Telework

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Introduction

There are two teleworking environments:

1. Office 365
2. HPD Remote Access

Office 365 does not place a heavy burden on infrastructure resources. Please use it if your work primarily involves Office products. You may also collaborate with city colleagues through Microsoft Teams and share documents that you save to 365 "One Drive." Before beginning telework, copy or move documents you need to work on to your personal OneDrive.

HPD Remote Access places a large burden on infrastructure resources. It may "brown out" or become unavailable from time to time. If your work requires using internal HPD applications like HPDInfo, then you must access a "virtual desktop" through HPD Remote Access. See *HPD Remote Access.*

Confirm that you can successfully access both environments before you begin telecommuting.

Office365 Access

To access Microsoft Office 365, follow the steps below:

1. Enter the following website into your internet browser: https://www.office.com
2. Enter your full HPD email account (ex: SmithJ@hpd.nyc.gov)
3. Enter your network password – the same one you use when logging in daily at your HPD desktop PC.

You will be taken to your personal Office 365 Documents space. Web versions of Office 365 applications are arrayed in a banner at the top of the page.
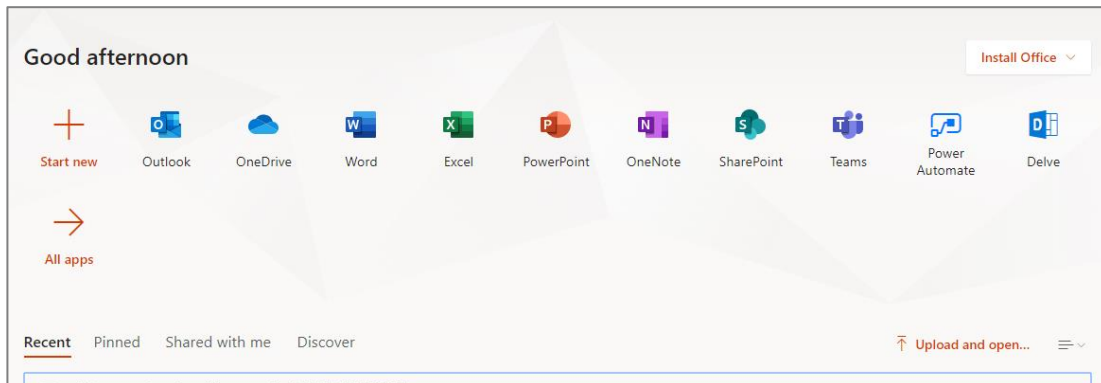

HPD Remote Access

In addition to Office 365, if you have **HPD Remote Access.** You can access the share drive or reach HPD's systems through a virtual desktop.

Full HPD Remote Access instructions are available at http://hpdnyc.org. Click on **Teleworking** in the banner.


1. At http://hpdnyc.org. (a) Click on **RA** in the banner (b) A menu of remote access options appear. Click on the first item: **RA** again.

2. You are taken to the Remote Access page.
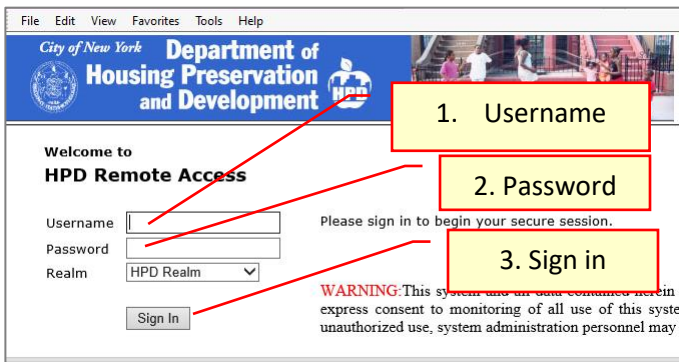
3. Enter your network Username without any "hpdnyc\" or other domain prefix.
4. Enter your network password – use the one for your HPD desktop.
5. Make sure the Realm is "HPD Realm"
6. Click on **Sign In**.
7. On the next screen choose a role:
   a. **HPD User Role:** Choose this if your home PC is Windows-based. See *Windows Based Login*

Next screen shows available user roles

   b. **HPD Role – non-Windows-users:** Choose this if your home PC is MacOS, Chromebook, or Linux-based. See *MacOS/Chromebook/Linux Based Login*.
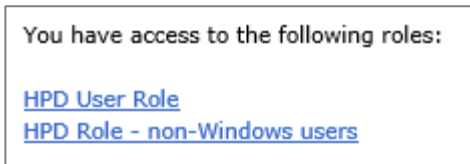
Windows Based Login

