COVID-19 TELEWORK HANDBOOK

Work@Home

User checklist to complete at home

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	✔	Task	Description
USER: To be completed at home		Organize space	
		Set up equipment	If you are using a desktop, refer to Telework packet: "Desktop Computer Connection Overview".
		Connect to VPN	Refer to Telework packet: "Connect to Home Internet using Wireless Network or iPhone". This will walk you through connecting to the wireless network, obtaining your RSA soft token (not applicable to iPhone users), and connecting to VPN.
		Test software/applications	Make sure the software/applications you regularly use are working correctly.
		Email your supervisor with status	To ensure that everything is working correctly. Inform them of any issues you may be having.
		Troubleshoot issues	If you are running into issues, verify you have the necessary equipment. Is everything plugged in? What isn't working? Refer to Telework packet: "Getting Technical Support for Work@Home Technical Issues"
		Check emails periodically throughout the day	Refer to Telework packet: "How to Check Your Work Voicemail Messages from Home"

Connect to VPN using Wireless Network

Important! You may only connect to State Fund systems on a private and password protected Wi-Fi. You **may not use any shared networks such as a coffee shop** to connect to State Fund systems.
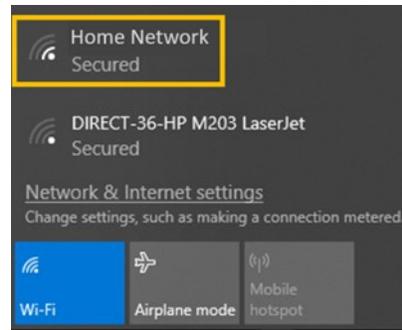
Connect to Home Internet

Turn on your laptop and log-in using your State Fund credentials, as normal.

Connect to Wireless Network

1. In the bottom right-hand corner, click on the wireless network connection icon. (You can also access this by going to Start > Settings > Network Connections.

2. Select the wireless network you want to connect to.

3. Click **Connect**

4. Enter Security Key

   - This would be the password you set up for your home internet, or it can be found on the back of your router.

5. Once connected, the wireless network icon will appear brighter.

RSA Soft Token

If you do not have the RSA Software installed, and you were issued a State Fund iPhone, please refer to the "How to Connect to State Fund Network Remotely when using a State Fund Issued iPhone" resource page.

1. Double-click the RSA token icon
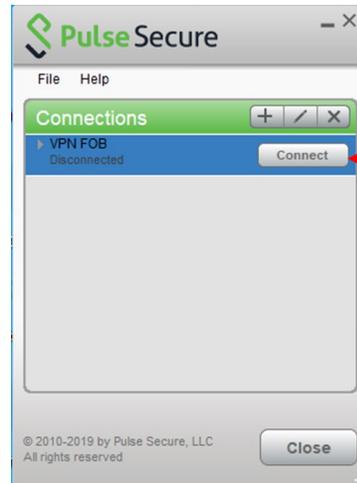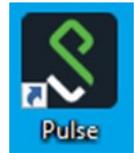   - This will be located in the task bar, or you can look in the Start Menu.

2. Enter the PIN number that you set up during initial set up, then click the play button.

   PIN Goes Here

   Play Button

Pulse	1. Double-click the Pulse icon located on your desktop. 2. Once the application appears, click the **Connect** button Connect
Connect	1. RSA will display a unique code. Click **Copy** to copy the code. Copy 2. Enter your network login into the User Name field. 3. Paste (CTRL-V) the unique code into the Pulse passcode box, then click **Connect**. Normal network login → Enter the RSA code → Connect

Work@Home Help Guide

How to Connect to State Fund Network Remotely when Using a State Fund Issued iPhone

PulseSecure is a Virtual Private Network (VPN) utility providing you with connectivity to the State Fund network when away from the office. By using PulseSecure VPN, you are connecting to our network, giving you access to the State Fund network as if your machine is physically in the office, this includes your "My Documents", O:\ Drive folder, along with the State Fund Worksite, and other applications you normally access in the office.

Important! You may only connect to State Fund systems on a private and password protected Wi-Fi. You **may not use any shared networks such as a coffee shop** to connect to State Fund systems.

