

Can I have both a laptop to take home and a desktop to leave at my office?

No, each employee is to be assigned only one Department of Corrections (DOC) computer.

My office phone does not allow me to forward calls to my cell phone or another number. What can I do?

Not all phone systems can forward calls. Please work with Information Technology (IT), who will provide options. One option is to change your voicemail message to ask callers to call you on your cell phone or another number.

Are checkout laptops available for rotating among teams or staff?

The supply of laptops available is limited. Decisions on who is assigned a laptop are made by the Emergency Operations Center based on designated processes. Requests are reviewed twice a day. Please be aware that rotating equipment between employees frequently can increase the exposure to the COVID-19 virus and may introduce connectivity issues for employees involved.

Why wasn't my request for a laptop approved?

We have a limited supply of laptops available. Decisions on who is assigned a laptop are made by the Emergency Operations Center using a designated process. Requests are reviewed twice a day. If you believe your request was denied in error, please discuss with your supervisor.

Can I give my assigned computer to another staff member to use?

Unless it is a shared computer, which should not be taken out of the office without prior Emergency Operations Center approval, computers are assigned to an individual employee. In order to maintain the accuracy of our inventory, please contact IT if you need to transfer equipment between employees or locations. Please do not use this to rotate equipment between employees frequently as this can increase the exposure to the COVID-19 virus and may introduce connectivity issues for employees involved.

Can I remote into a computer being used by someone who is in the office? Can someone use my computer while I'm remoting into it?

No, only one user can login to a computer at a time, whether remotely or physically.

What do I do if my VPN keeps dropping, everything is slow, or my audio on Skype calls is garbled?

Using a hardwired connection rather than wireless can help stabilize your connection; minimize streaming on other computers and devices in your home; call into skype meetings using your DOC iPhone (if you have one) rather than using Skype audio.

When will my VPN be setup?

Tickets are being processed in the order they are received. Please be patient and do not submit a new ticket, as this may delay processing of requests. Before submitting a request, please check with your supervisor to see if they have already submitted a request on your behalf.

I don't have high speed internet at home – can I still telework?

There are a variety of options that may allow you to telework. Please submit a COVID-19 Temporary Remote (VPN) Access ticket and IT will work with you to determine the best option. If you have already submitted a ticket, please be patient and do not submit additional tickets.

I'm having trouble getting through to the DOC IT Help Desk. What do I do?

Please be patient, we are working calls as quickly as possible and are working to get additional resources in place to help with high call volumes. If possible, please submit a ticket through the Service Portal and you will be contacted as soon as possible. When calling the Help Desk, please be ready to work with the technician as soon as your call is answered. If you are busy or must step away, please call back at a different time.

How do I protect DOC information when teleworking?

All DOC Policies, including [DOC 280.100 Acceptable Use of Technology](#), must be followed when performing telework. Corrections Staff need to be aware that they should not generate or save documents on any personal computing device or send/receive documents to a non-Department personal email. e.g., Google (@gmail.com), Microsoft (@outlook.com; @hotmail.com), Xfinity (@comcast.net), etc. Using your personal computing device to open attached work documents in Outlook Web App (OWA) or work documents emailed to your personal email account and then opening it to print on a personal printer is a violation of DOC policies and opens your personal device and accounts up to public disclosure. Please ensure you are compliant and keep business records on business devices only.

When using your home computer to remote into a work computer, the work you are doing stays completely on the work computer, and you are compliant with DOC policy.