Telework Guide

MGH Center for Ambulatory Services

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MASSACHUSETTS GENERAL HOSPITAL
CENTER FOR AMBULATORY SERVICES

Phone and CVO Router Sign-Off

I, ______________________________, recognize upon signing this document that I have received my assigned CVO router with phone, headset and accompanying accessories. Additionally, I understand that I must return all items upon termination of the WFH agreement.

Employee Signature: ____________________________________ Date: _____________

Manager Signature: ______________________________________ Date: ____________

Router Number: ______________

Work From Home Agreement

I, ____ and the MGH/MGPO ______________ department enter into this WFH agreement pursuant to MGH/MGPO Policies and Procedures and your Employee Handbook. The WFH employee will at all times abide by all MGH Policies. The WFH employee acknowledges that this WFH agreement does not alter or replace any MGH/MGPO policies and that he/she remains subject to all MGH/MGPO policies regardless of work location, including without limitation policies concerning use of information resources and information security, ethics and company property.

1. **DURATION:** This agreement is valid from ____________ until otherwise instructed by department management and based on departmental needs.

2. **WORK SCHEDULE:** The WFH employee's normal work schedule pursuant to this WFH agreement will be______________________. Work time may not be used for any purpose other than official duties. The operational needs of the department takes precedence over this WFH agreement. The WFH employee may be required to periodically alter his/her work schedule at the request of the supervisor to meet operational or business needs (*e.g.* to attend mandatory meetings or training on-campus).

3. **WORK LOCATION:** The employee's approved alternative workplace will be ________________________ and the phone number where the WFH employee can be reached during working hours at the WFH location will be __________________ . During designated working hours on WFH days, the WFH employee will be available for contact as if the employee was working at their regular place of employment.

4. **TIMEKEEPING AND ATTENDANCE:** Nothing in this WFH agreement alters the number of hours the WFH employee is expected to work. The WFH employee will abide by all MGH/MGPO and departmental policies and procedures related to time and attendance, leave usage and overtime. The WFH employee will maintain accurate time accounting documentation to support and substantiate work hours and work productivity. The WFH employee will submit weekly time reports detailing hours worked and any approved ET taken. The WFH employee will submit all ET requests in accordance with the current departmental requirements.

5. **NATURE OF WORK PERFORMED:** The WFH employee will perform all duties of his/her position as __________________________ regardless of work location.

6. **WORK ASSIGNMENTS AND PERFORMANCE EXPECTATIONS:** The WFH employee will periodically and regularly meet with the supervisor/manager in person to receive work assignments and to review completed work.
The WFH employee's work must be timely completed and must meet the performance standards of the position, regardless of work location. Expectations are to be logged on to soft phones for entirety of shift; properly utilize unavailable status for lunch, breaks, training etc.

7. **REQUIRED PROPERTY AND SUPPLIES AND TECHNICAL REQUIREMENTS:** [CVO Router, Cisco Phone and headset] Office supplies required to complete assigned work at the remote workplace should be obtained during one of the employee's in-office periods.

8. **INFORMATION RESOURCES:** The WFH employee is responsible for using reasonable care to safeguard MGH/MGPO information resources used in connection with the WFH program, as well as all MGH/MGPO information accessed. All MGH/MGPO informational resources used in connection with WFH are subject to access and monitoring

without notice to the user for any purpose consistent with the duties and missions of the institution, including without limitation responding to public information requests, court orders, subpoenas or litigation holds, conducting maintenance, or conducting inventories or investigations.

9. **RECORDS:** Work done at the WFH location is considered official MGH/MGPO business. The WFH employee will preserve and maintain all records, papers and correspondence, including electronic records, and will return them to MGH. Release or destruction of any records should only be done at a MGH worksite and in accordance with MGH's Document Retention Schedule.

10. **EXPENSES:** The WFH employee is solely responsible for any expenses associated with the alternative workplace, including but not limited to, operating costs, home maintenance, utilities, or any other incidental costs. Out-of-pocket expenses for materials and supplies normally available in the office (*e.g.* computer paper, ESB drives, pens, etc.) will not be reimbursed.

11. **WORKERS COMPENSATION:** As a MGH employee, the WFH employee is provided Workers Compensation Insurance coverage for injuries in the course and scope of employment at the remote workplace. A WFH employee who sustains a work-related injury must follow established procedures for reporting the injury and complete all requested documents regarding the injury.

12. **LIABILITY:** MGH will not be liable for damages to the WFH employee's personal property or remote workplace resulting from the WFH program. MGH assumes no liability for injury to any other person who would not be in the remote workplace if the WFH employee's duties were being performed at the regular place of employment. The WFH employee will be financially responsible for loss of or damage to any MGH property or office supplies if the loss or damage results from negligence, intentional act, or failure to exercise reasonable care to safeguard, maintain, or service the property.

13. **TERMINATION:** WFH status is voluntary and MGH/MGPO reserves the right to terminate this WFH agreement at any time, with or without cause. This WFH agreement may be terminated by either party with written notice. MGH reserves the right to immediately terminate this WFH agreement without notice for any violation of this agreement or of MGH/MGPO policies. Upon termination of a WFH agreement, the employee must return to MGH the following business day. Additionally, all equipment, software, supplies, or other MGH property issued in connection with the WFH agreement in the employee's possession or control should be return the following business day.

____
Employee Name (Print) and EID Number

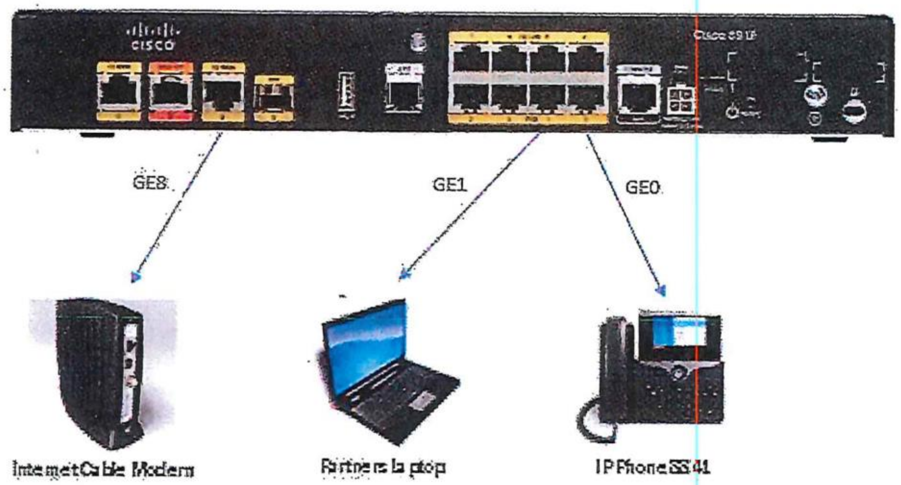
____ ____________________________
Employee Signature Date

