

Working from Home

Version 1.2

3.26.2020

If the VPN software is not installed and JPort will not be used See ([Installing and Configuring the VPN](#)).

Ways to Connect to the DCN

Choose any of the follow ways to connect to the DCN. They use different routes and servers to connect which provides both diversity and redundancy.

- [Connect using Any Connect](#) – This method is usually the most solid, however the DUO authentication has a timeout of 12 seconds. If you have a good cellular and Wi-Fi connection this might be the best method to use.
- [Connect using Pulse Secure](#) – This method is also robust but due to how it configures the network adapter sometimes requires a reboot between connections.
- [Connect using JPort](#) – This method is the simplest connection, only requiring a browser to connect. The built in Remote Desktop client is good but lacks features such as multi-monitor use and lack of printer functionality. From JPort you can also kick off a full Pulse Secure Connection.
- [Connect using native iOS client](#) – This method is for all iOS devices: iPad, iPhone.

I'm Connected Now What?

Once connected to the DCN network there are several options.

- [Use Remote Desktop](#) to connect to an Office computer.
 - Pros: Similar feel to in the office.
 - Cons: Network speeds can make it feel sluggish, requires a separate PC at work
 - (If your PC at work is a laptop you will likely use your laptop to connect; see Map Your Drives).
- [Map your drives](#) and work like you normally work
- [Use o365 Online](#) (note Outlook works without VPN)

How to Access Office Phone and Voicemail Remotely

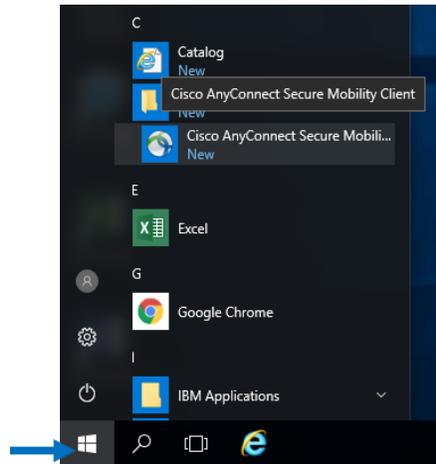
- [Forward office calls to another phone](#)
- [Check Voicemail from office phone](#)

IT Help Desk: 513-564-7222

CM/ECF Help Desk: 513-564-7220

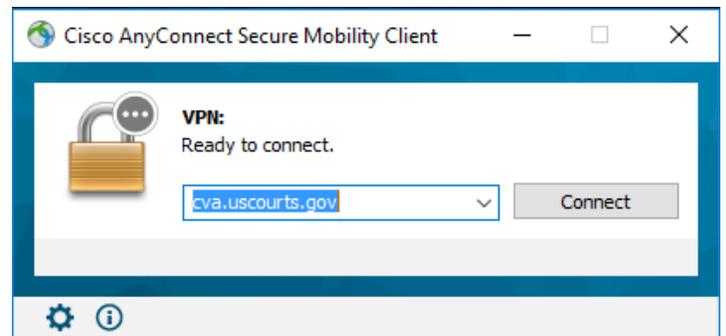
Connect Using AnyConnect

- Locate Cisco AnyConnect Secure Mobility Client under the Windows Start Menu > Cisco or Cisco AnyConnect

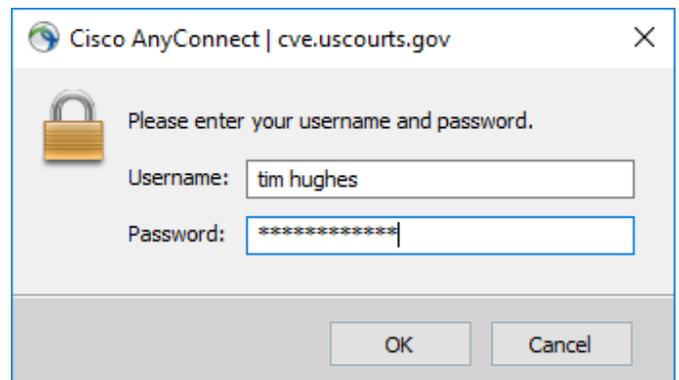


- Enter: `cva.uscourts.gov`
- Click Connect

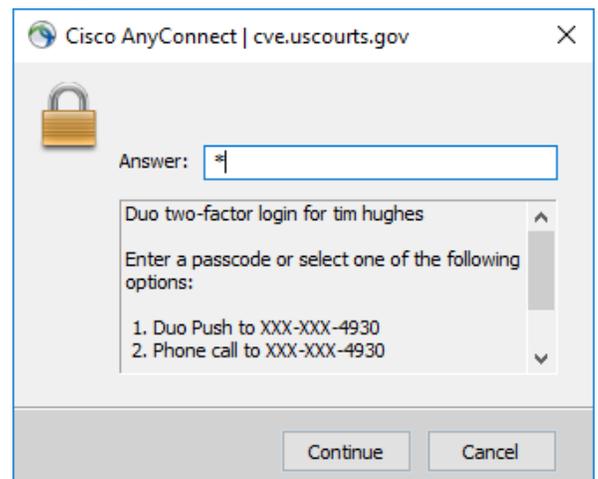
(Note: This will be saved for future connections)



