ITD FAQ's
Published 4/1/2020

ID	Question	Answer	Category
7	How do I print a document while working from home?	ITD is currently not able to provide support for your home network or devices, but there are a couple things you can try. NOTE: If printing at home is part of a critical function you are providing for the agency, and either of these methods don't work please submit a service desk ticket for other options. Using a wired connection: You can immediately print if you have a wired connection between your computer and your printer. If the printer is a plug and play device, it should find the print driver and install it to your work computer. It can take some time to find the right printer driver and installing it, so please understand that this may not work. Using a wireless connection: When your DNR computer is connected to VPN (secure work network), it is not possible to wirelessly use the printer connected to your home network for immediate printing. You can try printing to your home printer queue, and the print jobs might be spooled in that queue for printing later. When you disconnect from the VPN, your print jobs in the queue may then print to your printer on your home wireless network. There have been varying results using this method, but might be worth a try.	VPN
14	Can I use Zoom or other teleconference software?	ITD is recommending DNR employees use Skype for their teleconference needs. Other platforms such as Zoom are not recommended by WaTech CISO, our state's IT security experts. Certain security flaws in the software have allowed hackers to take over video content during meetings. We are aware that Zoom Terms and Conditions state that teleconferences hosted by this application are recorded, so be aware of sharing any sensitive information across this platform. We cannot confirm where Zoom shares or stores these video recordings, so please be cautious.	Skype

8	What do I do if I don't have the Skype Meeting icon in Outlook?	Go to File, Options, Add-Ins, scroll to the bottom, Manage COM Add-Ins, scroll down and make sure the "Skype Meeting Add In for Microsoft Office 2016" Add-In is checked. Press OK.	Skype
6	How do I start a Skype Meeting	Schedule a meeting on your outlook calendar like you normally do, but add the Skype information by clicking on the Skype icon in the upper menu bar. Skype information will be automatically added to the body of your email. When you need to start, simply click the link to Join. You do not need a Leader PIN to start the on-line Skype meeting.	Skype
9	In the BIG-IP Edge app, I get an 'Invalid login credentials' error message. What do I do?	Have your supervisor create a Service Desk Ticket at http://help and the ITD Service Desk will investigate your issue and find a resolution. Please be patient as due to the current circumstances there is a high volume of people with RSA issues.	RSA
3	My phone broke (or, I have a new phone), so I don't have an RSA Token ID app anymore. What do I do?	First, you need to download the RSA Token ID app to your new phone. Then, Service desk needs to redistribute a new token to you. It will arrive by email for you to import while they help you through the process.	RSA
15	I want to use software not on the Software Center Site?	To learn about ITD's list of approved software, and how to get new software, please go to the following page:http://sharepoint/agency/teams/itinfocenter/Pages/Software.aspx	Other

13	I've been told I need to use Chrome for LinkedIn Training, how do I install it?	**Please do not download Chrome to your DNR computer or Laptop straight from the Internet.** You can create a security risk. Regularly Chrome is updated because it's become compromised in a security way. And by having a set version you can and might give a bad actor an avenue to infiltrate our network. We have a managed version that IT provides that we update when necessary to keep it up to date and safe of issues. To install the IT provided version to your DNR computer:Click on the "Cortana" button beside your start button (it's a white hollow circle in the lower task bar)Type "Software Center", and click on the Software Center (App) that appears on the search results.Software Center will open. On the list of Applications Find "Google Chrome Enterprise" and click on it.If you don't already have Chrome you'll be given the option to Install. Click the Install button.It could take a while for it to be installed so be patient. As with Security patches, bandwidth on applications like Chrome will be slow but it will work.	Other
12	I tried to log in to Outlook Web Access (OWA), but I didn't have access. What happened? What should I do?	Several months ago, our State Office of Cyber Security (OCS) identified a major security risk with OWA. They asked all state agencies to limit the use of OWA. ITD worked with DNR Management to reduce the number of users to those who had logged in to OWA in the previous 30 days. You may have been removed, according to this criteria. Currently, due to increased security risks during the coronavirus outbreak, OCS is discouraging agencies to add new OWA users. DNR ITD is strongly recommending you request Virtual Private Network (VPN) through your supervisor and IT Coordinator (ITC) contact.	Other
4	While logged in through VPN, do I get Agency Software Updates?	Yes, your DNR issues laptop or computer will receive Agency Software Updates.	
2	How do I get help from ITD in the NRB	Your best way to get help right now is to enter a ticket at theSelf Service Help Portal, this will be monitored by IT staff from the Service Desk, Operations, GIS and Application Development who will be able to help during regular business hours.	

1	How do I use Skype for Business

Your best resource would be to look at our Skype for Business instructions on Share point. We have training links, Instruction documents and quick start guides there that should help. Any other questions, please contact theSelf Service Help Portal and enter a Ticket for us, or contact your Regional IT Coordinator.