____
Supervisor Name (Print)

____ ____________________________
Supervisor Signature Date

____ ____________________________
Manager Date

HOW TO CONNECT YOUR EQUIPMENT



Follow these steps to **connect your Cisco-provided device** with home internet using ISP cable/modem or device: -

Step 1: Connect Cisco Virtual Office router WAN port (**GE8**) with your internet (ISP cable modem/device) using one of the two an Ethernet cables provided. If you have your own Ethernet cable, you may use it. The cable must be Category 5e or above.

Step 2: Power up the Cisco router using the power switch on the back.

Step 3: Connect your laptop to Port marked **GE1** using one of the two Ethernet cables provided. If you have your own Ethernet cable, you may use it. The cable must be Category 5e or above.

Step 4: Connect your Cisco IP Phone. Plug one end of the black Ethernet cable (provided with phone) into the **10/100 SW port** on the back of the Cisco phone and the other end into port **GE0** on Cisco 891F router.

***Note that your IP phone model may differ from the image above. The setup does not change.**

The LED lights on the front of the router should now show:

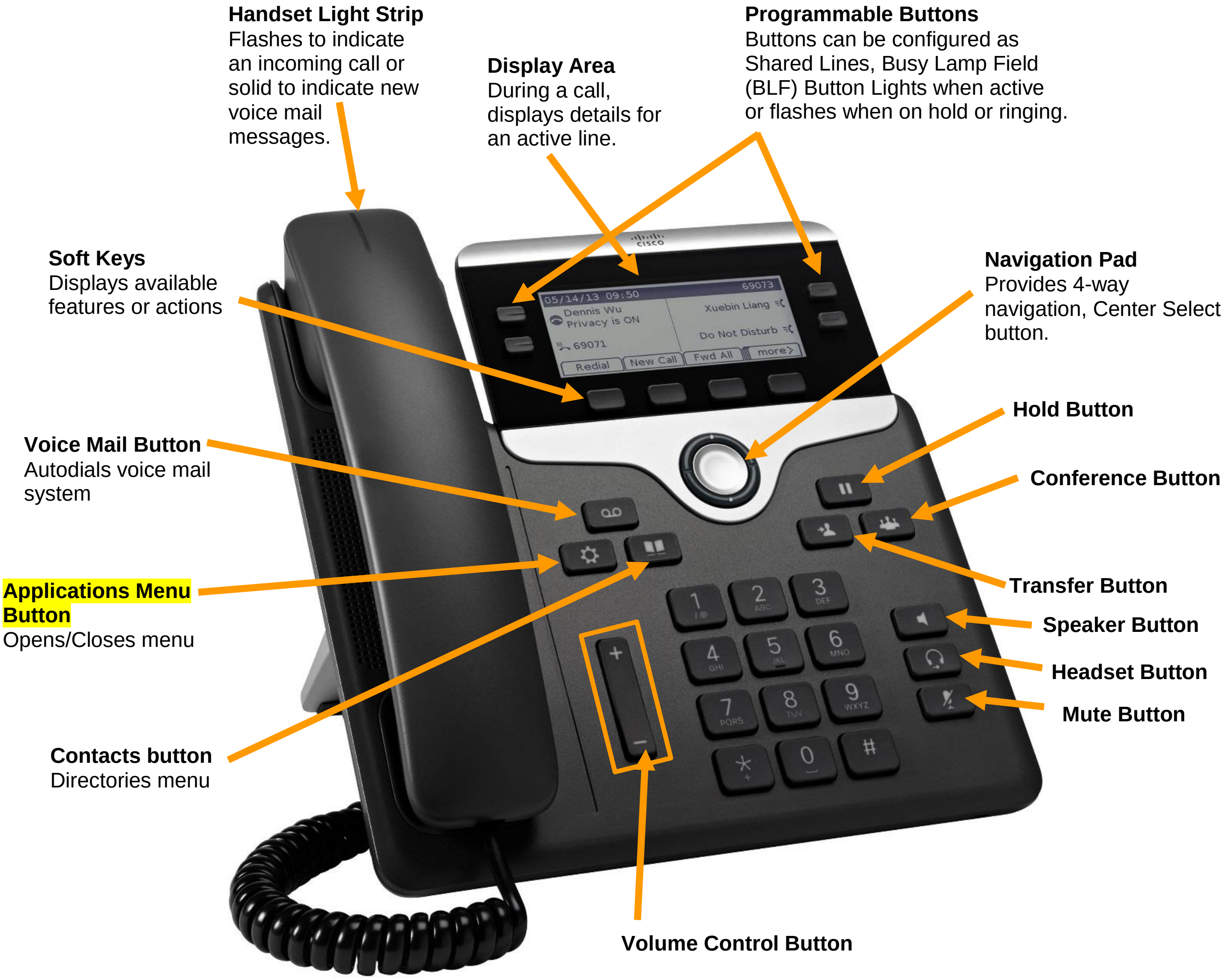
- Power: Solid Green
- POE: (one light) Solid Green
- VPN: Solid Green
- GE8: Blinking Green
- GE0: Blinking Green
- GE1: Blinking Green

Your router and phone should now be connected to the Partners network. The telephone should display your extension number on line 1. Log into the Partners domain with your Partners-ID and password, then login to the CTIOS Client desktop and set your agent ready status to begin answering calls on the Cisco phone.

If you have any problems with connectivity, please open a ticket using the ServiceNow IS Help Desk system.

**911 should not be called from a phone behind a CVO router unless no other options are available. If a 911 call must be placed from the CVO phone, you must explicitly state your location to the emergency responder.

HOW TO LOG INTO THE PHONE



Handset Light Strip
Flashes to indicate an incoming call or solid to indicate new voice mail messages.

Display Area
During a call, displays details for an active line.