- Enter JENIE Username and Password



- Type 1 for DUO push and click Continue
Or Open the DUO app and click Administrative Office of the US Courts
-Enter the six-digit number and click Continue



- Authorize the connection from Duo App



Administrative Offices of The
US Courts

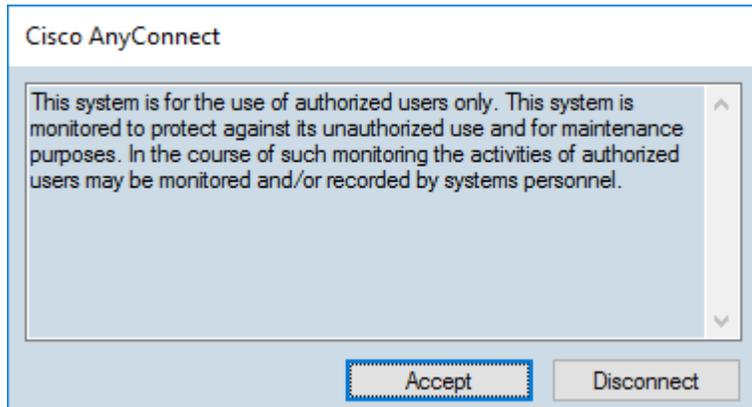
CISCO IPSEC VPN - P

tim hughes

10:07:28 AM EDT
October 15, 2018

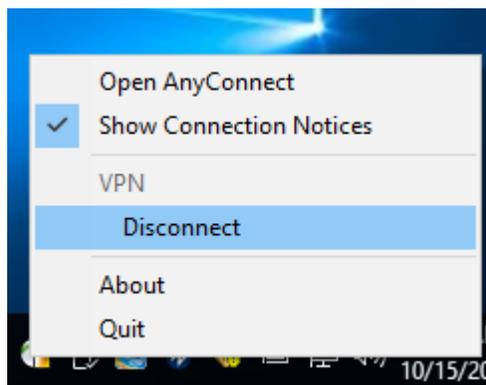


- Accept the notice



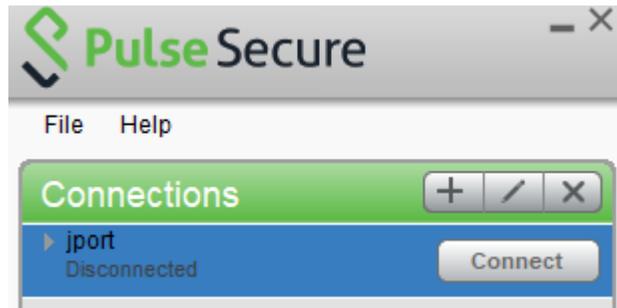
Disconnecting from Our Network

- Right Click on the AnyConnect icon and select Disconnect

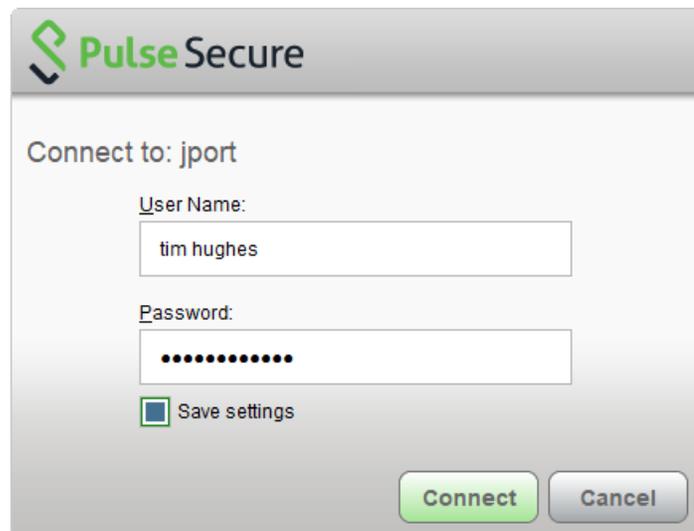


Connect Using Pulse Secure

- Locate Pulse Secure under the Windows Start Menu > Pulse
- Click Connect



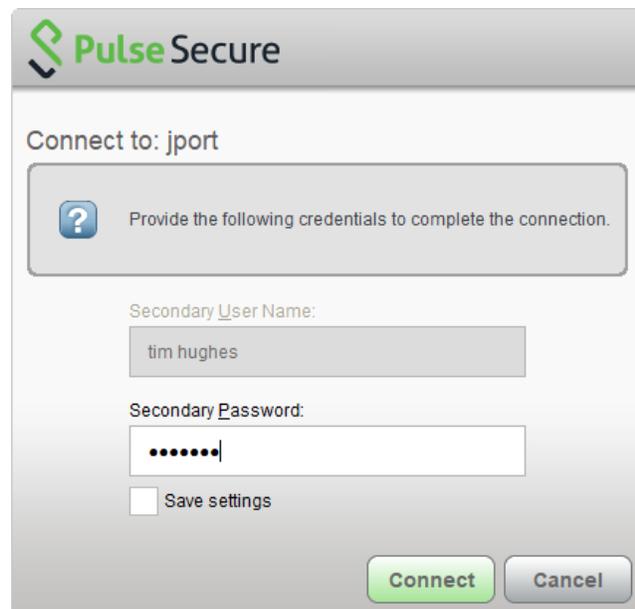
- Enter ADU login information (w/o the ADU\)
 - ADU login is typically first and last name
- Enter Password
- Click Save Settings, if not filled
- Click Connect



- When prompted for a secondary password there are 2 options.
 1. Type the word: *push* and authenticate using the Duo App.

2. Open the DUO app and click Administrative Office of the US Courts