1. After choosing **HPD User Role**, you will be taken to the **HPD Remote Access Web** Interface. At the bottom of this page, in the Terminal Sessions section, you will see a **VPN Guest Desktop 2** link. Follow it.
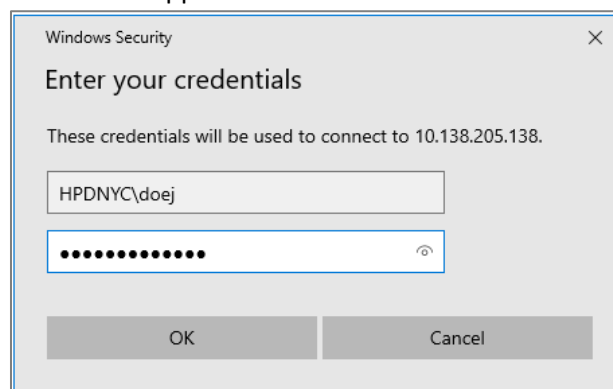

2. Depending on your previous login sessions, you may be requested to install components of the Pulse Secure Remote Access package. Accept these requests.
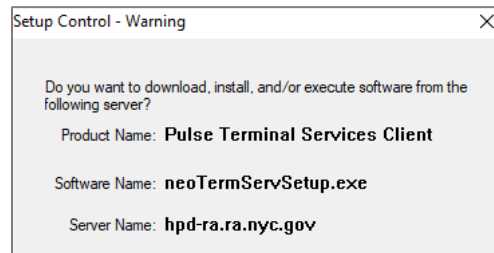

3. A Pulse remote access session begins with the opening of the **Pulse terminal window**. Initially this window contains a connection notice to an IP address.
   a. A request to log into the remote server appears:

b. This second login is required by the **Pulse terminal window** and is distinct from your login to the **HPD Remote Access Web page**. When you conclude your work, remember to log off from both sessions. See *Completely Log Out.*

c. The login through **Pulse terminal window** requires a username that has both the domain prefix, "HPDNYC\" followed by your network username.

d. The password is your network password – the same one as used for your HPD desktop.

5. The temporary popup disappears and is replaced with a remote access session. You will see this session start screen. Click on **OK** to Proceed.
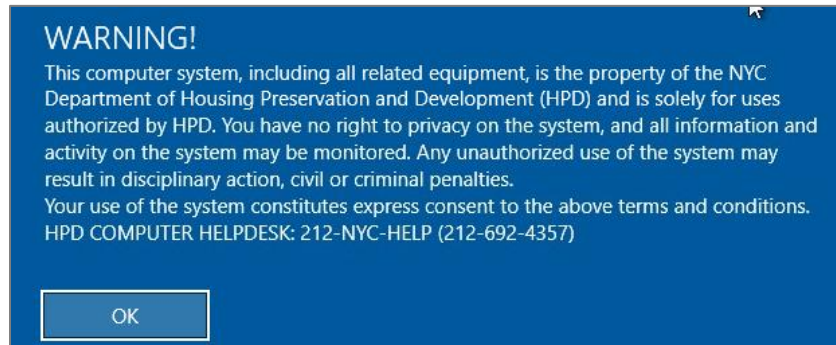
6. Your **Virtual Desktop** appears. While it may be similar in appearance, it is not your HPD desktop machine. See *Virtual Desktop: Available Resources and Characteristics* for a brief review of what is available.

7. When you have completed your work with the **Virtual Desktop**, be sure to *Completely Log Out*.

If you are Disconnected during your Windows Pulse Terminal Session

In the event of network congestion, your session disappears and is replaced by a notice: "Disconnected…". **The Pulse Terminal Services** client then closes its window after a few seconds.

1. A Pulse terminal session, while furnishing a high-quality display, requires relatively high bandwidth compared to other remote access approaches.

2. Consider attempting another login later; allow fifteen minutes to a half hour for congestion to clear. Be sure to *Completely Log Out* and try a new session later.

3. Consider making use of *Office365 Access* instead remote access. Office365 demands are smaller and much of what is used is provided through the cloud, rather than HPD's infrastructure.

MacOS/Chromebook/Linux Based Login

1. After choosing **HPD Role – non-Windows users**, you will be taken to the **HPD Remote Access Web** Interface. At the bottom of this page, in the **HTML5 Access Sessions** section, you will see a **VPN Guest Desktop 2** link, "For MacOS/Linux/ChromeBook users". Follow it.


