



ARCHITECT OF THE CAPITOL

Be Telework Ready

Information Technology Division

At AOC, we are prepared for telework. ITD has provided and supports many options to keep you connected with your coworkers and to be productive. Here are some things you need to know.

Keep your smart card with you always! Most methods of teleworking require your smart card – just like you need it to login at the office. Hang it right on your lanyard with your AOC ID card so you always have it with you.

AOC Equipment

If you have an AOC laptop – take it home so you are ready if you need to work from home. Be sure to login and [connect to VPN](#) regularly so all the latest software patches and security updates will be applied. We want you safe and AOC data to be safe, too.

Have an AOC iPad or iPhone? It could be all you need to stay in touch. Using the built-in certificates, plus your TouchID or FaceID, we'll login you right in to AOC resources. You'll be able to check email, use Skype conferencing and of course read and send emails. Some AOC staff regularly telework with just an iPad and iPhone. Be sure to update your devices and be ready to telework whenever the need arises.

Personal Equipment

Do you know you don't need an AOC laptop to have access to your email, many AOC systems and documents? We have Citrix - a remote worker's tool available at the convenient web address of <https://telework.aoc.gov>. Plug-in your smart card to a computer USB port (make sure the "y" symbol on your smartcard blinks!) and go to that site and follow the online instructions.

Sometimes you just need quick access to your email. The Outlook Web App (OWA) looks just like your Microsoft Outlook desktop app and is available from any web browser. Procedures:

- Open your internet browser.
- In the address field, type the following URL and hit enter: <https://owa.aoc.gov/>
- Enter your PIN and click sign in.

Need to access your timecard? Procedures:

- Open your internet browser.
- In the address field, type the following URL and hit enter: <https://webta.aoc.gov/>
- Enter your PIN and click sign in.

Getting Help

We know that some AOC staff have never teleworked before – and some of you telework from time to time and get frustrated. That’s why we’ve been training all the IT Help Desk personnel so they can be telework experts. They are standing by to assist you.

You can call **202.225.4321** Monday – Friday 7 a.m. to 5 p.m.

Starting on April 3, those hours are expanding to 5 a.m. to 9 p.m., seven days a week.

We’re also posting all the telework FAQs right on the front page of <https://telework.aoc.gov>. Look for the big “FREQUENTLY ASKED QUESTIONS (FAQ) about Telework” link front and center on the page. And we’ll continuously update these FAQs as new information becomes available.

Is there another way we can assist you? Contact the help desk at either helpdesk@aoc.gov or **202.225.4321** and we’ll be glad to help.