Programmable Buttons
Buttons can be configured as Shared Lines, Busy Lamp Field (BLF) Button Lights when active or flashes when on hold or ringing.

Soft Keys
Displays available features or actions

Navigation Pad
Provides 4-way navigation, Center Select button.

Hold Button

Voice Mail Button
Autodials voice mail system

Conference Button

Applications Menu Button
Opens/Closes menu

Transfer Button

Speaker Button

Headset Button

Mute Button

Contacts button
Directories menu

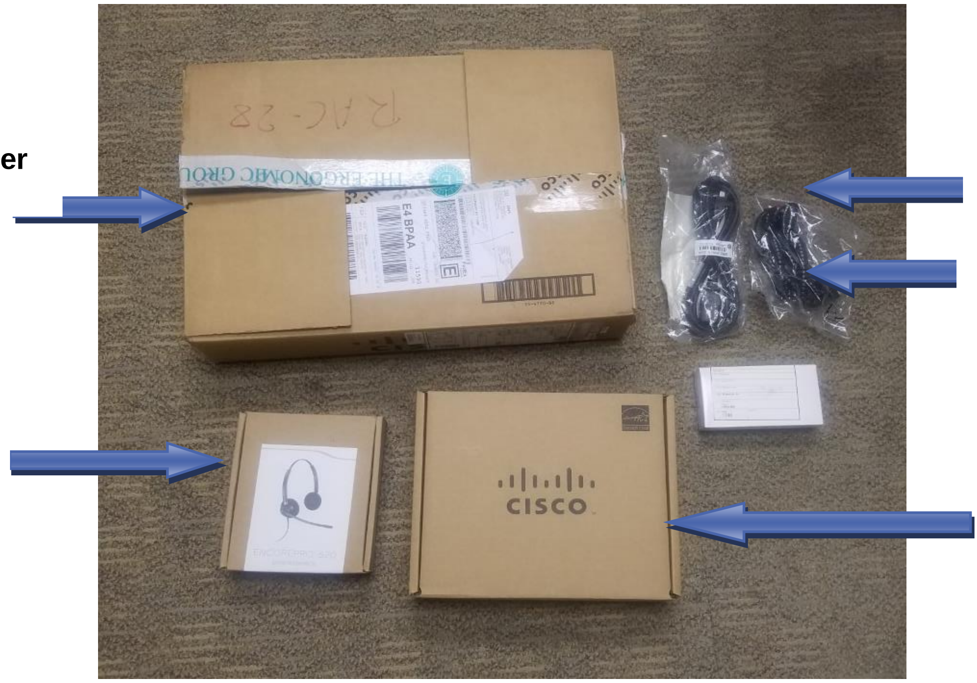
Volume Control Button

Instructions

1. Press Application Menu button.
2. Press digit 6 on keypad.
3. Enter user ID using keypad.
4. Enter PIN 0000 (4 zeros).
5. Press Submit.

SETUP PICTURES

1. Equipment Included



Cisco Router (CVO)

Connection cables

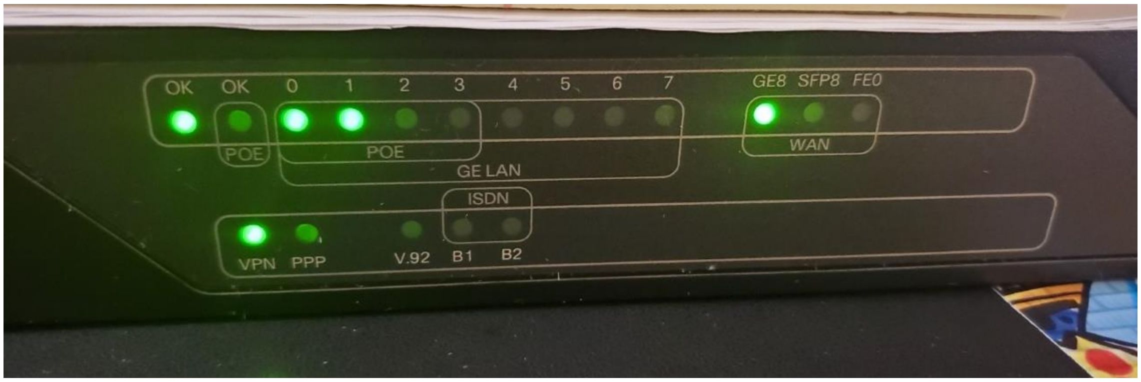
Connection cables

Wired

Cisco Phone

2. Cisco Router

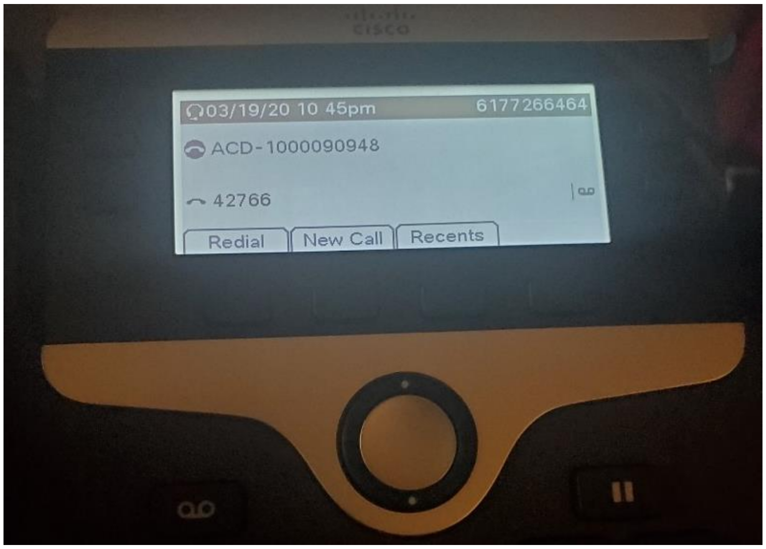
When installed successfully, the lights show a steady green as depicted below.



