



Telecommute Guide

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Travis County Telecommute Guide

Travis County Information Technology Services (ITS) offers its users a variety of methods to access Travis County network resources remotely, and encourages their use in a manner that assists users and their departments in better and more efficiently serving their customers and reaching their departmental goals.

This is a guide to the services offered by Travis County ITS, so that employees may choose the best fit for their needs, abilities and equipment. Employees who would like assistance after reading this document should contact the ITS Help Desk, 512-854-9175, ITS.HelpDesk@traviscountytexas.gov or work with your departmental tech support.

In order to successfully telecommute, the employee will need to know the following information:

1. How to use NetMotion AnyConnect to connect to the County's network
2. How to configure smartphone or tablet to receive email while away from computer
3. How to receive any phone calls using Skype for Business
4. How to access ESS (timesheet), Outlook Web Access, and Facilities work order
5. How to check voicemail remotely

Remoting to Travis County Network

Travis County ITS has installed NetMotion AnyConnect on all Travis County laptops. Follow the steps outlined below in order to connect to Travis County network resources and telecommute like you are in the office.

County Laptop

- Windows 10, [click here](#) for instructions on how to use NetMotion AnyConnect
- Mac OS X, [click here](#) for instructions on how to use NetMotion AnyConnect.

Home Computer

- Windows 10, [click here](#) for the instructions on how to install NetMotion AnyConnect.
- Mac OS X, [click here](#) for the instructions on how to install NetMotion AnyConnect.

Configuring Smartphone or Tablet Email

Travis County email can be set up on your smartphone or tablet.

Android

[Click here](#) for instructions for configuring Travis County email on your Android phone or tablet.

Apple

[Click here](#) for instructions for configuring Travis County email on your iPhone or iPad.

If you don't want to install Outlook Web App on your smartphone or tablet, you can still access your email by browsing to <http://mail.traviscountytexas.gov>.

Travis County ITS cannot install Microsoft Office on your personal computer. Microsoft Office can be purchased for \$9.95 + tax. [Click here](#) for more information.

*In order to protect the security of Travis County data, accessing email from a personal device may require you to change settings on your phone, including, but not limited to, PIN or password, encryption, and allowing remote wipe by Travis County. If this is not acceptable to you, you may **not** install Outlook Web App on your personal device.*

Policy: TC-ITS-185

Receiving Calls from Skype for Business

You can receive all the calls that are placed to your office phone by forwarding your phone to Skype for Business. The calls will come through Skype for Business desktop application. You can use a headset with a microphone built in or a notebook that has a microphone built into the system.

- Forward your office phone to Skype for Business the night before
 - Press Call Forward
 - Enter 5+ your five-digit extension
Example: 512-854-1234 = 541234

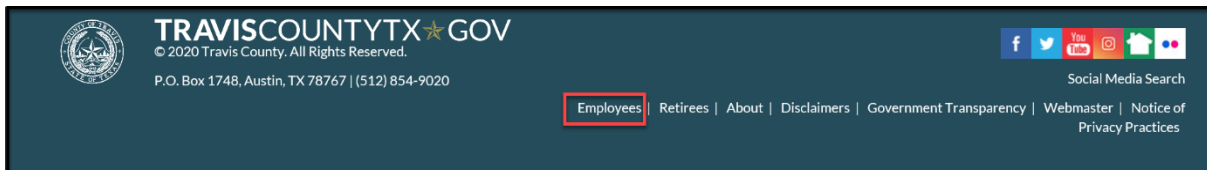
Skype for Business must be open and running in order to receive and make phone calls.

Accessing ESS (Timesheet), Outlook Web Access and Facilities Work Order

The following resources can be accessed without a County notebook using Internet Explorer (IE), Google Chrome or Firefox browsers:

- ESS – Employee Self Service (Timesheet)
- Facilities Work Orders
- Web Email

1. To access the resources listed above, navigate to <http://www.traviscountytexas.gov>. Scroll down to the bottom of the page. Click **Employees**.



2. Login with your network username and password.

3. Choose the appropriate links from this page:

The screenshot shows the Travis County Employee Portal. At the top is the logo "TRAVIS COUNTY TX GOV" and the title "EMPLOYEE PORTAL". Below the title is a list of links with icons: "ESS - Employee Self Service", "SAP Mobile Apps - (Enter Timesheet, View Paystub, Etc)", "Accessing Open Enrollment from Home", "OE - Open Enrollment", "Outlook Web Access", "Facilities Work Orders", and "Telework Guide". To the right of the links is a group photo of employees. At the bottom, there is contact information for the ITS Help Desk: "For technical assistance please contact the ITS Help Desk by calling (512) 854-9175 or emailing: HelpDesk@traviscountytx.gov".

4. Once you choose a link it will ask you to log in once again. Then you will be required to enter additional verification to gain access. Contact the Help Desk at 512-854-9175 if you have not registered for multifactor authentication.

The screenshot shows the Travis County Secure Login page. It features the logo "TRAVIS COUNTY TX GOV" at the top. Below the logo, it says "Travis County Secure Login" and "Outlook Web Access". There are input fields for "Username" and "Password", and a "Logon" button. A link for "Forgot your password?" is also present. A red-bordered box highlights a note: "NOTE: This page requires additional verification to gain access. If you have not registered for multifactor authentication, please contact the Travis County Help Desk at 512-854-9175." At the bottom, it says "Copyright © 2020 - Travis County - All rights reserved."

The screenshot shows the Travis County multifactor authentication page. It features the logo "TRAVIS COUNTY TX GOV" at the top. Below the logo, there is a "Settings" button. There are three large green buttons: "Send Me a Push", "Call Me", and "Enter a Passcode". At the bottom, there is a checkbox for "Remember me for 7 days".

Checking Voicemail Remotely

NetMotion Unified Communications

Follow these instructions if the phone in your office has the word "**NetMotion**" on it.

Access your NetMotion voicemail from an outside phone:

- Dial the main voicemail number 512-854-3199
- Enter your extension, press the # key
- Enter your password, press the # key

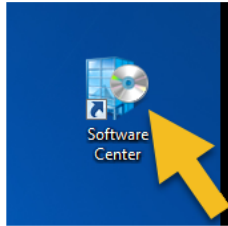
Before you can access your voicemail from an outside phone, you will need to set up your voicemail. [Click here](#) for instructions on setting up your NetMotion voicemail.

Appendix A – Using NetMotion

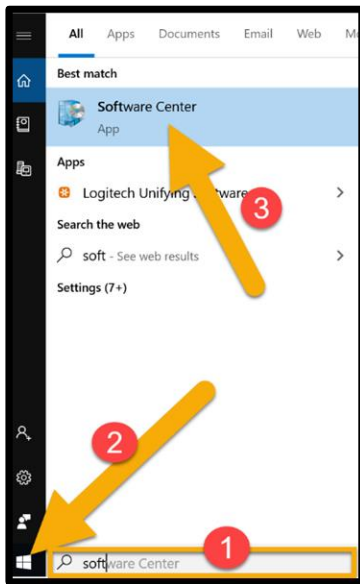
NetMotion PC

Connecting

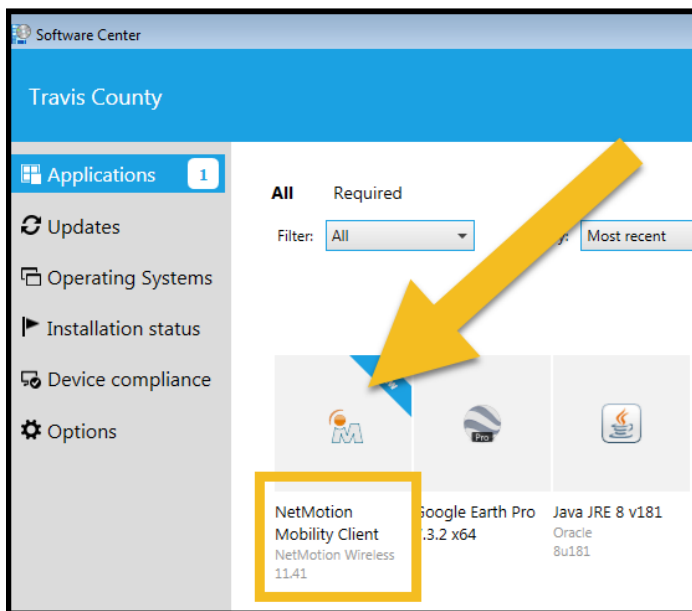
1. Double click the **Software Center** icon on your desktop shortcut.



(You can also find the Software Center by searching for “software” in your **Start Menu**)

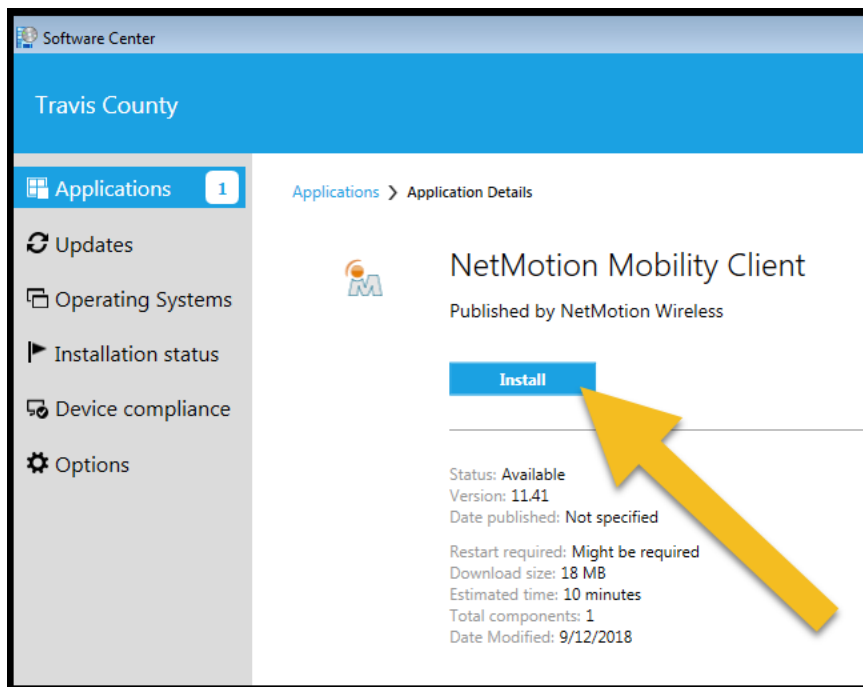


2. Inside the Software Center, you will find NetMotion on the Applications tab. **Click on the NetMotion icon.**

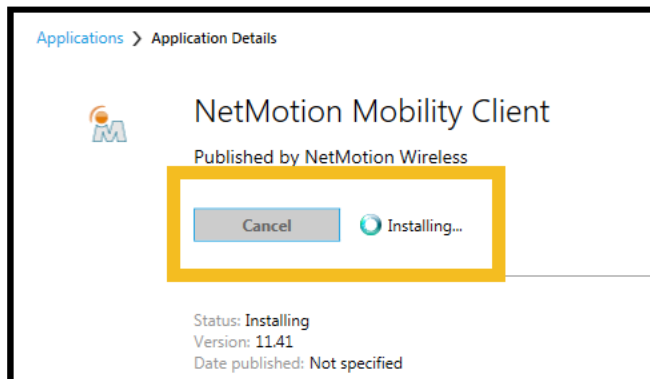


When connected to Travis County network, all activity is logged by ITS. ITS Security policies apply, even on your personal devices. Consult the [ITS Security Policies](#) for more information.