Enter the six-digit number and click Connect



- After clicking Connect the PC will be on our network.

Disconnecting from Our Network

- Right Click on the Pulse Secure icon and select Disconnect (Under JPort - choose Disconnect, or select "Open Pulse Secure" and click Disconnect on JPort)

Connect to JPort

- From any Browser open <https://JPort.uscourts.gov>

Welcome to the U.S. Courts SSL VPN Gateway JPort

username Please :

password **THIS SY:**

This syste
personne

- Login using JENIE Credentials
- In the Duo window choose one of the options, and complete the steps.

Choose an authentication method

Duo Push **RECOMMENDED**

Call Me

Passcode

Connect to VPN using JPort

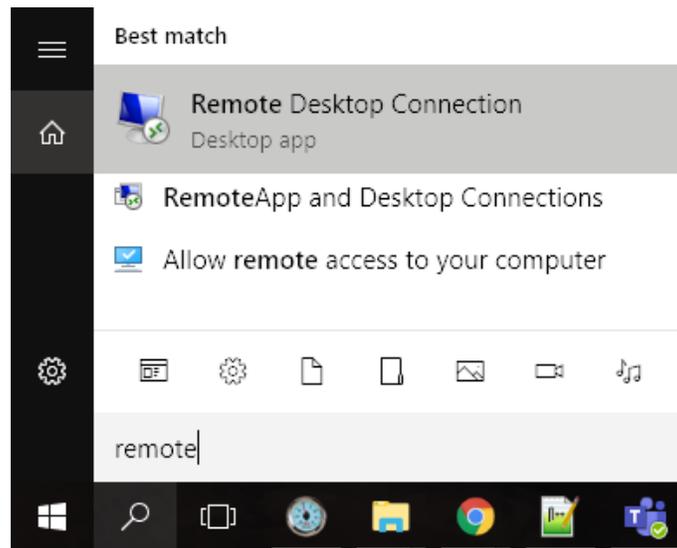
- In the Client Application Sessions next to Pulse Secure click Start



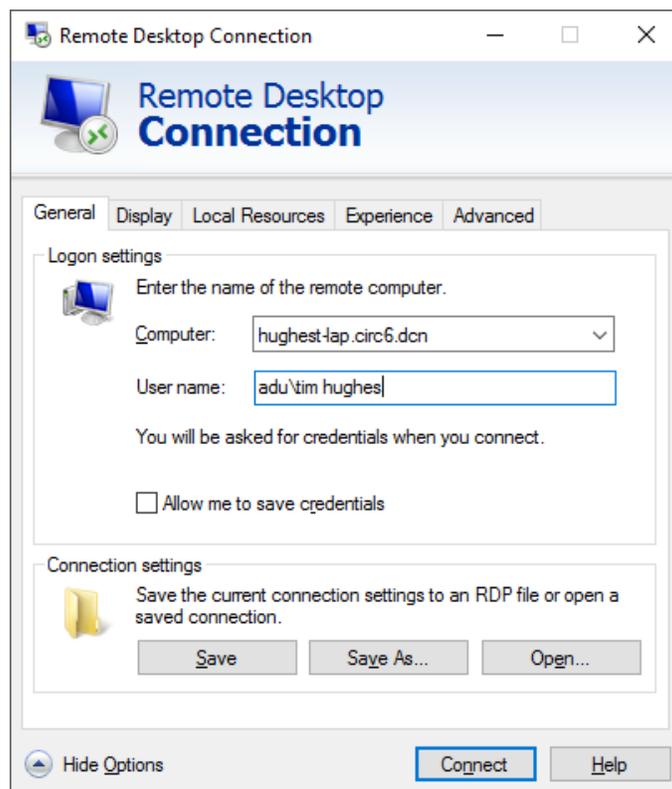
Because you are already signed into the VPN when you click the Start button, this launches the VPN and no further login is required to complete the connection. (Once Pulse Secure is installed on a PC, you have the option to connect with Pulse Secure or JPort.)

