



**INFORMATION
TECHNOLOGY**

COM/SEC “Work from Home” Joint Exercise Practices and Tools

FEBRUARY 2020

Agenda

- How to have a good day!
- Remote Connection Options: Citrix and Pulse Secure
- Collaboration tools: WebEx, Polycom, Skype for Business, Jabber
- Desk Phone Forwarding
- Box: Sharing files securely

**How to have a good day –
Prepare and Practice!**

How to have a good day – Prepare and Practice!

The most common issues that cause delays, frustration, IT Help Desk calls:

- Test tonight! Don't wait until the morning of to try something for the first time.
 - ▶ Have a laptop? Take it home and test Pulse tonight!
 - ▶ Using WebEx or Polycom or Jabber? Set up test sessions and test them today.
- RSA token + PIN: Know how to use it; don't forget it!
(Convert to the iPhone app!)
- Forward your desk phone
- Do not use Citrix to lead or participate in WebEx/Polycom audio/video. Use your iPhone, iPad or laptop.

Working Remotely

Be Prepared!

In advance of Fund or departmental remote working days:

- Take your Fund laptop home with you to use Pulse Secure
- Install the latest version of Citrix on your home computer (see reverse)
- Test your remote access connection
- Leave your Fund desktop computer powered on (for RDP access)

For working remotely, always:

- Make sure you have SecurID and remember your PIN
- Remember your office computer name (write it here _____)
(Right click > Properties on the Computer icon on your desktop)
- Forward your office phone

PressCFwdALL > When you hear 2 beeps, enter 9 + your phone number. From home, follow the instructions at <http://WorkingRemotely> > Desk Phone (after you are logged in)

Get Started!

- Use the connection option that meets your needs (see reverse)
- The Fund systems can support staff who opt to work remotely using Citrix: <https://remote.imf.org> or Pulse Secure (on Fund-issued laptops). Please note that your remote access experience is impacted by a number of factors including the quality and speed of your internet connection, as well as the overall demand on internet access in the region.

Learn more at <http://WorkingRemotely>

Contact the IT Help Desk at 202-623-6631, ITHelpdesk@imf.org or <http://ithelpdesk> for assistance.

Remote Access

- Pulse Secure for Fund Laptops
- Citrix for everything else

Pulse Secure for Fund laptops

Pulse Secure is software on your Fund laptop. It creates a secure connection between the Fund network and Fund laptops when away from headquarters.

Why use Pulse?

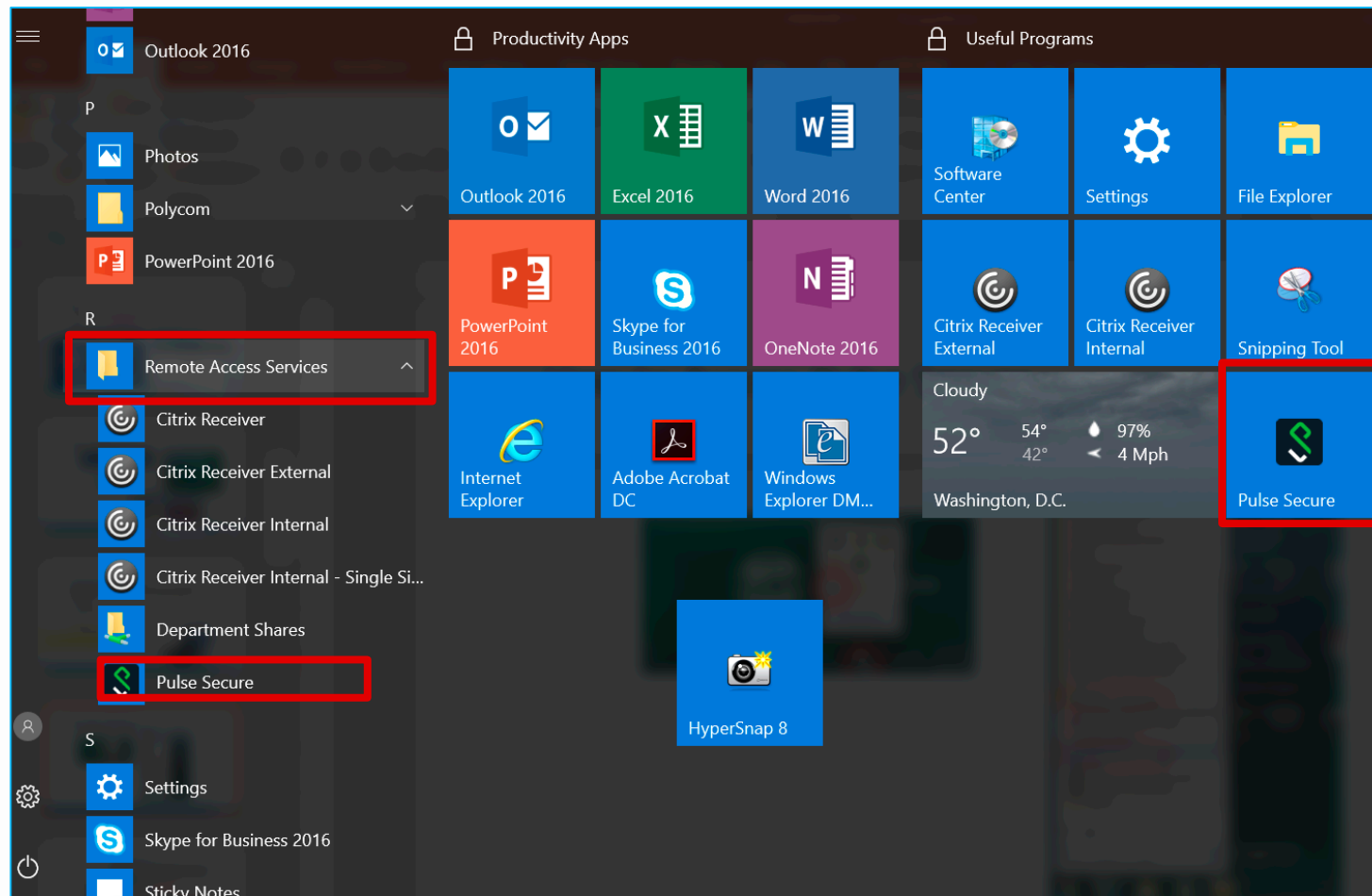
- It lets you use your laptops as if you are in the building
- Use resources on your laptop – local files, browser bookmarks, any special software, etc. – which aren't available via Citrix

Limitations: There's a very small number of applications that do not work over Pulse, including EcOS or RDP. Use Citrix for these.