3. Click the **Install** button.

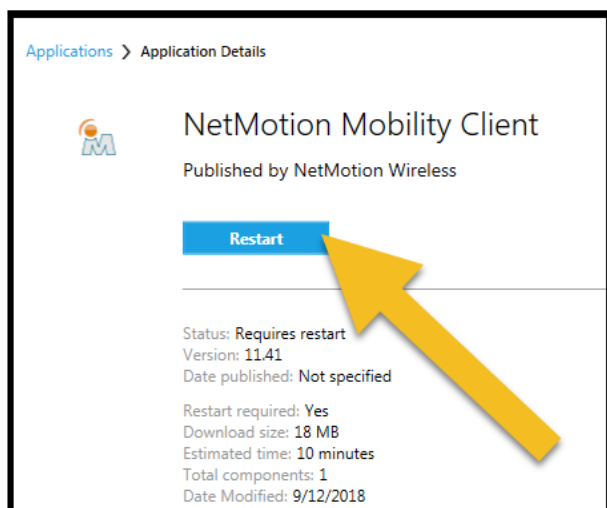


This process might take several minutes – you will see the “Installing” circle while it is working.



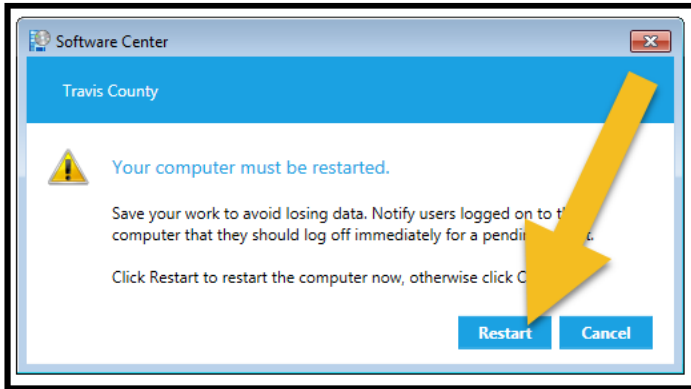
5. Once the installation is complete, you will need to restart your machine in order to use NetMotion. **Click Restart** button.

(PLEASE NOTE: Some computers might not require a restart. If you don't see the Restart button, close the Software Center and skip to Step 6.)



6. After clicking the Restart button, you will get a warning box to confirm that you want to restart your machine.

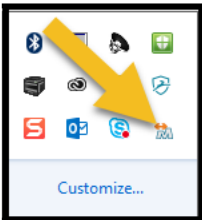
Make sure that you have saved your work in any other program and closed everything else running on the computer before confirming by clicking the Restart button in the warning box below.



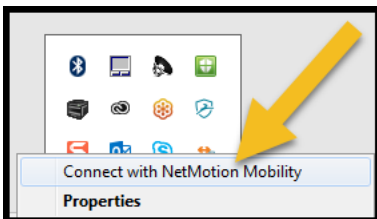
7. Once your computer has restarted, **click the arrow in the bottom right corner of your screen** (by the date and time) to Show Hidden Icons.



8. **Click the NetMotion icon.** (Blue and white M with an orange double-sided arrow above)

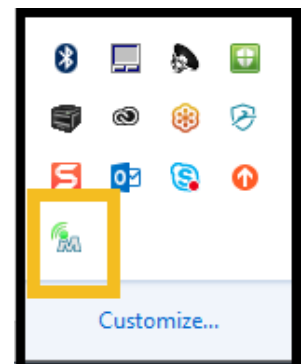


9. When the menu appears, click **“Connect with NetMotion Mobility.”**



10. Once it is connected, you will see a green signal appear on the NetMotion icon.

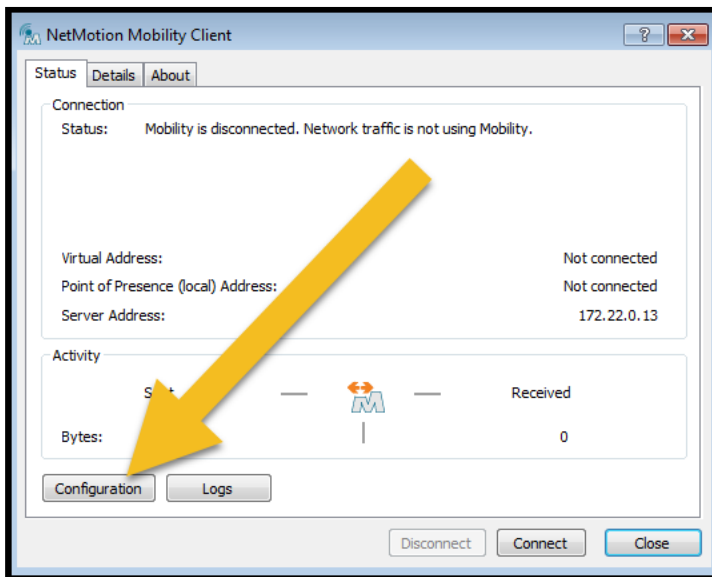
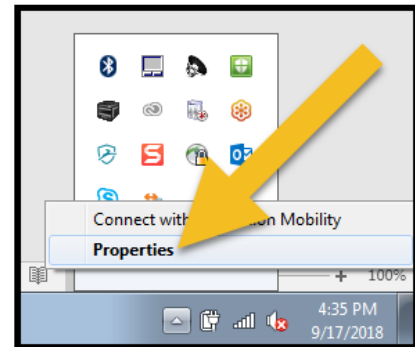
Now you are connected to the Travis County network and can work the same way you would at the office.



First Remote Connection

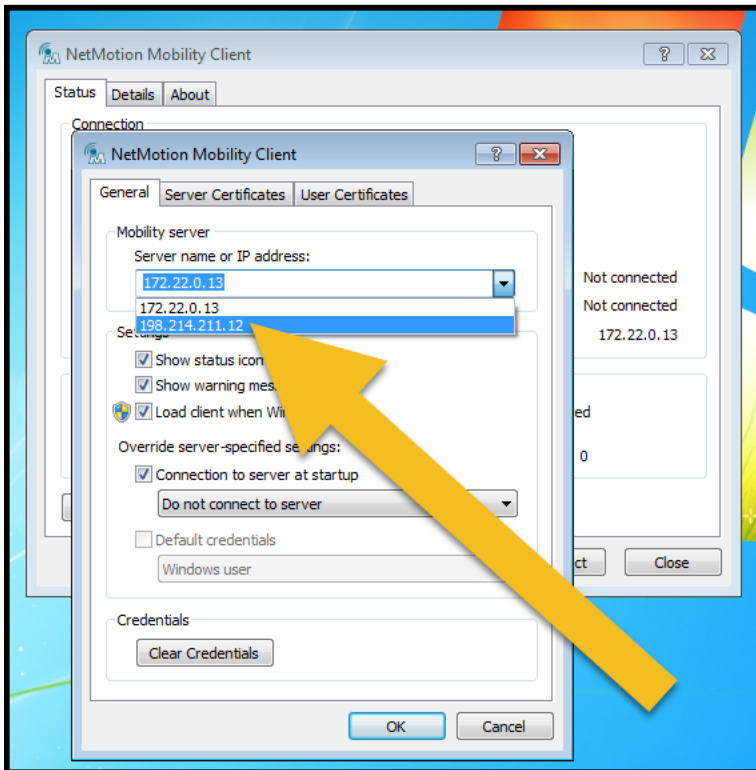
When you are connecting for the first time **remotely** (whether you installed the software at work or not) **you may receive a connection error**. If you do, follow the steps below.

- a) **Click on the NetMotion** icon in your hidden icons' menu at the bottom right corner of your screen.
- b) Click the **Properties** option.
- c) In the NetMotion window that opens, **click the Configuration button**.



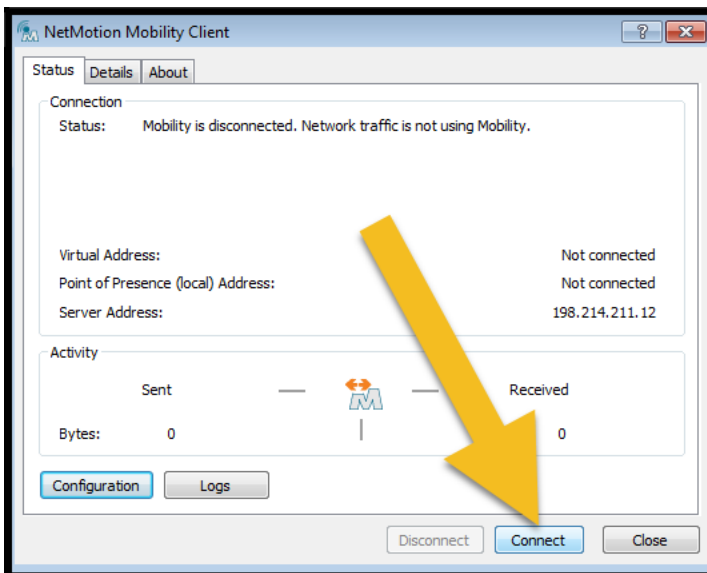
Screen shots may be slightly different from what you see depending on your operating system version.

