Telework Survival Guide

Telework requirements during the COVID pandemic are placing high demand on the infrastructure across RHC-E. These increased demands are creating bottlenecks and access issues to phone lines and the Virtual Private Network (VPN).

Please review and disseminate the attached resources for information on how to be most effective and use resources judiciously when teleworking.

Note - DISA is blocking streaming media e.g YouTube, Netflix, etc. due to the large amount of bandwidth these service use. If you or other family members are using these services on your personal devices while teleworking you may also see degraded service.

Email – When possible, employees should access email via Webmail (OWA). No VPN required

Webmail Link: https://web.mail.mil

VPN – Please use VPN only intermittently to access documents, reports and to place certain phone calls.

Teleconferencing and Video Calls – Conduct meeting calls via audio only and share slides via a share drive or SharePoint.

Phone Communication – Use government issued cell phones. If you do not have a government cell phone, use CISCO Jabber to chat or call. Jabber calls use network bandwidth so minimize time on Jabber calls or use the chat function as much as possible.

TIP 1: When connecting and utilizing VPN from home, minimize the number of network applications and systems to minimize local Internet traffic.
TIP 2: Be aware that every open Internet portal counts against the limit Internet portal limit for RHCE, be considerate and limit the number of open pages.
**TIP 3:** Email links instead of large documents; links or paths to shared document spaces.

How to use Webmail (OWA)

- To use webmail on your government laptop you only need a Wi-Fi connection; NO VPN required.
- Open up Internet Explorer.
- Go to the following URL: https://web.mail.mil
- **You will be prompted for your Certificate → Choosing the Correct certificate is crucial**

Choose **Authentication – DOD ID** if you are using your PIV certificate (LONG 14- Digit DoD ID) for regular Outlook access; more choices drop down menu might be needed to expand certificate field

Choose **Signature – DOD EMAIL** if you are using your DoD Email Certificate (SHORT 10-Digit DOD ID) for regular Outlook access; more choices drop down menu might be needed to expand certificate field
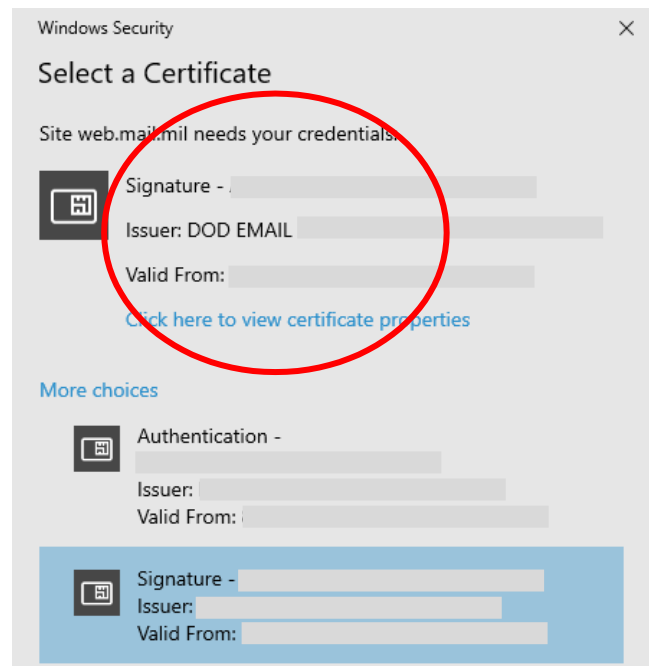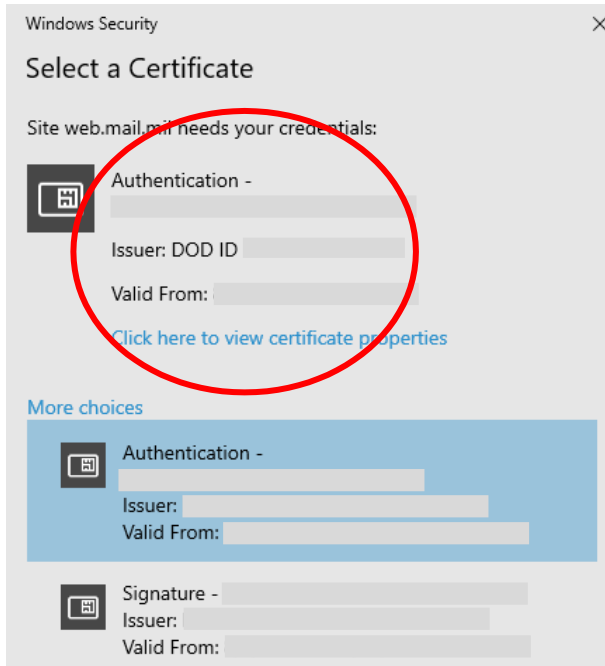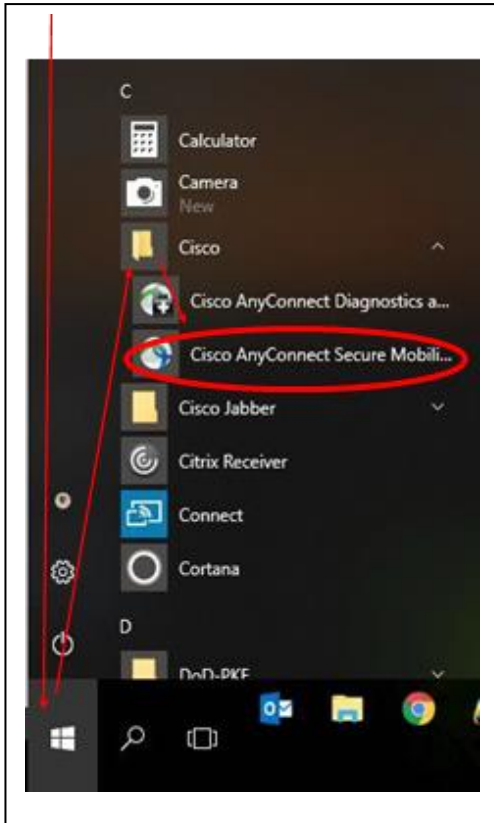