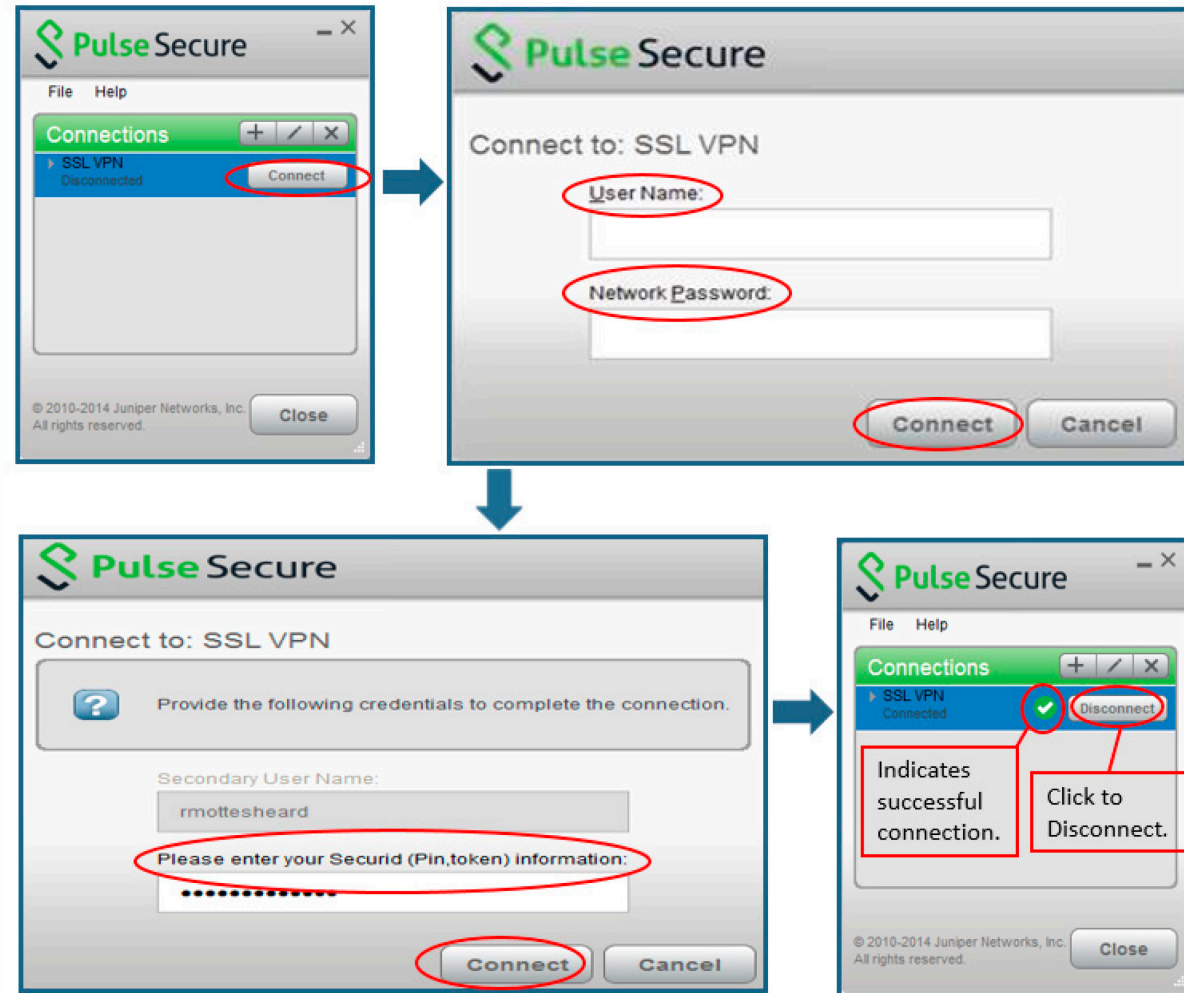
How to Access Pulse Secure

- Go to *Start/All Programs/Remote Access Services/Pulse Secure*



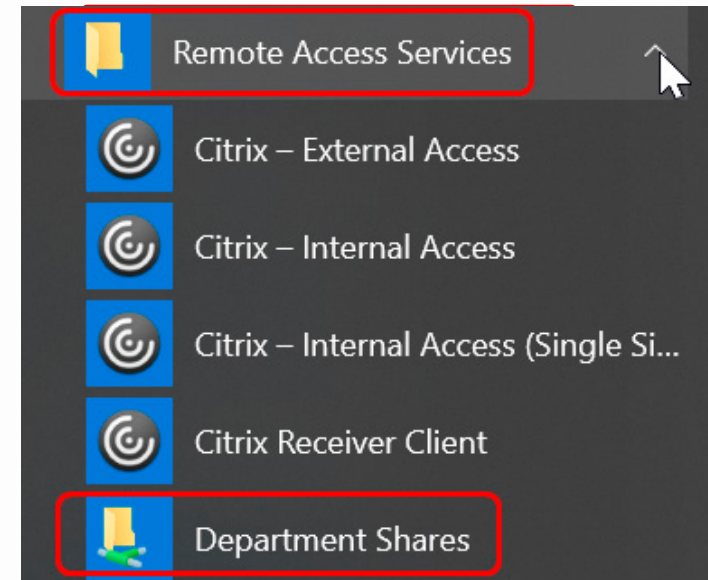
How to Connect to Pulse Secure

1. Launch Pulse Secure
2. Select *Connect*
3. Enter username and network password as prompted
4. Enter PIN and RSA SecurID
5. Click *Connect*



Access network shares on Pulse Secure

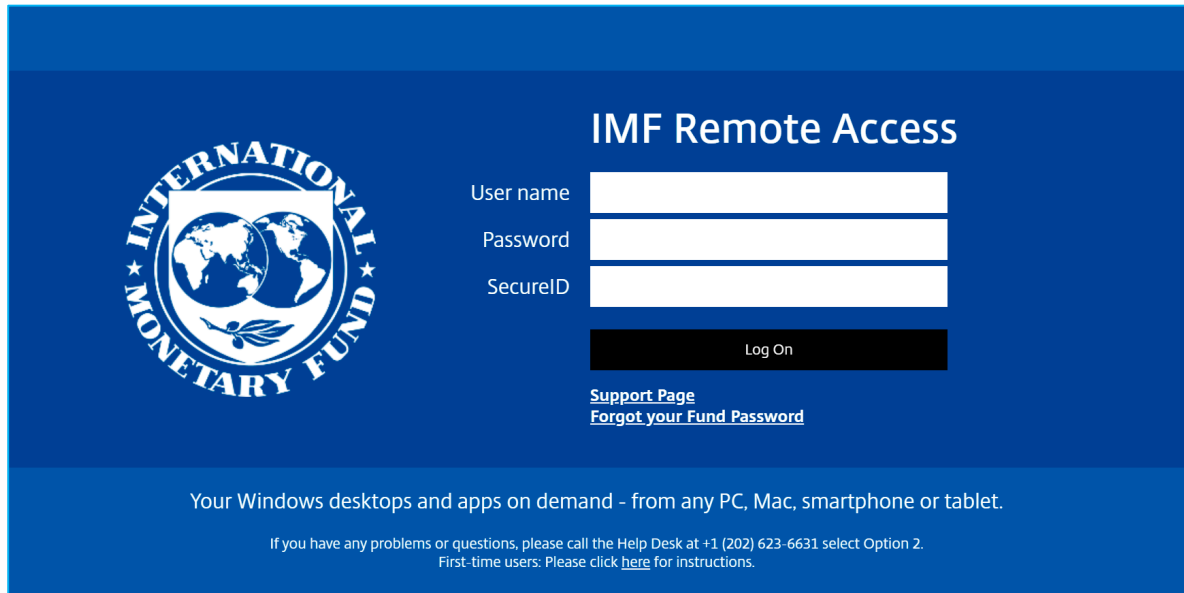
- Use the U and Q drives to access the departmental folders/shares
- Performance navigating drives and folders depends on the quality of the network connection
- Can be frustrating to work with very large files
e.g., don't open three 6gb .PST files



Get started with Citrix

Why use Citrix?

