



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
OFFICE OF THE SECRETARY
P.O. Box 41101 • Olympia, Washington 98504-1101

March 20, 2020

TO: All DOC Staff

FROM: Stephen Sinclair, Secretary

SUBJECT: Information Technology (IT) Remote Access

In support of the directive to expand opportunities for remote work, DOC Information Technology (IT) has developed processes and solutions to facilitate opportunities for approved telework positions. There are several options available to accommodate individual employee needs and situations.

Checking Your Desk Phone Voicemail

Many employees have the ability to remotely check desk phone voicemail. Please note, not all phone systems provide this feature. Please contact the Help Desk for instructions on accessing desk phone voicemail remotely.

Using Your Laptop or Desktop Computer

In preparation for the expansion of telework opportunities, on March 15, 2020, DOC IT installed the software necessary for remote work on all DOC computers and laptops.

With an existing Telework Agreement and computer equipment in place, no further action is required.

If you receive approval from your supervisor to telework in response to the COVID-19 guidelines, there are a few equipment options available for you. Please review the equipment options listed below and determine which would apply to your situation.

- I have a DOC laptop, but didn't previously telework.
- I have a DOC desktop computer and a workspace (e.g., desk) in my home with power and internet access with the ability to hard wire to my router.
- I have a home computer or laptop.

Once you review your equipment options, follow the steps below to submit your IT service request:

1. Submit a Help Ticket and select the 'I Need Something' option;
2. Select the first option titled, 'COVID-19 Temporary Remote (VPN) Access';
3. If prompted to allow an application to access your computer, select 'Allow';
4. If a message is displayed regarding a Java Script app, simply ignore the message and select 'New Request';
5. Complete the service request questionnaire and provide one or more of the telework equipment options from above.

Once you complete and submit the help ticket, an IT representative will determine the best option based on your responses to the ticket questionnaire. The Helpdesk will troubleshoot issues with connecting to VPN (remote access). This will include instructions on how to connect your equipment using the VPN (remote access).

As you can imagine, the IT team has seen a dramatic increase in service requests. They are escalating the processing of requests related to the COVID-19 response and appreciate your continued cooperation and patience.