Step 1: Connect to your internet.	If using a **wired connection**, connect the network cable to your laptop, start your laptop and login with your State Fund ID and Password. If using a **wireless connection**, start your laptop and login with your State Fund ID and Password. Connect to your wireless connection.
Step 2: Double Click the Pulse icon on our desktop. Once the application appears, locate the option for "SCIF VPN" and click **Connect.**	

Step 3: Enter your User ID and Network Password, then Click: Connect.	
Step 4: You will receive a call on your iPhone and you will press # This must be answered in a timely manner or you will have to start the process from step 1.	

*If you have any issues with connections, please contact the Service Desk at 1-877-782-7338

Resetting a Password from a Remote Location

If you are unable to log in into your State Fund device or have been locked out, the following steps will help guide you to reset your password remotely.

Before you begin to reset, you will need the following items:

- Access to internet or data
- Device to access internet
    - Laptop or computer
- Access to Outlook Webmail Application (OWA)
    - URL is: https://webmail.scif.com/owa/

Once you are ready, you can begin the reset process.

Accessing Outlook Webmail Application (OWA)

OWA provides access to your State Fund email account through an Internet connection and a web browser. This means that anywhere you have access to the Internet, you can check your State Fund email.

OWA is supported on the following browsers:

Web Browser	Windows XP and Windows Server 2003	Windows Vista	Windows 7 and Windows Server 2008	Windows 8 and Windows Server 2012	Mac OSX	Linux
Internet Explorer 8	Supported	Supported	Premium	Unsupported	Unsupported	Unsupported
Internet Explorer 9	Unsupported	Supported	Premium	Unsupported	Unsupported	Unsupported
Internet Explorer 10 or later	Unsupported	Supported	Premium	Premium	Unsupported	Unsupported
Firefox 11 or later	Supported	Supported	Premium	Premium	Premium	Supported
Safari 5.1 or later	Unsupported	Unsupported	Unsupported	Unsupported	Premium	Unsupported
Chrome 18 or later	Supported	Supported	Premium	Premium	Premium	Unsupported

Login in with your username and password that you would use to log into your State Fund device.
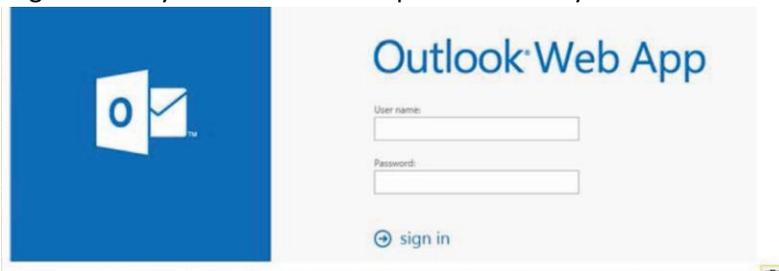
Upon logging in, your inbox screen should appear to indicate you have successful logged in.
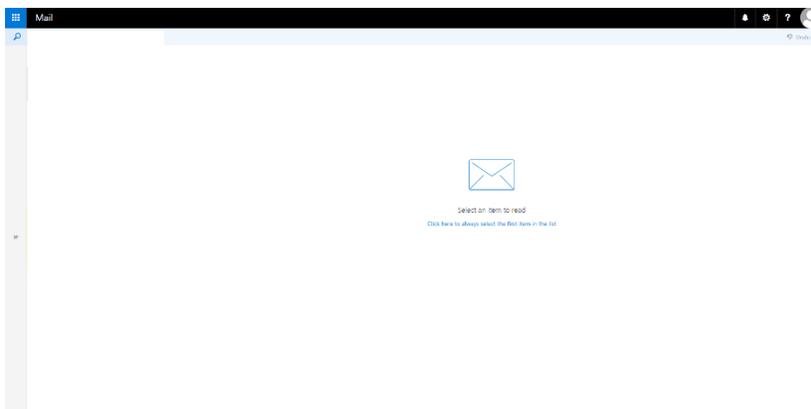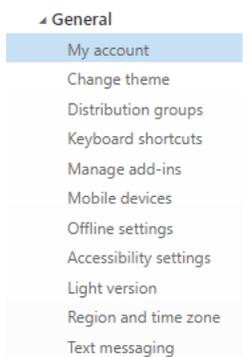
Resetting Password Remotely

In the top right corner, select the gear icon and select "Options".