Remote Desktop Instructions for Windows

- Use Windows Search to search for "Remote Desktop Connection"
- Select Remote Desktop Connection



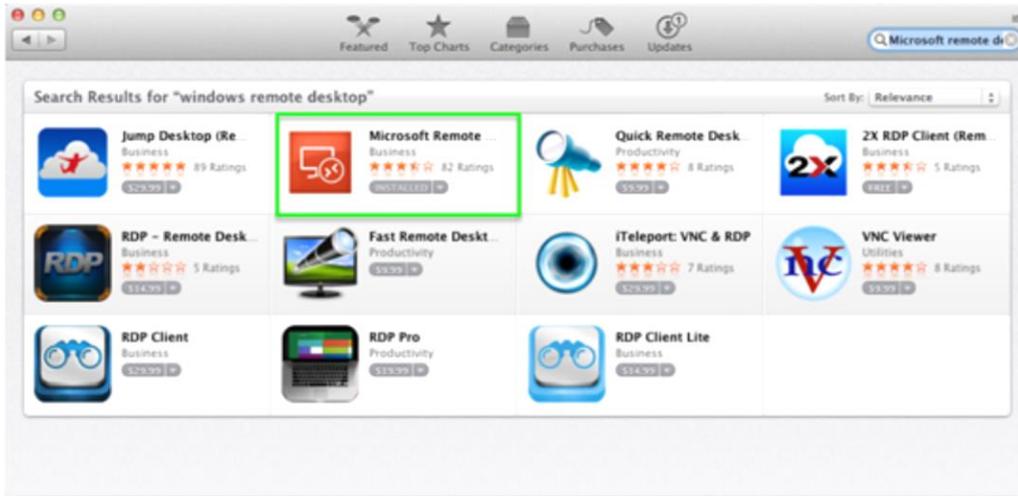
- Type in your Machine Name with .circ6.dcn suffix (Contact IT Help Desk for machine name)
- Enter your User Name including the adu\ prefix



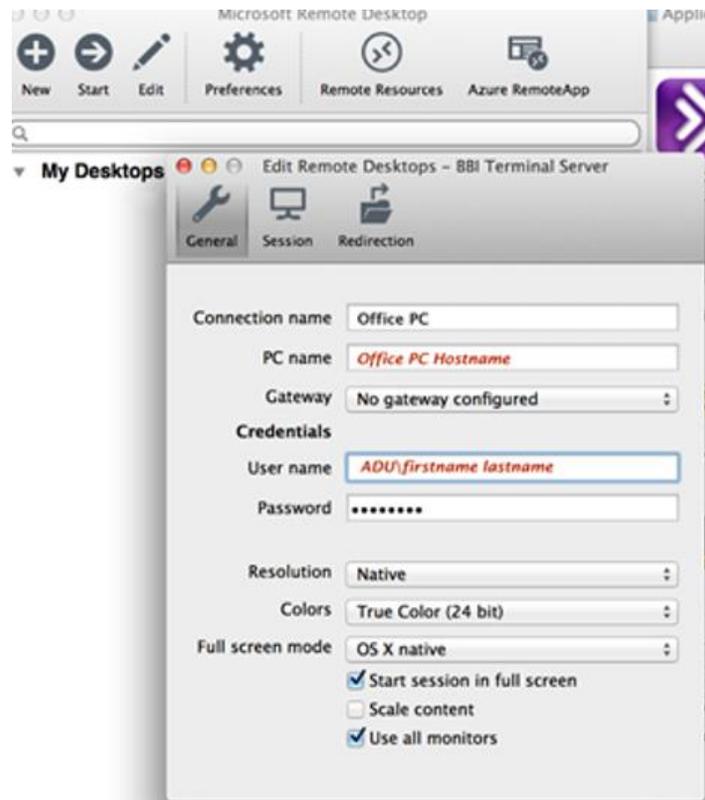
- If the PC connecting from has multiple monitors, click the Display tab to verify "Use all my monitors for the remote session" is checked
- Click Connect and enter your JENIE/ADU password

Remote Desktop instructions for OSX

- Open the Apple store and search for Windows Remote Desktop.
- Install Microsoft Remote Desktop Application



- Open the newly installed Microsoft Remote Desktop application and choose **+ New**
- Under the General tab, fill the form out as below. Red items are to be translated not typed directly. Don't know Office PC Hostname? See document: "Locate Office Computer Hostname.docx".



- Double click Office PC under My Desktops to launch Remote Desktop Session to the Office PC.

