

Working Remotely

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More and more we have a need for continuing our work outside of the office. Here is a collection of useful content and tips to facilitate working remotely.

Staff must access NYSERDA documents via:

- **The Virtual Machine (VM) client:** The VM is running in the data center and is secure. No data lands on the user's home system.
- **Office Online through a web browser:** In this case, the documents never land on the user's home system and the session is encrypted.
- **NYSERDA Laptop:** Staff may work directly on the laptop as all NYSERDA mobile devices are encrypted and require a suitable user id and password

Staff **MUST NOT:**

- Save NYSERDA documents to a personal computer or device
- Work on NYSERDA documents using desktop applications (such as Excel, PowerPoint, Word, etc.)

In either case, NYSERDA data will be on a personal device, outside of NYSERDA's protected network and will expose your personal device to FOIL requirements.

If you need assistance while working remotely, please email servicedesk@nyserdera.ny.gov or call 518-862-1090 x4357 (HELP). If you are logged into your VM, [Submit a Service Desk ticket](#).

All-Staff Webinar (3/26)

- [All-Staff Webinar recorded Thursday, March 26th](#) Tutorial Videos (updated 3/26)
- [Tips and Tools for Working Remotely Stream 2](#) (recorded 3/25) Tips an Tricks for Teams, WebEx and working remotely

Getting Started

- [Accessing NYSERDA Systems Remotely](#)
- [SecureAuth: Configure Multi-Factor Authentication](#)
- [VMWare: Configure VMWare Horizon Client](#)
- [Connect to your Virtual Machine from a browser](#)
- [Office365: Accessing Your NYSERDA Email via the Web](#)
- [Phones: Call Forwarding on Your Desk Phone](#)
- [iOS: Setup NYSERDA email on Your Personal Phone](#)
- [Windows: How to change password if you are NOT on the NYSERDA Network.](#)
- [Windows: How to change your login password from home](#)
- [iOS: Multi Factor Authentication Token Renewal](#)
- [VMware: Changing Connection Protocols](#)

Handy Tips

- [Tips and Tools for Working Remotely Stream 1](#)
- [Tips and Tools for Working Remotely Stream 2](#)
- [Adobe Acrobat: Logging into Adobe Acrobat DC](#)
- [Adobe Acrobat: Set Acrobat DC as Default Application](#)
- [Printing: Print your documents while remote](#)
- [Windows: Set microphone and camera privacy settings](#)
- [Outlook: Editing your NYSERDA Signature in Outlook](#)

- [How to work from home if you've never done it before](#)
- [How the New York Times works from home](#)

Chromebook Support

- [Chromebook: Is a Chromebook right for me?](#)
- [Chromebook: Enrolling your Chromebook in Google Enterprise](#)
- [Chromebook: Connect to your VM using VMWare horizon](#)
- [Chromebook: Remote Support](#)
- [Chromebook: Keyboard Shortcuts](#)
- [Chromebook: Things to keep in mind](#)