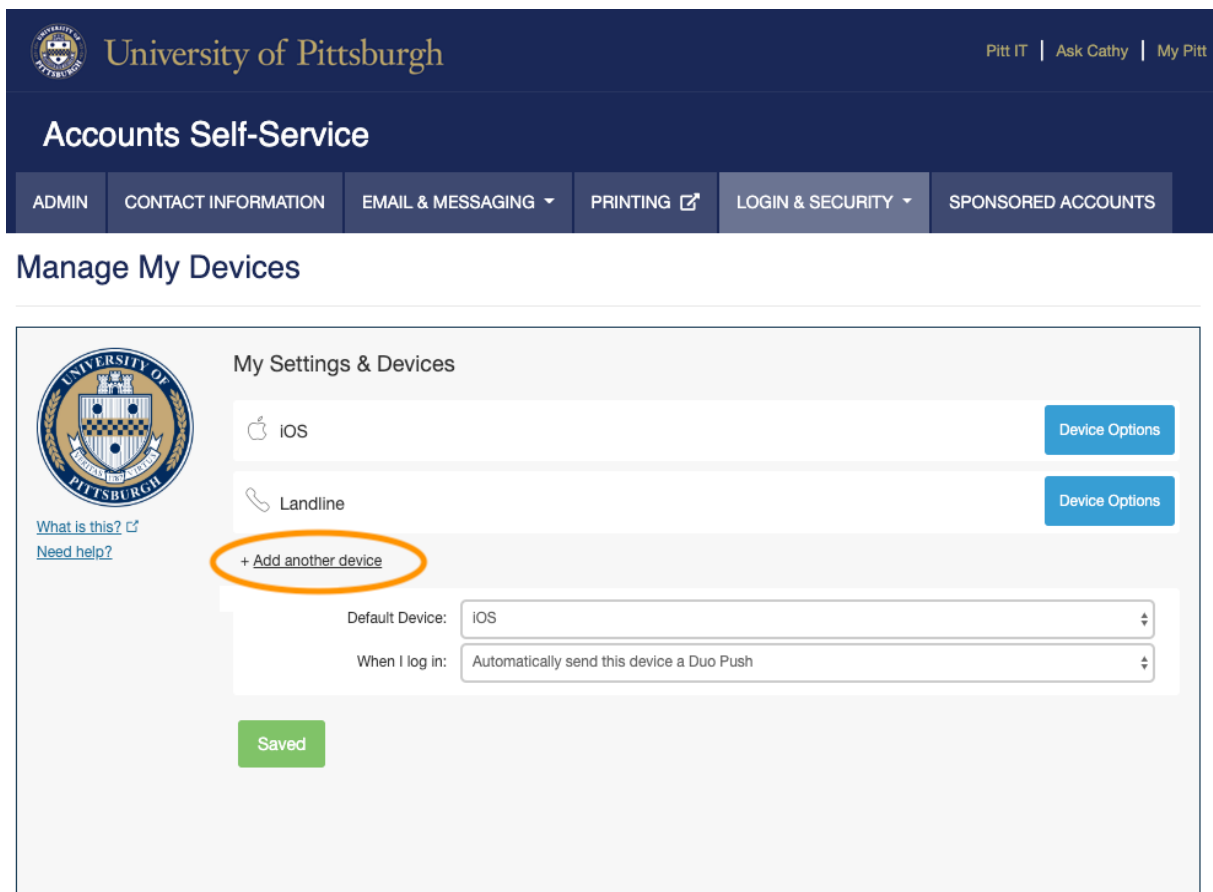
### **Here are the steps to register an additional device:**

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](https://accounts.pitt.edu) (with multifactor authentication, if prompted). Click **LOGIN & SECURITY**



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



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

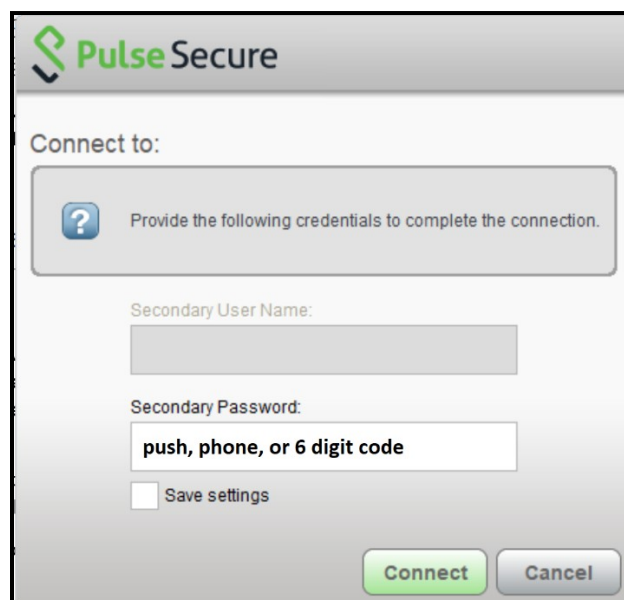
## Option #1: Connecting to your work desktop