2. A new web browser window will open with a notice:
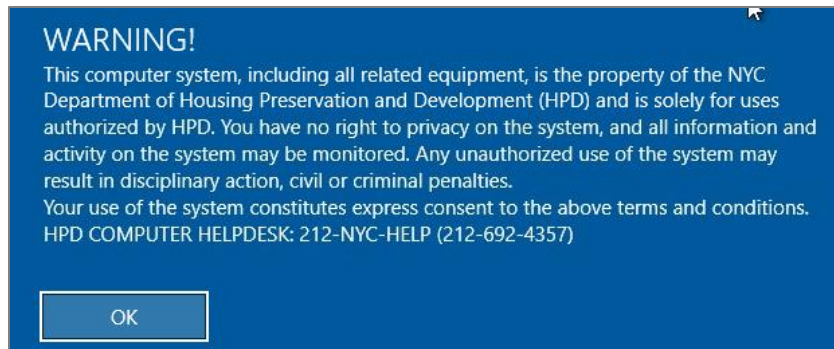
a. Click on **OK.**

b. Your **Virtual Desktop** appears in the web browser window. It is not your HPD desktop and there are minor cosmetic differences compared to an actual desktop display. These cosmetics will not interfere with your session. Continue with *Virtual Desktop: Available Resources and Characteristics* for a brief review of what is available.

If you are Disconnected during your MacOS/Chromebook/Linux Session

In the event of network congestion or, after a few minutes of inactivity, a disconnection notice may appear:
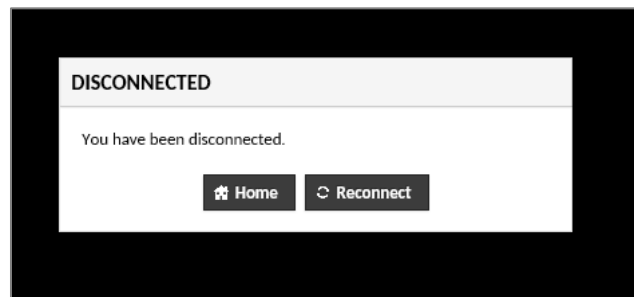

1. Clicking on **Home** brings you to the **HPD Remote Access Web** Interface.
2. Clicking on **Reconnect** will commence another reconnection attempt.
3. Where there is network congestion, consider *Completely Logging Out* and making use of *Office365 Access* instead.

Virtual Desktop: Available Resources and Characteristics

1. Office software and internal applications like the HPDInfo client tool is available as desktop icons.
2. The HPD Intranet home page can be accessed through your virtual desktop browser. Reach internal web-based applications through the **application** banner at the top of the HPD Intranet home page.
3. Review the **README PDF** document on the virtual desktop. It is the detailed remote access user guide.
4. So long as it is turned on and booted, you can reach your HPD desk computer through a **Microsoft Remote Connection** session. See the **README PDF** document. Please do not run an additional remote session from the virtual desktop unless it is absolutely necessary to access locally installed software on your HPD desk computer. You will be consuming the resources of two network hops.
5. Your **virtual desktop**:
   a. Maps **This PC → Folders → Documents** to your **C:\\Documents** folder on your HPD desk computer.
   b. All other mappings in **This PC → Folders** belong to the host server and will not reflect the corresponding locations on your HPD desk computer.
   c. **This PC → Network Locations** have mappings to **S:\\ (personal)**, **R:\\ (shared), N:\\(apps)** and **I:\\(images)** that are the same as on your HPD desk computer.

Completely Log Out

1. When you have completed your work on the **virtual desktop**, log off the server machine as you normally would with your HPD desktop computer.
2. Windows users with the **HPD User Role** will see the Pulse terminal window terminal disappear. **HPD Role – non-Windows users** will see a **disconnection notice** in their browser windows. They should close the browser window to clean up connections.
3. All users should end the active browser session at the **HPD Remote Access Web page**. Click on the sign out icon in the upper righthand corner:
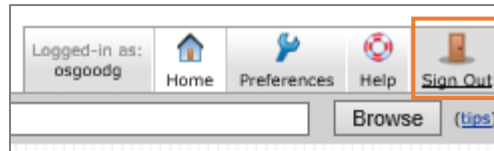
4. Close the browser window as well to completely clean up connections.