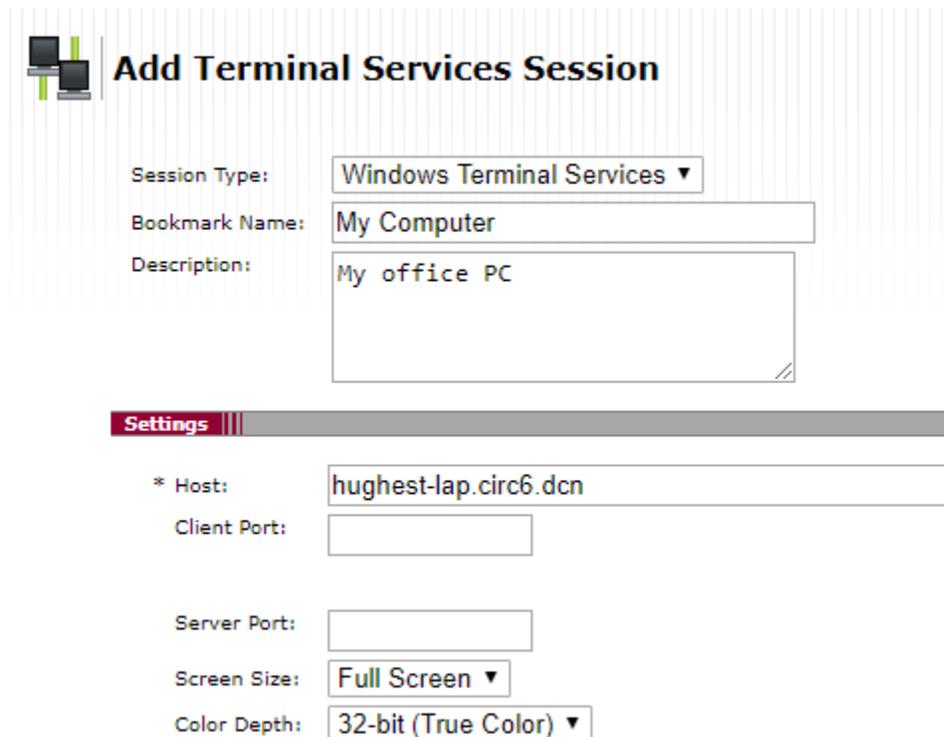
Configure JPort for Remote Desktop

Note: JPort remote desktop does not support multiple monitors. JPort remote desktop does not always allow printing to local printers especially if they are network printers.

- Log into JPort: <https://JPort.uscourts.gov>
- Complete the DUO authentication.
- **Under Terminal Sessions:** If there is a link listed click the  icon to the right of the session name.
- If the following message appears “You don’t have any terminal sessions.” click the  icon.



- Session Type: Windows Terminal Services
 - Bookmark Name: My Computer
 - Description: My office PC
- Under Settings
 - Host: Full name of office
 - PC usually [lastname][firstinitial]-[org].circ6.dcn
 - Screen Size: Full Screen
 - Color Depth: 32-bit (True Color)

A screenshot of the 'Add Terminal Services Session' form. The form has a title bar with a computer icon and the text 'Add Terminal Services Session'. Below the title bar are three input fields: 'Session Type' with a dropdown menu set to 'Windows Terminal Services', 'Bookmark Name' with the text 'My Computer', and 'Description' with the text 'My office PC'. Below these fields is a 'Settings' section with a title bar. It contains several input fields: '* Host' with the text 'hughest-lap.circ6.dcn', 'Client Port' (empty), 'Server Port' (empty), 'Screen Size' with a dropdown menu set to 'Full Screen', and 'Color Depth' with a dropdown menu set to '32-bit (True Color)'.

- Under Authentication
 - Enter your JENIE/ADU Username and Password

Under Connect Devices check the following

- ✓ Connect local drives
- ✓ Connect local printers
- ✓ Allow Clipboard Sharing
- ✓ Connect sound devices

Click [Save Changes] or [Add]

Session |||

Authentication:

Username: Username or <USER> for IVE session username

Password:

Start Application:

Launch seamless window
 [NOTE: Seamless window check box applicable only for servers running Windows 2008 and later]

Path to application:

Working directory:

Connect Devices: |||

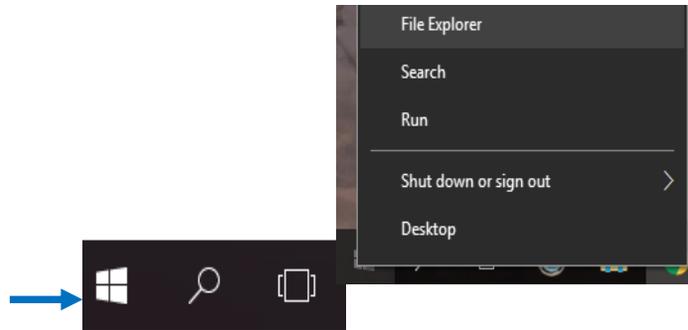
| | |
|---|---|
| <input checked="" type="checkbox"/> Connect local drives | <input checked="" type="checkbox"/> Connect local printers |
| <input type="checkbox"/> Connect COM Ports | <input checked="" type="checkbox"/> Allow Clipboard Sharing |
| <input type="checkbox"/> Connect local smart card devices | <small>Note: Due to limitations in Windows Terminal Services prior to RDP 6.0, disabling the clipboard will disable all local devices</small> |
| | <input checked="" type="checkbox"/> Connect sound devices: |
| | <input type="text" value="Bring sound to local computer"/> ▼ |