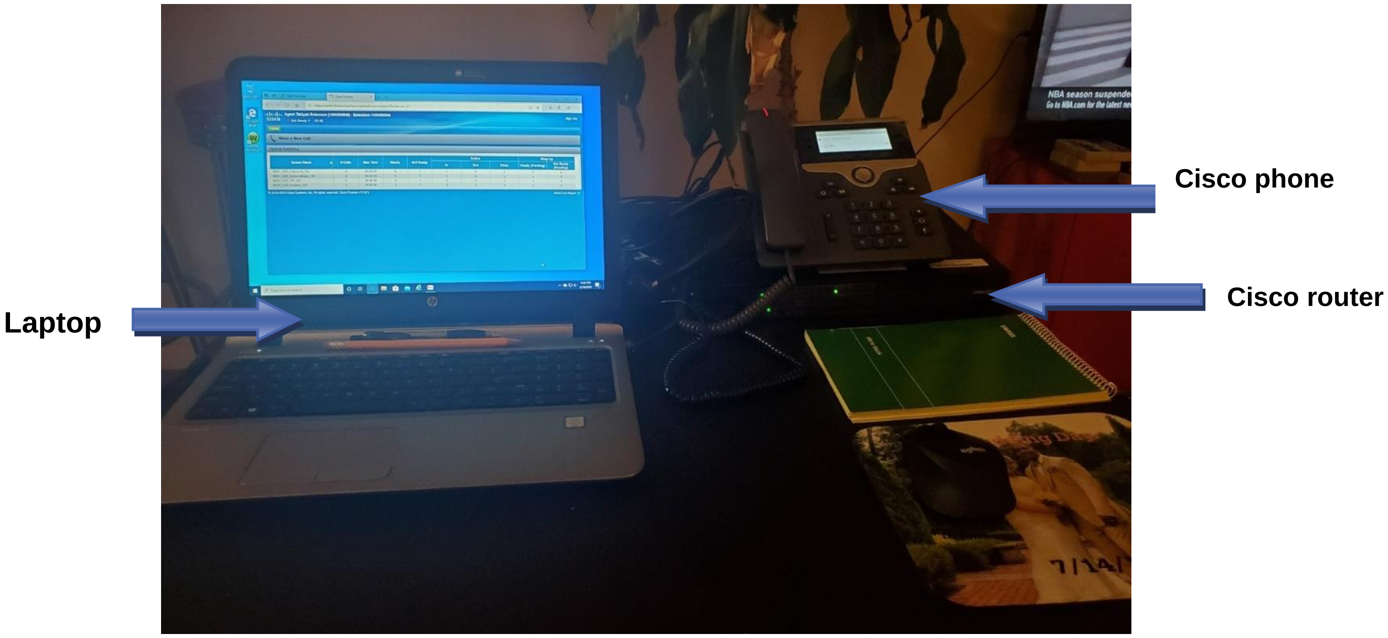
3. Phone Display After Logging In

Before use, make sure you log into the phone via extension mobility.

To log in, press the ⚙ gear button on the phone. Select ‘Extension Mobility’ option on the phone display and enter your Partners user id and ‘**0000**’ for the password.



4. Complete Setup



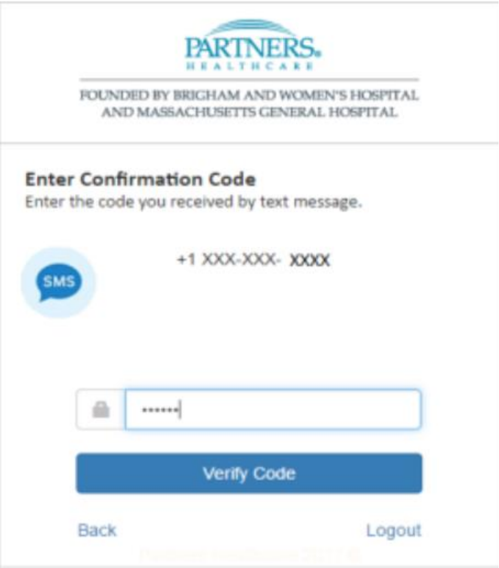
Signing In

1. In a web browser, navigate to https://workspace.partners.org

2. When presented with the login box, input your Partners username and password

3. You will be presented with a two-factor authentication: By selecting **Text me Now**, you will be sent a verification code to your phone

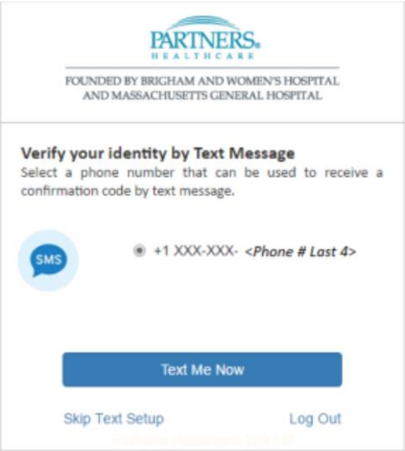
4. Input the verification code in the allotted location and click **Verify Code**


PARTNERS.
HEALTHCARE
FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL
SMS
Verify Code
Back
Logout

Enter Confirmation Code
Enter the code you received by text message.

+1 XXX-XXX- XXXX

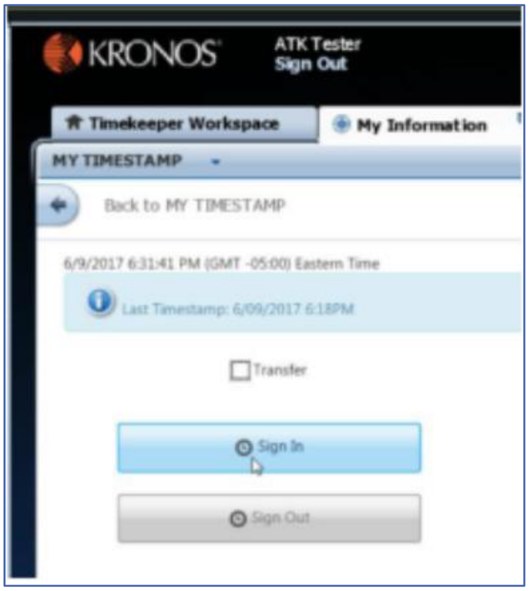
••••••


PARTNERS.
HEALTHCARE
FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL
SMS
Text Me Now
Skip Text Setup
Log Out

Verify your identity by Text Message
Select a phone number that can be used to receive a confirmation code by text message.