- d) In the "Server name or IP address" dropdown menu, **select the bottom option, 198.214.211.12**

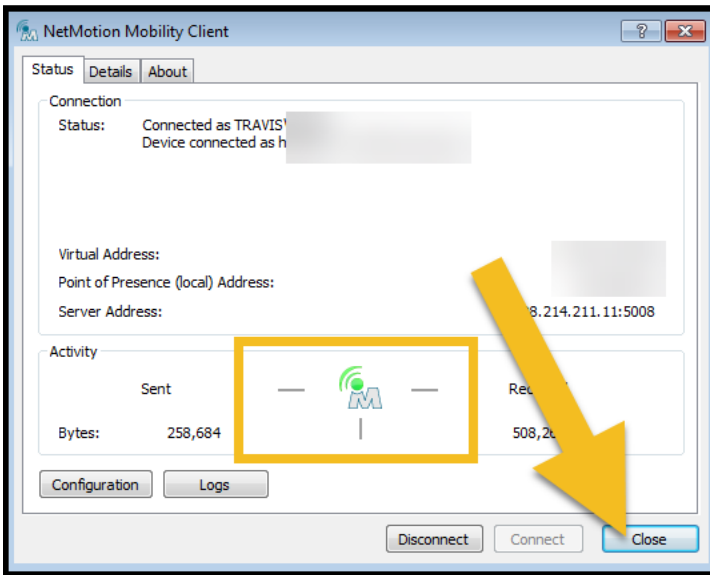


e) Click **OK** to close the Configuration window.

f) Click the **Connect** button.

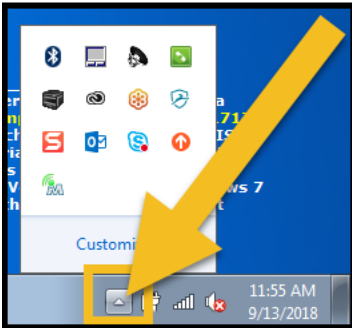


g) Once NetMotion is connected, the icon in the middle of this window will turn green. Once that happens, like in the image below, click the **Close** button.

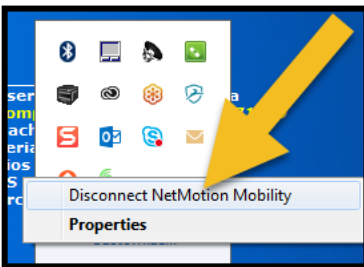


Disconnecting

1. When you are ready to disconnect, go back to the Show Hidden Icons arrow in the bottom right corner of your screen.



2. Click on the NetMotion icon and select "Disconnect NetMotion Mobility"



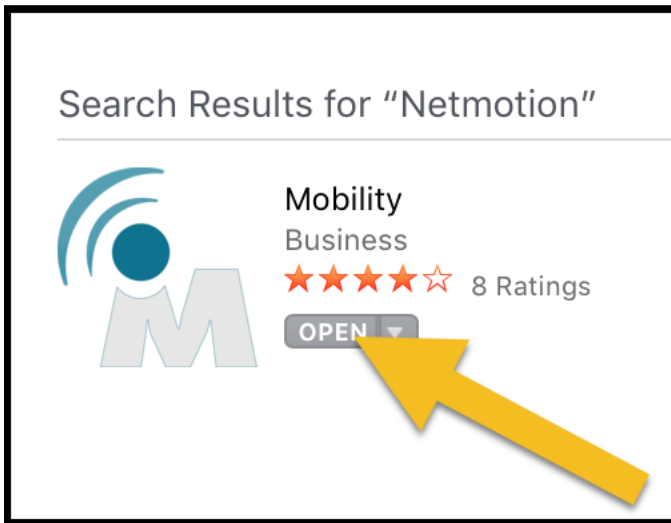
NetMotion MAC

Installation

1. To install the NetMotion client for Mac, **open the App store.**



2. Search for NetMotion in the App Store and **click the "Get Software" or "Open" button.** The software will install on its own.

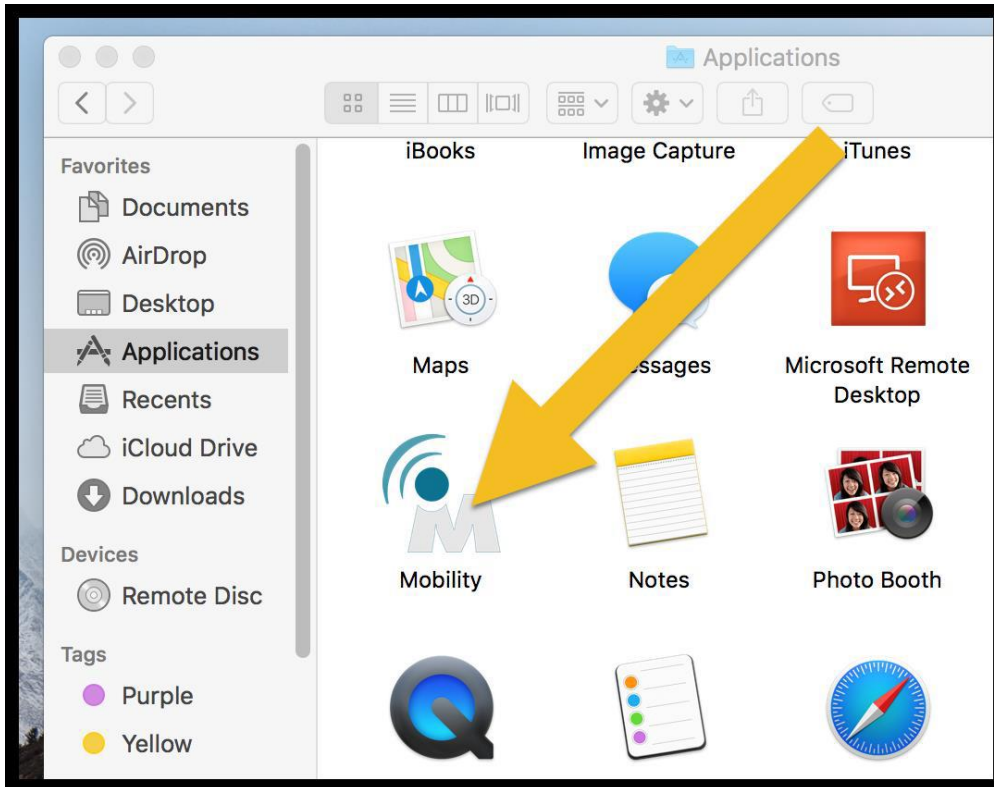


Connecting

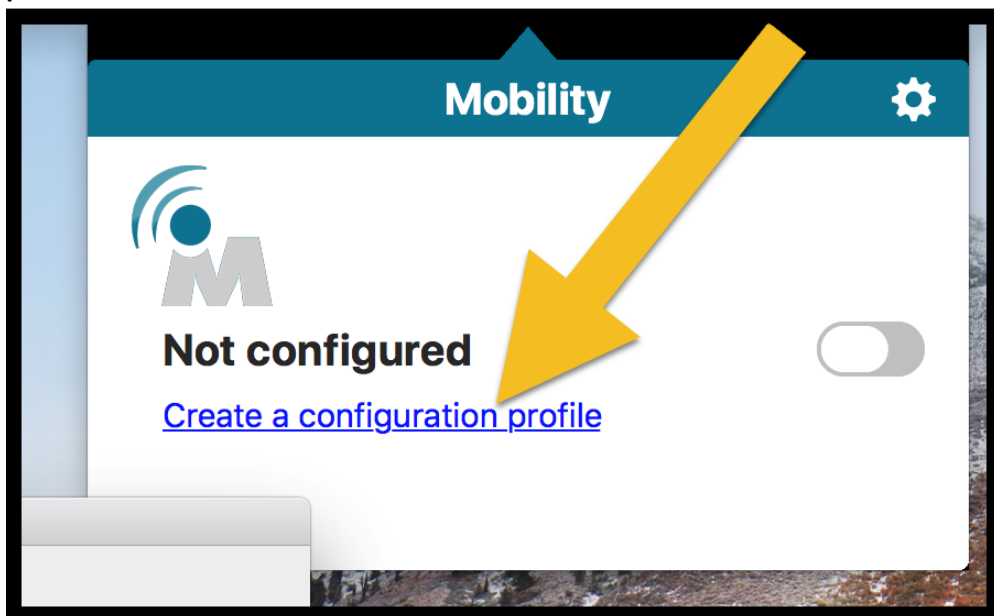
3. Click on the **Finder icon** in your dock.



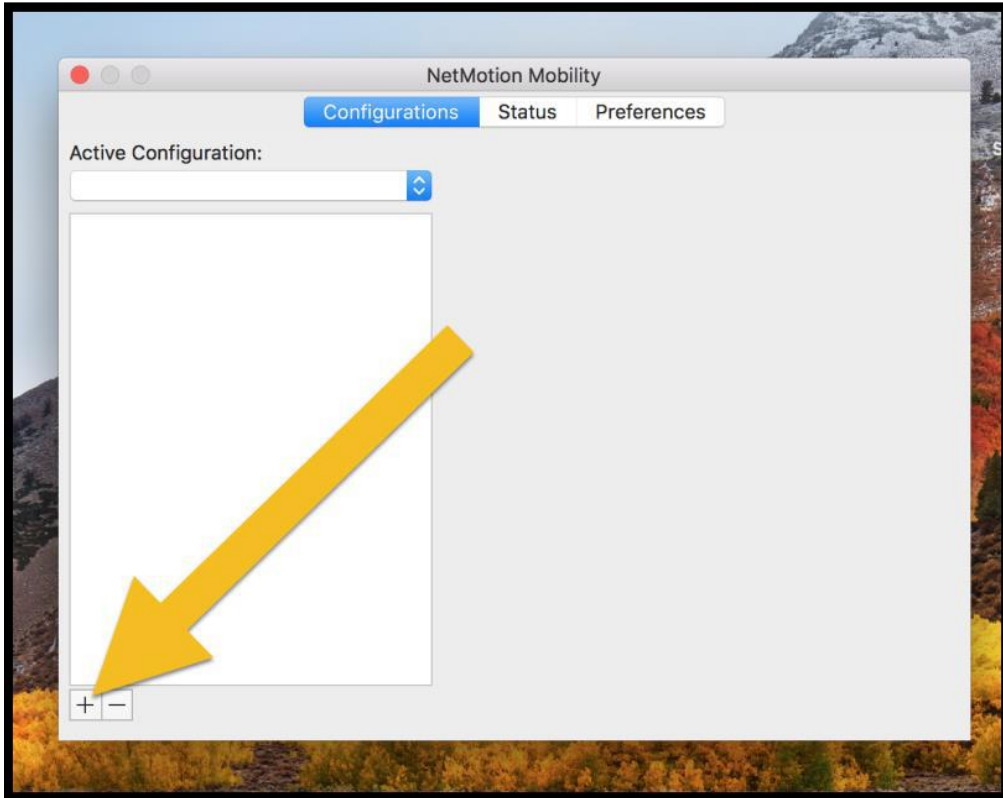
4. Under the Applications folder (selected in the left menu), **double click the Mobility icon.**



5. When the NetMotion window appears in the top right of your screen, **click the “Create a configuration profile” link.**