Display Settings: |||

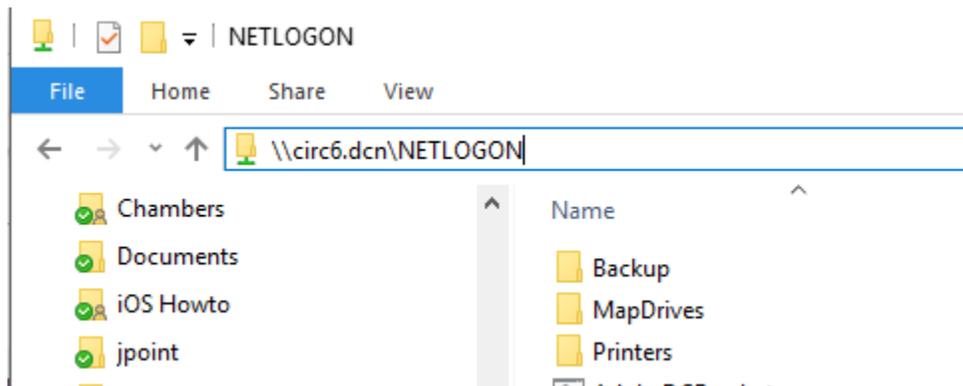
Save changes? |||

Map Your Drives

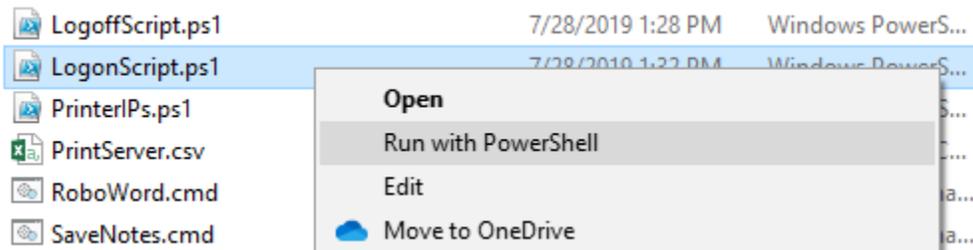
- Open File Explorer.
- Right Click Windows Start menu
- Select File Explorer.



- Type the following into the address bar `\\circ6.dcn\NETLOGON` and hit Enter



- Right Click on LogonScript.ps1 and select Run with Powershell.



Use o365 Online

- Go to <https://outlook.office365.com/owa/>. This will take you directly to Outlook. If prompted to login use your email address and JENIE Password to connect.



Sign in

to continue to Outlook

tim_hughes@ca6.uscourts.gov

Sign in with your organizational account

[Can't access your account?](#)

tim_hughes@ca6.uscourts.gov

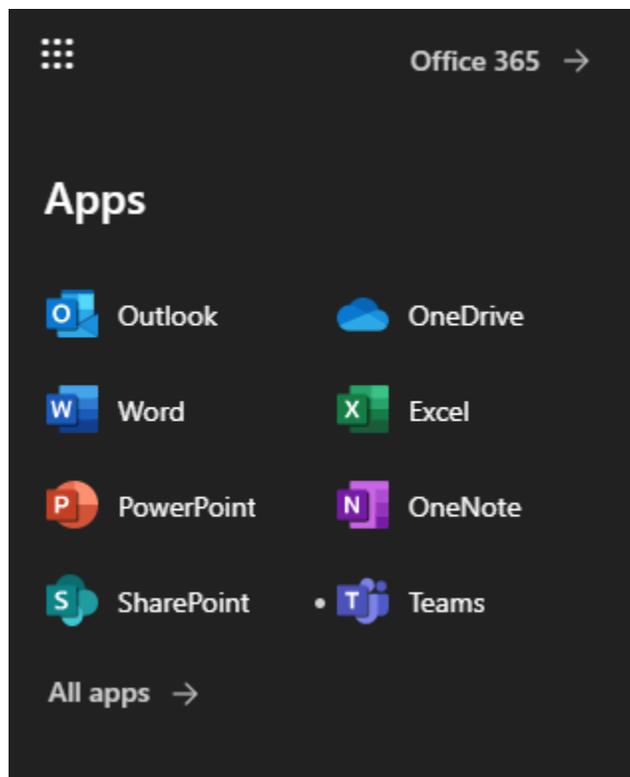
.....