● +1 XXX-XXX- *<Phone # Last 4>*

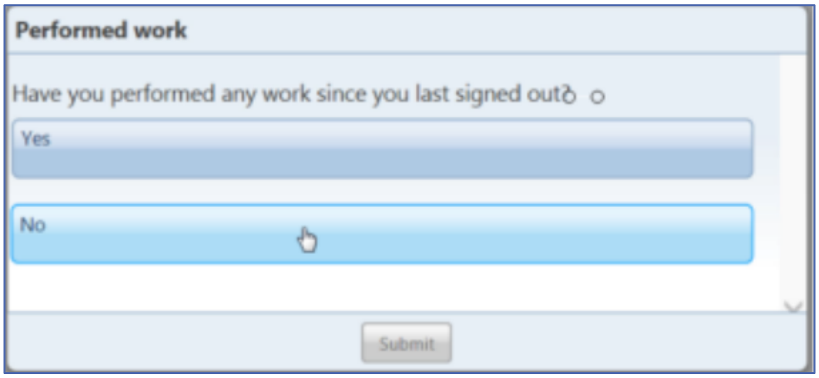
5. Once on the Citrix workspace, on the top menu bar, click on the **Applications** folder.
6. Click on the **Partners Application folder.**
7. Click on the **Kronos** icon (the one that says Kronos only).
8. You should now be logged into Kronos.
9. Click on the **Sign In** button.



6/9/2017 6:31:41 PM (GMT -05:00) Eastern Time

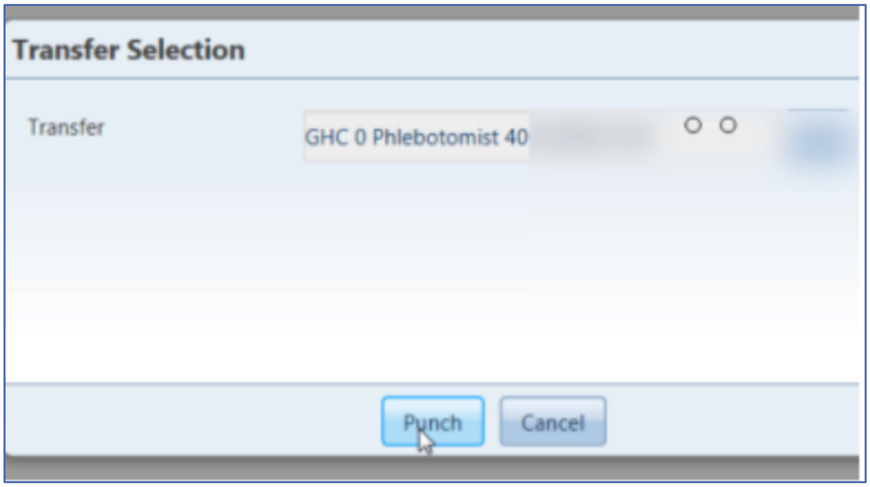
Last Timestamp: 6/09/2017 6:18PM

10. Respond to the "Performed Work" attestation question accordingly by selecting **Yes** or **No** button followed by the **Submit** button.


Performed work

Have you performed any work since you last signed outδ ○

11. Verify the listed position is correct, then select **Punch.**



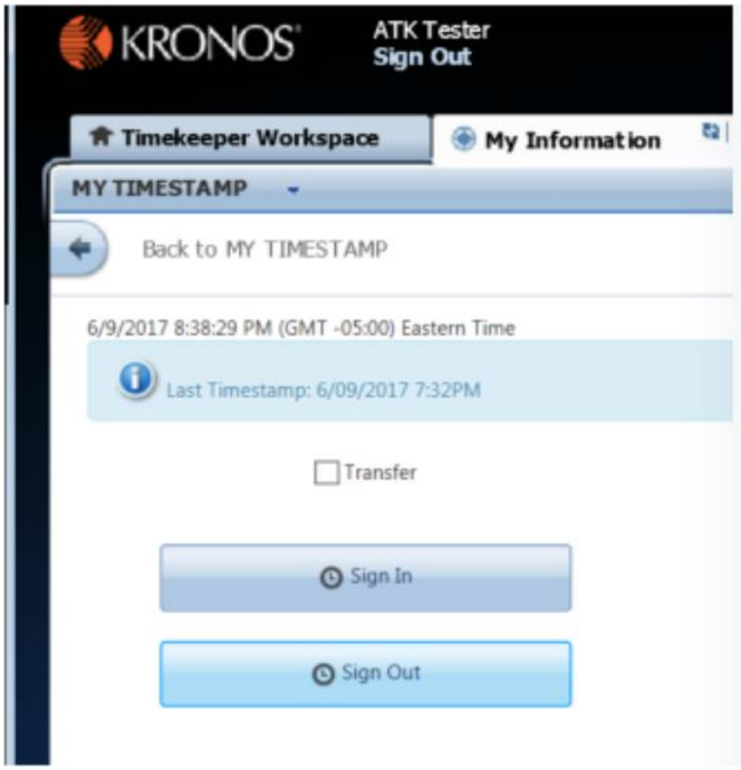
Transfer Selection

Transfer: GHC 0 Phlebotomist 40 [redacted]

12. Log out of the application by clicking the **Sign Out** link in the banner at the top of the screen under your name and close out of the web browser.

Signing Out

1. Log back into Kronos using the two-factor authentication process as described above
2. Choose the **Sign Out** button (do not select the transfer checkbox when signing out)

