

# PSC REMOTE ACCESS PROCEDURES

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**Introduction** This process guide provides guidelines and procedures for **Personnel Service Center (PSC) personnel** to request, process, and cancel Remote Access Service (RAS) accounts.

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**Discussion** Issued RAS accounts cost \$363 each per year. The command is billed for each account whether or not it is used. In the practice of good stewardship, the command has an obligation to ensure these accounts are put to good use.

*Accounts not used or underutilized will be recommended for removal. See minimum usage **Requirements/Guidelines to keep your RAS account** below.*

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**RAS Support** First line support (Tier 1) for VDI Remote Access is handled by the Centralized Service Desk (CSD). Please submit a CGFIXIT ticket via the Lighthouse icon on your Coast Guard Standard Workstation or call 1-855-CGFIXIT.

The local Base NCR IT Support Staff only support Headquarters issued laptops. They do not provide support for personal (home) computers or laptops.

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## PSC Points of Contact for RAS accounts and Telework agreements

<b>PSC ACO Approving Authority</b>	SKC Joseph Sweetland (BOPS-R)
<b>BOPS-R Storekeepers</b>	SK2 Teeter/SKC Sweetland
<b>PSC Telework Manager</b>	LT Katherine Ward (BOPS-C-HR&A)

## Requirements/Guidelines to keep RAS account

<b>Guidelines</b>	<b>Criteria</b>	<b>Recommendation</b>
<b>Telework Agreement</b>	You must have an approved Telework agreement on file with the PSC Telework Coordinator.	<b>Obtain prior to requesting account</b>
<b>Routine Telework</b>	Routine telework occurs on an ongoing regular schedule. (i.e. 1 or more times per month)	<b>8 hours per Month</b>
<b>Situational Telework</b>	Situational telework is described as episodic, intermittent, unscheduled or AD-HOC.	<b>6 hours per quarter</b>

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## Member Requirements and Procedures

Requirement	Action							
<b>Requirements and procedures for obtaining a RAS (VDI) Account</b>	<b>Step</b>	<b>Action</b>						
	1	Prior to requesting a RAS account you must possess the items required to remote access into the CG Network: <table border="1" data-bbox="552 525 1404 861"> <thead> <tr> <th data-bbox="552 525 1015 567">Requirement</th> <th data-bbox="1015 525 1404 567">Notes ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="552 567 1015 745">Base NCR issued laptop or personal (home) PC/Laptop with a CAC Reader and the VDI VMware Horizon View software installed.</td> <td data-bbox="1015 567 1404 745">VDI is compatible with all supported versions of M.S. Windows, whereas Macintosh support is very limited.</td> </tr> <tr> <td data-bbox="552 745 1015 861">A high speed home network connection. (Examples are Comcast, Verizon FIOS or DSL)</td> <td data-bbox="1015 745 1404 861">Dial-up is too slow to support sustained connectivity.</td> </tr> </tbody> </table>	Requirement	Notes ...	Base NCR issued laptop or personal (home) PC/Laptop with a CAC Reader and the VDI VMware Horizon View software installed.	VDI is compatible with all supported versions of M.S. Windows, whereas Macintosh support is very limited.	A high speed home network connection. (Examples are Comcast, Verizon FIOS or DSL)	Dial-up is too slow to support sustained connectivity.
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	A high speed home network connection. (Examples are Comcast, Verizon FIOS or DSL)	Dial-up is too slow to support sustained connectivity.						
	2	<b>You (and your supervisor) must complete Telework Training prior to signing your Telework agreement.</b> Telework training is available on the <a href="#">Learning System (LMS)</a> by enrolling in the <a href="#">Telework 101 for Employees</a> or <a href="#">Telework 101 for Managers</a> courses.						
	3	When completing your <a href="#">Telework Agreement</a> direct any questions you may have to the <a href="#">PSC Telework Manager</a> . Once completed, <a href="#">e-mail your Telework Agreement</a> to the <a href="#">PSC ACO Authority</a> and <a href="#">PSC Telework Manager</a> .						
	4	Upon receipt of your Telework Agreement, the <a href="#">PSC ACO Authority</a> will submit a CGFIXIT Ticket to provide you a VDI RAS account.						
	5	Once your request is processed by CGFIXIT, you will be notified your VDI account is available for use.						
	6	<b>If using your HQ issued laptop</b> , you will need to complete/sign a <a href="#">DHS property pass DHS 560-1</a> , and send it to <a href="#">HQ-SMB-BaseNCR-Property</a> if you want to take your laptop out of the building. For assistance contact the <a href="#">BOPS-R Storekeepers</a> .						
7	<b>If using a personal computer/laptop</b> for remote access, proceed to <i>Obtain CAC Reader and RAS (VDI) Software for Personal laptop/PC</i> on page 3.							

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<b>Obtain CAC Reader and RAS (VDI) Software for Personal PC/Laptop</b>	<b>Step</b>	<b>Action</b>	
	Note	If you are using your HQ issued laptop for remote access, it is already pre-installed with everything you need to RAS in.	
	1	Obtain a CAC reader from the <a href="#">BOPS-R Storekeepers</a> .	
	2	Obtain VDI VMware software/instructions. Options are ...	
		<b>CG HQ C4IT Resource Center</b>	<b>TISCOM CG Portal VDI Site</b>
	Located on LL2 inside room 2i07-01, the Resource Center provides VDI software/guides on CD upon request. Call 202-372-4183 for more information.	Installation/User Guides and software can be downloaded from <a href="#">TISCOM's Virtual Desktop portal site</a> .	
	3	Once you receive account approval notification from CGFIXIT, you can install/test the VDI software on your home computer. If you experience any issues during/after installation contact CGFIXIT for assistance at 1-855-CGFIXIT.	
<b>Cancelling your RAS (VDI) Account</b>	<b>Step</b>	<b>Action</b>	
	1	If you are transferring and/or no longer need your RAS (VDI) account, you need to cancel your account.	
	2	<a href="#">E-mail the PSC ACO Authority</a> requesting cancellation of your RAS (VDI) account.	
	3	Turn in your CAC reader to the <a href="#">BOPS-R Storekeepers</a> .	

**End of Member Requirements and Procedures**

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