- Select appropriate Certificate
- The USG Warning and Consent Banner appears; Click **OK** at the bottom of the page
- Outlook Web App appears Click on link
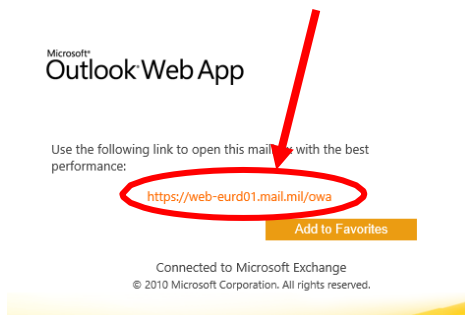
- The USG Warning and Consent Banner appears; Click **OK** at the bottom of the page
- Done

Establishing a VPN connection
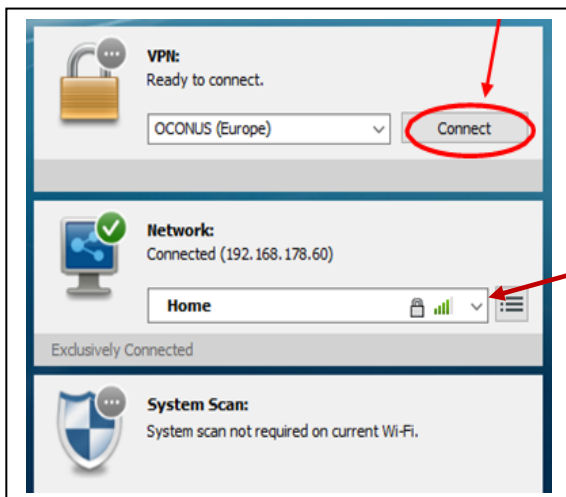

Locate the Taskbar (bottom left)

    Click the **Windows** tile.

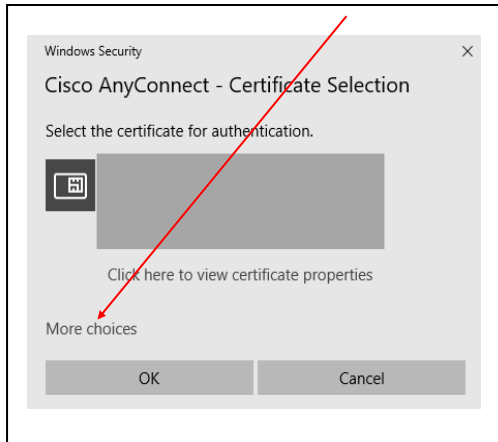   Click the **Cisco** folder.

    Select **Cisco AnyConnect Secure Mobility**

Check to see if you have a Network/Internet connection.

