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Getting Started: Working remotely

There are many options to accessing WSDOT remotely. Depending on the access need and the type of equipment being used.

<table>
<thead>
<tr>
<th>Type of Access</th>
<th>Description</th>
<th>Equipment Requirements</th>
<th>Service Requirements</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook Web App (OWA)</strong></td>
<td>Allows you to read your email and view your calendar from any computer with Internet access.</td>
<td>WSDOT computer or privately owned computer</td>
<td>Internet access</td>
<td>No WSDOT costs&lt;br&gt;Employees are responsible for their Internet service.</td>
</tr>
<tr>
<td><strong>Virtual Private Network (VPN)</strong></td>
<td>Allows access to the agency network by using high-speed Internet connections outside the agency</td>
<td>WSDOT laptop or tablet with the Cisco AnyConnect VPN software</td>
<td>Internet access</td>
<td>No WSDOT costs&lt;br&gt;Employees are responsible for their Internet service.</td>
</tr>
<tr>
<td><strong>Citrix</strong></td>
<td>Allows access to the agency network and applications from any computer that has Internet access.</td>
<td>WSDOT computer or privately owned computer</td>
<td>Internet access and SMS Passcode</td>
<td>SMS Passcode costs $100.00 for three (3) year period.&lt;br&gt;Employees are responsible for their Internet service. Text messaging rates may apply.</td>
</tr>
<tr>
<td><strong>Mobile Broadband Cards</strong></td>
<td>USB or built-in cards offered by cellular carriers allowing access to the Internet via cellular network. Works alongside WSDOT’s VPN solution to provide secure access into WSDOT’s network. This is ideal for employees whose daily work does not allow access to the conventional access points, such as wireless access points or direct network connection.</td>
<td>WSDOT computer with VPN software and a mobile broadband card installed.</td>
<td>Coverage by a cellular network.</td>
<td>Monthly cellular data charges.</td>
</tr>
<tr>
<td><strong>Smartphones</strong></td>
<td>Includes voice and full access to your WSDOT mailbox – (mail, calendar, and contacts).</td>
<td>WSDOT provided cellular device or use of personal device.</td>
<td>Coverage by a cellular network.</td>
<td>Monthly cellular and data charges or if device was approved for stipend.</td>
</tr>
</tbody>
</table>
In order to get started, you must:

- Complete the Mobile Access Request form (DOT Form 174-280A), have your manager approve and sign the form and submit it to the IT Network Management staff for processing.
- If you are telecommuting, you must have approval from your manager and a signed Telework agreement.

Once your Mobile Access Request has been received, the Information Technology Division, Network Management group will process your request.

This user guide will cover information regarding how to get started with:
  - Outlook Web App (OWA)
  - Virtual Private Network (VPN)
  - Citrix

If you have any problems with getting your remote access configured, please call the ITD Service Desk at (360)705-7050 for support. If the ITD Service Desk is unable to resolve the issue, a Remedy ticket will be generated and assigned to Network Management.
Outlook Web App (OWA)

To logon to the Outlook Web App (OWA), type [https://remotemail.wsdot.wa.gov/](https://remotemail.wsdot.wa.gov/) into your browser and press enter. The following screen should appear:

You must be connected to the WSDOT network in order to access any intranet page.  *(Note: Intranet pages start with the [http://wwwi](http://wwwi))*

Instructions for accessing Outlook mail and calendar remotely can be found by clicking the following PDF ([OWA Quick Reference.pdf](#)).
Virtual Private Network (VPN)

The Virtual Private Network (VPN) option is only available on WSDOT laptops and uses the Cisco AnyConnect software.

1. The AnyConnect client should be installed on your laptop by default. If you can’t find it, you will have to contact your workstation support staff to get it installed.

2. You can start the AnyConnect client by clicking its icon in the system tray (it may be hidden under the up arrow)

3. Enter `remoteaccess.wsdot.wa.gov` into the text box and click Connect.
4. Select the default group (WSDOT) and use your normal WSDOT username/password to connect:

![Cisco AnyConnect login screen]

5. The Cisco AnyConnect icon will change once you are connected to the WSDOT network.

![Cisco AnyConnect icon]

6. You can now launch programs as you would normally if you were logged onto the WSDOT network from your office. You can disconnect by clicking on the AnyConnect icon again and selecting Disconnect.

![Cisco AnyConnect connection status]

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Citrix (with SMS Passcode)

Citrix enables those who are working remotely and do not have access to a WSDOT laptop or tablet to log in through https://remoteoffice.wsdot.wa.gov and access corporate drives, programs, databases, applications, and email. There are several tools published (on the Citrix desktop) that allow for various degrees of access. The following will direct a user on how to navigate these tools and the best option to use based on the type of work you are conducting remotely.

Installing Citrix Receiver (ICA client) on your PC, Mac, or other Mobile Device

Once the Mobile Access Request form has been processed by ITD Network Services staff, and you have requested access to use Citrix with SMS Passcode, the instructions for setting up your SMS Passcode profile will be provided to you.