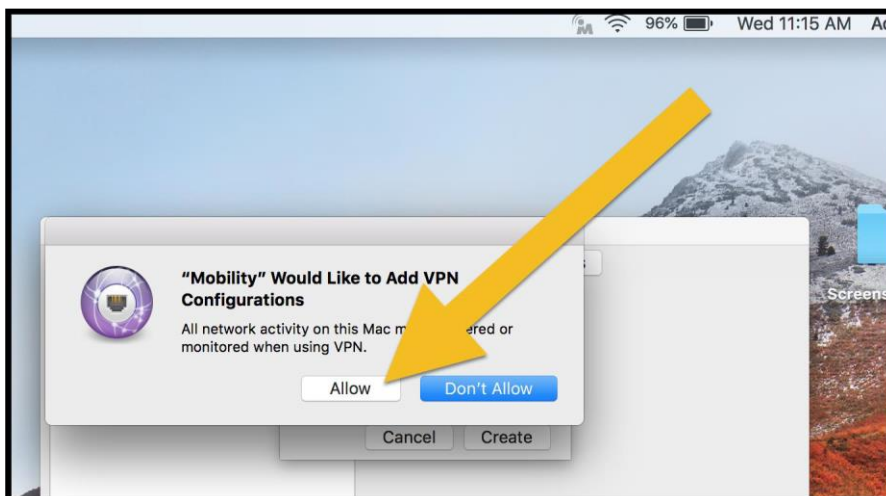
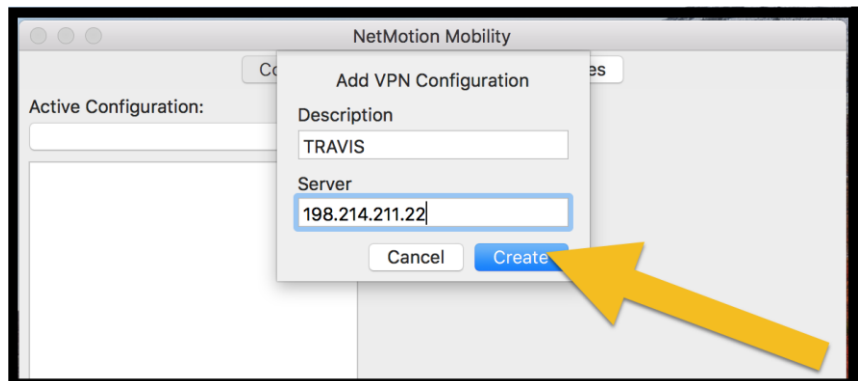


6. In the Configurations window, **click the plus sign (+)** at the bottom left.



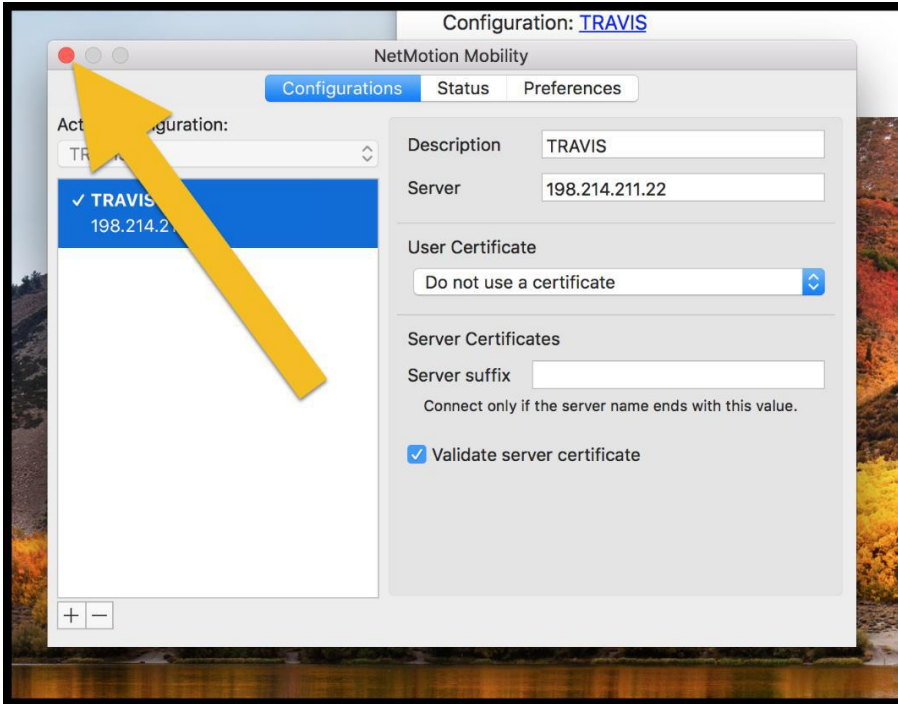
7. When the “Add VPN Configuration” box pops down, add the following information:

- a. Description: **TRAVIS**
- b. Server: **198.214.211.22**
- c. **Click Create**

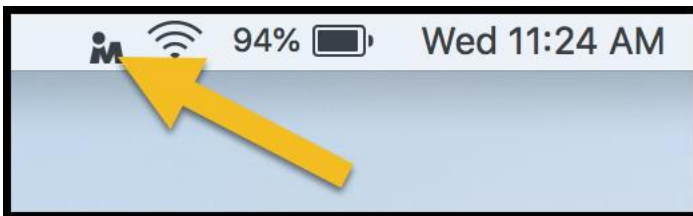


8. If you are prompted to allow Mobility to add a VPN Configuration, **click Allow** and enter the Admin username and password for your computer if needed.

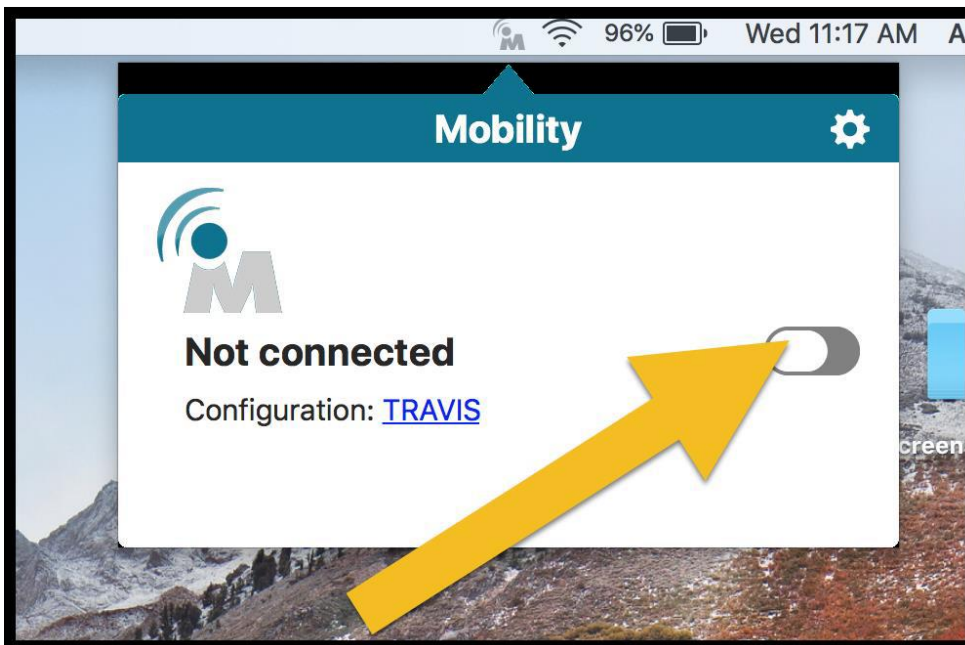
9. You can now **close the Configuration window** by clicking the red dot in the upper left corner.



10. Now that your NetMotion app is installed and configured, you can connect for the first time. To do this, **click the NetMotion icon** in the top right of your screen (by the date and time).

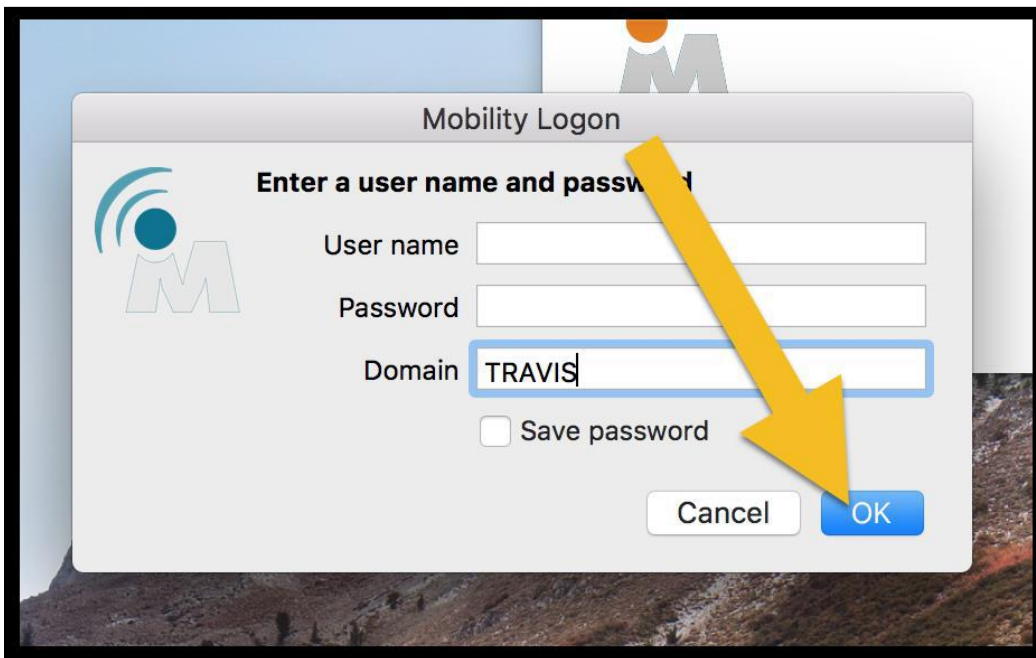


11. **Click the toggle** on the Mobility window so it turns green.