1. 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 ([click here](#) for Symantec Antivirus installation assistance).
  3. Pulse Secure must be installed ([click here](#) for installation assistance).
  4. On Macs, you'll need to install Microsoft Remote Desktop from the App store ([click here](#) for installation assistance). Please also note the instructions below show screen shots from the Windows version.

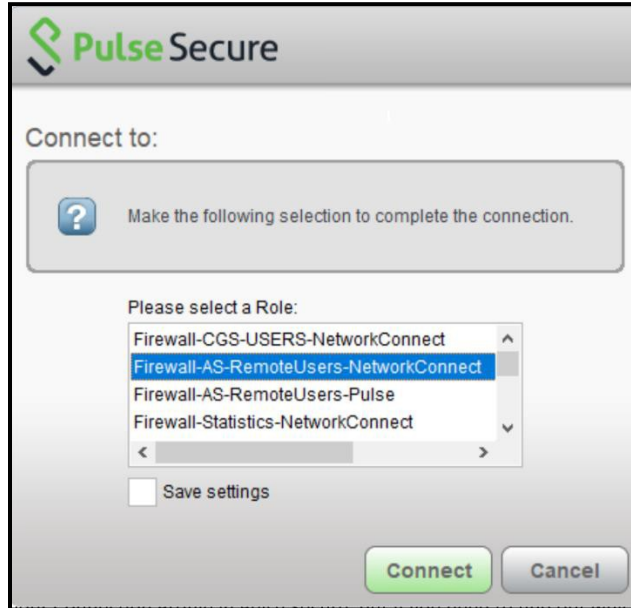
**NOTE:** If you need help installing software, please submit a help request through <https://pittpublichealth.freshdesk.com/>.

4. Configure **Pulse Secure** VPN to the appropriate remote user role associated with your department. You should be able to rely on [this walkthrough](#) to configure your Connection Profile in Pulse Secure, but some important things to know are:
  1. 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.



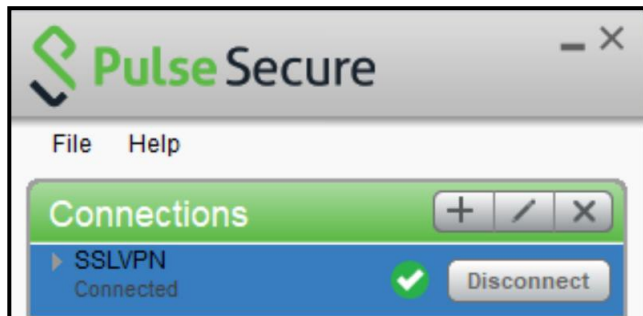
The image shows a screenshot of the Pulse Secure connection dialog box. The dialog has a title bar with the Pulse Secure logo and the text "Pulse Secure". Below the title bar, it says "Connect to:". There is a large text box with a question mark icon and the text "Provide the following credentials to complete the connection." Below this, there are two input fields: "Secondary User Name:" and "Secondary Password:". The "Secondary Password:" field contains the text "push, phone, or 6 digit code". Below the input fields, there is a checkbox labeled "Save settings" which is currently unchecked. At the bottom right, there are two buttons: "Connect" and "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*.

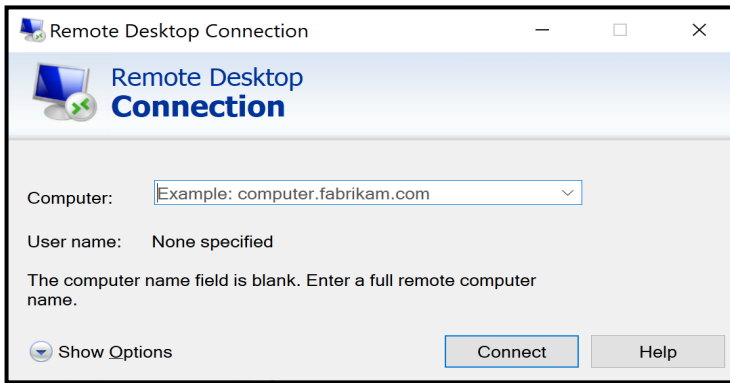


**NOTE:** If you need help finding out which remote user role you should connect to, please submit a help request through <https://pittpublichealth.freshdesk.com/>.