If you are using Citrix and you are a first time user, you may be prompted to download the Citrix Receiver (ICA) after you login to WSDOT Citrix environment at https://remoteoffice.wsdot.wa.gov. If you are not prompted to install the Citrix Receiver (ICA) and you have verified it is not installed, go to http://www.citrix.com select Downloads, Featured Downloads, Citrix Receiver, select the first question “Where can I download Citrix Receiver on other platforms and devices?” This is where you select the device you are currently using. See the following 4 screen shots:
PC Tips

The preferred browser is **Internet Explorer (IE)**, but **Chrome works as well**. The browser you use to download and install the client is the same browser you will need to use while accessing the WSDOT Citrix environment. **Otherwise published resources will not launch properly.**

Adding Citrix as a Trusted Site

You must add [https://remoteoffice.wsdot.wa.gov](https://remoteoffice.wsdot.wa.gov) to the Trusted sites in your browser. For example, if you are using Internet Explorer follow these steps:

1. Open Internet Explorer.
2. Click the Tools button, and then click Internet Options.
3. Click the Security tab on top, and then click on Trusted sites security zone (or, the Local intranet zone).
4. Click Sites.
5. The website should be shown in the “Add this website to the zone” field. Click Add. This is where you will add https://remoteoffice.wsdot.wa.gov

6. Click Close, and then click OK.
Log onto Citrix

1.) Log onto Citrix at: [https://remoteoffice.wsdot.wa.gov](https://remoteoffice.wsdot.wa.gov)

Enter the following:

- **User Name:** WSDOT Domain Account (your user ID)
- **Password:** WSDOT Domain Password (your password)

2.) After logging in with your WSDOT Domain Account and Domain Password you will be sent a passcode to your primary phone number and you will have 1 minute and 30 seconds to enter the passcode into the SMS Passcode field.
Note: If for whatever reason you do not get your SMS Passcode entered into the box on time, the passcode will be sent again. This time you will only have 1 minute to enter your SMS Passcode. Again, if for whatever reason you do not get your SMS Passcode entered into the box on time, the system will generate a voice message call to your Secondary Phone number you have entered in the Self Service Console. You will have 2 minutes to enter your SMS Passcode at this point.

If successful, this is what you will see.
Access a virtual desktop using the Citrix Receiver

In order to access the basic Office programs and have access to your files, logging into the virtual desktop gives you access to your G and H drives and all the Microsoft Office programs. The virtual desktop does not give you access to any additional drives including your C drive or any specialized software which you may have installed on your computer at work.

The Citrix Receiver generally runs a little faster when compared with logging on remotely to your computer. Use Citrix as long as you need to be efficient and productive with work tasks. Do not login and stay on all day if you are not using the applications provided by the client. If only email access is needed, access it remotely via, https://remotemail.wsdot.wa.gov/.

1.) Users will have access to certain applications and or desktops; therefore, what you see is what is published to your profile.
This is what you may see under Core Configuration Applications.

1. To use a single application such as Word or Outlook, use the Applications Tab option. Click on the application you wish to use. A screen will open up allowing you to access specific file types from your G or H drive. For instance, in Microsoft Word you can only access Word files. This works well if you are editing documents or if you are working in a specific program such as Excel. Use Citrix as long as you need to be efficient and productive with work tasks.

   **Important Note:** *If you are not actively working in Citrix and the session sits unattended, the Web Interface will log you off after approximately 15 minutes. After approximately 1 hour, if there is no activity the ICA client will terminate your session. The reason for this is to free up resources and licensing for various products in use.* **If only email is needed, access it remotely via, [https://remotemail.wsdot.wa.gov/](https://remotemail.wsdot.wa.gov/)**

2. Use the option below **only if** you need to access a document from your work computer’s C drive or specialized programs you may have on it, such as databases or applications not available on the Citrix virtual desktop. You can log directly into your computer from a remote location using the Remote Desktop Connection. This option connects to your computer at the office as if you were sitting at your desk. Use Citrix as long as you need to be efficient and productive with work tasks.
   a. From the MAIN folder, select “Admin Tools”
   b. Click on the Remote Desktop Connection icon
2.) You will need to know your computer ID number in order to login using the Remote Desktop Connection. This number can be found on the top your computer on a white sticker. You will need to add an “L” to the end of the ID if you are using a laptop. And, you may need to add a prefix, like “HQ”, to the front of the ID of the region you reside in. Enter your work computer ID number and click on the Connect button.

3.) Use your WSDOT user name and password to log directly onto your computer at work.
Citrix Messages

When you login to Citrix you will notice a few tabs at the top of the screen. These can be used to adjust how you view the Citrix screen and adjust the settings to find out what works best for you.

1. The message screen will display issues such as browser settings that may affect your ability to logon. If you have a message there will be a “!” Icon on the Messages tab.
Additional Information or Assistance

Technical Help
For additional help getting connected to the WSDOT network or configuring your remote access options, please contact the ITD Service Desk at (360) 705-7050 or E-mail HQITHelpdesk@WSDOT.WA.GOV. They will be able to assist you or they will assign a Remedy ticket on your behalf and assign it to the Network Management group.

Telework Help
For additional help with the telework agreement or questions about the agency’s policy on Telework, please contact the Telework Coordinator at Teleworksupport@wsdot.wa.gov