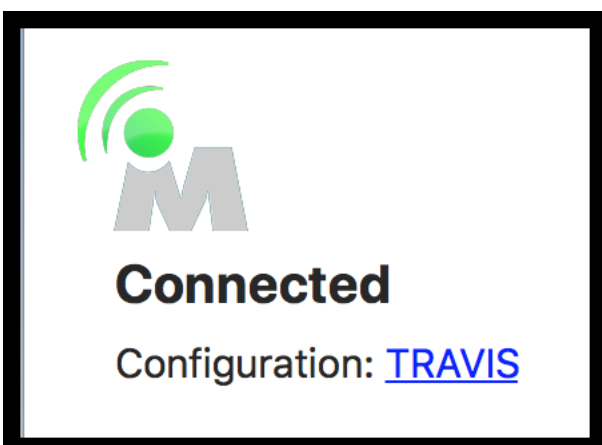


12. You will be prompted to enter your Travis County credentials.

1. Enter your **Travis County Username**
2. Enter your **Travis County Password**
3. Under “**Domain**” enter **TRAVIS** – a required field.
4. **Click OK**



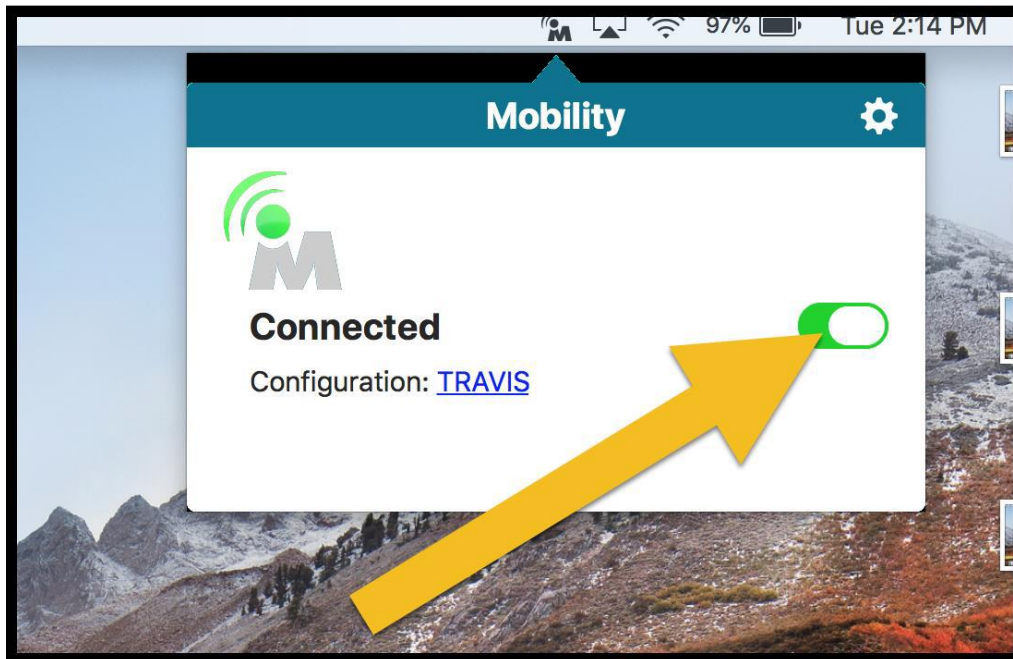
12. Once NetMotion connects, the icon inside the Mobility window will turn green. **You are now connected to the Travis County network** and can access everything that you would from your office.



When connected to Travis County network, all activity is logged by ITS. ITS Security policies apply, even on your personal devices. Consult the [ITS Security Policies](#) for more information.

Disconnecting

1. When you're finished and ready to disconnect, **click the NetMotion icon** in the upper right corner of your screen and **click the toggle** so it turns grey.



Appendix B – Microsoft Office Suite for Home Usage Information

TO: All Travis County Employees

SUBJECT: Microsoft Enterprise Agreement and Home Use Program Now Available

Travis County maintains an Enterprise Agreement with Microsoft allowing all County departments to purchase Microsoft products through this agreement.

As a result of this Agreement, you are also eligible to participate in Microsoft's Software Assurance Home Use Program (HUP). This program enables you to purchase a the most current Microsoft® Office cloud based office subscription to use on your home computer.

Under the Home Use Program, you and other employees who are users of qualifying applications at work (e.g. Office Pro Plus Enterprise) may acquire a licensed copy of the corresponding Home Use Program software (e.g. Office Pro Plus) to install and use on a home computer. You may continue using HUP software while you are under our employment and as long as the corresponding software you use at work has active Software Assurance coverage. Your price for the Office application is as follows:

Office 365 Subscription Offer: Special 30% discount on Office 365 Home or Office 365 Personal annual subscriptions.

Office 2019 Software Offer: \$14.99 for a license of Office Professional Plus 2019 or Office Home and Business 2019 for Mac. (Note: this offer is only available until June 30, 2019).

Project Professional 2019 Software Offer: \$14.99 for a license of Project Professional 2019.

Visio Professional 2019 Software Offers: \$14.99 for a license of Visio Professional 2019.

In order to make purchases through the Microsoft Home Use Program, you should follow this process to claim the offer:

1. **Sign Up:** Visit www.microsoft.com/home-use-program >> Enter your corporate email address >> click on Get Started
2. **Confirm:** An email will then be sent to the employee's corporate email address with a link that will authenticate their eligibility for the program
3. **Sign In:** Once they have been authenticated, they will begin the purchase process by providing their [Microsoft account that's associated with their personal email address](#) which will allow them to view the discounts on products available to them based on your organization's Home Use Program benefit. Please notice that the sign in option is located in the upper right corner of the screen.

NOTE: If you use any Microsoft services, you may already have a Microsoft account. Go to [Microsoft account](#) and select **Sign in with Microsoft**. Use the same email address and password as you do for Outlook.com, Hotmail, Office 365, OneDrive,

Skype, or Xbox Live. If you don't have a Microsoft account, select **Sign in with Microsoft**, then select **No account? Create one!** If you can't remember your password, see [How to reset your Microsoft account password](#).)

4. **Shop:** The purchase is processed and completed in the Microsoft Store. The employee can install Office 365 on their personal devices after the purchase is complete. Employees who buy Office 365 Home can share their subscription with up to 5 members of their household

ADDITIONAL RESOURCES FOR EMPLOYEES:

If you purchased products on the Microsoft Store you can view your order history using your Microsoft account at <https://account.microsoft.com/services/>

If you purchased on www.microsofthup.com (now retired) and you can no longer reach that site, then please review the FAQs on www.microsoft.com/homeuseprogram to find a link for how to request your order history.

HUP employee FAQ: https://aka.ms/hup_faq

Employee Support: <https://support.microsoft.com/>

*This program code is assigned to Travis County. You may **not** share this number with anyone outside of Travis County.*

You will only be able to purchase one license per software package. If you have any questions regarding this program, contact Sheryl Holder at 512-854-1922.

Appendix C – Using Boxer to Access Travis County Email on Mobile Devices.

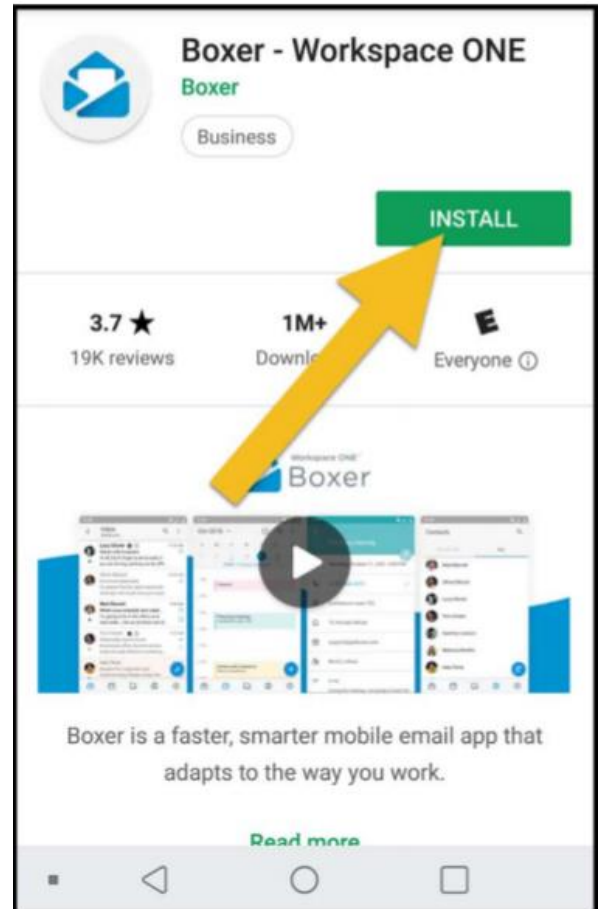
Android Phone or Tablet

1. Go to the Google Play Store and search for “**Boxer**” – the full app name is “Boxer – Workspace ONE.”
2. **Tap the Install button** to download Boxer to your phone.

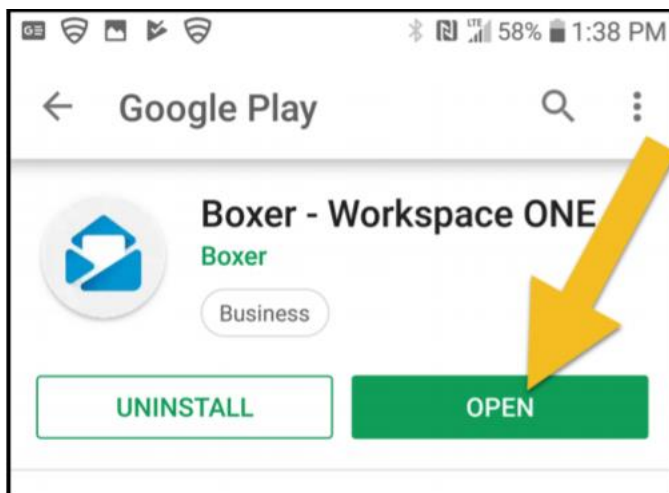
Users who process regulatory data (ePHI, CJJ, PII) should exercise best practices when accessing data.

One best practice is not to use your personal mobile device to send or receive health data, criminal data, credit card data or personal identifiable data.

Screen shots may be slightly different from what you see depending on your operating system version and settings.

