



## Work from Home User Guide

---

### Before leaving to work from home:

1. Confirm with your manager that ITS has installed all necessary components for work from home
  2. Leave your work computer turned on. It must be on to connect to it remotely
  3. Use the steps below to forward your phones, if needed
  4. Optional and advised: Enroll in Duo, using steps below, if you haven't already
- 

- ❖ [Access Voicemail Remotely](#)
- ❖ [Forward Calls to Another Number](#)
- ❖ [Stop Forwarding Calls to Another Number](#)
- ❖ [Access Asante Network via Citrix](#)
- ❖ [Access Asante Network via RDP](#)
- ❖ [Access Asante Network via VPN](#) (required for access to Finesse, not for use with satellite Internet connections)
- ❖ [Duo Installation Guide](#)

### [Access Voicemail Remotely](#)

Cisco Phones: Dial 541-789-4500 and follow the voice prompts

Siemens Phones (blue, red, and green dots): Dial 541-789-6245 (6245 = MAIL) and follow the voice prompts

Ashland Avaya Phones: Dial 541-488-7400, enter your 4-digit extension, enter #, and follow the voice prompts

### [Forward Calls to Another Number](#)

#### Cisco Phones

1. Notify the person(s) at the receiving number that you'll be forwarding calls, and any call handling instructions
2. Below the words "Forward all" on the screen, press the button
3. Enter 9+ the area code and phone number that you want to forward all calls to. You will see a message on screen that your calls are being forwarded.

#### Siemens Blue Dot Phones

\*\*\*Only the main phone number can be forwarded on Blue Dot phones

1. Press Forward button 
2. Press OK to Edit call forwarding
3. Press OK for Destination
4. Press OK to Edit favorites

## CONTROLLED UNLESS PRINTED

5. Press OK for Destination 1
6. Enter 9+ the area code and phone number that you want to forward to and press OK
7. Press OK to Save and Exit
8. Press Forward button 
9. Press OK to Accept
10. Make a test call, to make sure forwarding is active

Direct phone numbers:

\*\*\*Call forwarding is not available on Blue Dot phones for direct phone numbers. ITS can set you up to receive email notifications when you receive a voicemail. Then, you can remotely check voicemail.

1. Submit MyTech Request for “telecom set me up to receive email notications when I have voicemail”

## Siemens Red Dot Phones and Siemens Green Dot Phones

1. Notify the person(s) at the receiving number that you’ll be forwarding calls, and any call handling instructions
2. Select the line that you want to forward
3. Press the forward button 
4. Enter 9+ the complete phone number you would like calls forwarded to
5. System will accept number, activate the forwarding and hang up on you. At this time the forward button on your desk phone is lit up and active.
6. Make a test call, to make sure forwarding is active

## [Stop Forwarding Calls to Another Number](#)

Cisco Phones: Press the “Forward off” button near the screen.

Siemens Blue/Red/Green Dot Phones:

1. Press the lit line
2. Press Forward button 
3. Press OK to Accept

## [Duo Installation Guide](#)



What is Duo? Duo is a second layer of security that protects your account and our system, in case your password is discovered. Duo makes us log in using not only our password, but it asks for one more form of identification, such as a PIN, or a code that is sent to the Duo app. It takes us a couple of extra seconds to log in because of Duo, *but* even if someone discovered your password, they would still not be able to login as you.

## Accessing Asante Network via Citrix



These Citrix instructions will only allow remote access to your work computer, if ITS has already setup your remote access. When your remote access has been created, you will receive an email from ITS regarding your Citrix/RDP connection having been setup. If you have not received that email, please contact your manager.

### Windows Users:



1. Download the Citrix application here:
2. Run the application you just downloaded
3. If it offers to install the latest version, accept it
4. If asked to create an account or add an email address: SKIP THAT PART
5. When installation finishes, reboot your computer
6. If you have already enrolled in Duo, browse to [asante.org/employees](https://asante.org/employees)
  - a. Click Citrix link and login
  - b. When Duo opens, login to access your Citrix Storefront and see your apps and favorites
7. If you have not enrolled in Duo, browse to [asante.org/employees](https://asante.org/employees) and login
  - a. Click Start Setup to enroll in Duo
  - b. When Duo opens, login to access your Citrix Storefront and see your apps and favorites

! If you have a Microsoft Office license, you will see an Office 2016 folder, which contains Citrix Explorer. Open it, to see your mapped network drives, such as G:, J:, L:.

! If you do not have a Microsoft Office license, you will not see MS Office apps or network drives. You will access email at [webmail.asante.org](mailto:webmail.asante.org).

### Mac Users:



These Citrix instructions will only allow remote access to your work computer, if ITS has already setup your remote access. When your remote access has been created, you will receive an email from ITS regarding your Citrix/RDP connection having been setup. If you have not received that email, please contact your manager.

1. Download the Citrix application here: <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
2. Run the application you just downloaded
3. If it offers to uninstall a prior version, accept that
4. If asked to create an account or add an email address: SKIP THAT PART
5. When installation finishes, reboot your computer
6. If you have already enrolled in Duo, browse to [asante.org/employees](https://asante.org/employees)
  - a. Click Citrix link and login
  - b. When Duo opens, login to access your Citrix Storefront and see your apps and favorites
7. If you have not enrolled in Duo, browse to [asante.org/employees](https://asante.org/employees) and login
  - a. Click Start Setup to enroll in Duo
  - b. When Duo opens, login to access your Citrix Storefront and see your apps and favorites
8. Browse to <https://webapp.asante.org> and login to see your applications

## CONTROLLED UNLESS PRINTED

! If you have a Microsoft Office license, you will see an "Office 2016" folder, which contains Citrix Explorer. Open it, to see your mapped network drives, such as G:, J:, L:.

! If you do not have a Microsoft Office license, you will not see MS Office apps or network drives. You will access email at [webmail.asante.org](mailto:webmail.asante.org).

### Accessing Asante Network via RDP



These RDP instructions will only work for you, if ITS has already setup your remote access. When your remote access has been created, you will receive an email from ITS regarding your Citrix/RDP connection having been setup. If you have not received that email, please contact your manager.

1. Browse to MyTech <https://asante.service-now.com/mytech/>
2. Click on System Access
3. Click on Citrix RDP Access Request Form
4. Complete all required fields. If you select yes for "Is this computer used by more than 1 person?", your computer will not qualify for RDP access
5. To access RDP, browse to <https://webapp.asante.org> and login
6. Open Apps folder

7. Open RDP Icon  and login

### Access Asante Network via VPN

\*\*\* VPN access is required for access to Finesse

\*\*\* Cannot access VPN using satellite Internet connection

1. Open the GlobalProtect App  on your computer and login

! If you have a Microsoft Office license, you will see your MS Office apps and your network drives

! If you do not have a Microsoft Office license, you will not see MS Office apps or network drives. You will access email at [webmail.asante.org](mailto:webmail.asante.org).

Need Help?

[MyTECH](#)

Service Desk 541-789-4141

[Cisco Self-Care Portal](#)



Please notify the author of any errors or omissions.