FERC Telework Tip Sheet

Connect.ferc.gov has your Telework Links outside the FERC network

Connect via VPN (Virtual Private Network	Reset your password
Connect to Citrix Client	Forward your Work Phone Calls
Connect to your Work Email	WebEx (Use for external callers only)

Telework Checklist

	Follow all instructions provided by the Chief Security Office (CSO)
	Review all training material for telework features you are unfamiliar with
	Review your Office telework protocols

Conferencing Options

Service	Audio	Screen Sharing	Number of Attendees
Skype (recommended)	Internal Only	Internal Only	2-75
WebEx (Only use for external callers)	Call In number and Web	Internal Only	3-75
Contact ITSC	Call In number and Web	Yes	Over 75

Connecting to the FERC VPN

1. Click on the VPN link at Connect.FERC.gov or the ⬛ icon on your taskbar
2. Select your Certificate and click on OK
3. Type in your PIN

The IT Support Center will be available to help you via email: mailto:IT-Support-Center@ferc.gov. Technicians will respond via Skype, Phone or Email.

What Should I expect when I am Teleworking?

Available Services

- Email and Calendar services
- FERCollaborate, network drives, and applications which access network resources (ATMS, Virtual Agenda, WebTA, etc.)
- Collaborative, conferencing and meeting services
- FERC Service Desk email

Impacted Services

- Initial contact to FERC Online, IT Support and LMD Helpdesk will be via email. Incoming phone calls to each helpline will go to voicemail
- Face to face meetings may need to be changed to Skype or WebEx meetings
- Processes using printed documents may need to have a FERCollaborate or other digital replacement
- **Any service where technicians need to be physically present will be provided via appointment.**

Telework Training
(need network/VPN access to use)

Overall Telework
- Best Practices for Telework

VPN Training
- VPN User Guide

Phone Training
- Forwarding your phone
- Checking your Voicemail

Email.ferc.gov Training
- Mail Features in Outlook Web App
- Calendar Overview
- Working with multiple calendars

Skype for Business Training (Meetings 2-75 people, recommended)
- Skype for Business overview
- Resolving Audio Issues with Skype
- Skype Users Guide
- Sharing your Screens in Skype
- Using Instant Messaging
- Share and Schedule Meetings

WebEx Training (Meetings 3-75 people, only for external callers)
- WebEx Guidelines
- WebEx Quick Tips
- Hosting a Web-Ex Meeting
- Scheduling a Web-Ex Meeting
- Update a Web-Ex meeting
- Sharing on a Web-Ex Meeting
- Audio and Video on a Web-Ex Meeting
- Muting Attendees on a Web-Ex Meeting
- Quick Reference Guide –Hosting a WebEx Meeting
- Quick Reference Guide –Sharing Content in WebEx Meetings