- Access common applications: DM, the intranet, My Documents, etc.
- Use it to connect to your Fund desktop via RDP.
- Best for remotely working with large files on network shares.



The image shows the IMF Remote Access login page. It features the IMF logo on the left, which consists of a globe with the words 'INTERNATIONAL MONETARY FUND' around it. To the right of the logo, the text 'IMF Remote Access' is displayed. Below this, there are three input fields for 'User name', 'Password', and 'SecureID'. A 'Log On' button is positioned below these fields. At the bottom of the login section, there are two links: 'Support Page' and 'Forgot your Fund Password'. At the very bottom of the page, there is a footer that reads 'Your Windows desktops and apps on demand - from any PC, Mac, smartphone or tablet.' and a line of text: 'If you have any problems or questions, please call the Help Desk at +1 (202) 623-6631 select Option 2. First-time users: Please click [here](#) for instructions.'

How to get started

- Visit <https://remote.imf.org> from any Mac or PC.
- A personal PC/Mac needs a Citrix Receiver plug-in. Visit remote.imf.org and click on the *Support* page for installation instructions.



The image is a screenshot of the IMF remote access website. The header shows 'IMFremote access' and a navigation bar with links for 'Home', 'Windows', 'Mac', 'Mobile Clients', and 'Login page'. Below the navigation bar, there is a message: 'If you have any questions or require further assistance, please call the Help Desk at: +1 (202) 623-6631'. The main content area is titled 'Windows XP and Vista' and contains a note: 'Note: Microsoft ended support for Windows XP on April 8, 2014 and for Windows Vista on April 11, 2017. These operating systems are no longer supported.' Below this, there is a section titled 'Windows 10, 8, 7' which provides instructions for users. It states: 'To perform these steps, you must have the ability to install software on your computer. Local administrator permissions are required. These steps assume you are using Internet Explorer as the web browser.' It then says: 'Before You Begin: To check the version of Citrix Receiver installed on your machine, click [here](#) (supported only on Internet Explorer web browser)'. It also mentions: 'Citrix Receiver software version 14.7.0.13011 or higher is required.' Finally, it provides a list of steps: '1. If the Citrix Receiver client is older than version 14.7.0.13011 proceed to step 2', '2. Download and install the [Citrix Cleanup Utility](#) to uninstall the old client', and '3. Reboot the machine and continue with Step 4'.

Launch a desktop or an app

- Launch a Fund-standard desktop and access Outlook, DM, Intranet, My Documents, etc. OR
- Launch an individual application for quick access

The diagram illustrates the process of launching a desktop or application from the IMF portal. It consists of three main components:

- IMF Portal Header:** The top section of the IMF portal, featuring the IMF logo and the text "INTERNATIONAL MONETARY FUND". It includes two buttons: "DESKTOPS" and "APPS", both highlighted with red boxes.
- Office 2016 Desktop:** A red box highlights the "Office 2016 Desktop" option under the "DESKTOPS" button. A red arrow points from this box to the "Office 2016 Desktop" application tile in the "All Apps" section.
- Office 2016 Desktop Environment:** A screenshot of the desktop environment launched by clicking "Office 2016 Desktop". It shows a Windows desktop with various icons (Recycle Bin, Departmental Overview SEC, ITD Presentation, 2018-Feb low disk, Windows Explorer D..., outlook-dm, IT Comm Big list, accountability framework, Excel 2016, Unplanned GSF request..., hypersnaps, Internet Explorer, misc, End Session, CIO Corner-Tech..., Completion..., My Documents, Word 2016) and a taskbar at the bottom. A red arrow points from the "Office 2016 Desktop" tile to this environment.
- All Apps Section:** A screenshot of the "All Apps" section, showing a grid of application tiles. The tiles include: Access 2016, Adobe Reader DC, eP WebApps, Excel 2016, IMFBBox WebApps, Internet Explorer Utilities, OneNote 2016, Outlook 2016, PowerPoint 2016, Project 2013, Remote Desktop Connection, and Skype for Business 2016. Each tile has a "Details" link.

Access network shares on Citrix





- Citrix will map all the drives based on your user profile.
- Performance is great as the files stay in Citrix. That is, larger files don't have to transfer to your local PC as with Pulse.

Pulse vs Citrix

Do you have a Fund laptop?

- Yes → Take it home and use Pulse to connect and work
- No → Use a personal computer to connect via Citrix. You can use RDP to connect to your Fund desktop

Either way, test your choice tonight and verify. Call ext. 36631 for support.

Platform	Fund Laptop	Personal/home computer	Note
Citrix			Access to applications dependent on DM RDP to a Fund machine Print to personal printer/Fund network printer
Pulse Secure			Offline access on Outlook Print to Fund network printer Access to applications & documents on Fund machine

Remote Desktop Protocol (RDP)

If your Fund computer is in the office, use your home computer to connect to it via Citrix!

Why use RDP?

Your Fund computer is at HQ and ...

- You need to use some applications that are installed on your Fund PC but are not installed on Citrix
- You have a desktop, not a laptop, but prefer not to use the Citrix desktop
- You need to access files on your PC's desktop, your browser favorites and such

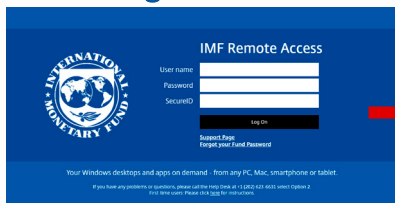
Be prepared before you leave HQ

1. Your Fund workstation should be powered on and connected to the network
2. You must know your computer's name.
 - Windows 10: Start > File Explorer. Select *This PC* and the name should show. Or right-click it and select *Properties*.

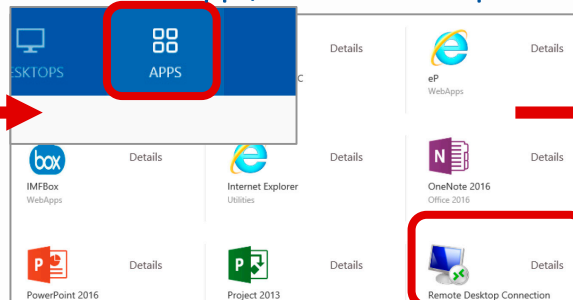
On a personal computer ...