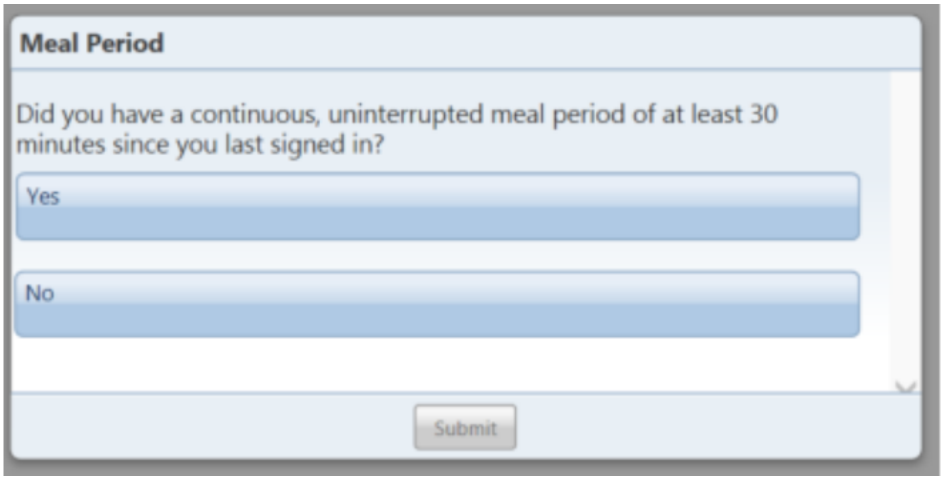


6/9/2017 8:38:29 PM (GMT -05:00) Eastern Time

Last Timestamp: 6/09/2017 7:32PM

□ Transfer

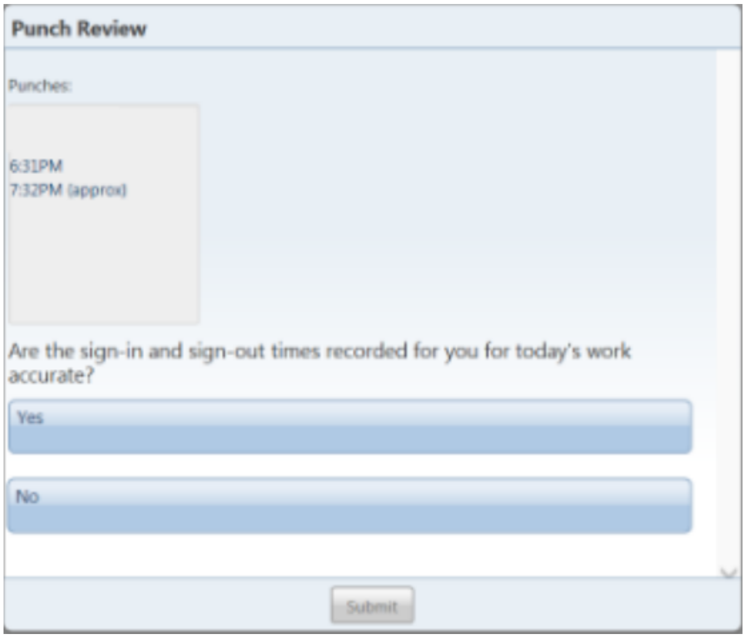
3. Respond accordingly to the “Meal Period” attestation question by selecting **Yes** or **No** and then select **Submit**.



Meal Period

Did you have a continuous, uninterrupted meal period of at least 30 minutes since you last signed in?

4. Verify that your sign in and sign out times for the day are correct in the punch review dialog box by selecting **Yes** or **No** and then select **Submit .**



Punch Review

Punches:

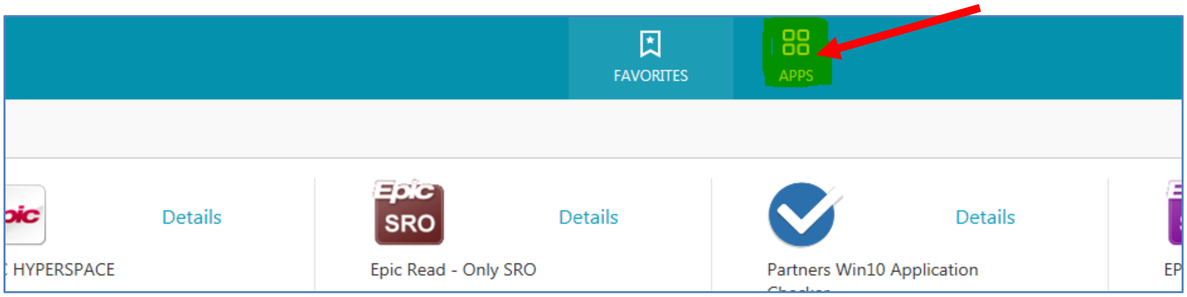
6:31PM
7:32PM (approx)

Are the sign-in and sign-out times recorded for you for today's work accurate?

5. Log out of the application by clicking the **Sign Out** link in the banner at the top of the screen under your name and close out of the web browser.

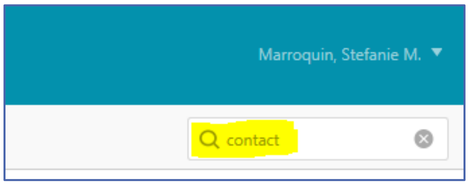
HOW TO ACCESS PARTNERS APPS

1. In any web browser, type https://workspace.partners.org
2. Select **Apps** icon.

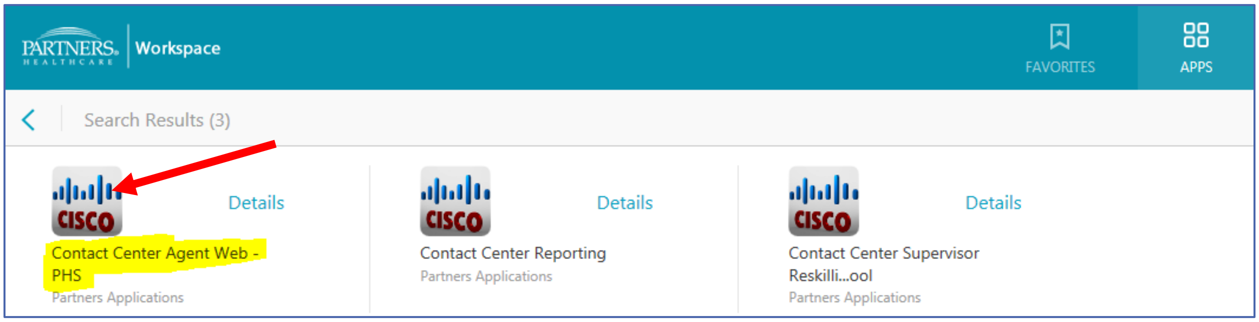


3. In the search box at the top right, enter the name of any Partners application you need to launch.

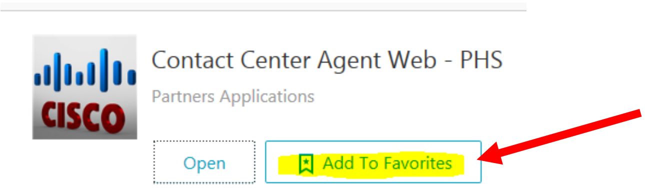
   Search example below is for Contact Center Agent Web.