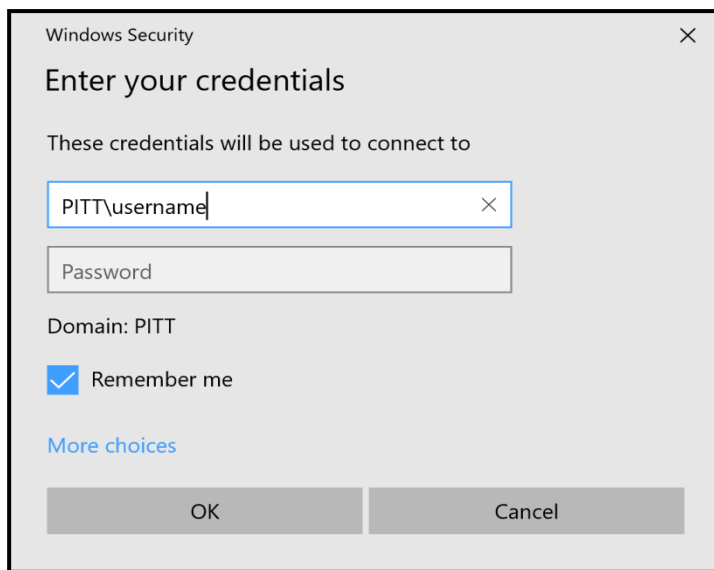
3. You will see a **green check mark** in Pulse Secure once you are successfully VPN-ed into the Pitt network. At this point you can click the **CLOSE** button to close Pulse; it will shrink the program down to an icon but leave it running.



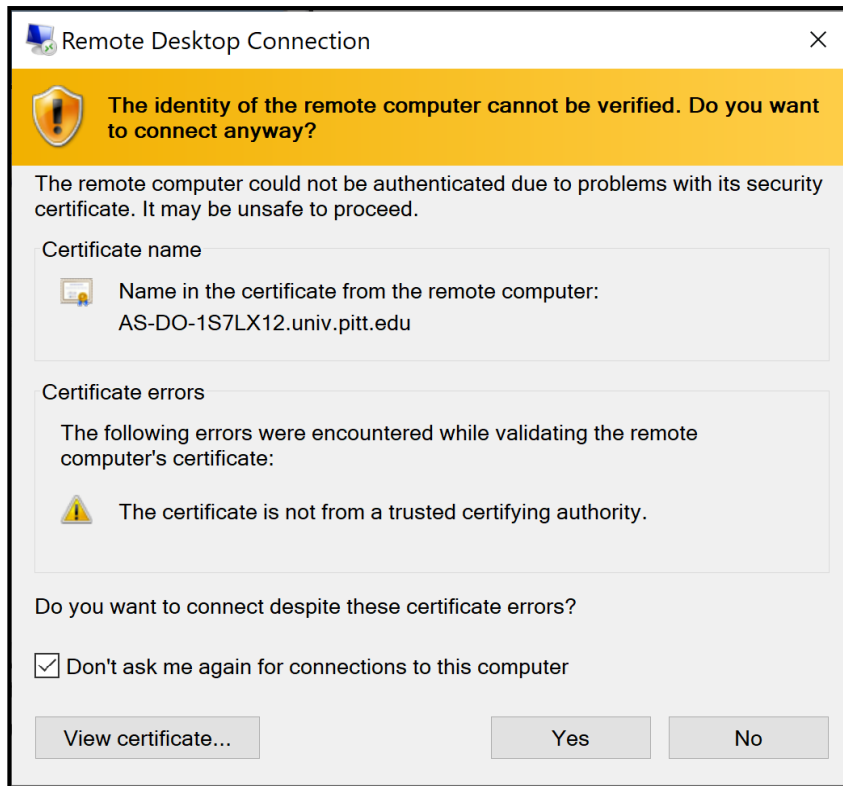
Click the Windows Start button, or Mac Spotlight Search, and type Remote Desktop. Click on that program to open it. **NOTE:** Mac's version of Microsoft Remote Desktop looks different. If you need help adding a connection in Mac, please submit a help request through <https://pittpublichealth.freshdesk.com/>.



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**.



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**.



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



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.