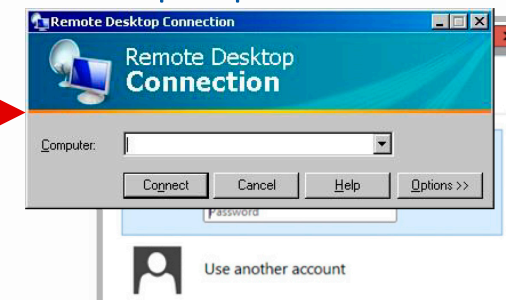
Log into Citrix



Select Apps/Remote Desktop



Follow the prompts to enter credentials

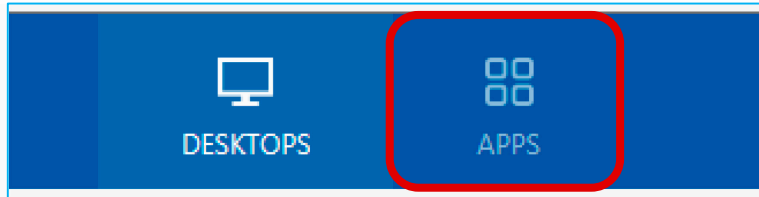


Access your workstation at HQ

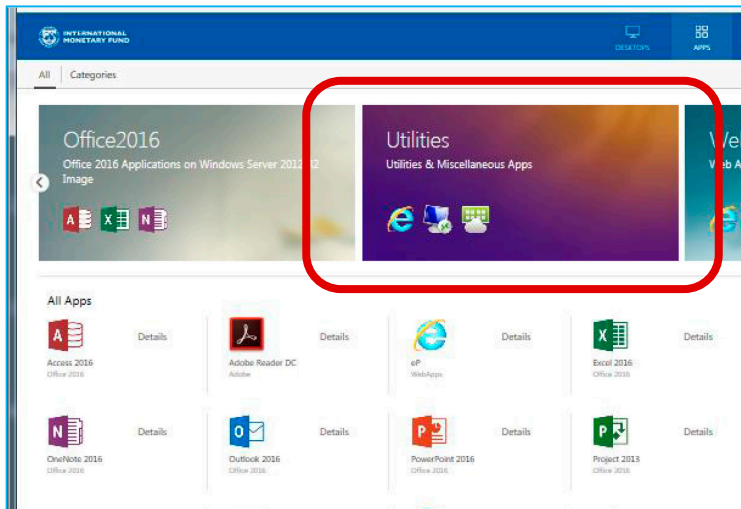


RDP Steps

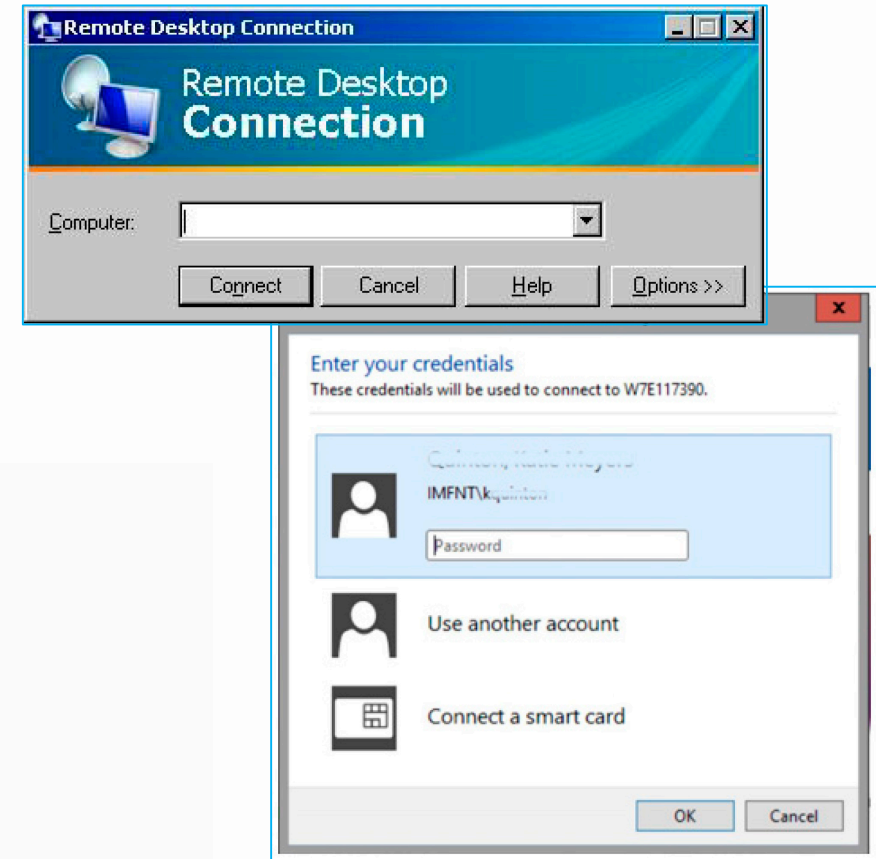
1. At home, connect to Citrix as previously described. Note the two tabs. Click the *Apps* tab.



2. Click on the *Utilities* tab and then on *Remote Desktop Protocol*.



3. Follow the prompts. Enter credentials and your workstation ID as prompted.



Collaboration Tools: Polycom, WebEx, Jabber, and Skype for Business

Best Practices

- Make sure you are in a quiet location.
- Use a handset or headset. Avoid speakerphone – they introduce background.
- Mute your phones when you are not speaking.
- Use the fastest Internet connection available. If no good Internet speeds are available, participate solely via telephone.

When to use each?

Polycom

- Primary choice for secure video conferences
- Within dedicated conference rooms or via mobile devices
- When non-Fund remote users have Polycom capabilities

Skype for Business

- Instant message with coworkers
- Share a document/application window

WebEx

- Primary choice for secure audio conferences
- Very easy for many people to call in
- Share a document/application window on screen and discuss as a group
- Use easily with Fund or non-Fund people

Jabber

- When travelling, make secure and cheaper phone calls



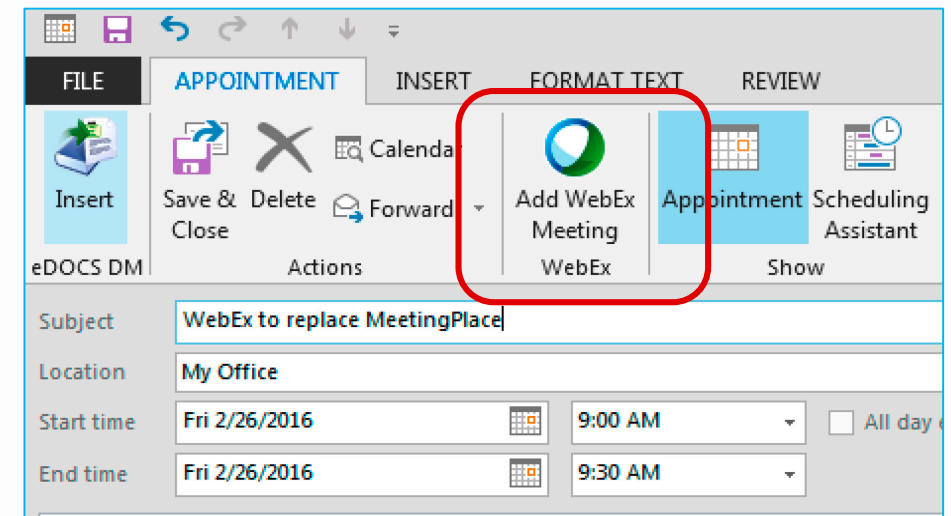
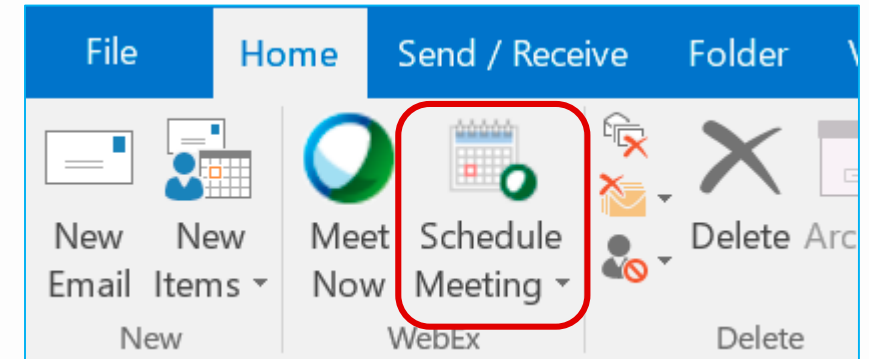
Create a WebEx Meeting

WebEx is a tool that enables you to schedule audio meetings directly from within Outlook.

