

Checklist for Out-of-Country Travel

Important Items Before Leaving the United States

- If you have a Travis County-owned phone, make sure to update your plan to include international calls.
- Make sure you have [DUO Offline set up](#). DUO Offline helps you log into your Travis County computer when you do not have Internet access.
- Test connection to WiFi using your phone's hotspot:
 - [iPhone](#)
 - [Android](#)
- You will **not** have access to any files on your shared folder drive. We recommend any necessary documents be saved to your OneDrive.
- If you think it's been a while since you've changed your network password, [reset it before leaving](#). Otherwise, you may have issues trying to reset it when you're out of the country.

While Traveling

- Do **not** turn on Secure Access (VPN). The Secure Access icon when disabled →
- Connect to WiFi using your phone's hotspot.
- Do **not** connect to free WiFi.
- Disable your phone's hotspot when not in use.
- Use extra caution due to the potentially increased risk of Phishing.



Accessible Programs

If you have your laptop connected to WiFi and Secure Access (VPN) disabled, you will be able to access all the Office apps: Teams, Outlook, OneDrive, Word, Excel, and PowerPoint. You can also access them all thru Office.com.

Inaccessible Programs

Any application that you must connect to Travis County's network (enabled Secure Access) will not be available.

Contact Information

ITS HelpDesk

- 512-854-9175
- ITS.HelpDesk@TravisCountyTX.Gov