On the left sidebar under "General" select "My Account"

The screen will display details of your account. Towards the bottom right corner of your account details, is a blue text that says "Change your Password"

Change your password

Mailbox usage

962.28 MB used. Your mailbox size is unlimited.

Click on the link and follow the pop up prompts to change your password.

✓ Save   ✕ Discard

Change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your username and password and sign in again. You'll be notified when your password has been changed successfully.

Email address: TSema@scif.com

Current password:

New password:

Confirm new password:

Once the password has been changed, allow approximately 10-15 minutes before logging back into Pulse and your State Fund device with newly created password.

Support

If you are unable to connect and reset your password remotely, contact IT support at (877) 782-7338.

Work@Home Help Guide

Best Practices for Setting Up Your Home Office

In setting up a home office, select a location that is safe, efficient, and comfortable. Observe "travel patterns" in and around the work area and avoid high traffic areas.

Desk	Your desk should be sturdy and able to handle the weight of any peripheral equipment (computers, printers, fax machines and/or telephones). • Conventional desks are typically 29″ high. • Computing surfaces are usually 26″ high.
Chair	Your seat should be adjustable, including the headrest. • Height of top of seat to floor should be between 15 and 25 inches. • Back tilt on chair/lumbar support should be 15 degrees.
Lighting	Your work lighting should be directed toward the side or behind the line of vision. • Bright light sources can bounce off working surfaces and diminish the sense of contrast. • Northern daylight is optimal for both the office and operating a computer.
Electricity	You should have enough electrical outlets in the room to avoid overloading any circuits. If necessary, consult your local power utility. 1. To avoid tripping hazard, cover interconnecting cables or place them out of the way. 2. Use a surge protector/master switch to connect electronic equipment, such as computers, monitors, printers and fax machines. 3. Position equipment close to electrical outlets. 4. Make sure electrical outlets are grounded.
Noise	You should avoid or keep distracting sounds to a minimum, such as the television or outside traffic or lawn mower sounds • Diffuse unavoidable noise by shutting a door or using a room divider. • Use soft background music to keep productivity up and reduce boredom. • Note: no noise can be just as stressful as too much nose.
Protecting Data and Equipment	You must prevent costly computer breakdowns and the loss of crucial data by following these computer safeguards: 1. Position Equipment away from direct sunlight or heat sources. 2. Place equipment on well-ventilated surfaces and provide for sufficient air space around them. 3. Dust office space regularly. 4. Do not eat or drink near equipment. 5. Never place food or beverages on your computer equipment, even temporarily. 6. Do not touch unprotected floppy diskette or compact disk (CD) surfaces, set heavy objects on them, or expose them to heat, dirt, smoke or moisture. 7. Keep all magnets, telephones, fluorescent lamps and electric motors away from computer equipment, floppy diskettes, and portable storage devices.

Desktop Computer Connection Overview

If you are taking home a desktop computer instead of a laptop, this guide will help you set up your computer at home.

Overview

You may connect the following connections in this order.