Schedule a Meeting

1. Open an Outlook meeting invitation.
2. Add the normal meeting details (participants, location etc.)
3. Click *Add WebEx Meeting*.
4. Click *Send* to create the appointment.
5. Meeting attendees will receive an appointment with the call-in details.

OR, select *Meet Now* to immediately create a for immediate use. You will receive an email with the meeting information that you can forward to colleagues.





Join a WebEx Audio and Online Meeting

If you are invited to a WebEx meeting, it will contain all the information you need to connect to the meeting.

- Call 202-623-0498 (x30498) and enter the Meeting ID when prompted.
- If the presenter is going to share their screen, click the hyperlink to open WebEx application.
- When prompted, click *Join* to join the meeting and see the shared screen.

Katie Quinton has scheduled this WebEx meeting.

To attend this meeting: Call 30498 (When in Fund HQ) or +1-202-623-0498 (When outside Fund HQ)

The audio meeting ID is: 991 778 0048

The password for this meeting is: <This meeting does not require a password>

To use WebEx web collaboration features (audio, video, and desktop sharing), click here: <https://imfwebex.imf.org/orion/joinmeeting.do?MK=993811664>.

For more information on using WebEx, please visit the <http://WorkingWithCommunications> site on the Fund Intranet.

Cisco webex

Join by Number | Help | Sign In

Test Shots

When: Tue, Mar 15 2016 10:30 am (30 minutes)
Eastern Daylight Time (New York, GMT-04:00)

Host: Katie Quinton

[More Info](#)

It's time to join!

If you are the host, [start your meeting](#).

Your Name:

Email Address:

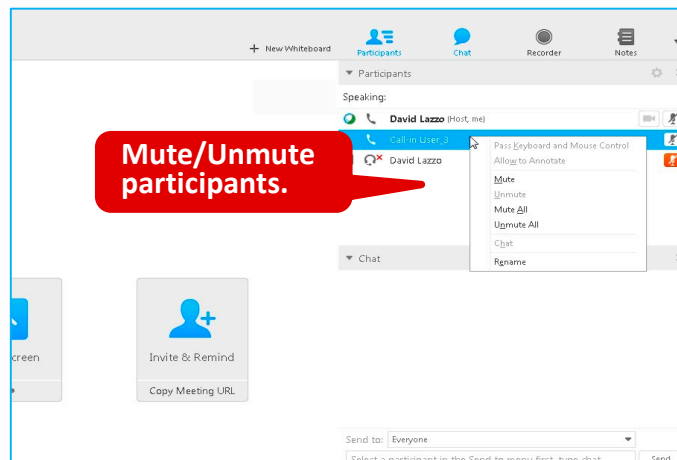


Tips for a good WebEx experience

When you are the host:

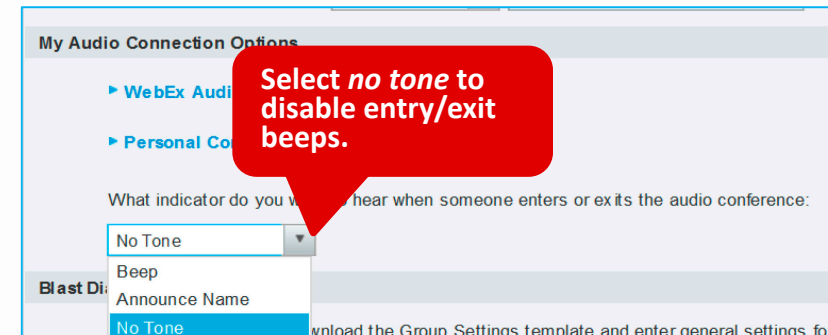
Large meetings with several participants might have background noise which might interfere with the meeting.

- a) Use the Mute function to minimize audio interference from the attendees by muting audio for all participants except the speaker.
- b) Disable Exit/Entry announcements on your meeting.



When you are a participant:

- a) Mute your mic or phone whenever you are not speaking to eliminate background noise.
- b) When connecting from your home computer, open the WebEx link in a browser on your home computer or mobile device. Do not launch it in Citrix.
- c) For audio: Select Call-me and enter your phone number (house phone or iPhone).
- d) Do not play the audio through Citrix.



Polycom

What you need to know about Polycom

Polycom is a specific brand/type of videoconferencing technology.

Polycom accounts **are required** to:

- Schedule an IMF Polycom conference
- Log into the Polycom RealPresence desktop or mobile app

Polycom account **NOT required** to:

- Join IMF VTC bridge from in-room VTC unit
- Join a call using Polycom mobile app as a non-IMF user (skip sign-in)

Polycom Videoconference: How to Get Ready

1. Request Account

- Go to <http://IMFVTC> and click on *Request Your Account*.
- A confirmation email will be sent to you once your account is setup.

2. Installation

- **Fund workstation:**
 - Install *Polycom Conferencing for Microsoft Outlook* via Software Center to be able to schedule VTC meetings via Outlook.
 - Fund laptops have Polycom RealPresence app installed. Desktops will require installation from Software Center.
- **Fund iPad/iPhone:**
 - Polycom RealPresence app via FundAppStore
 - ****Refer to the Quick Start Guides on <http://imfvtc> for instructions****