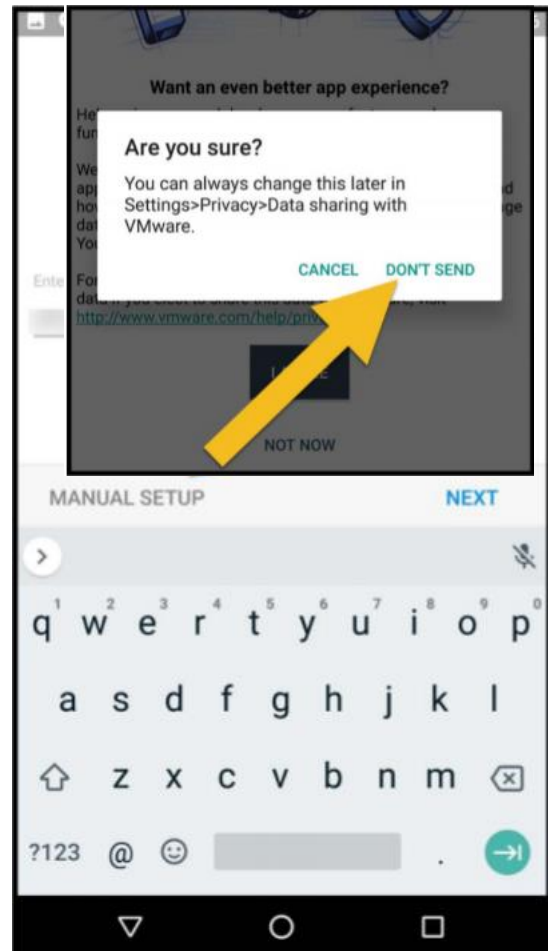
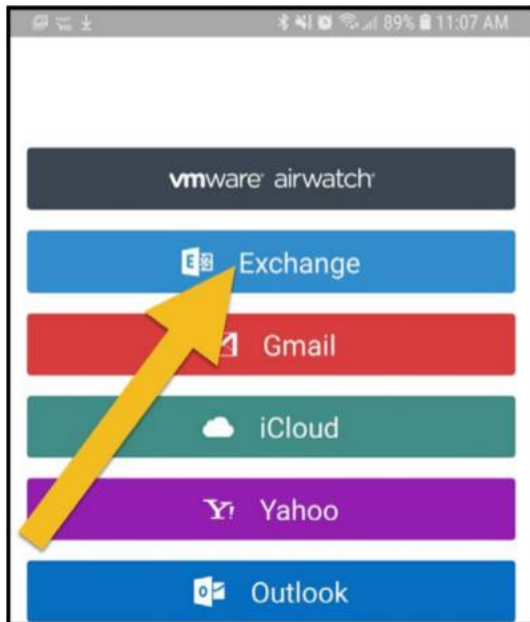


3. Once the installation is complete, **tap Open**.



4. Enter your email address and tap “Manual setup.”

5. On the Manual setup page, tap Exchange.

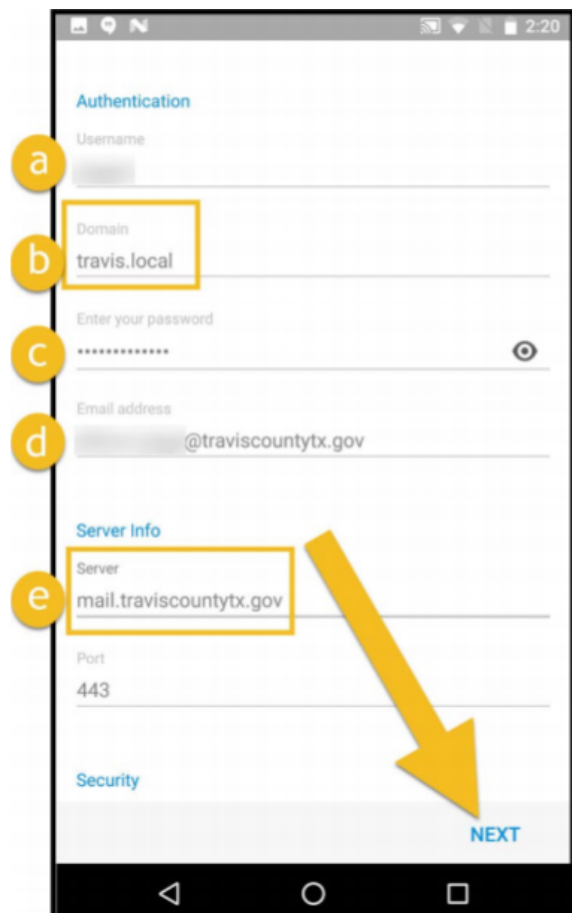


6. On the Authentication page, enter the following information.

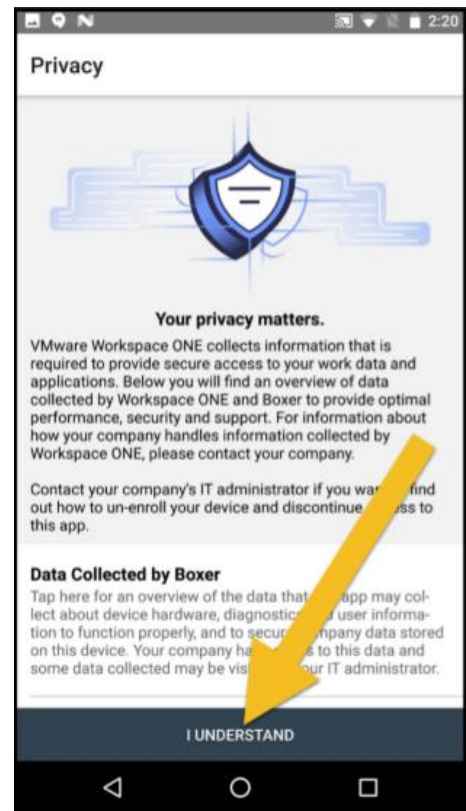
PLEASE NOTE: You will need to remove the email address automatically entered in the *Username field*, and the address automatically entered in the *Server field*. Please replace them with the details below.

- a. **Username:** your Travis County username (NOT email address)
- b. **Domain:** travis.local
- c. **Password:** your Travis County password
- d. **Email:** your email address
- e. **Server:** mail.traviscountytx.gov

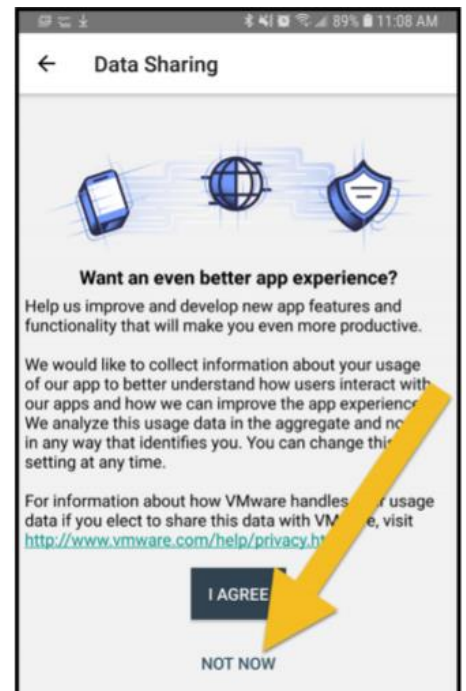
Tap Next.



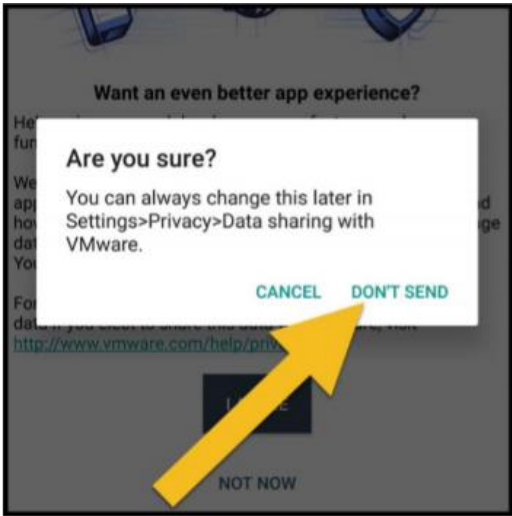
7. The next page is a notice about privacy and how Boxer handles data. Read the notice and then tap **“I understand.”**



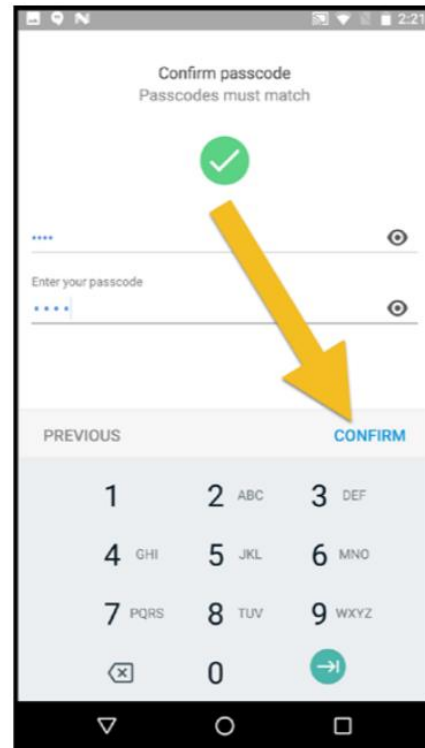
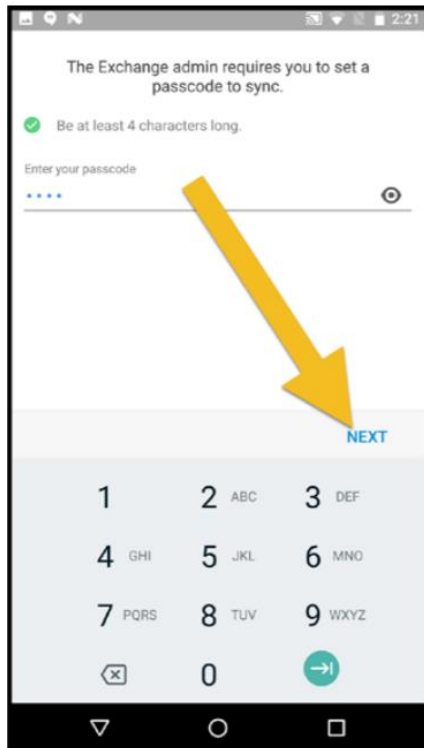
8. The Data Sharing page explains that Boxer wants to receive information from your phone about how the app is performing. We recommend that you tap **“Not now.”**



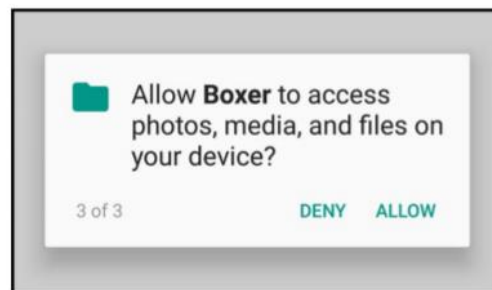
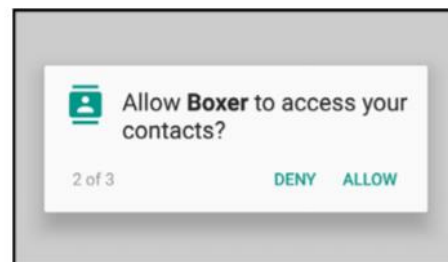
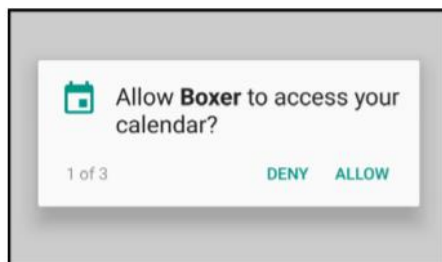
9. You will be prompted with a confirmation box, tap **“Don't send.”**