1. If you get a keyboard with the purple connector, connect the purple connector to the purple keyboard port.

2. If you get a wired mouse with green connector, connect the green mouse connector to the mouse port.

3. Connect the monitor cables to the monitor ports.

4. If your keyboard and mouse has the USB connectors, connect them to the USB ports.

5. Plug one end of the Ethernet cable to the Ethernet port.

6. Connect your power cord.
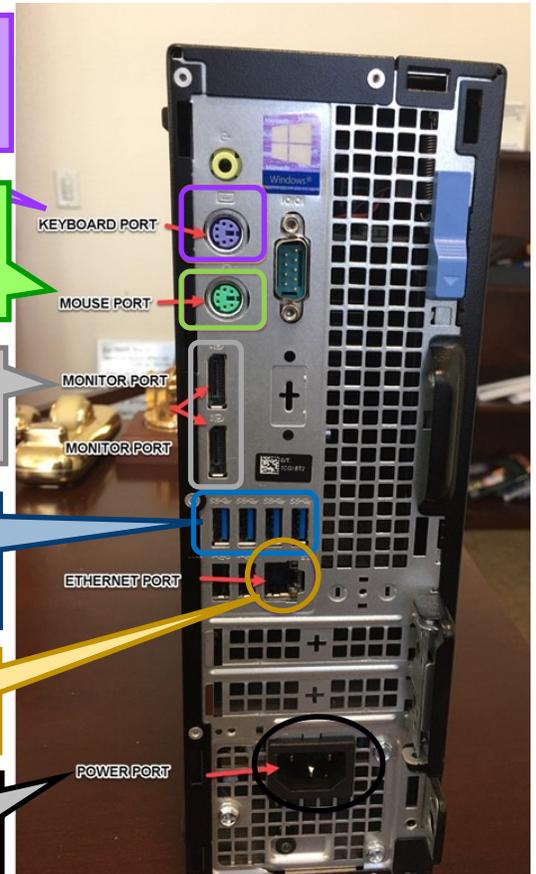
3 Display Monitor

- Plug in the monitor connector to the monitor port as shown below.

- Remember to also plug in the power for the display monitor.

5	## Ethernet Connection	• Plug one end if the Ethernet cable to the Ethernet port as shown below. Make sure you hear a click to ensure secure insertion. • Plug the other end of the Ethernet cable into Ethernet port at your home router.
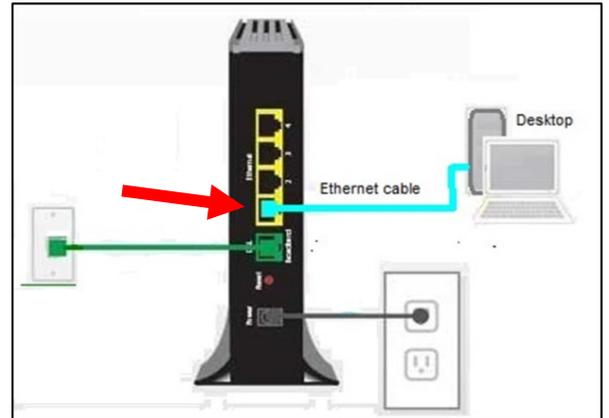
6	## Power Cord	• Connect your power code as the last step.

Disconnect Desktop Computer

This guide will help you disconnect your desktop computer.

Disconnecting

You should disconnect your desktop connection in this order.

1. Unplug the power cord.

2. Unplug the Ethernet cable. Make sure to press the locking tab to release the Ethernet cable from the port.
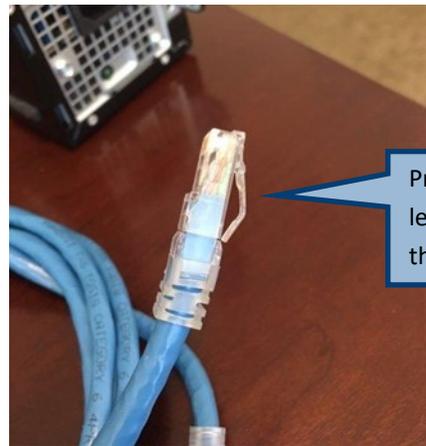
Press the locking tab to release the Ethernet cable from the port.

3. Unplug the display monitor cable from the monitor port. Make sure to press down the locking tab to release the monitor cable from the port.

Press the locking tab to release the monitor cable from the port.

4. Unplug the mouse cable from the mouse port or USB port.

5. Unplug the keyboard cable from the keyboard port or USB port.

Work@Home Help Guide

How to Set Up a Workspace Ergonomically

A teleworker should have the following basic office equipment: desk, desk chair, monitor(s), keyboard, mouse, lighting, and optional headset. Each of these items should be set up to be ergonomically fit for the teleworker. If you do not have a headset, it is recommended that you take your calls on speaker phone for the time being, to avoid neck strain. If any of these items is not set up properly, it could affect the teleworker's posture which may lead to physical discomfort/ailment.

Common ergonomic best practices for desk jobs include positioning the keyboard and monitor to the proper height and distance, adjusting the chair and lumbar support to the optimal position for the individual's body, and reducing glare due to lamps or overhead lights.