4. When the app displays, select it to open it.



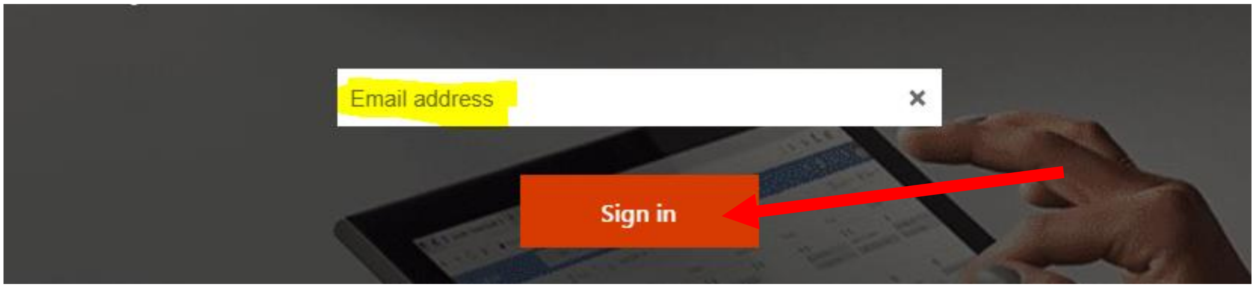
5. To Save the application as a Favorite application, click the **Details** link and select '**Add to Favorites**'.



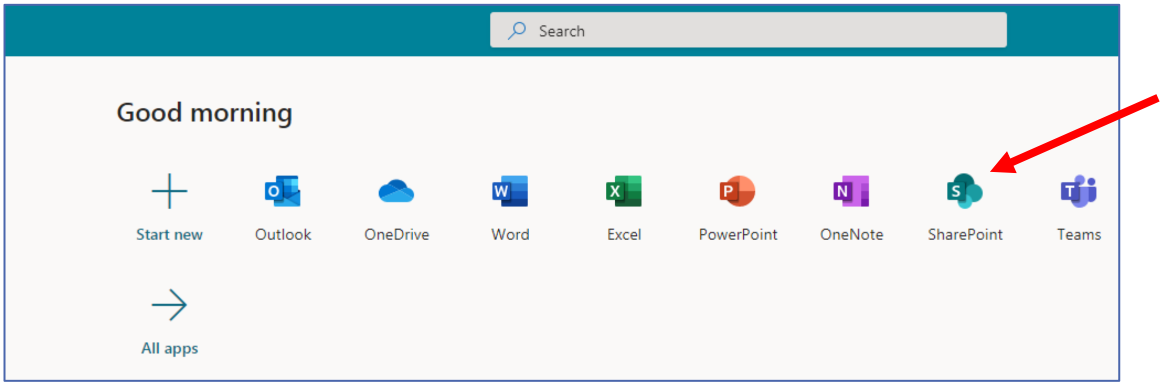
To access Sharepoint, Teams and other Microsoft 365 apps, follow the instructions below.

1. In any web browser, type www.office.com .

2. Click the Sign in button and enter your work email address.
   **The email will either end in partners.org or mgh.harvard.edu. Try both if one is not successful.*



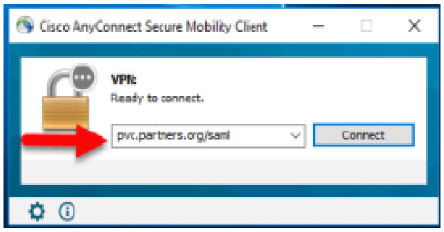
3. A list of 365 apps should display at the top.



GETTING STARTED WITH VPN

Apple laptop or desktop	1. Open a web browser and go to http://pvc.partners.org/saml 2. Enter your username and password. 3. You will need to confirm your identity by entering a code sent to your phone. 4. Click **Download for macOS**. 5. Open your Downloads folder and **double click** on the newly downloaded installer. 6. Next, you will be prompted with a series of questions: a. Enter **Continue** to begin the installation. b. Read and agree to the license agreement. Click **Continue**. c. Next, click **Install** to begin the installation. d. Once you are notified the installation is successful, click **Close**.

Starting VPN the First Time. Click on the Cisco AnyConnect icon ( ) and enter **pvc.partners.org/saml**.



VPN:
Ready to connect.

pvc.partners.org/saml

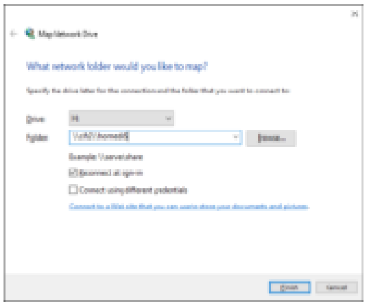
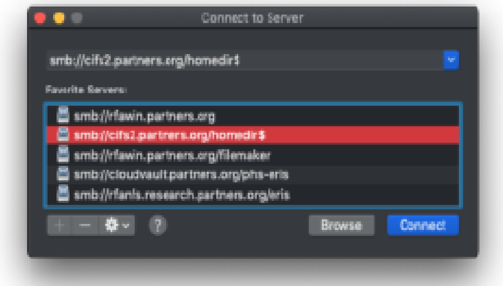
Press **Connect**. Next, you will be asked to enter your username and password. Then, you will need to reply with the code sent to your phone. You are now connected to the network.

Mapping Your Drives. After you join the network for the first time, determine what drives you need available during your VPN session. This might include your HOME (H: drive) and important Shared File Areas (SFAs). If you do not map these drives, their contents will not be available.

To view your drive mappings, **open a web browser and go to** https://portal.partners.org. On this page, you will see a list of your drives. The mappings will look something like this:

H: \\CIFS2\HOMEDIR$
L: \\SFA1\SFA
U: \\PCAPPS1\PCAPPS$

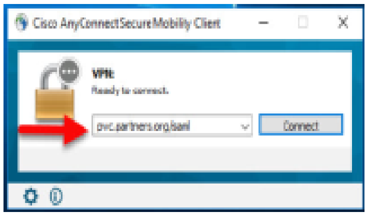
Identify the specific drives you need for your remote work and **make note of their mappings**. Next, complete the steps below for your specific computer and operating system.

