

Working From Home (WFH)– Laptop instruction for Global Protect (GP)

The laptop is configured with Global Protect. This means that laptop is encrypted and preconfigured to be used away from county network. Please follow the crucial steps below.

Step 1 – “MUST” While you are on county network onsite.

- a. Before you can use the laptop away from county network, you **MUST** logon to the laptop with your windows logon while you are onsite. Wait for everything to be loaded onto your desktop.
- b. Logoff or Sign Out of the laptop when you see your desktop icons.
- c. Logon to the laptop again so the Microsoft authentication can be completed.
- d. Logoff or Sign Out again.
- e. You may now take your laptop home.

Step 2 – While you are away from county network.

- a. Logon to the laptop with your windows logon – Please note you will be prompted with Network error Windows Cannot Access, that is OK because you are not connected to the network yet. Click **CANCEL**. Your desktop will have 2 icons until you get connected with **Global Protect**. **Please follow step b to g below to get your desktop icons.**
- b. Connect the laptop to your home **Wi-Fi** or **Wired** internet connection.
- c. After you successfully connected to your internet connection, you are now ready to get connected to the county network by clicking on the **Global Protect** icon on the windows taskbar. At the bottom of the laptop screen to the right by the clock and look for the **Global Protect** icon. (Not Connected)
- d. Click **Connect** and if successful you will be prompted with a Welcome screen and may prompt you to enter your windows credentials or verify six digits pin code, etc.
- e. **Wait for about 3-5 minutes** for the laptop to synchronizes to the county network with your logon profile. Please be patient.
- f. **Press F5** or Right click anywhere on the blank screen and select **Refresh until you see your desktop**.
- g. If connection is successfully connected you will see all your desktop icons on the screen. You are now on the county network as if you are at your desk onsite, but some of your profile settings may not carry over from your current PC or laptop that you are using.
- h. Please note: **DO NOT** attempt to customize the desktop, you are connected to the virtual citrix server which means once you logoff/sign out of your laptop all settings will be reset and it will not be saved.

Step 3- Do Not attempt to reset your windows password when you are away from county network without service desk staff on the phone. You will have issue log back onto your laptop due to lack of real time password synchronization. If you are still having trouble, please call the service desk 408.970.2222