

# Information Technology – Remote Working Checklist

Employees with access to internet services are able to connect to all IT applications and services. If you are new to working from home we recommend that you submit a teleworker request to the National Service Desk. Work from home requires the following:

CBS laptop	
Username(s)/password(s)	<p>Employees at CBS have more than one username and password; however, the most commonly used one is the Active Directory username/password. <u>Employees that plan to work remotely should confirm that they know their Active Directory username<sup>1</sup> and password in advance of beginning remote working.</u> This username/password is used for:</p> <ul style="list-style-type: none"> <li>• Logging onto a CBS laptop</li> <li>• Office 365 services including email, OneDrive, and Sharepoint</li> <li>• Connect.blood.ca</li> <li>• Documentum (Webtop)</li> <li>• IT Helps</li> <li>• etc</li> </ul>
Entrust Grid Card	<p>The Entrust Grid Card is a used for the following services:</p> <ul style="list-style-type: none"> <li>• connecting to the CBS VPN</li> <li>• eda.blood.ca</li> <li>• meda.blood.ca</li> </ul>  <p>Entrust Grid Cards can be <a href="#">requested from the National Service Desk</a>.</p>
Microsoft multifactor authentication	<p>Similar to the Entrust Grid Card, Microsoft multifactor authentication allows employees to securely login to some IT applications when outside of a CBS site. <u>Employees that plan to work remotely should confirm that they ave setup their Microsoft multifactor authentication in advance of beginning remote working.</u> Information about setting up your Microsoft multifactor authentication is available <a href="#">here</a>.</p> <p>Employees can setup their Microsoft multifactor authentication at <a href="http://mymfa.blood.ca">mymfa.blood.ca</a></p>

<sup>1</sup> Active Directory username will be of the format *firstname.lastname*.



<p><b>Optional:</b> Cisco Jabber Software</p>	<p>If you rely heavily on your office phone for your day-to-day work, or do not have access to another phone where you are working remotely, you may want to consider getting the Jabber softphone client installed on your laptop. The Jabber softphone client lets you use your laptop like a phone so you can dial and receive call as if you "are" in the office. <b>You will need to contact the National Service Desk to have your account configured once the software is installed.</b></p> 
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## Contacting the National Service Desk

In you require support, please visit the [IT Helps](#).

Alternatively, you can contact the National Service Desk at 1-877-389-2500.

The National Service Desk is open Monday through Friday from 6 a.m.–9 p.m. EDT. If you have an urgent issue outside of those hours, simply leave a message and you will receive a call back within thirty minutes.

**Reminder: Employees that work from remote locations must follow established best practices and procedures for maintaining security of information as well as records management best practices.**

## Appendix – ‘How to’ for remote access to IT services

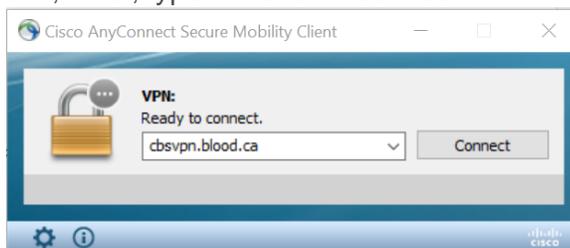
### Connecting to VPN

The CBS Virtual Private Network (VPN) service allows laptops to connect directly to the CBS network from any internet connection, thus simulating the experience an employee would have if they were physically sitting in a CBS location.

CBS IT has been making many applications available to employees *without* the VPN service; however, several enterprise applications still require that the employee’s laptop be connected to the VPN to access from a non-CBS location. For clarity, the table below provides an overview of some<sup>2</sup> examples of the IT applications that require VPN and those that do not require VPN.

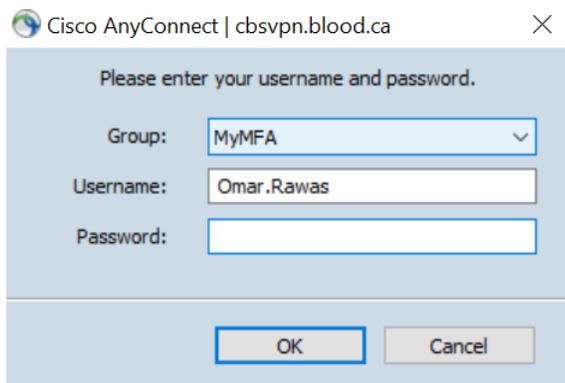
Employee applications that require VPN for access	Applications that can be accessed without connecting to the CBS VPN
ePROGESA SAP (via SAP GUI) Documentum ESS (Event Scheduling System) CDI (Controlled Document Index) Workcycle/Automated Invoice Processing Network drives (e.g. P:\ drive) BI Warehouse and Reports TM1 myphone	Connect.blood.ca <a href="#">Office 365</a> (including Outlook email, Skype for Business, Teams, OneDrive, Sharepoint) EDA.blood.ca MEDA.blood.ca EtQ Reliance SAP successfactors Ariba <a href="#">IT Helps</a> Concur Travel and Expense