10. Next you will be prompted to **create a passcode** – this is the pin you will enter each time you open Boxer on your device, so make sure to remember it. **The app requires at least 4 digits, but we recommend at least 6 digits for security purposes.** Enter your pin and then tap **“Next.”** Then enter your pin again and tap **“Confirm.”**



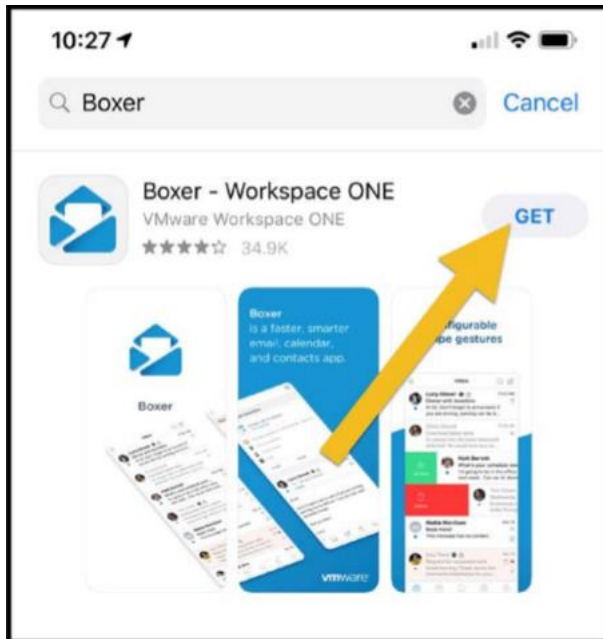
11. Before reaching your inbox, there will be a series of popup requests. Boxer will request to access your phone’s Calendar, Contacts, and photos, media and files.
- Calendar:** Tap **Allow** if you want to see your phone’s calendar entries inside Boxer.
 - Contacts:** Tap **Allow** if you want to see your phone’s contacts inside of Boxer’s contacts, alongside those from Outlook.
 - Photo, Media and Files:** Tap **Allow** if you want to access your phone’s photos, files, and other media from within Boxer.



12. That completes the registration process! If your inbox is empty, just pull the page down to refresh.

iPhone or iPad

1. Open the App Store on your iPhone and **search for “Boxer”** – the full app name is “Boxer – Workspace ONE.”
2. **Tap the Get button** to install Boxer on your phone.

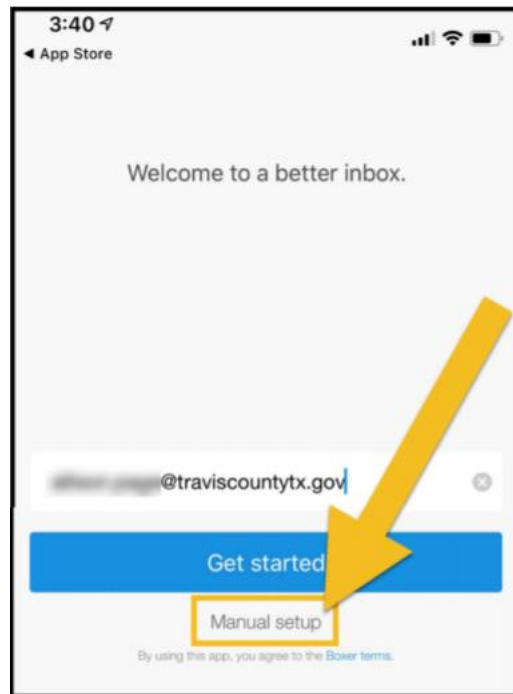


Users who process regulatory data (ePHI, CJI, PII) should exercise best practices when accessing data.

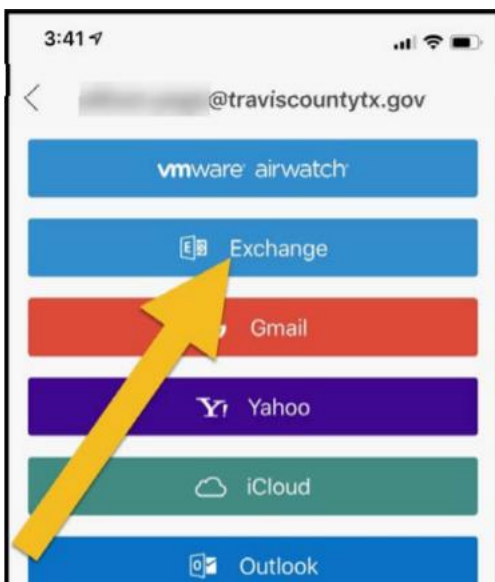
One best practice is not to use your personal mobile device to send or receive health data, criminal data, credit card data or personal identifiable data.

Screen shots may be slightly different from what you see depending on your operating system version.

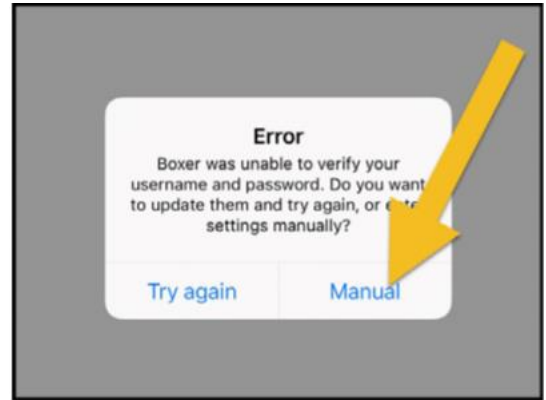
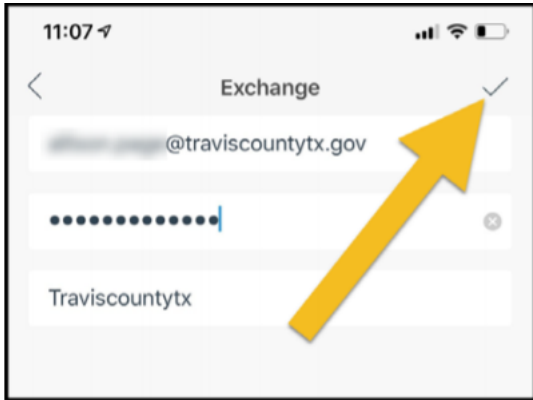
3. Once installed, open the App. **Enter your email address** and tap **“Manual setup.”**



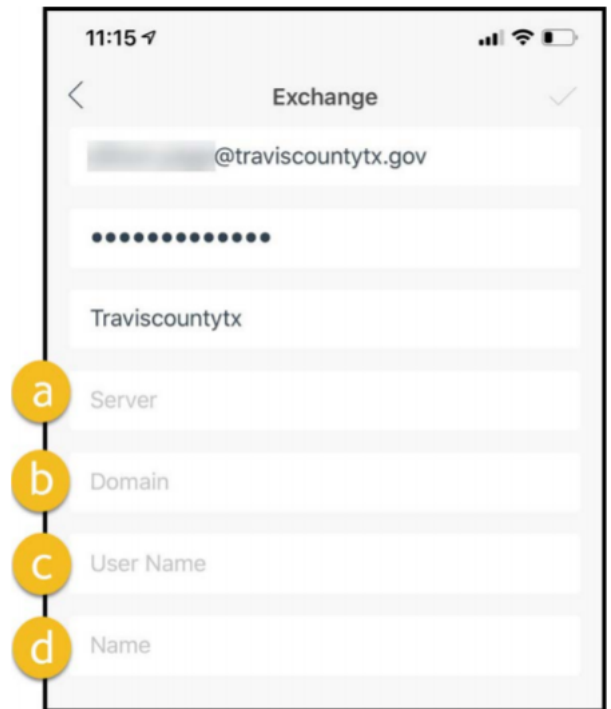
4. On the Manual setup page, **tap Exchange**.



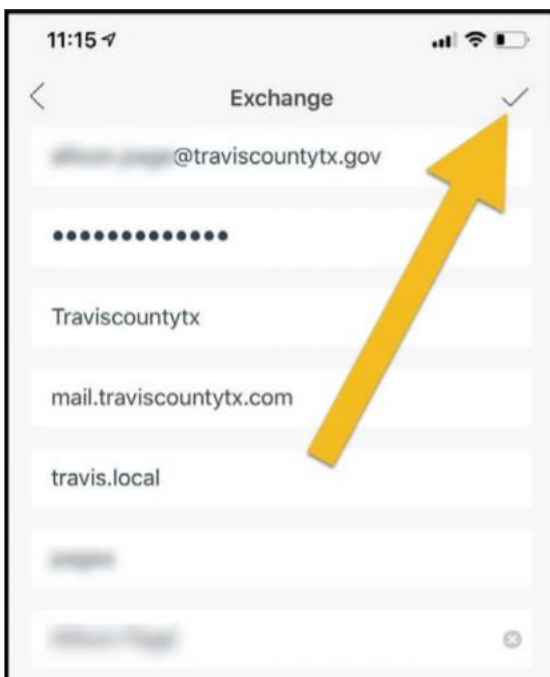
5. Enter your Travis County password, then **tap the checkmark** at the top of the screen. **When an error message appears, tap Manual.**



6. When the new fields appear, **enter the following information.**
- a. **Server:** mail.traviscountytx.gov
 - b. **Domain:** travis.local
 - c. **Username:** your Travis County username (NOT email address)
 - d. **Name:** Your full name



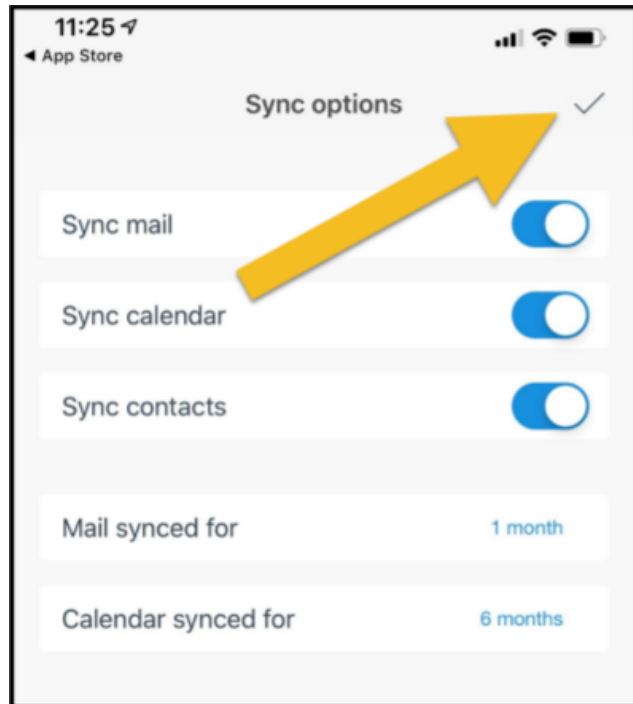
7. **Tap the checkmark** at the top right again.