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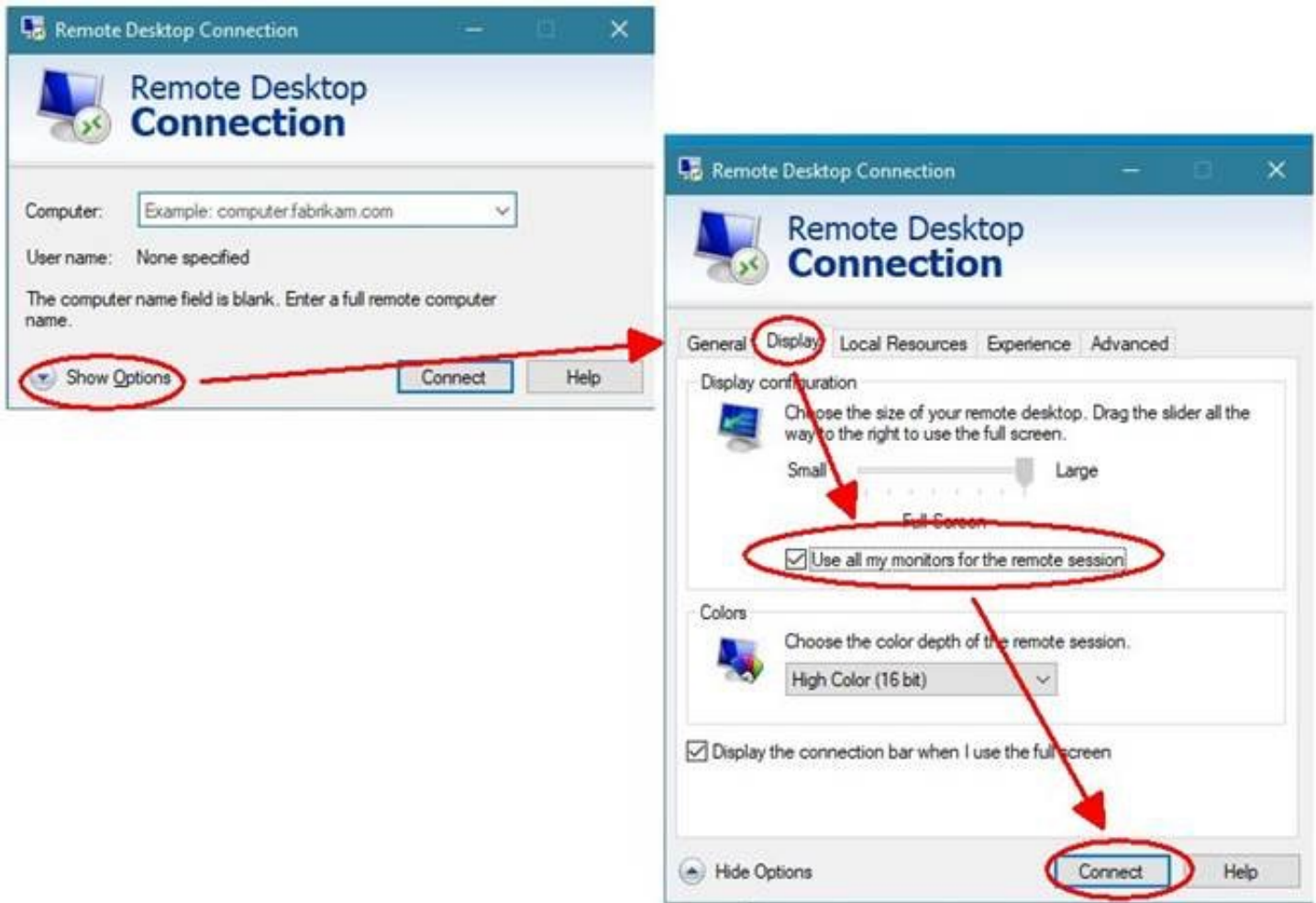
## Option #2: Remote Desktop Options