The following resources (job aids) are currently available:

o Workstation Guide page on Risk Management website, https://worksite.scif.com/docs/DOC-8408
   This page has videos that demonstrate how to make adjustments to your chair, monitor, mouse, and
   keyboard. *(Must access through secure sign-on using VPN connection.)*
o Office Ergonomics- Industry Specific Ergonomics Resource Page, https://worksite.scif.com/docs/DOC-8614
o Safety & Health also has helpful material for review - https://safeatworkca.com/ergomatters/
   o Headset, https://safeatworkca.com/ergomatters-headset/
   o Laptop Ergonomics, https://safeatworkca.com/ergomatters-laptop-ergonomics/
   o Keyboard shortcuts, https://safeatworkca.com/ergomatters-keyboard-shortcuts/
   o Visual Ergonomics, https://safeatworkca.com/ergomatters-visual-ergonomics/
   o Practicing the 20-20-20 Rule, https://safeatworkca.com/20-20-20-rule/

Healthy Working (HW) is an on-line tool comprised of e-learning and self-assessment pieces.
(Must access through secure sign-on using VPN connection.)

How to Check Your Work Voicemail Messages from Home

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You can log in to your voice mailbox from any phone number to check for, listen to, save, delete, or forward voicemail messages.

To Access Your Voice Mailbox

1. Dial the System Access Number
2. Press the # sign to access your voice mailbox
3. Enter your 7-digit phone number
4. After the system confirms your name, enter your voice mailbox password, and press #

Site Name	Access Number
Bakersfield	(661) 664-4095
Eureka	(707) 452-7777
Fresno	(559) 433-2699
Monterey Park	(323) 266-5555
Pleasanton	(925) 523-5010
Redding	(530) 223-7195
Riverside	(951) 656-8303
Rohnert Park	(707) 586-5195
Sacramento	(916) 924-5026
San Francisco	(415) 263-5800
Santa Ana	(714) 565-5092
Stockton	(209) 476-2500
Vacaville	(707) 452-7777

Power keys. Use anytime.

Skip / Enter	#
Help	0
Cancel / Previous menu	*

Main menu

Play messages	1
Send messages	2
User preferences	4
Restart	5
Exit	*

Play messages

Unread messages	1
Read messages	2
Saved messages	3
Pending delete messages	4

Playback control during playback

Rewind		1
Rewind to start	1	1
Pause / Resume		2
Fast forward		3
Fast forward to end	3	3
Skip envelope playback	3	4
Slower playback		4
Slowest playback	4	4
Faster playback		6
Fastest playback	6	6

Message options after playback

Reply		8
Message details		5
Forward (with introduction)		6
Forward (without introduction)	6	1
Forward (remove introductions)	6	6
Delete		7
Replay		4
Call sender	8	8
Save / preserve message		9

Select recipient after recording a message

Enter mailbox number
Spell name or distribution list
Say name or distribution list

Confirm

Hear delivery options	0
Add more recipients	6
Send	#

Delivery options

Private	1
Important	2
Future delivery	4

Send message

Send	#

User preferences

Features	1
Administrative options	2
Greetings	3

Features

Notify me on / off	1
Reach me on / off	2
Exit	*

Greetings

Personal greeting	1
Extended absence	2
Name	3
Record optional greeting	4
Activate optional greetings	5
Review optional greetings	6

Administrative options

Password	1
Date, time playback on / off	4

Personal greeting

Standard system greeting	1
Record personal greeting	2

How to Block Your Phone Number When Making Outgoing Calls

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If you need to make outgoing calls, you can use *67 to block your phone number.

PLEASE READ THIS BEFORE MAKING ANY OUTGOING CALLS FROM YOUR PERSONAL PHONE.

Q: Is there an option, e.g. *67, that employees could use to block their personal phone number when making outgoing calls to claimants and other external clients?

A: Based on our research, *67 will work for all major providers and carriers to block own phone number when making an outgoing calls. However, this option ONLY works on *per call basis*. For the ability to hide own number on ALL outgoing calls, we know for AT&T and T-Mobile, it can be toggled on and off via phone settings, but actual steps will vary from phone to phone. For other carriers, the process varies. The length of the process will also depended on carrier to carrier, and providers to providers. This is will be something IT may not be able to provide in our IT guidelines.

To Block Your Phone Number

You must do this every time you make a phone call.