Select your Network by clicking the drop down menu and choosing your preferred connection.

Click the **Connect** button

Cisco AnyConnect – Certificate Selection opens

Select: **More choices**

Select your **DOD EMAIL** certificate.

Click: **OK**

Click **Accept**

If your 14-Digit PIV Certificate (Certificate that ends with e.g. xxxxxxxxxx1002 or xxxxxxxxxx1004) is your computer login, select **Authentication Certificate**.

Alternate VPN

If the authentication fails, times out or does not respond to your VPN connection request, please use the alternate VPN Gateway.

Copy the following VPN gateway: **medgw-ra-lrmc.amedd.army.mil**

Paste that VPN in the box that currently says OCONUS (Europe)
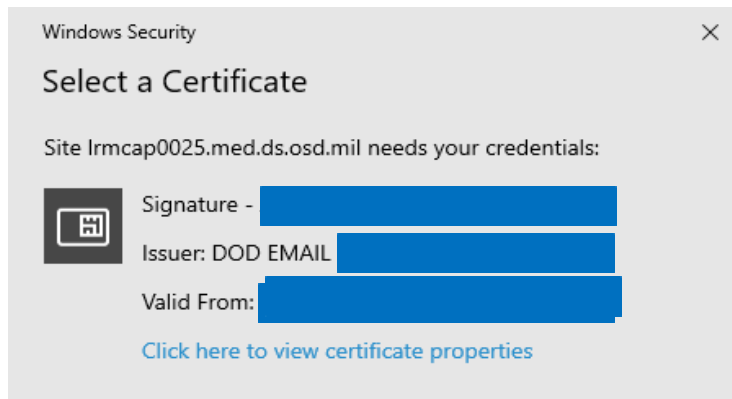
Click: Connect

Cisco Jabber

590XXXX@EUR.AMED.DS.ARMY.MIL

Advanced settings

Continue

USERNAME: 590XXXX@EUR.AMED.DS.ARMY.MIL
(XXXX = your 4 Digit phone number)
e.g. 5901234@EUR.AMED.DS.ARMY.MIL

Windows Security   ✕

Select a Certificate

Site lrmcap0025.med.ds.osd.mil needs your credentials:

🖿 Signature -

Issuer: DOD EMAIL

Valid From:

Click here to view certificate properties

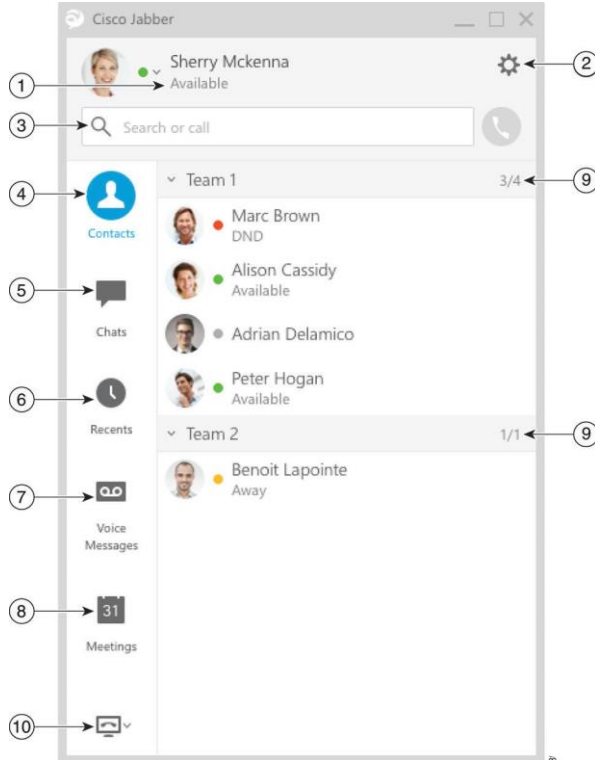**Select a Certificate**
Select your DOD EMAIL certificate

IMPORTANT *
If you are using a 14-Digit PIV certificate as your computer login, use the
AUTHENTICATION CERTIFICATE for Cisco Jabber!

Click Accept

Hub Window

Note: This document might include features or controls that are not available in the deployment of Cisco Jabber for Windows that you are using.

1. Status message	6. Recent calls
2. Menu	7. Voice Messages
3. Search or call bar	8. Meetings
4. Contacts	9. Custom Groups
5. Chats	10. Phone Controls

Use My Computer for Calls

You can tell Cisco Jabber for Windows to send calls to your computer or to your phone.