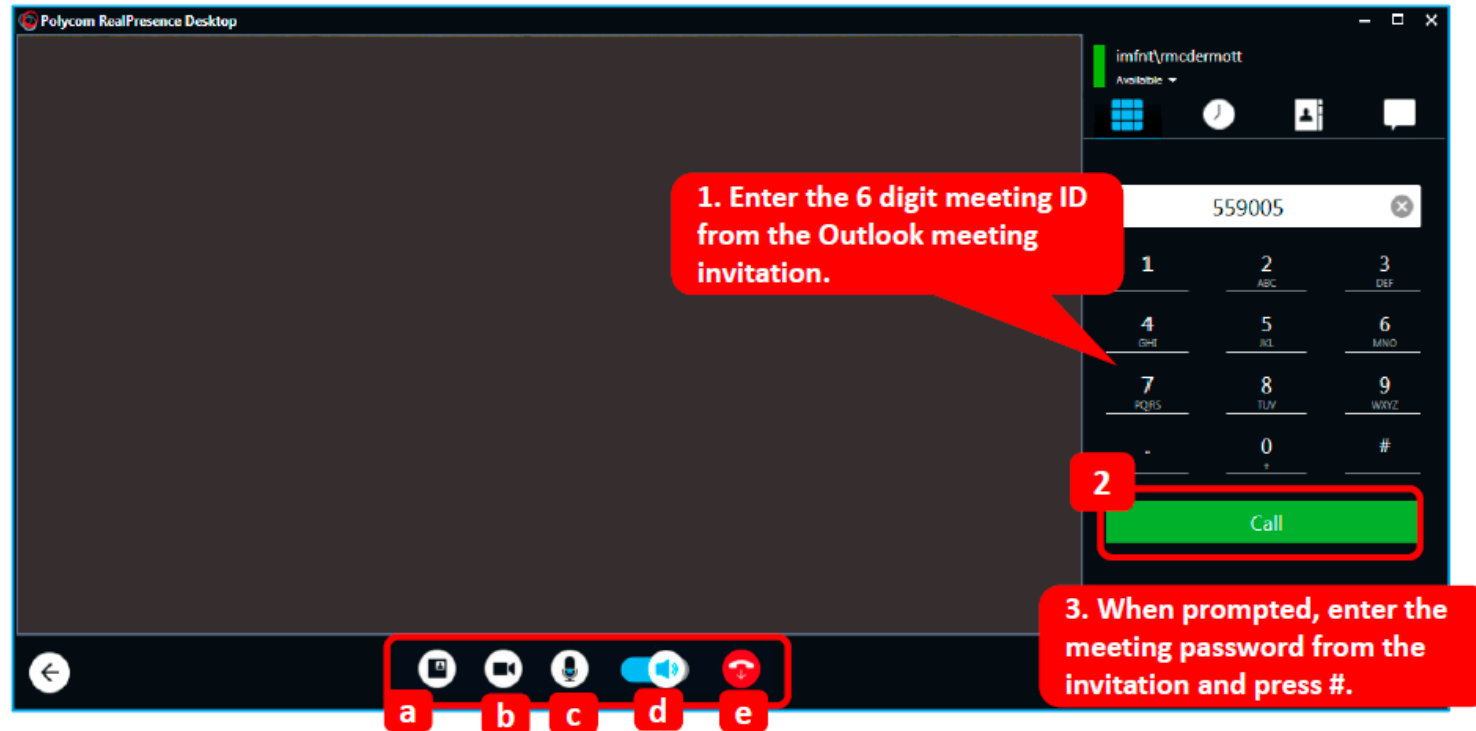
3. Initial Sign-in

- Sign into Polycom on your Fund workstation and Fund iPad/iPhone.
 - ****Refer to the Quick Start Guides on <http://imfvtc> for instructions****

Attend a Polycom session from your Fund PC

5. Connect to a Videoconference

To connect to a Polycom videoconference from your Fund workstation: Open the Polycom RealPresence application and follow the steps below.



Once dialed in, you will see video on the screen above.

Use the controls at the bottom to:

- a) Hide/show self-view
- b) Pause/start video
- c) Mute/unmute microphone
- d) Volume control (speakers out)
- e) End call

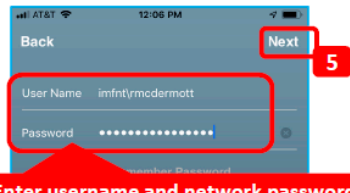
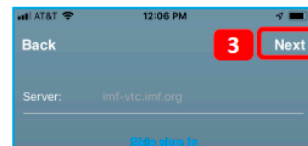
Attend from your iDevice

Before You Start

1. You will need a Polycom account. If you have not already done so, request one from <http://IMFVTC>.
2. Install Polycom RealPresence Mobile from the Fund AppStore.

1. Sign-In

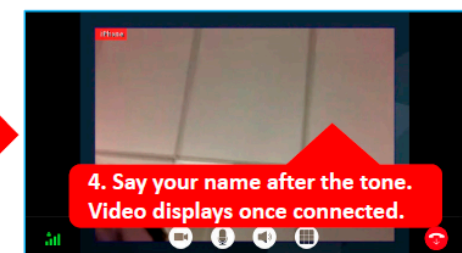
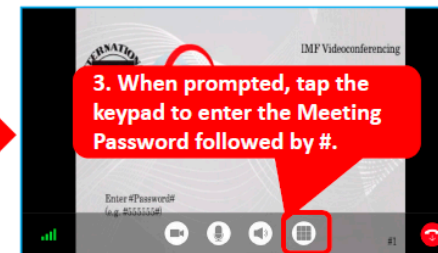
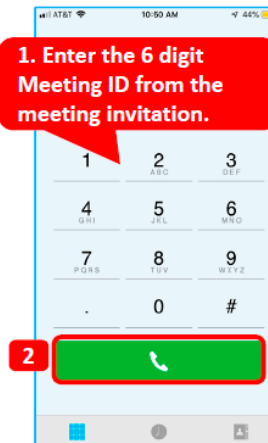
1. Tap to open Polycom RealPresence Mobile.



4. Enter username and network password.

2. Join a Videoconference

Open the Polycom RealPresence mobile app and follow the steps below.



Use the buttons at the bottom of the screen to pause/start video, mute your microphone, mute the meeting, open the keypad, and end the call.

Volume controls for audio out are on the left side of the screen.

If you don't see the call controls displayed, tap the screen to reveal the buttons.

Frequently Asked Questions

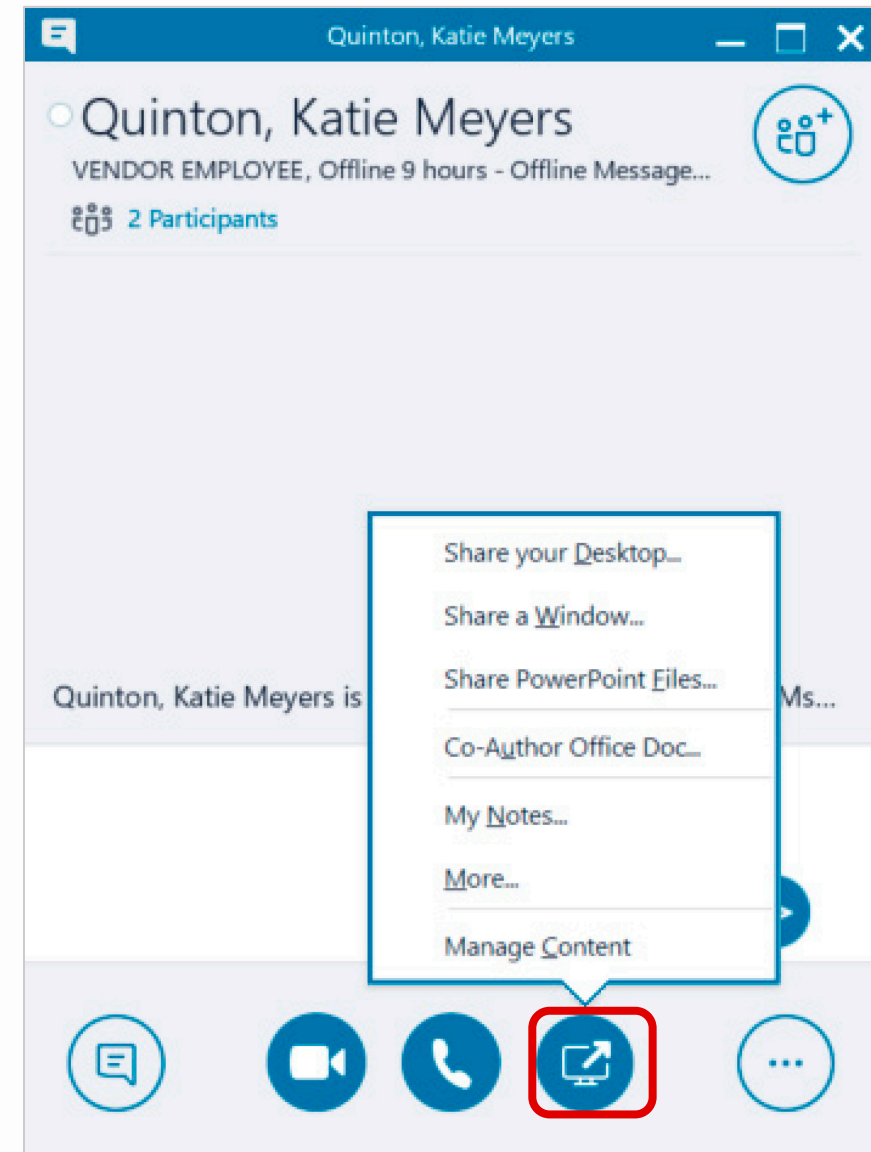
- For instructions and other information, visit <http://imfvtc>
- Contact the IT HelpDesk via phone (202-623-6631) or email (ithelpdesk@imf.org) for technical related issues.
- For inquiries, email imfvtc@imf.org.