Next

Sign in

Open Any o365 Microsoft Application

- Click the waffle in the top right of screen and choose the application. Note: Outlook can be accessed outside of the VPN using o365. Log in to the VPN to access other programs.

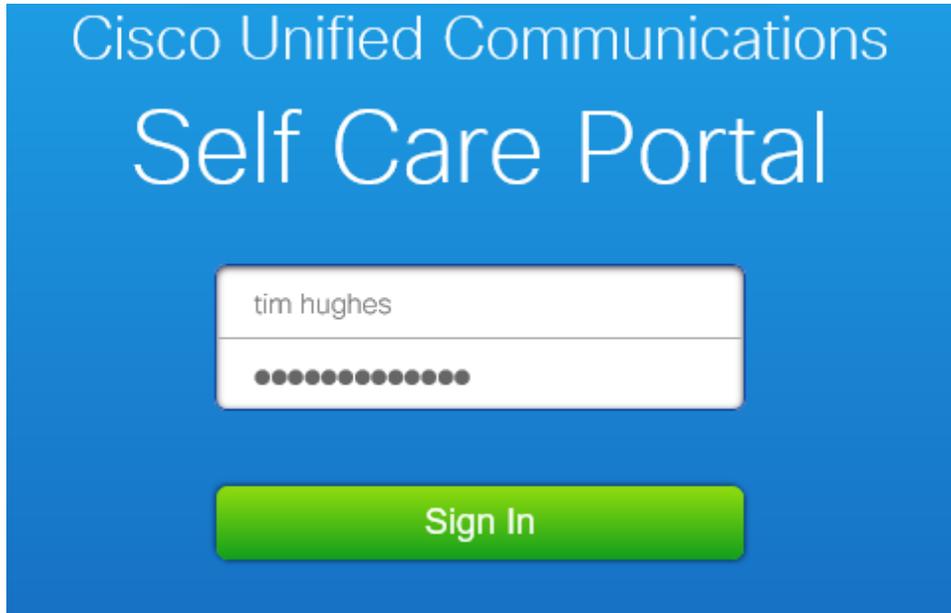


Phones- Using Cisco Self Care Portal

- Log into CCMUser Self Care Portal using your JENIE/ADU account.

Note: The character limit is 20 so if your account name is longer than 20 characters, abbreviate it to 20 characters total. This includes spaces.

<https://cucmb.ipt.srv.dcn/ccmuser> (if you can't authenticate with this link, try <https://cucm.ipt.srv.dcn/ccmuser>)



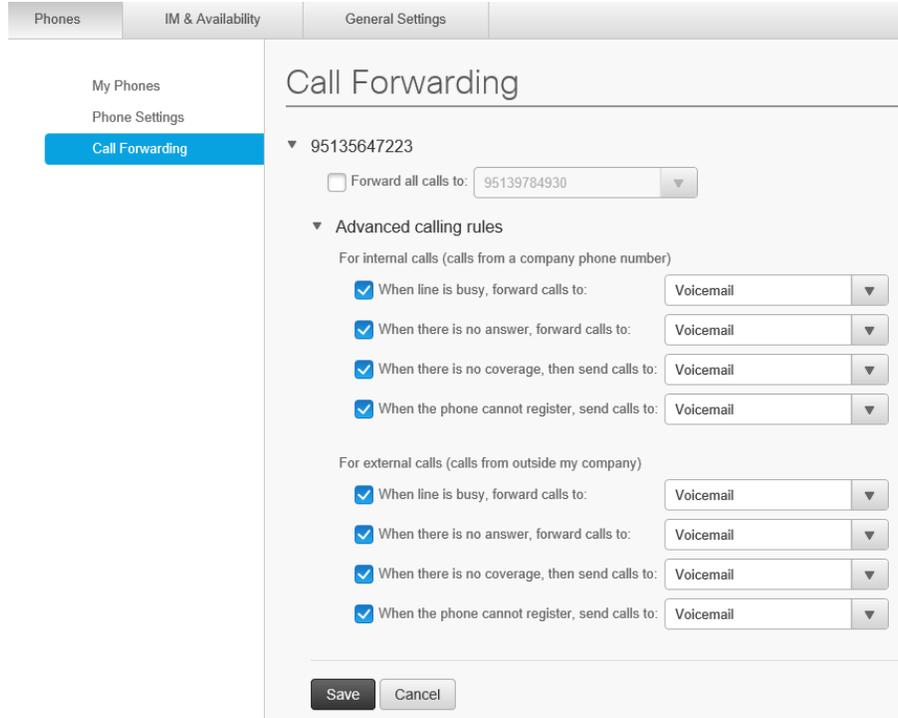
Forward All Calls to Another Phone

Use this option if you will not be in the office and simply want all calls forwarded to a different device. Note: This bypasses the office phone altogether.

