FERC Telework Tip Sheet

**What Should I expect when I am Teleworking?**

**Available Services**
- Email and Calendar services
- FERCcollaborate, 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 FERCcollaborate or other digital replacement
- Any service where technicians need to be physically present will be provided via appointment.

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**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

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**Conferencing Options**

<table>
<thead>
<tr>
<th>Service</th>
<th>Audio</th>
<th>Screen Sharing</th>
<th>Number of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skype (recommended)</td>
<td>Internal Only</td>
<td>Internal Only</td>
<td>2-75</td>
</tr>
<tr>
<td>WebEx</td>
<td>Call In number and Web</td>
<td>Internal Only</td>
<td>3-75</td>
</tr>
<tr>
<td>Contact ITSC</td>
<td>Call In number and Web</td>
<td>Yes</td>
<td>Over 75</td>
</tr>
</tbody>
</table>

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**Connecting to the FERC VPN**

1. Click on the VPN link at [Connect.ferc.gov](http://Connect.ferc.gov) or the icon on your taskbar
2. Select your Certificate and click on OK
3. Type in your PIN

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