POLYCOM FAQs			
<h3>Best Practices</h3> <p>➤ Schedule a Polycom conference in a separate calendar appointment from the one used to invite participants.</p> <p>If a user invites participants or books a room in the same appointment used to schedule the Polycom conference, subsequent changes to the meeting location or participants could result in the Polycom meeting ID being resubmitted to the system as a new conference request.</p> <p>This may trigger an email to the user that the conference request has been denied (even though the conference has already been booked with the meeting ID and is still good).</p>	<h3>Non-IMF Participants</h3> <p>Non-IMF participants who have access to a VTC equipped room (or a desktop videoconferencing application) can join an IMF Polycom videoconference by dialing one of the dialing options for a Non-IMF Participant in the meeting details (depending on their type of equipment).</p> <p>Non-IMF participants with an iPhone or iPad can also download the free <i>Polycom RealPresence</i> mobile app from the Apple App Store, skip sign-in, and dial the non-IMF participant option for H.323 Polycom devices.</p> <p>Instructions for external parties joining an IMF meeting using the Polycom mobile app can be download from http://imfvtc</p>	<h3>Change Meeting Password</h3> <p>The default meeting password used for Polycom is 23742. To change this, follow the steps below.</p> <p><i>NOTE: The Polycom system will not recognize blank or 0 digit passwords. Passwords must be at least 1 digit although 4-6 digits is recommended.</i></p> <p>Change the password for one meeting (will not change default password):</p> <ol style="list-style-type: none"> 1. Open a new Polycom appointment in Outlook. 2. Click the <i>Polycom Conference</i> dropdown on the top right. 3. Select <i>Meeting Details</i>. 4. Enter a new password and click <i>OK</i>. <p>Change the default meeting password (will not change password for this meeting)</p> <ol style="list-style-type: none"> 1. Open a new Polycom appointment in Outlook. 2. Click the <i>Polycom Conference</i> dropdown on the top right. 3. Select <i>Options</i>. 4. Enter a new default <i>Meeting password</i> and click <i>OK</i>. <p><i>NOTE: To generate a meeting with a new password, create a new meeting and change password before submitting your request. You cannot change the password of an existing meeting.</i></p>	
<h3>Request a Permanent VMR</h3> <p>➤ If you host a recurring meeting with a set group of participants which uses Polycom videoconferencing, consider requesting a permanent Polycom VMR (Virtual Meeting Room).</p> <p>➤ To request a permanent Polycom VMR, send a request via email to IMFVTC@IMF.ORG.</p>	<h3>Polycom in Citrix</h3> <p>Polycom videoconferencing is <u>not</u> available in Citrix. Users can use RDP to connect to their IMF computer in their office to schedule a Polycom conference in Outlook, but calls <u>cannot</u> be placed using Polycom RealPresence Desktop via RDP connections.</p>	<h3>Troubleshooting Tips</h3> <div> <p>Problem: Screen displays the message “The Peer may be offline. Please try again later” or “Far End Unreachable” when trying to connect to an IMF Polycom meeting.</p> <p>Solution: The Meeting ID is not valid</p> <ul style="list-style-type: none"> • Confirm that the meeting id is correct. • Confirm that the meeting id is <u>not</u> for an old meeting in the past. • Confirm that the person who scheduled the conference received a confirmation email from PolycomConfService </div> <div> <p>Problem: Screen displays the message “Connecting” followed by the number dialing sound, but nothing happens.</p> <p>Solution: Sign-out and sign back in from the Polycom app to reestablish connection to the IMF’s Polycom server. User may need to completely close app and relaunch if signing out and signing back in doesn’t resolve issue.</p> </div>	

Skype for Business

Skype for Business

- Great for instant messaging with colleagues
- Sharing your desktop or an application window for instant collaboration



Jabber

About Jabber

What is Jabber?

- Jabber is an app for your Fund-connected iDevices that allows you to make and receive calls using your office extension.
- The phone number associated with Jabber is the same as your office desk phone (202-623-xxxx).

Why use Jabber?

- Five-digit dialing and directory lookup for HQ extensions.
- Phone calls from Jabber to U.S. numbers are free.
- Phone calls from Jabber to international numbers are much less expensive than roaming voice calls.
- Calls between Jabber users are encrypted.