1. From your hub window, open the Phone Controls drop-down menu.
2. Select your preference.

Customize My Client

You can access your options and preferences for Cisco Jabber to customize how your client behaves.

1. From the hub window, select **Menu > File > Options**.
2. Select any tab in the Options menu to make your choices.

Set Up My Phone Accessories

You can change which microphone and speakers are used by the client when you have at least one phone accessory for call control.

You can specify the audio options directly from the Phone Controls icon on the hub window.

1. From a chat window, select the **Open audio options** icon.
2. Select the speakers and microphone that you want the client to use to send and receive your audio.
3. To open the Audio tab of the Options dialog, select **Audio Options**. From this tab, you can also test the sound to check that it is working.
4. Select Apply then **OK**.

Forward Calls

To avoid missing calls when you are not at your desk, you can forward calls to another phone number.

1. From your hub window, open the Phone Controls drop-down menu.
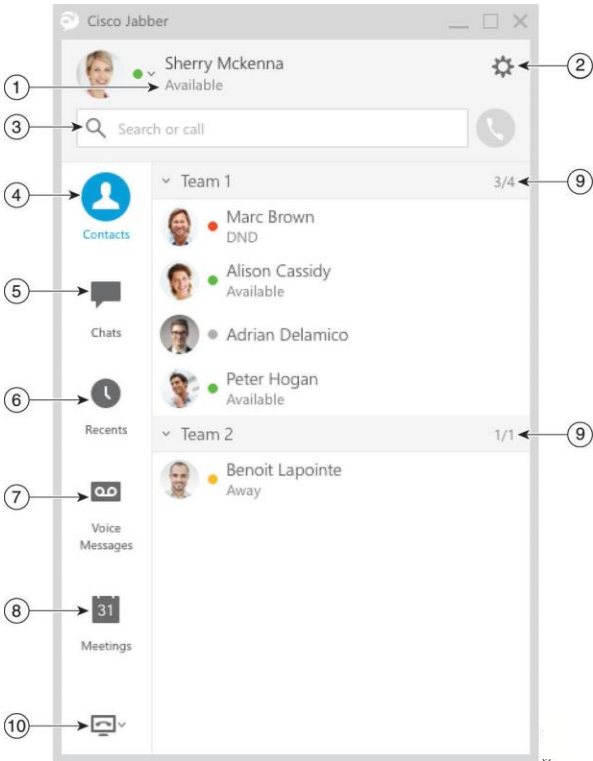2. Select **Forward Calls To** and specify the phone number.

Forward Voice Messages

You can forward voice messages to other users and groups, and include your own recorded message to send with it.

1. On the Voice Messages tab, select the voice message that you want to forward.

2. Right-click over the message, and select Forward Voice Message.

3. Specify who you want to receive the voice message.

4. To record your own personal message to be played before the voice message, select the Record button then Done when you are finished.

5. Send the voice message.

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Collaborate With My Contacts

When chatting with a contact, you can use controls to:

- Add them to your contact list
- Share your screen
- Start an instant meeting
- Choose audio options
- Start a phone call

Chat Options

In a chat you can:

- Send a screen capture
- Send a file
- Mention a user
- Insert an emoticon
- Edit the font size and color
- Add participants to create group chats
- Show the chat in a new window

Add New Contacts

Add people to your contact list by searching for them in your organization. Once they are part of your contact list, you can easily double-click on their names to start a phone call or a chat.

1. In the **Search or call** bar, start typing the person's name to search the directory, or enter the username directly if you know it.

2. Select which group to add the new contact to and select Add.

FORGEROCK is a common error message.
If you see this error, you must reset your Cisco Jabber

Select the Gear icon > File > Cancel
This will take you back to the login screen
- Select the Gear Icon > File > Exit
Restart Jabber

- Select DOD EMAIL Certificate for Jabber Login

IMPORTANT INFO
Is your computer login the14-Digit PIV Certificate? (Certificate that ends
with e.g. 1002 or 1004) If so, use AUTHENTICATION CERTIFICATE

If you are having IT issues, please contact the **GSC** and submit a DHA Global Service Center (GSC) ticket.

It is your first line of approach for all IT related issues. A ticket allows us to identify and track your needs.

DSN 590-1122

Commercial: 0049-6371-9464-1122

Website: https://gsc.health.mil/

Email: dhagsc@mail.mil