- Select Phones > Call Forwarding > Tick Forward all calls to: and enter the number preceded by a 9, Click Save.

Remove Call Forwarding

- Under the same interface uncheck *Forward all calls to* and click Save

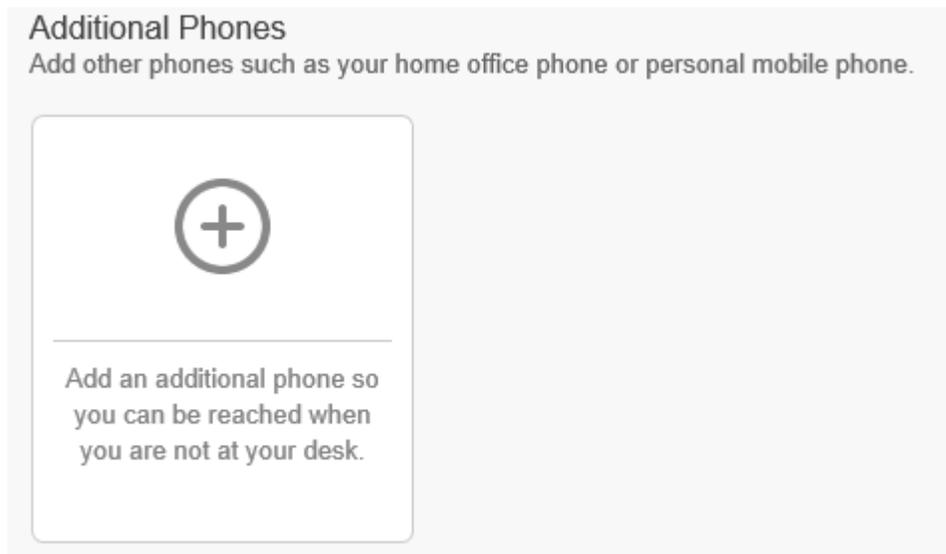


The screenshot shows the 'Call Forwarding' settings page. At the top, there are tabs for 'Phones', 'IM & Availability', and 'General Settings'. On the left, a sidebar contains 'My Phones', 'Phone Settings', and 'Call Forwarding' (highlighted in blue). The main content area is titled 'Call Forwarding' and shows settings for a specific phone number, 95135647223. There is a checkbox for 'Forward all calls to:' which is currently unchecked, with a dropdown menu showing '95139784930'. Below this is the 'Advanced calling rules' section, which is divided into 'For internal calls (calls from a company phone number)' and 'For external calls (calls from outside my company)'. Each section has four checkboxes, all of which are checked, and each has a dropdown menu set to 'Voicemail'. At the bottom of the page, there are 'Save' and 'Cancel' buttons.

Make an Office phone ring at an Additional Phone Number

Use this feature if you plan to be in and out of the office and don't want to constantly change Call forwarding. (Note this feature might require IT configuration. If you need this feature and it is not available, contact IT)

- Under Additional Phones click the + sign



The screenshot shows the 'Additional Phones' settings page. At the top, it says 'Additional Phones' and 'Add other phones such as your home office phone or personal mobile phone.' Below this is a large square button with a plus sign (+) inside a circle. Below the button, there is a text box that says 'Add an additional phone so you can be reached when you are not at your desk.'

- Enter the phone number you would like to forward all calls using 9 + area code + phone number.
- Click both boxes and click Save.

Add a New Additional Phone ✕

Phone Number or URI*

Description

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Incoming call



95135647223



95139784930

Create a schedule for this assignment

Enable Move To Mobile
If this is a mobile phone, transfer active calls from your Cisco IP Phone to this mobile phone by pressing the Mobility button. 

*Required [Advanced call timing](#)

Save

Cancel

All incoming calls will also ring at your cell phone now. Expect about a one ring delay between office phone and cell phone ringing.

To Remove Additional Numbers from Your Cisco Office Phone

- Click on the gear icon next to the Additional Phone and select Delete

Additional Phones
Add other phones such as your home office phone or personal mobile phone.



Edit

Delete

Tim Cell
95139784930

+

Add an additional phone so you can be reached when you are not at your desk.

Page 14 | 15

Phones – Access Voicemail Remotely

- Call Cisco Unity Voicemail number is: **1-844-353-6715**
- Enter desk phone number with a 9 prefix followed by # (example 95135647223#)
- Enter the 5+ digit PIN to access Voicemail followed by #

Add Office Voicemail as a Contact to your iPhone

- You can also save a contact named voicemail using two options
 - Options 1: Enter 1-844-353-6715,9YOURNUMBER# , then enter your Pin
 - --Or--
 - Options 2: Save a contact named voicemail 1-844-353-6715,9YOURNUMBER#,,PIN#

Note: Access the “,” by clicking the +*# key and choosing Pause