Installation and Set up

1. Download from Fund AppStore.
2. Sign in with your email account.
3. Start using.

Forward your Desk Phone

How to Forward Your Desk Phone

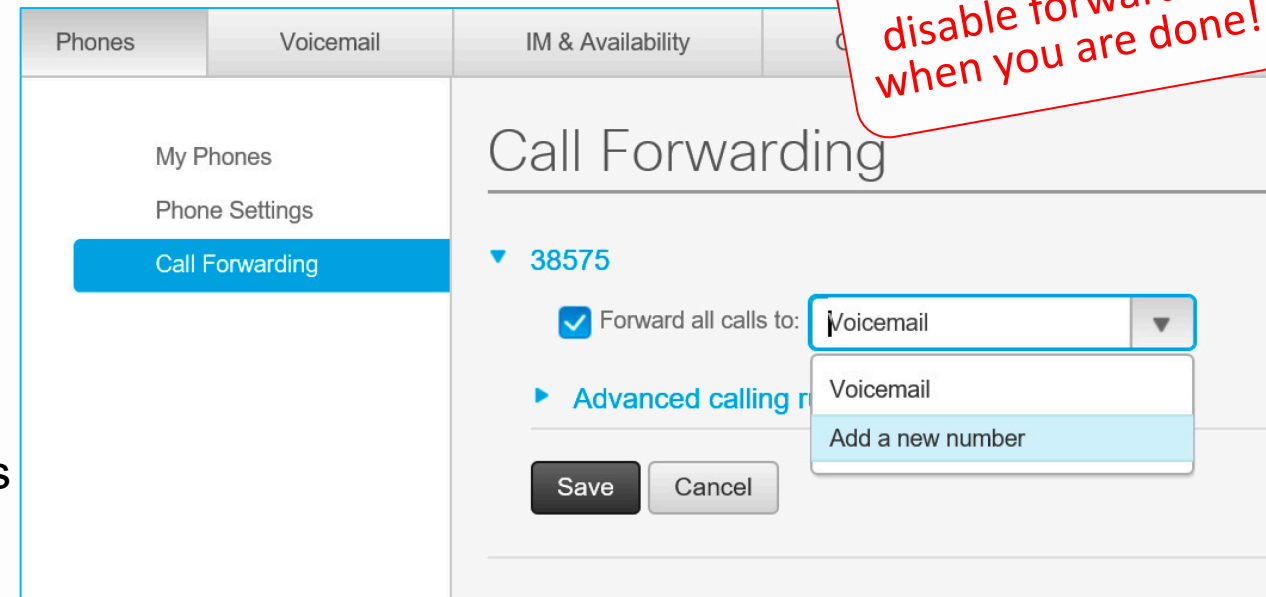
From your desk phone:

1. Press the *Forward all* soft key.
2. When you hear 2 beeps, enter your alternate telephone number.
 - Forwarding to an external number? Be sure to enter a 9 in front of the number.

Away from HQ:

Use Citrix or Pulse to connect and then do this:

1. Go to <http://phoneoptions>.
2. On the left, select Call Forwarding.
3. Check the box. Click the dropdown menu and choose *Add a new number*.
4. Type in the number that you want to forward calls to.
 - Forwarding to an external number? Be sure to enter a 9 in front of the number.
 - NOTE: You may forward your office phone to any domestic long distance number.
5. Click Save at the bottom.

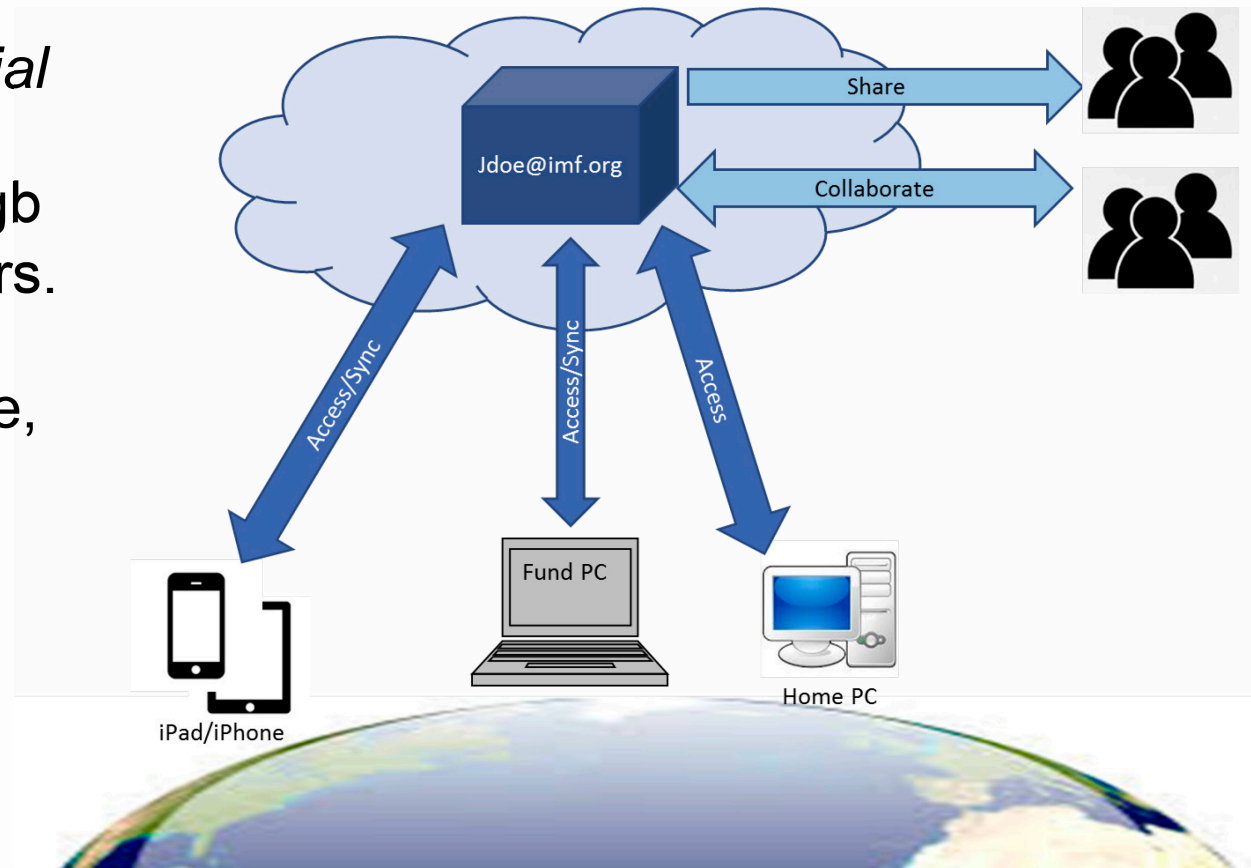


The screenshot shows a web interface for configuring a desk phone. On the left, a sidebar menu has 'Call Forwarding' selected. The main area is titled 'Call Forwarding' and shows settings for extension '38575'. A checkbox labeled 'Forward all calls to:' is checked, and a dropdown menu is open showing 'Voicemail' and 'Add a new number'. A red callout bubble with a white border points to the dropdown menu, containing the text: 'Don't forget to disable forwarding when you are done!'. At the bottom of the main area are 'Save' and 'Cancel' buttons.

Box

What is Box?

- Fund-approved, secure, cloud-based file sharing and storage solution for documents including *Strictly Confidential*
- Use it to securely share files (up to 15gb each) with internal and *external* partners.
- Access files at work or home on iPhone, iPad, Fund workstations and web
- Collaborate in *real time* on the same document
- Unlimited storage



New to Box?

1. Visit <http://WorkingWithBox>.
2. Read and accept the [Terms and Conditions](#).
3. Follow guidance in *Welcome* email.
4. On your Fund workstation or Citrix, visit imfbox/ to begin using Box. On your home PC, visit www.imfbox.box.com and use your Fund credentials to log in.
5. Set up Box on your Fund workstation and iDevices:
 - Install *Box Edit* (*any PCs*)
 - Install *Box Sync* (*Fund Managed PC*)
 - Install *Box for EMM* (*Fund Managed* iDevices) from the FundAppStore

The key to a successful WFH day:



- Bring your RSA SecurID token and (if applicable) your Fund laptop.
- Days beforehand, practice connecting from home: Ensure all software is updated so you can connect with no issues.
- Practice tonight at home as if your boss is depending on you!