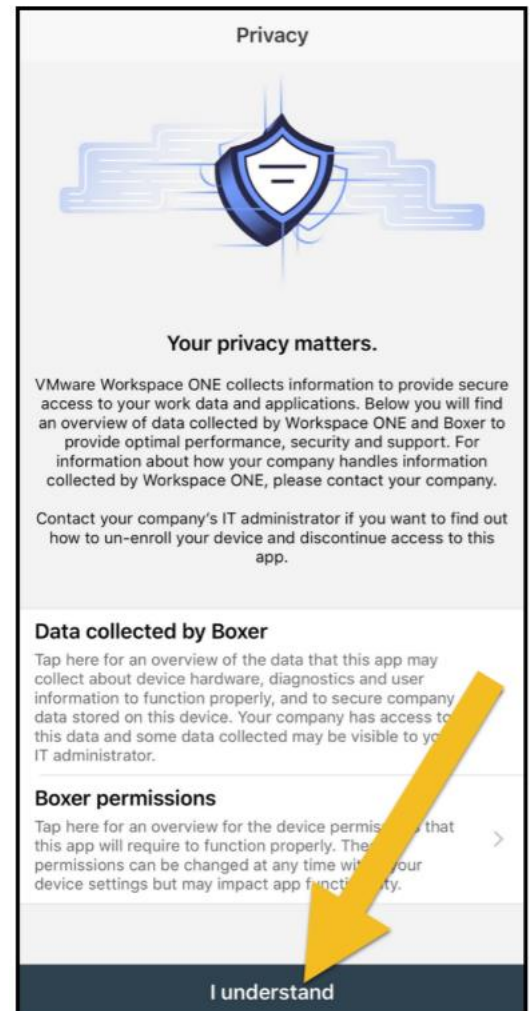
8. The next page gives you the option of what you want to appear within Boxer.

We recommend that you sync mail, calendar, and contacts because this will allow you to find within Boxer what you would usually find within Outlook.

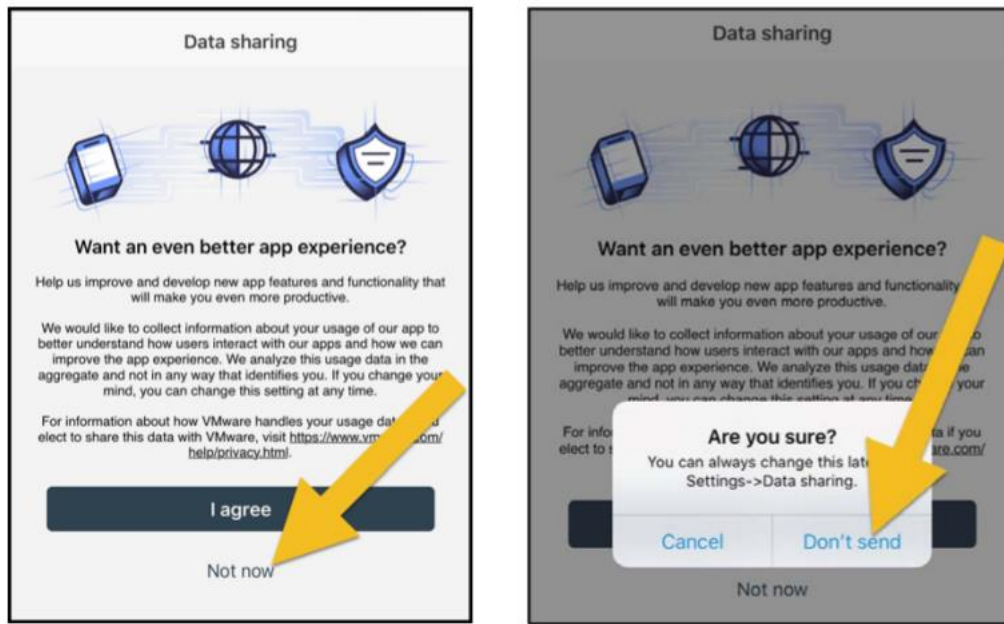
9. **Tap the checkmark** at the top right.



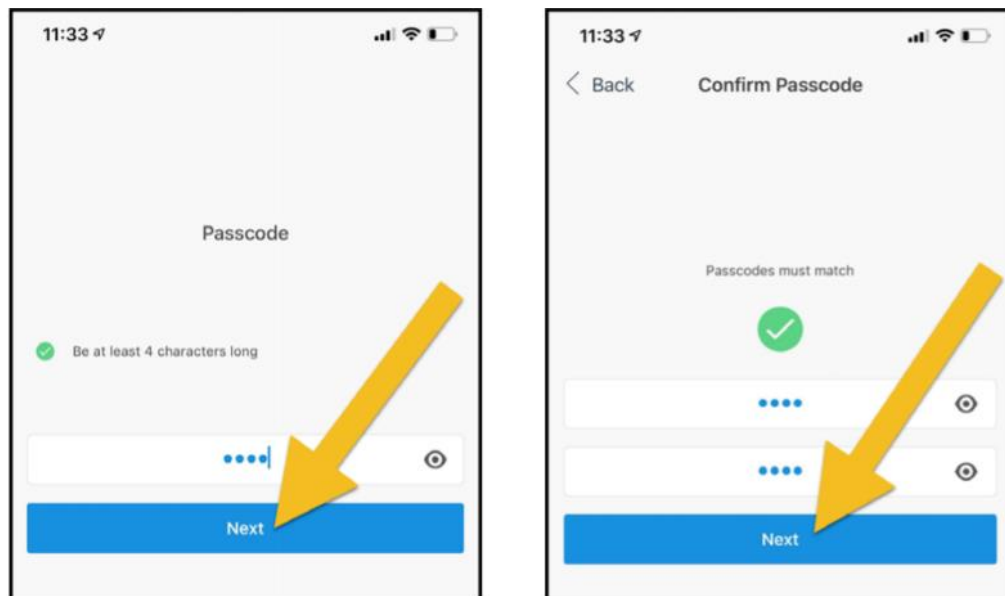
10. The next page is a notice about privacy and how Boxer handles data. Read the notice and then **tap "I understand."**



11. The Data Sharing page explains that Boxer wants to receive information from your phone about how the app is performing. We recommend that you tap **“Not now.”** You will be prompted with a confirmation box, tap **“Don’t send.”**

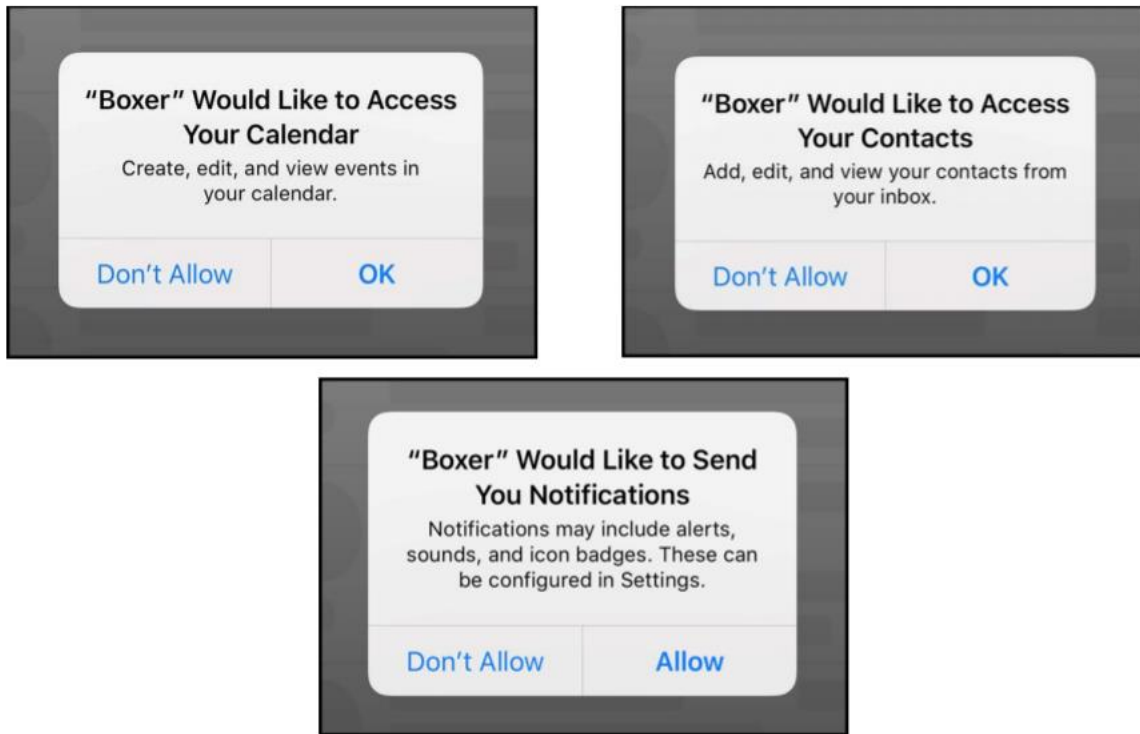


12. Next you will be prompted to **create a passcode** – this is the pin you will enter each time you open Boxer on your device, so make sure to remember it. **The app requires at least 4 digits, but we recommend at least 6 digits for security purposes.** Enter your pin and then tap **“Next.”** You will have to enter your pin twice.



- 13.

14. Before reaching your inbox, there will be a series of popup requests. Boxer will request to access your phone's Calendar, Contacts, and to send you notifications.
- Calendar:** Tap **OK** if you want to see your phone's calendar entries inside Boxer.
 - Contacts:** Tap **OK** if you want to see your phone's contacts inside of Boxer, alongside those from Outlook.
 - Notifications:** Tap **Allow**.



15. **That completes the registration process!** If your inbox is empty, just pull the page down to refresh.

Appendix D – Setting Up Voicemail

Cisco Unity Connection Voicemail Setup Instructions

1. Dial 512-854-3199 or x43199 to access Cisco Unity Connection
2. The system will answer and request you “Enter your ID followed by #”
 - a. Your ID is your 5-digit extension. Enter your 5-digit extension and press #
3. The system will now request you “Enter your password followed by #”
 - a. Enter the first time enrollment password (default password is 1 + your extension) and press #
4. You will now hear a greeting that will begin first time enrollment.

Follow the prompts to:

- a. Record your name – press # key as soon as you say your name
 - b. Record your personal greeting and press # when finished
 - c. Change your password
5. You will hear a message stating you have completed self-enrollment. You can now hang up.

No passwords like 12345 or 54321 are allowed. The password must be at least five digits in length and cannot be your extension.

[Click here](#) to go back