CORONAVIRUS DISEASE 2019 (COVID-19)

Work from Home Laptop and Desktop PC Setup for System Office colleagues
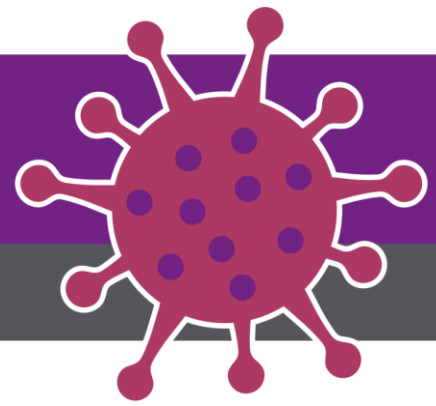
+ Trinity Health

Audience: System Office Managers	
Revision Date: 3/17/2020	
Version: #1	

There are a few important things managers need to do to ensure colleagues who are approved to work from home can connect to the Trinity Health network remotely:

Laptop Users
Manager action needed: If there are colleagues in your department who have laptops but have never connected to the Trinity Health network remotely (Connect Portal) and have not completed the required Multi-factor Authentication (MFA) set up needed to access Connect, the manager should submit a System Access Request (SAR) on their behalf for "On-Prem Azure MFA" via [ServiceNow](#) and ensure they have completed setup. See related instructions [here](#).

Desktop PC Users
Colleagues in your department who are currently desktop PC users will need to have their PCs configured by TIS to enable remote work.

Manager action needed
1. Compile the colleague names who have been approved to and will work remotely and DO NOT yet have an existing remote connection set up on their Trinity Health-issued or non-Trinity Health-issued desktop PC.
2. Gather corresponding desktop PC workstation IDs who will use their desktop PC for remote work
3. Complete a ["Departmental Remote Access Setup"](#) system access request for TIS Tech Ops to configure the colleague's PC. Attachments can be added to the Catalog Item with any forms that have been completed. See more details below.
4. Be sure to include your department name and your name as the manager, or designee, as the "Point of Contact" and contact information. Tech Ops will connect with the Point of Contact with any questions and coordinate. For efficiency, managers should not include team members on any email or correspondence with Tech Ops.

IMPORTANT
To ensure efficiency, please follow the above process and these important directions:
- Colleague should NOT take their desktop PC home until TIS has completed the necessary configuration; colleagues won't be able to connect to the network unless Tech Ops has completed this work. If a colleague already went home with their PC that has not been configured, follow the above process and indicate that in the comments section of the Departmental Remote Access Setup form.
- Tech Ops will pick up the PC when they are ready to complete the work; please do not bring equipment to Tech Ops, as it will slow down the process and disrupt your colleague's work.
- Please do not call the Service Desk or Tech Ops colleagues about desktop PC configuration; please use Service Now Self Service and electronic communication to ensure our phone lines and Service Desk staff are available to receive and process critical requests affecting patient care during this COVID-19 situation.
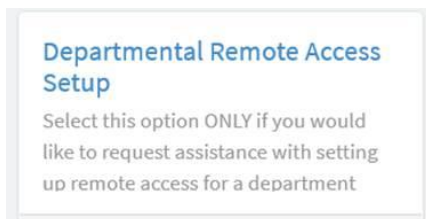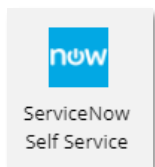
- Please submit access requests for other apps and tools via Service Now Self Service.
- Please consider only requesting support and access to tools that are critical for your team's work right now; additional apps can be added in the coming days.

How to submit the PC configuration request

Go to Departmental Remote Access Setup directly via this link. Use your Trinity Health network ID and password to access ServiceNow Self-Service.

OR

Select ServiceNow Self-Service Icon in your ZENworks window. Select "Department Remote Access Setup" from the catalog as shown below:

Departmental Remote Access Setup

Select this option ONLY if you would like to request assistance with setting up remote access for a department

Please note that the dramatically higher numbers of colleagues working remotely will place increased burden on our systems, which may result in technology performance issues. Patience will be appreciated. You also may experience longer wait times for support as TIS colleagues manage high volumes of issue-resolution needs. Please use Service Now Self Service (https://trinityprod.service-now.com/ess/) when possible to report issues. Thank you for your understanding.

Thank you for your leadership and partnership with TIS in ensuring your team has what they need to successfully work from home during this COVID-19 global health concern.