### 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.

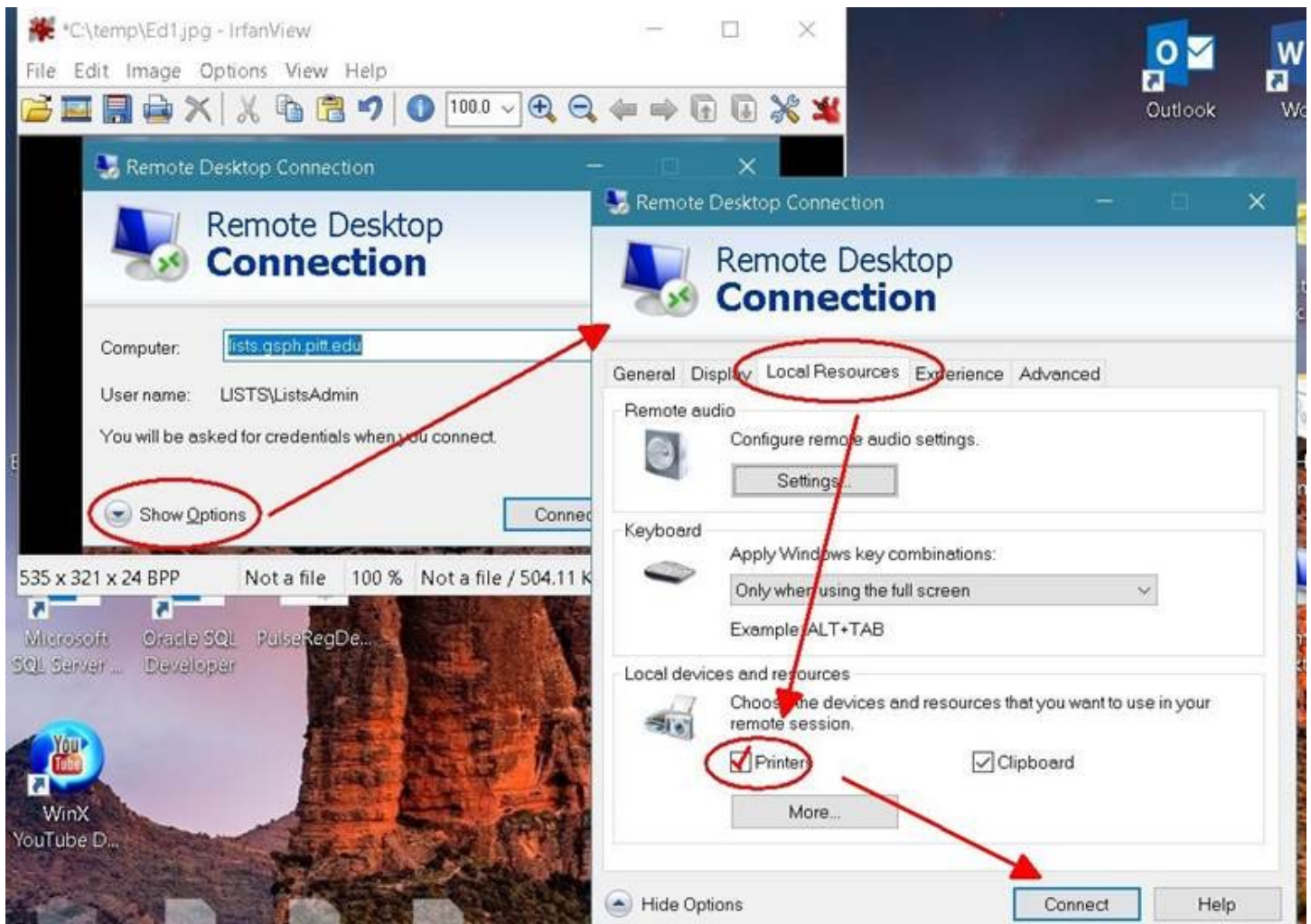


## Printing using Remote Desktop

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 button.
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 ([click here](#) for installation assistance)

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

4. 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 <https://www.technology.pitt.edu/services/cloud-collaboration-box-and-onedrive>.



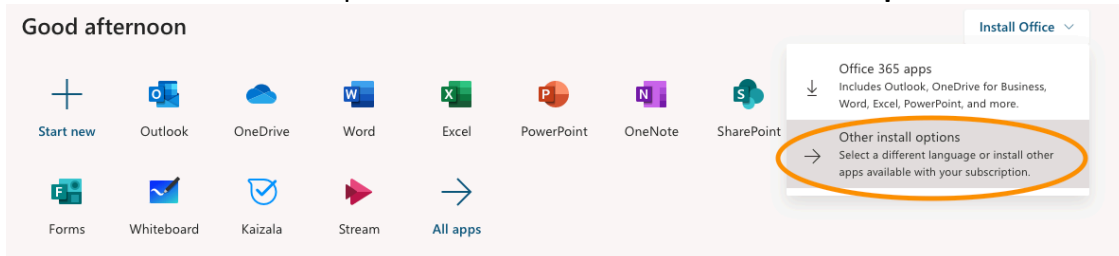
Generally, Box is recommended. With help on setting up Box or OneDrive, please submit a help request through <https://pittpublichealth.freshdesk.com/>.