1. Press *67
2. Dial the number

The ABCs of Hardware Security

As a State Fund employee, you are responsible for doing what's right when it comes to ensuring the security of company hardware. Be sure to follow these easy-to-remember tips whenever you are working remotely.

|		
A	lways keep your devices in view	When working from home, it is important to stay with your devices at all times. They should never be left unattended in the open or in a vehicle (including the trunk).
B	efore you walk away, lock it down	You should always secure your laptop using a cable lock—just as you would in the office. Additionally, lock your screen anytime you walk away from your devices.
C	ommunicate security incidents immediately	In the event of a security incident, contact your supervisor immediately. You will need to file a police report and a Computer Incident Report in AskIT.

For more information on hardware security or to report a security incident, contact the IT Service Desk at 1-877-782-7338.

Accessing State Fund E-mail from the Web

You should only be access webmail from private and secure connections. You should never use a public or shared connection.

You can connect to your State Fund e-mail on the web at https://webmail.scif.com.

Use the same credentials as your work computer for your username and password.
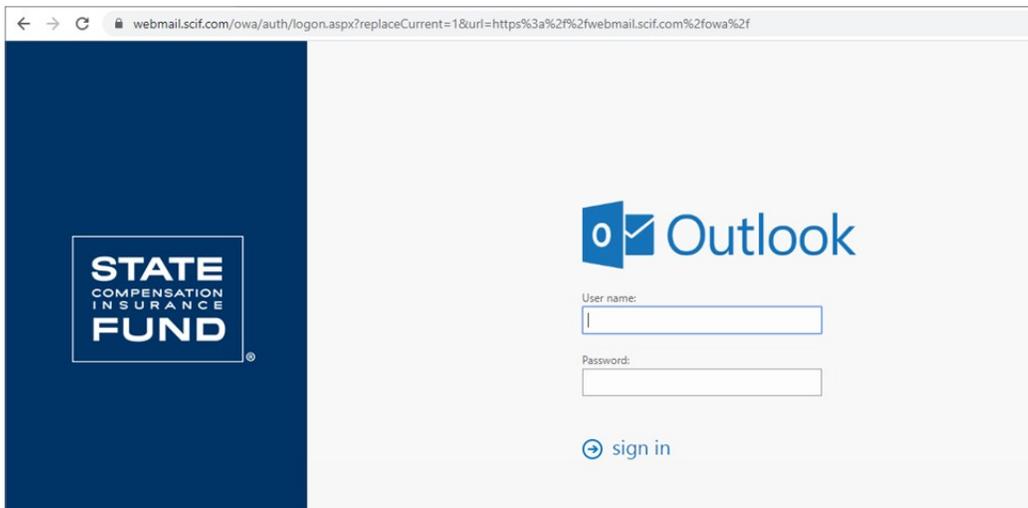
Work@Home Help Guide

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If you require technical support for issues, such as your remote connection not working, please follow this guide as to who to contact for support in what order.

Recent Work@Home efforts in 2020 due to COVID-19 (novel coronavirus) containment procedures have all resources dealing with many new and unusual challenges. Your patience is appreciated during this unique time.

1

Submit an IT Ticket

If able to be connected to State Fund internet, visit https://worksite.scif.com and click on Ask IT on the right hand side.

AskIT

Once AskIT appears, select "Report an Issue" under the "Something is Broken" heading. This will take you to a new screen where you can enter details of the problem. Fill out this screen as best you can with as much information as you can provide and click Submit.

SOMETHING IS BROKEN
- Report an Issue
- CARE Bulk Print Issue
- CARE Letter/Failed Fax Issue
- Phishing Attempt
- Computer Incident Reporting

2

Contact IT Team via Telephone

If unable to connect to the State Fund Internet to submit an IT ticket, you are able to call IT. Within State Fund, "811" is used to contact IT. Outside State Fund when working remotely, this same help line can be reached at: (877)-782-7338

3

Call your Supervisor

If unable to reach IT, contact your direct supervisor. To ensure you have your supervisor's number handy, use the space below to make a note of your supervisor's contact information:

4

Contact AskAdmin

If unable to reach IT or your supervisor, contact AskAdmin. Within State Fund, "611" is used to contact AskAdmin. Outside State Fund when working remotely, this same help line can be reached at: (800) 499-8668