- 1.1. Open the Cisco AnyConnect Secure Mobility Client, confirm that **cbsvpn.blood.ca** is typed in, if not, type it in and hit connect

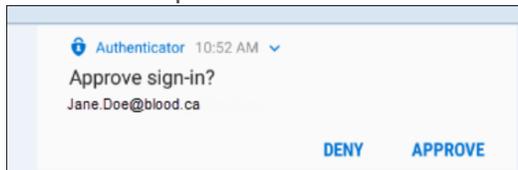


- 1.2. A prompt should come up asking for your username and password. Change the group to MyMFA then enter your windows username and password.

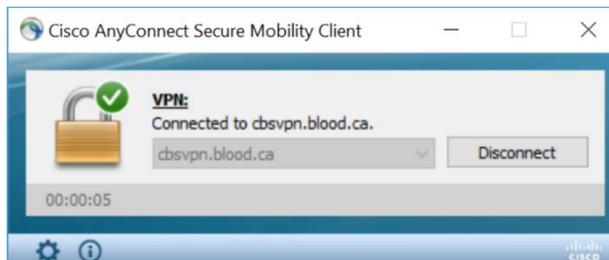
<sup>2</sup> This list is not intended to be comprehensive of every application used by CBS employees



- 1.3. If MFA has been set up correctly you should be receiving a call with instructions, text message with a 6-digit code or a prompt on the mobile app to approve or deny the authentication request.



- 1.4. After entering the 6-digit code or approving the request via the mobile app or phone call, the VPN client will connect.



## Telephone, voicemail, and audio conferencing services

### Accessing Voicemail

Your voicemail will be delivered to your email inbox; however, if you want to remotely access your voicemail, you can do so by doing the following:

Step 1: Call your office phone number. When your voicemail picks up, press \*

Step 2: At the prompt “Enter your ID”, enter <your employee ID> and then press #

Step 3: Enter your voicemail PIN and then press #

### Managing your office phone (requires VPN)

If you want to forward your office phone to another number you can do so by accessing it through the myphone website.

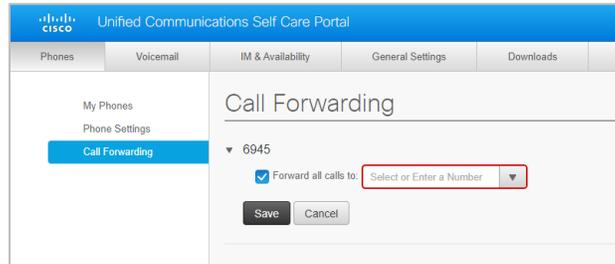
Once you’ve connected to VPN, do the following:

**Step 1:** Open a web browser and enter the URL <https://myphone.bloodservices.ca>



**Step 2:** Enter your username (which is your **Employee #**) and your password (which is your Active Directory password)

**Step 3:** From the menu that appears, select Call Forwarding. You will be able to select an option to forward your office phone to another number. **Note: if call forwarding is set to an external number the number must be preceded by a 9**



## Audio conferencing services

When meetings are created in your calendar, they should include a link to Skype for Business or Teams. **The meeting invite will include a unique meeting ID and a local dial in number.** There will also be a link for other local dial in numbers across Canada for all the meeting participants.

Skype for Business/Teams meeting invites also include a link so that you can reset your PIN.



More information on Microsoft audio conferencing services can be found [here](#).

## Accessing IT Applications

Most applications can be accessed via a URL using a web browser, via an icon on your computer, or from the Windows start menu.

A great place to start to get access to IT applications and services is [connect.blood.ca](https://connect.blood.ca). Once you've logged into Connect, click on the "My apps" icon near the top of the page.

A menu of commonly used applications will be available.