My Computer Is…	Drive Mapping
A Windows computer with Version 8 or higher	1. Open **File Explorer** from the taskbar. Look for this icon: 📁 2. Select **This PC** from the left pane. 3. Click on **Map Network Drive** in the menu. 4. Choose an available **Drive** letter. If available, choose a drive letter you are familiar with (e.g., H: for your HOME drive) 5. Enter the **Folder** name from the mappings above. In this example, the HOME drive folder should be entered as \\CIFS2\\HOMEDIR$ 6. Click the box to **Reconnect at sign-in**.  Map Network Drive What network folder would you like to map? Specify the drive letter for the connection and the folder that you want to connect to: Drive: H: Folder: \\cifs2\\homedir$ Example: \\server\share ☑ Reconnect at sign-in □ Connect using different credentials Connect to a Web site that you can use to store your documents and pictures. 7. Click **Finish.** 8. When prompted, enter your username (e.g., partners\username) and password. 9. The drive will now appear in the list of This PC's resources. It should also appear under your Network locations.
Apple laptop or desktop	1. Open **Finder** and press **COMMAND + K** to launch Connect to Server 2. Enter a drive mapping. The syntax will change a bit for the Mac. In this example, the HOME drive will be entered as follows: cifs2.partners.org/homedir$ Please note the direction of the / and the inclusion of partners.org.  Connect to Server smb://cifs2.partners.org/homedir$ Favorite Servers: smb://rfawin.partners.org smb://cifs2.partners.org/homedir$ smb://rfawin.partners.org/filemaker smb://cloudvault.partners.org/phs-eris smb://rfanfs.research.partners.org/eris 3. When prompted, enter your username and password. 4. The drive will open in Finder. Click on the **Actions** and choose **Make Alias**. This will make it possible for you to easily access this drive the next time you connect via VPN. 5. Repeat these steps for each drive you need to connect.

Starting VPN Every Time. Click on the **Cisco AnyConnect** icon in your task bar. Enter **pvc.partners.org/saml** and press **Connect**. You will be asked to enter your username and password. Then, you will need to reply with the code sent to your phone. You are now connected to the network.

Please note that when you reboot your PC, you will receive a message indicating your mapped drives could not reconnect. Once you re-establish the VPN connection, your drive mappings can be activated. Similarly, if you are on a Mac, double click on the desktop icon for your drives to reconnect them.

If you have a Partners-provisioned Windows laptop, click on the Cisco AnyConnect icon in your task bar. Enter **pvc.partners.org/saml**



VPN:
Ready to connect.
pvc.partners.org/saml

Press **Connect**. Next, you will be asked to enter your username and password. Finally, you will need to reply with the code sent to your phone. You are now connected to the network and your drives will be mapped.

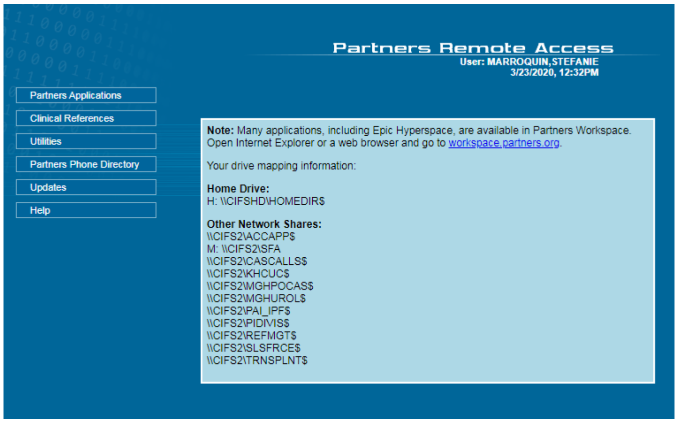
Need help? Again, if you have problems with any of these steps, please open a ticket with the Partners Service Desk. The Service Desk can be found through www.partners.org/ISServiceDesk

HOW TO ACCESS SHARED DRIVE FOLDERS

Before you can access your shared drive folder, you must be on the Partners Virtual Private Network (VPN).

1. Follow the IS Service Desk instructions above to connect to the Partners Virtual Private Network (VPN) via Cisco AnyConnect.

2. In your web browser, type https://portal.partners.org .
   If prompted sign in with your Partners username and password.



Partners Remote Access
User: MARROQUIN,STEFANIE
3/23/2020, 12:32PM

Note: Many applications, including Epic Hyperspace, are available in Partners Workspace. Open Internet Explorer or a web browser and go to workspace.partners.org.

Your drive mapping information:

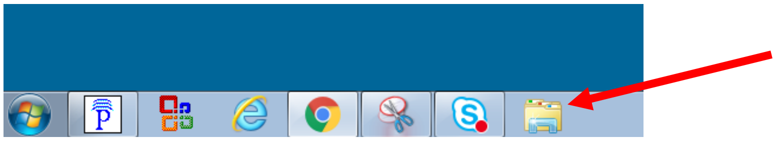
Home Drive:
H: \\CIFSHD\HOMEDIR$

Other Network Shares:
\\CIFS2\ACCAPP$
M: \\CIFS2\SFA
\\CIFS2\CASCALLS$
\\CIFS2\KHCUC$
\\CIFS2\MGHPOCAS$
\\CIFS2\MGHUROL$
\\CIFS2\PAI_IPF$
\\CIFS2\PIDIVIS$
\\CIFS2\REFMGT$
\\CIFS2\SLSFRCE$
\\CIFS2\TRNSPLNT$

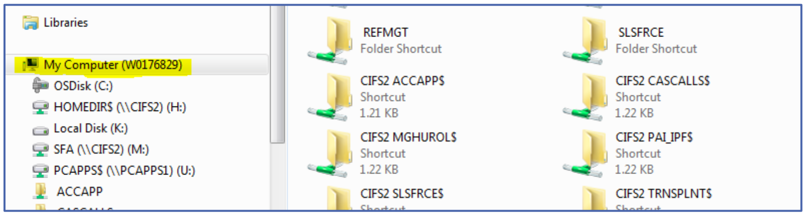
The page will display the shared drive folders you will now be able to access in your computer. *YOU MUST LEAVE THIS WINDOW OPEN OR MINIMIZED. DO NOT CLOSE IT OR YOU WILL LOSE ACCESS TO THE FOLDERS.

3. On the bottom toolbar, select the **Folder** icon.

   (Or however you access your document libraries on the computer.)



4. Select **My PC** or **My Computer** to view all available shared drive folders.



TECHNICAL SUPPORT

If you are having issues with any of these instructions, you can contact the MGH Help Desk at 617-726-5085.

It is also recommended that you notify your direct supervisor so they are aware of any impact to department operations.