5. Install Office 365. Instructions can be found here:

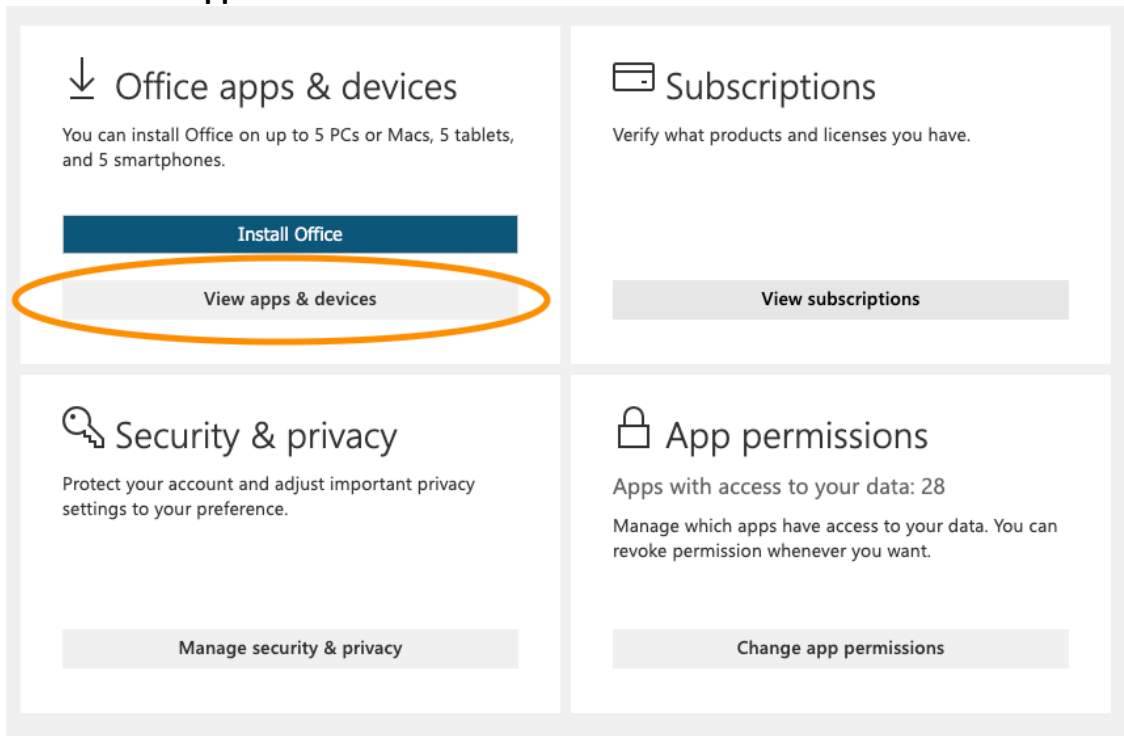
<https://www.technology.pitt.edu/software/microsoft-office-365-proplus>

6. Install Skype for Business.

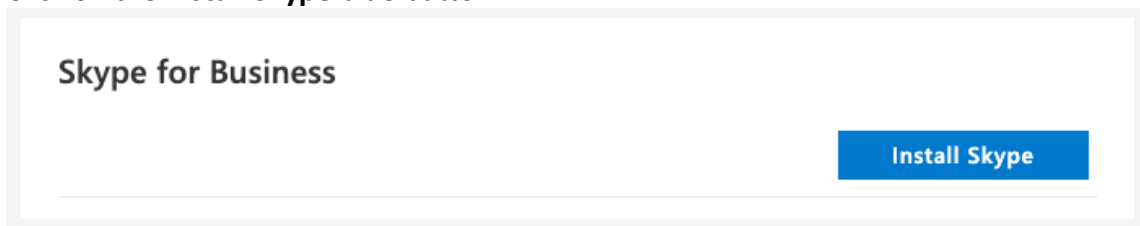
- Log into <https://portal.office365.com> using your Pitt account credentials.
- Click the **Install Office** drop-down menu and choose **Other Install Options**.



- Click on **View apps & devices**.



- Click on the **Install Skype** blue button.



- 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

[itsupport@pubhl.pitt.edu](mailto:itsupport@pubhl.pitt.edu)

Hours of Operation: Normal business hours

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